

BSB20120 Certificate II in Workplace Skills



AT A GLANCE | BSB20120 CERTIFICATE II IN WOKPLACE SKILLS

Looking to gain foundational skills and knowledge that are valued across a range of industries? BSB20120 Certificate II in Workplace Skills is a nationally recognised qualification which will help you gain practice experience and skills that give you an advantage in the job market.

BSB20120 Certificate II in Workplace Skills will help you be an effective member in any team and enhance your ability to plan, organise and complete routine work tasks.

OVERVIEW

Start your journey with this foundational program, designed to equip you with the essential knowledge for performing routine tasks in office administration. The course will give you the practical skills to successfully work in an office or business environment.

You will develop a broad range of knowledge and skills covering health and safety of yourself and others, creating electronic presentations, working effectively with others, use of business technology, customer service, workplace communication and teamwork - preparing you for your first job or confidently returning to the workforce with up-to-date technology and communication skills.

Successful completion of the course provides you with the practical skills to work in many office and business roles, and also develops a solid foundation for further study.

WHAT YOU WILL GAIN

Learning Outcomes | Through a mixture of theory and practical course work, learn to:

- Apply communication skills
- Work with colleagues and managers
- Plan and apply time management
- Employ sustainable work practices
- Contribute to the health and safety of self and others
- Work with technology

Course Outcomes | Gain practice experience and develop skills that give you a kick start into career journey

- Practice using real workplace documents and scenarios
- Transferable skills that can be used in any industry
- Pathways to further study and career opportunities
- Collaborative and supported learning environment

BSB20120 Certificate II in Workplace Skills



WHAT YOU WILL STUDY

The successful achievement of this qualification requires you to complete all 10 Units (5 Core and 5 elective units):

CORE UNITS

UNIT CODE	UNIT TITLE
BSBCMM211	Apply communication skills
BSBOPS201	Work effectively in business environments
BSBPEF202	Plan and apply time management
BSBSUS211	Participate in sustainable work practices
BSBWHS211	Contribute to the health and safety of self and others

ELECTIVE UNITS

UNIT CODE	UNIT TITLE
BSBCRT201	Develop and apply thinking and problem solving skills
BSBTEC202	Use digital technologies to communicate in a work environment
BSBPEF101	Plan and prepare for work readiness
BSBTWK201	Work effectively with others
BSBOPS203	Deliver a service to customers
BSBFIN301	Process financial transactions
BSBPEF302	Develop self-awareness
BSBOPS202	Engage with customers
FNSFLT211	Develop and use personal budgets

NOTE | For some courses, not all electives listed will be offered in the course

HOW YOU WILL STUDY

Study Delivery

Blended or Mixed Mode is a combination of face-to-face and self-paced training and assessment is typically used to support courses that have practical elements. Learn through a combination of classroom based and self-paced learning. You will attend the course and participate in scheduled classes, have an element of self-directed learning and receive training and assessment from an industry qualified trainer.

BSB20120 Certificate II in Workplace Skills



Face-to-face learning provides traditional classroom-based learning with both students and trainers attending in-person. Learning collaborating and communication between students and trainers will occur at set times and locations which students will be advised of upon enrolment.

Students are expected to undertake self-paced learning to complete the requirements of the course. This flexible approach minimises the time needed in the classroom to support students with busy lives.

Duration

The duration of this course is completed over a 26-week period consisting of:

- 2-week holiday period based on VIC/QLD school terms
- 24 weeks of face-to-face classroom delivery (theory and practical) equalling 2 days per week, totalling 13 hours per week, consisting of:
 - 7hrs per day, consisting of:
 - 6.5hrs training and/or assessment
 - 0.5hrs lunch break
- Self-paced theory learning totalling: 12 hours per week over 24-week period
- All scheduled classes are mandatory for students to attend. If a student is unable to attend schedule class, they must contact their Trainer/Assessor as outlined in the Student Handbook. All student enrolments for each intake are active for 3 months after the scheduled completion date.

Study Locations

VICTORIA

MEGT Footscray – Shop 40A Level 1, Metro West Shopping Centre, Cnr Paisley & Albert Street Footscray VIC 3011

MEGT Sunshine – 141 Harvester Road Sunshine VIC 3020

MEGT Werribee – 89-91 Synnot Street Werribee VIC 3030

MEGT Melton - 45 Unitt Street Melton VIC 3337

MEGT Altona - Lot 6/40 Borrack Square, Altona VIC 3025

QUEENSLAND

MEGT Southport – Level 1, 5 Hicks Street Southport QLD 4215

MEGT Coomera – 10/334 Foxwell Road Coomera QLD 4209

IMPORTANT INFORMATION

Entry Requirements

There are no formal entry requirements for this course. All students will complete a Language, Literacy and Numeracy and Digital Assessment during Orientation Week, prior to the course commencement.

BSB20120 Certificate II in Workplace Skills



All students are required to be:

- An active job seeker signed up with a Workforce Australia or Transition to Work provider
- Referred by Workforce Australia or Transition to Work provider to undertake the course

Fees and Charges

For registered job seekers or participants of Workforce Australia (WFA) and/or Transition to Work (TtW), direct assistance or financial support with the cost of training including course fees and costs can be assisted by the WFA or TtW Provider. Speak to your Employment Consultant and/or Youth Coach to discuss cost of training assistance.

Course Fees

For individual students who will be covering the cost of their course, will be provided with a Statement of Fees outlining the amount and when each set of fees will be due. Fee payment will commence once the student has attended their first unit of competency. For more information, please refer to our Fees and Charges Policy and Student Handbook.

Fees and charges can be subject to change.

Course Fee: \$2,500

Resources Required

All required resources for face-to-face classroom delivery are provided by MEGT Education & Training. This includes:

- Access to a computer/laptop equipped with the Microsoft Office, Adobe Acrobat Reader and Adobe Flash Player
- Reliable internet access
- Hardcopy Learner Guides and Learner Assessment Pack at the commencement of each unit of competency

Students also have access to a computer/laptop equipped with Microsoft Office, Adobe Acrobat Reader, Adobe Flash Player and internet at all MEGT Education & Training delivery sites outside of their scheduled class times, but access is limited to our operating hours.

Student required resources

- Students will need to have access to a video and audio recording device (e.g., smart phone) and email address for the full duration of their course
- For the self-paced student aspect of this course, students must have access to a computer/laptop equipped with Microsoft Office, Adobe Acrobat Reader, Adobe Flash Player and a reliable internet connection to facilitate learning outside of classroom hours. If a student does not have their own computer/laptop (with the required software listed above), MEGT Education & Training will assist in providing their where possible. Additionally, we will collaborate with Workforce Australia

BSB20120 Certificate II in Workplace Skills



and/or Transition to Work providers to ensure students have home internet access for completing their self-paced studies.

All other material, equipment and resources required to complete this course are provided to students by MEGT Education & Training.

STUDENT SUPPORT SERVICES

Everyone's journey is different and sometimes you need some extra support, which we are here to help. Throughout your training you will have access to support from our student support staff and trainers via phone, email or in-person.

Student support services are available to all students before enrolment and during your course. MEGT Education & Training is committed to providing advice about the requirements and determine existing skills and competencies of students before enrolment. Where support is identified MEGT Education & Training will ensure you are provided the relevant support and/or referred to our network of specialist support providers, services and facilities inclusive of:

- Learning support
- Disability services
- Indigenous participant support
- Career and program counselling
- Success and wellbeing
- Job ready support

MEGT Education & Training trainers can provide further information on these support services and facilities. All requests for support are treated confidentially.

ASSESSMENT METHODS

Skills and knowledge are an essential step in progressing through your course. You may be assessed in a number of ways while you are studying at MEGT Education & Training, including observation, written questions, questioning, portfolios, third-party feedback, case studies, and through Recognition of Prior Learning (where applicable). For more information about assessment methods, refer to the Student Handbook.

CREDIT TRANSFER

MEGT Education & Training recognises Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment that have been issued by other registered training organisations. Credit Transfer may be applied to units of competency and related qualifications that have been studied in the past. Students are encouraged to submit any requests for credit from previous studies at the time of enrolment to ensure they are not enrolling in units they may not need to undertake. For more information about the Credit Transfer process, please refer to the Student Handbook.

BSB20120 Certificate II in Workplace Skills



COMPLAINTS AND APPEALS

MEGT Education & Training is committed to identifying and responding to any issue, complaint, grievance or appeal concerning any aspect of its business operations. MEGT Education & Training treats complaints and appeals from staff, partner organisations, students, and other parties very seriously and will deal with these in an effective and timely manner. All stakeholders are entitled to an efficient mechanism to raise and settle complaints, grievances and appeals. For more information about our Complaints and Appeals process, please refer to the Student Handbook.

OUR QUALITY COMMITMENT

MEGT Education & Training is committed to providing high quality training and assessment that is relevant to students, employers and industry and meets the requirements of the Standards for Registered Training Organisations (SRTOs 2025). MEGT Education & Training is required to systematically monitor, evaluate and improve its training and assessment practices through continuous improvement practices.

MEGT Education & Training issues AQF certification to those students who meet the required outcomes of a qualification, unit of competency, as specified in their course.