



focused on your retail success

BSB20107 Certificate II Business

This qualification is ideal for those with limited vocational experience assisting in a range of work settings without a formal business qualification.

Requiring a total of 12 Units including 1 core unit and 11 elective units. 7 electives must be chosen from the list below and the remaining 4 may be chosen from other qualifications Target Training offers of which 2 can be Certificate III level.

Core Unit:

BSBOHS201A Participate in OHS processes

Elective units:

BSBCUS201A Deliver a service to customers

BSBIND201A Work effectively in a business environment

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

BSBINN201A Contribute to workplace innovation

BSBCMM201A Communicate in the workplace

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

BSBSMB201A Identify suitability for micro business

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology