



BSB20120

Certificate II in Workplace Skills

CRICOS CODE 104523H



Course Overview

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles. This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Entry Requirements		Education and Migration Agents
<ul style="list-style-type: none"> ✓ Must be 18 years of age or over ✓ English proficiency of 5 IELTS or equivalent ✓ All students will be required to sit for an English Assessment to validate current levels. 	<p>Note: Applicants identified with lower (than 5) English Proficiency levels will be required to enrol in a specialist English Language provider to upgrade their English prior to entry into a vocational course. All College programs will be delivered in English.</p>	<p>Kensington International College (KIC) uses the resources of Registered Education and/or Migration Agents for the recruitment of international students. Our recommended agents are listed on the College website https://kic.edu.au</p>

There are no specific entry requirements for this program, and it is targeted for international students. The development of the program was with a consultation with industry advisors to respond to a need that has developed for additional educational vacancies for specialist Business industry positions that will benefit from Nationally Recognised Training.

Several units of competency require the use of a computer. **You are expected to supply your own device such as a laptop, notebook or pad** that is capable of Wi-Fi connectivity and loaded with the Microsoft suite of programs. As a candidate, you will be required to show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

The course is a pack of 10 units of competence with 5 core units and 5 elective units. This course has been designed to suit the needs of those who wish to complete Business skills for the following occupations International Education Office, Receptionist, Administration Officer (Local Government), Office Assistant, Receptionist, Administrative Assistant and other similar roles.

Units of Competency

Course Units		
BSBCMM211	Apply communication skills	Core
BSBOPS201	Work effectively in business environments	Core
BSBPEF202	Plan and apply time management	Core
BSBSUS211	Participate in sustainable work practices	Core
BSBWHS211	Contribute to the health and safety of self and others	Core
BSBCRT201	Develop and apply thinking and problem solving skills	Elective
BSBTEC201	Use business software applications	Elective
BSBPEF101	Plan and prepare for work readiness	Elective
BSBTWK301	Use inclusive work practices	Elective
BSBOPS203	Deliver a service to customers	Elective

This course is accredited by the Australian Skills Quality Authority (ASQA) and is compliant with the Australian Qualification Framework			
DURATION AND CONDUCT	The training program will be a period of 36 weeks plus 4 weeks of breaks as programmed recreation and provision for intervention strategies. There are limits to how many students can access a program at any one time; institution based will be limited to 24 students. A student will be offered the entire 10 UOC prior to exit or a component of a qualification dependent on their enrolment requests		
TUITION FEE	\$9,000	TOTAL COURSE FEE	\$9,500
MATERIAL	\$300.00		
ENROLMENT FEE	\$200.00 – Non-refundable. Not included in tuition fee.		
PAYMENT SCHEDULE (DUE AT THE COMMENCEMENT OF EACH SEMESTER)	1ST	2ND	3RD
	AUD \$3,300.00	AUD \$3,100.00	AUD \$3,100.00
TUITION FEE PAYMENT	Kensington International College collects student fees in advance and therefore it will comply with the following options for initial and continuing fee collection and registration: <ul style="list-style-type: none"> • Students, or the person responsible for paying the tuition fees, can now choose to pay more than 50 per cent of their tuition fees before they start their course; • Kensington International College cannot require students to pay more than 50% of their tuition fees before they start the course; • A payment plan for any outstanding fees can be negotiated and will be detailed on a separate document. 		
CERTIFICATION	All assessments must be completed successfully for the issue of a certificate for BSB20120 Certificate II in Workplace Skills. Completion of less than all UOC will see a Statement of Attainment issued. All financial payments must be completed before any certification is issued.		

Policies and Procedures

Assessment

KIC will use a combination of assessment methods and approaches which will involve collecting a range of evidence for ensuring consistency of competency. Assessment may include a combination of various styles of assessments to be completed in-class or online.

Course Conduct

A students' program is considered to have completed of a successful academic program with a determination of **COMPETENT** in 10 Units of Competency over a period of 36 study weeks with a 4-week study breaks total duration 40 weeks. The delivery method that will be available is 67% F2F and 33% online as stated in the ESOS Act. Students are required to attend college 20 hours per week. There will be scheduled breaks during the year for the application of intervention methods for affected student's and a term break for others; there is a programmed extended break during December/January period. Students not completing 10 UOCs with competence will be issued a Statement of Attainment for the successfully completed units.

Recognition of Prior Learning (RPL) – is offered for more information – refer to website <https://kic.edu.au>

Attendance Requirement

To maintain satisfactory course progress for 40 weeks of the course duration, a student is expected to maintain satisfactory attendance of 80% over the course duration, as well as participate in classroom learning activities. Students are also required to successfully complete all their assessment tasks. This represents satisfactory course progress.

Re-Assessment

Where a student fails one (1) or more assessment methods within a single Unit of Competency (UOC), they are to be re-assessed once, free of charge, and this must be completed within the immediate operational study period or as soon as possible following that study period, as per Kensington International College's re-assessment policy. If the student does not pass one (1) or more assessment methods following the free re-assessment period they are to be offered two (2) more opportunities for reassessment, with the provision, that they must be charged a fee for each opportunity within the immediately following study period or as soon as possible following that study period. Refer to policies and procedures in Student Policy Handbook on website: <https://kic.edu.au>

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