

# BSB20120 Certificate II in Workplace Skills

## DESCRIPTION

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.

## ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

To ensure you have the right skills and support to succeed in your course, a Language, Literacy, Numeracy and Digital Literacy (LLND) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

## DELIVERY DETAILS

Location(s)	Duration*	Study mode
Alice Springs Darwin Off campus remote	Part-time 1 year	Face-to-face Blended Online

\* Duration will vary depending on how long a student takes to reach the required competency level.

## FEES

Fee Type	2025 Course Fees
NT Government Supported*	Free
Full Fee	\$2,919.75 - \$3,893.00

\*This course is supported by the NT Government for domestic [eligible](#) students who are NT residents. A limited number of NT Government supported places are available, so secure your place now.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. International non-student visa-holders; study eligibility needs to be verified before enrolment. Fees may vary depending on the visa type. The course fee rates will vary for commercial contract arrangements.

For further clarification and information on fees, fee exemptions, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#)

## ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

## RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that determines whether the skills, knowledge and experience you have gained through your previous study, work or life experience can count towards a vocational training qualification at CDU. For more information, refer to [VET RPL](#).

## RESOURCES

Students are issued with learning materials and handouts for each unit.

## STUDY AND CAREER PATHWAYS

Further training pathways from this qualification includes but is not limited to BSB30120 Certificate III in Business.

Possible occupations relevant to this qualification include:

- administration assistant
- clerical workers
- data entry operator
- information desk clerk
- office junior or receptionist.

## QUALIFICATION CONTENT

To achieve a BSB20120 Certificate II in Workplace Skills a total of ten (10) units of competency must be completed comprising five (5) core and five (5) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

### CORE UNITS

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 (*Select 5*)

<b>Group A Self-Management (<i>minimum of 1 unit must be selected from Group A</i>)</b>	
BSBPEF201	Support personal well-being in the workplace
<b>Group B Technology (<i>minimum of 1 unit must be selected from Group B</i>)</b>	
BSBTEC101	Operate digital devices
BSBTEC201	Use business software applications
BSBTEC202	Use digital technologies to communicate in a work environment
<b>Group C and Other Electives</b>	
BSBOPS203	Deliver a service to customers
BSBPEF101	Plan and prepare for work readiness
BSBTWK201	Work effectively with others
BSBOPS101	Use business resources ( <i>Unnamed</i> )

## WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

## SUPPORT SERVICES

The University supplies support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Student Advocacy, Indigenous Tutorial Support Services, International Student Support Services, Library Services, and VET Learner Support Services.

More information is available at [Student Support](#).

## CONTACT DETAILS

Business and Workforce Management

E. [vet.business@cdu.edu.au](mailto:vet.business@cdu.edu.au)  
T. 08 8946 7517 (WFD) 08 8959 5461 (ASP)  
W. <https://www.cdu.edu.au/study/essentials>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.