

# 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.

This course can be undertaken as a traineeship. Visit [TAFE Apprenticeships and Traineeships](#) for more information.

## ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

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)	Tennant Creek
Duration*	8 months part-time
Study mode ^^	Blended
Dates ^	Start date: 21 April 2026
Attendance	Face-to-face blocks : 4 x 4 days Online sessions: 5 x 1 day

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

^ Course timetable will be provided on application for the course.

^^ Information relating to study modes can be found in the 2026 TAFE Student Guide

## FEES

Fee Type	2026 Course Fees
NT Government Supported*	\$1,232.00 (fee exemption may apply**)
Full Fee	\$3,712.00

\*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.

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Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. For 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.

\*\*You may be eligible for a fee exemption if your course is delivered in a location listed on the [NTG's Location Categories for VET funded programs](#) as Remote for the location category.

Please note, students who have their full course content delivered externally are not eligible for the Remote 2 Location tuition fee exemption

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

Skills and knowledge assessments are an essential step in progressing through your course. You may be assessed in a number of ways including written assessment, questioning, portfolios, work samples, direct observation, practical assessments and third-party feedback.

Throughout your course you will receive information about assessments including how, when and where assessments will be conducted.

## RECOGNITION OF PRIOR LEARNING (RPL)

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

## CREDIT TRANSFER (CT)

Charles Darwin University as a Registered Training Organisation recognises the Australian Qualifications Framework qualifications and Statement of Attainments issued by any other Australian Registered Training Organisation (RTO).

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.

## RESOURCES

Students will have 24/7 access to assessments and learning resources on Learnline, CDU's online learning platform. Before you can start using Learnline, you'll need to make sure that your computer has the correct setup. For more details: <https://www.cdu.edu.au/current-students/services/learnline>

## 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 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

BSBPEF201	Support personal well-being in the workplace (A)
BSBTEC101	Operate digital devices (B)
BSBTEC201	Use business software applications (B)
BSBTEC202	Use digital technologies to communicate in a work environment (B)
BSBTWK201	Work effectively with others (C)

## 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 provides support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Financial Support 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 - Life, Health and Wellbeing](#)

## CONTACT DETAILS

Business and Workforce Management

E. [vet.business@cdu.edu.au](mailto:vet.business@cdu.edu.au)  
 T. 08 8946 7517 (ECP) 08 8959 5312 (ASP)  
 W. <https://www.cdu.edu.au/tafe>

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