

BSB20120 CERTIFICATE II IN WORKPLACE SKILLS



Greystone
COLLEGE

CRICOS COURSE CODE: 105113G

- Learn a comprehensive skill set to increase your employability and prepare you for a variety of entry-level Business Services jobs
- Develop the soft skills that companies look for like communication, team work, and awareness of wellbeing in the workplace.
- Learn transferrable hard skills like using digital technologies and business software, and preparing simple documents
- Combine your program with progressive qualifications and build a long-term study plan to achieve your learning and career goals

Campus

Brisbane, Melbourne, Sydney

Due to COVID-19, Greystone College Australia will continue to offer online VET classes until at least the end of 2022.

Program Length

Maximum 54 weeks* (20 hours/week)

Includes 6 hours/week online study +
14 hours/week in class study

**40 weeks study + up to 14 weeks scheduled breaks*

Schedule

Weekday: Brisbane, Melbourne, Sydney

Weekend: Brisbane, Melbourne, Sydney

2021 Start Dates

Aug 30, Sep 27, Nov 22

SCHEDULED BREAKS

Oct 25 – Nov 21

Dec 20 - Jan 2, 2022

2021 Fees

Registration fee: \$230

Material fees: \$280

Tuition: \$7,000

*RPL & Credit Transfer must be applied for upon enrolment
Moodle re-opening fee \$50**

**All fees in Australian Dollars, payment by installment is
available on request and approval*

Entry Requirement

- An equivalent of Australia's Year 10 school certificate. A prior working knowledge of a business environment would be useful.
- International students must meet a minimum language requirement of IELTS 4.0 with a minimum band score of 4.0. TOEIC 500 with a minimum reading score of 200. Direct entry is available through ILSC Beginner 4 and above.
- Students must be at least 18 at the commencement of studies.

Program Description

In the BSB20120 Certificate II in Workplace Skills, you will develop skills needed to perform a variety of entry-level Business Services job roles. The qualification is also suitable for those who have not yet entered the workforce and are developing skills in preparation for work. Learn how to carry out a range of tasks that require self-management and technology skills, and to perform mainly routine tasks under direct supervision.

Study Schedule/Delivery Mode

In all of our programs, you will build a timetable which combines 14 hours a week of face-to-face, in-class study and six hours per week online study. The online study component includes exercises, discussion forums, and resources to help with assignments and to provide foundational academic and learning skills. In-class study schedules combine the core lecture with Assessment Essentials and PASS classes.

You must attend both lectures, as each lecture covers different content. PASS classes are Practical Assessment Support Sessions. In PASS classes, you will meet with your trainer to discuss any questions you may have about study or assessments. In Assessment Essentials, you'll learn essential tips and info on how to successfully complete the unit. This class guides you through the unit focusing on key topics you need to master, as well as assessment tips and common mistakes. NOTE: If you miss a class, please view the videos.

Weekday Schedule - Sample*

HOURS	MONDAY	TUESDAY
1:15 PM-3:15 PM	Assessment Essentials	PASS
3:30 PM-5:30 PM	PASS	Assessment Essentials
6:00 PM-9:00 PM	Lecture	Lecture

Weekend Schedule - Sample*

HOURS	FRIDAY	HOURS	SATURDAY
1:15 PM-3:15 PM	Assessment Essentials	9:00 AM-12:00 PM	Lecture
3:30 PM-5:30 PM	Assessment Essentials	12:30 PM-3:30 PM	Lecture
6:00 PM-9:00 PM	PASS	3:45 PM-4:45 PM	PASS

**Schedules may vary.*



BSB20120 Certificate II in Workplace Skills Units

BSBCEM211 APPLY COMMUNICATION SKILLS

In this unit you will learn how to apply basic communication skills in the workplace. You will learn to gather information and to communicate appropriately in speaking and writing. Topics include: Identify communication requirements; Communicate using verbal and non-verbal communication skills; Draft written communications.

BSBOPS201 WORK EFFECTIVELY IN BUSINESS ENVIRONMENTS

In this unit you will learn how to work effectively in business environments. You will learn to identify and work to organisational standards, manage your workload, and work as part of a team. Topics include: Identify the business context; Work in a team; Develop effective work habits.

BSBPEF202 PLAN AND APPLY TIME MANAGEMENT

In this unit you will learn how to use time management processes to organise and complete work tasks. You will also learn how to seek and review feedback to improve your time management skills. Topics include: Organise work schedule; Complete work tasks; Review work performance.

BSBSUS211 PARTICIPATE IN SUSTAINABLE WORK PRACTICES

In this unit you will learn how to carry out work practices in an environmentally sustainable way. Topics include: Measure sustainable work practices; Support sustainable work practices; Seek opportunities to improve sustainable work practices.

BSBWHS211 CONTRIBUTE TO THE HEALTH AND SAFETY OF SELF AND OTHERS

In this unit you will learn how to work in a manner that is healthy and safe for yourself and other people. You will also learn how to assist in responding to incidents. Topics include: Operate safely in own work environment; Operate safely within requirements of own role; Participate in WHS consultative processes.

BSBPEF201 SUPPORT PERSONAL WELLBEING IN THE WORKPLACE

In this unit you will learn how to improve your personal wellbeing in the workplace. Topics include: Recognise factors that impact personal wellbeing; Plan communication with supervisor; Communicate with supervisor; Investigate available wellbeing resources.

BSBTEC101 OPERATE DIGITAL DEVICES

This unit describes the skills and knowledge required to start up and use a range of basic functions on digital devices. The unit applies to those who perform a range of routine digital tasks in the various sectors of the business services industry and generally work under direct supervision.

BSBOPS203 DELIVER A SERVICE TO CUSTOMERS

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback. The unit applies to those who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

BSBTWK201 WORK EFFECTIVELY WITH OTHERS

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict. The unit applies to individuals who perform a range of routine tasks in a team environment and use a basic knowledge of teamwork in a defined context, under direct supervision or with limited individual responsibility.

BSBINS201 PROCESS AND MAINTAIN WORKPLACE INFORMATION

This unit describes the skills and knowledge required to receive, process, and store workplace information and maintain information systems. It also includes the maintenance of records management systems. The unit applies to individuals who perform a variety of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility.

Important Information



GREYSTONE COLLEGE TRAINING FACILITIES AND RESOURCES

Greystone College campuses are fully equipped with all the resources and facilities required to successfully undertake this program including computer labs, software, free WIFI, photocopiers, charging stations, and student lounge. It is highly recommended you bring your own laptop (device) to enhance your campus experience. All course resources are available to students via their personal login to the Learning Management System (Moodle). Students can track their progress and academic success.



BOOTCAMP

Bootcamp is a free service designed to keep you on track. Juggling a busy lifestyle with study and work can be tough; our free Bootcamp program is available to help students catch up on assessments if they fall behind.



COURSE RESOURCES

The Online Course Resource Library provides students with informative links and information. Resources are easily searched by course unit or topic, and make your learning easier. On the Online Learning Management System (LMS), all class assessments, student work books, and extra resources that support class delivery are available for download. Test and assessment results are posted in student files. Students can use the LMS to message other students in their classes or their trainer if they have questions or want to connect.



ASSESSMENTS

All units studied in this qualification will be assessed in at least three different ways. Assessments will consist of a mix of quizzes, projects, case studies, presentations, and questions.



COURSE COMPLETION

Students obtaining a 'Competent' result for all units studied will be issued a 'Qualification' – BSB20120 Certificate II in Workplace Skills issued by Greystone College. Should a student not complete the full qualification, a 'Statement of Attainment' will be issued for the units which the student is deemed 'Competent'.



RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

RPL and Credit Transfer can be applied for at the time of enrolment or during the orientation. Please refer to Greystone College website or VET Student Handbook for more information.



WHAT IS NATIONALLY RECOGNISED TRAINING

All Greystone College programs are Nationally Recognised Training. The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

For policies and procedures around: deferring, suspending, or cancelling enrollment; refunds; complaints and appeals; tracking attendance and academic progression, please refer to our website: <https://www.greystonecollege.com.au/policies>

Greystone College Pty Ltd partners with local and global agents to engage with prospective students. Please see the list on our website under Policy and Procedures for details.



Greystone
COLLEGE

[GREYSTONECOLLEGE.COM.AU](https://www.greystonecollege.com.au)

ILSC (Brisbane) PTY LTD is trading as ILSC-Brisbane, ILSC-Sydney, ILSC-Melbourne, ILSC-Adelaide, Greystone College and ILSC Australia
RTO Number 31564, CRICOS Course Code: 02137M.



ONLINE LEARNING SUPPORT MEASURES FOR GREYSTONE COLLEGE STUDENTS



Why is Greystone College Australia delivering classes online?

Due to the COVID-19 pandemic, Greystone College has had to shift its delivery of VET courses from on-campus to online. We will continue to keep students updated as Greystone College assesses government guidelines and directives.

How can I access my online VET courses?

Delivery of lectures and support classes are provided using professional ZOOM webinar technology. The technology allows students and trainers to screen share content, use on screen whiteboards, use breakout rooms for group based learning activities or private conversations, manage in class polls and debates, trainer to student or student to student chat functions and much more.

What equipment do I need to join online?

Greystone College students can participate in the online courses using a smartphone, laptop or tablet. They also need an internet connection to connect in.

Greystone College uses MOODLE as its Learner Management System, which all students have access to once they commence their program. Classes are delivered remotely using ZOOM as its platform.

If a student does not have the necessary equipment to join online classes, the college may be able to support the student with on-campus equipment.

Greystone College students receive a free Microsoft Office subscription, and this allows them to have access to all the MS suite of products, including Word, Excel, PowerPoint and TEAMS.

How should I complete assessments?

How about observations and role-plays?

Assessments are delivered using our customised Learning Management System, Moodle. Students are able to access all topic content online, and provide written responses using fillable PDF documents and templates to deliver individual and group-based assessment. If students are not able to access these documents online, PDF print-outs can be made available.

Students are also required to demonstrate knowledge of assessments through trainer observations during webinars as part of their final grade. Observations might include a group activity such as a presentation, or individual role play simulation. Grades and detailed assessment feedback are allocated to students via Moodle allowing students to manage their course progress.

Who can I talk to if I have a problem?

Greystone College students have access to student support via email, phone or in-person at the campus.

WWW.GREYSTONECOLLEGE.COM.AU

ILSC (Brisbane) PTY LTD is trading as ILSC-Brisbane, ILSC-Sydney, ILSC-Melbourne and ILSC Australia RTO Number 31564, CRICOS Course Code: 02137M