Course Aims
This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

Course Duration
9 tuition weeks

Intakes and Course Fee
2015: 16 Feb, 4 May, 20 Jul, 5 Oct, and 16 Nov
2016: 15 Feb, 2 May, 18 Jul, 3 Oct, and 14 Nov
Please refer to the website for course fee.

Mode of Delivery
Face to Face/ on campus

Job Roles and Titles May Include:
Administration assistant, clerical worker, data entry, operator, information desk clerk, office junior, receptionist.

Entry Requirements
There are no entry requirements for this qualification. Preferred pathways for candidates considering this qualification include:
- BSB10112 Certificate I in Business or other relevant qualification/s
- OR
  - With vocational experience assisting in a range of work settings without a formal business qualification.

International students entering this qualification must have an English Language proficiency level of one of the below:
- IELTS band score of 5.5 (Academic or General Version) or equivalent internationally recognised exam result in line with DIBP regulations or
- IELTS band score of 5.0 (Academic or General version) then Satisfactory completion of an ELICOS or ESL program up to 20 weeks at upper intermediate level or
- Completed secondary studies equivalent to an Australian Year 12 qualification from an English language speaking country.

Ozford also offers all students the opportunity to undertake a pre-entry English Proficiency Test (EPT) as part of the student enrolment process. Students can choose to undertake the English Proficiency Test (EPT) to confirm their level of English proficiency. Other students will be encouraged to undertake the English Proficiency Test (EPT) if for any reason there is doubt or concern about their English language Proficiency. Those students who gain less than 70% at the English Proficiency Test (EPT) will be required to undertake an ELICOS or ESL program up to 20 weeks at Upper Intermediate level. Recognition of Prior Learning provides students an opportunity to have their current skills and competencies recognised. Applicants wishing to have Recognition of Prior Learning should complete the relevant RPL application form available from student administration.

Course Structure
To achieve a Certificate II in Business, 12 units must be completed:
- 1 core unit
- 11 elective units

<table>
<thead>
<tr>
<th>Unit Codes</th>
<th>Unit Names</th>
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<tbody>
<tr>
<td>Core</td>
<td></td>
</tr>
<tr>
<td>BSBWHS201A</td>
<td>Contribute to health and safety of self and others</td>
</tr>
<tr>
<td>Elective</td>
<td></td>
</tr>
<tr>
<td>BSBCCM201A</td>
<td>Communicate in the workplace</td>
</tr>
<tr>
<td>BSBCCUS201B</td>
<td>Deliver a service to customers</td>
</tr>
<tr>
<td>BSBINM202A</td>
<td>Handle mail</td>
</tr>
<tr>
<td>BSBIND201A</td>
<td>Work effectively in a business environment</td>
</tr>
<tr>
<td>BSBINM201A</td>
<td>Process and maintain workplace information</td>
</tr>
<tr>
<td>BSBINN201A</td>
<td>Contribute to workplace innovation</td>
</tr>
<tr>
<td>BSBITU101A</td>
<td>Operate a personal computer</td>
</tr>
<tr>
<td>BSBITU102A</td>
<td>Develop keyboard skills</td>
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<tr>
<td>BSBWOR202A</td>
<td>Organise and complete daily work activities</td>
</tr>
<tr>
<td>BSBWOR203B</td>
<td>Work effectively with others</td>
</tr>
<tr>
<td>BSBWOR204A</td>
<td>Use business technology</td>
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</tbody>
</table>

*Elective units are subject to change.

Assessment
The achievement of competence will be assessed by a range of methods aiming at maximum flexibility and customisation to address specific needs and learning situations.
- Observation of ongoing activities in class and in a commercial kitchen
- Short formal and informal tests
- Presentation of Portfolios
- Role plays
- Role plays Observation of group discussion

Students will undertake informal assessment on an ongoing basis. This assessment will be used by the trainer to monitor student progress and to provide appropriate feedback. The informal assessments do not contribute to the results achieved by a student.
Requirements to Receive the Qualification
To receive a qualification, students are required to successfully complete all units of competence for the qualification level.

Resources and Equipment
Oxford has facilities and systems that include modern general purpose rooms & computer labs with Internet access and printers, multi-function photocopiers and wireless internet access.