



BSB20120 - Certificate II in Workplace Skills

Course Overview

The BSB20120 Certificate II in Workplace Skills is a nationally recognized qualification in Australia, designed to equip individuals with foundational skills for various entry-level roles in business services. It is particularly suitable for those entering the workforce for the first time or seeking to enhance their employability in administrative, clerical, or customer service positions.

Accreditation Statement

This is a nationally recognised and accredited Australian qualification delivered by Bankstown Education and Skills Training Centre (RTO 40651). It is developed in line with the Australian Qualifications Framework (AQF) and recognised across all states and territories. Successful completion will result in a nationally recognised Certificate or Statement of Attainment.

What You Will Learn / Key Skills

- Effective communication and teamwork
- Problem-solving in workplace contexts
- Planning, organising and prioritising tasks
- Using digital and business technology
- Understanding industry-specific procedures

Course Modules / Units of Competency

Please refer to your enrolment documents or course page for the complete list of core and elective units included in this qualification.

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

BSBTEC101 Operate digital devices

BSBPEF201 Support personal wellbeing in the workplace



BSBTEC201 Use business software applications

BSBTEC202 Use digital technologies to communicate in a work environment

BSBTEC203 Research using the internet

Entry Requirements / Prerequisites

No formal prerequisites required. Minimum age: 15 years. Basic literacy and digital skills are recommended.

Entry recommendations

- Foundational experience in using computers and the internet
- A desire to work in a business services support role
- An interest in working with others

Delivery Mode

Flexible delivery – study online at your own pace with support from experienced trainers via Moodle and Zoom.

Course Duration

Estimated 6-12 months. Self-paced with trainer guidance available throughout.

Assessment Method

Knowledge quizzes, practical tasks, projects, case studies, and third-party observation (where applicable).

Certification Outcome

Qualification (Certificate II) – awarded upon successful completion of all requirements.

Course Fees

From \$750.00 full course or \$80.00 per unit.

Funding may be available for NSW residents (eligibility criteria apply).



Pathways After This Course

Advance your skills to take your career to the next level

- BSB30120 Certificate III in Business (Administration)
- ICT30120 Certificate III in Information Technology
- FSK20119 Certificate II in Skills for Work and Vocational Pathways

Potential job roles include:

- Administrative Assistant
- Data Entry Operator
- Receptionist
- Records Assistant
- Customer Service Assistant

Why Study with Us

With over 25 years of training experience, Bankstown Education and Skills Training Centre (RTO 40651) offers flexible, engaging learning tailored to individual needs. Access quality resources, industry-relevant skills, and supportive trainers.

Group Bookings & Onsite Facilitation

We offer flexible group bookings for organisations, schools, and community centres. Training can be facilitated directly at your location, making it easy and convenient for your team or participants to complete the course without needing to travel. Minimum numbers apply – contact us to discuss your needs and arrange a session that suits your schedule.

Facilities and Support

At BEST Training, we're here to support you every step of the way. Whether you're learning online or on campus, you'll have access to caring trainers, helpful course guidance, and personal support when you need it. We're committed to helping you stay confident, connected, and on track throughout your learning journey.

Diversity and Inclusion Statement

At Bankstown Education and Skills Training Centre (RTO 40651), we are committed to fostering a learning environment that celebrates diversity and promotes inclusion for all. We recognise that each student brings unique experiences, perspectives, and strengths, and we welcome all forms of diversity.



Our approach is inclusive of:

- Aboriginal and Torres Strait Islander peoples
- People with disability and mental health conditions
- Gender equality and gender diversity
- LGBTQIA+ communities
- Culturally and linguistically diverse (CALD) backgrounds
- Neurodiverse individuals
- People of all ages, cultures, and religions

We believe that inclusive education empowers students, enriches learning, and supports equitable outcomes. Our team actively works to remove barriers, promote cultural safety, and create a respectful, supportive space where every learner can thrive.

If you need individual support or would like to learn more about our inclusive practices, please contact us at **info@bankstowneducation.com.au** or phone **02 9791 0015**.

How to Enrol

Call (02) 9791 0015 or email info@bankstowneducation.com.au. Visit www.bankstowneducation.com.au to enrol online or request a demo login.

Link to enrolment form: <https://forms.office.com/r/wFyaPT4rBb>

RTO Details / Compliance Info

Bankstown Education and Skills Training Centre

RTO Code: 40651

Address: 8 Fetherstone Street, Bankstown NSW

Phone: (02) 9791 0015

Email: info@bankstowneducation.com.au

Website: www.bankstowneducation.com.au