



CASTLE PERSONNEL

## **BSB20107**

# **Certificate II Business - Course Outline**

### **BSBOHS201A Participate in OHS processes**

This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others.

### **BSBCMM201A Communicate in the workplace**

This unit describes the performance outcomes, skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.

### **BSBCUS201A Deliver a service to customers**

This unit describes the performance outcomes, skills and knowledge required to deliver all 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.

### **BSBIND201A Work effectively in a business environment**

This unit describes the performance outcomes, skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards.

### **BSBWOR202A Organise and complete daily work activities**

This unit describes the performance outcomes, skills and knowledge required to organise and complete work activities, and to obtain feedback on work performance.

### **BSBWOR203A Work effectively with others**

This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.

### **BSBWOR204A Use business technology**

This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data.

### **BSBITU201A Produce simple word processed documents**

This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

### **BSBITU203A Communicate electronically**

This unit describes the performance outcomes, skills and knowledge required to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging.

**BSBINM201A Process and maintain workplace information**

This unit describes the performance outcomes, skills and knowledge required to collect, process, store and maintain workplace information and systems. It also includes the maintenance of filing and records systems.

**BSBINM202A Handle mail**

This unit describes the performance outcomes, skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail.

**BSBSUS201A Participate in environmentally sustainable work practices**

This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices. This unit requires the ability to access industry information, and applicable legislative and occupational health and safety (OHS) guidelines.

