RTO Code 0305
W: jsw.org.au

BSB20120

Certificate II in Workplace Skills

(Traineeship Pathway)

Do you want work in customer service?

This course is designed to develop skills for a variety of junior administrative positions. It will teach you about different approaches in business, such as becoming proficient in office technology, dealing with customers and clients, and developing your writing skills.

It is suitable for individuals who have not yet entered the workforce and would like to develop skills in preparing for work. You will learn about a range of basic procedural, clerical, workplace health and safety, administrative or operational tasks that require self-management and technology skills.

You will develop the skills and knowledge alongside the workplace experience that can lead to employment in the business industry. For example, duties at this level would include: customer service, reception, answering telephone calls, message taking, using office technology, and handling mail.

Traineeships are an excellent way to combine training with work, enabling you to have a job while you complete training towards a nationally recognized qualification.

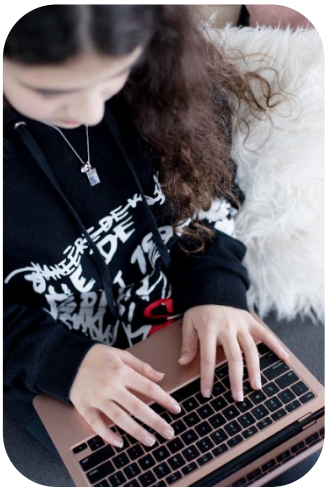
You will learn how to:

- Communicate – draft written communication; customer feedback surveys and returns policy, share information, exchange ideas, work within teams
- Understand principles of working in a business eg. policy (work health & safety), organization standards, and employment contracts
- Prepare for work – set goals, plan tasks and time management, participate in projects, create a resume
- Recognize factors that impact on workplace wellbeing
- Participate in sustainable work practices eg.. use resources efficiency, work within budget, energy efficiency
- Operate digital devices eg. computers, printers, scanners, tablets, camera
- Use business software eg. Microsoft, zoom, skype, teams

JSW Training & Community Services, RTO Code 0305
Level 1 Lotteries House, 101 Victoria St, Bunbury WA 6230

YOUR

Training



Course Structure

10 Units comprising:

- ✓ 5 Core
- ✓ 5 Electives (*options discussed)

Entry requirements:

* There are no formal educational pre-requisites for this course.

JSW Training & Community Services, through consultation with industry representatives, has determined that the following list of units will provide candidates with the best opportunities for future employment.

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 *Example

BSBPEF201	Support personal wellbeing in the workplace
BSBTEC101	Operate digital devices
BSBTEC201	Use business software applications
BSBPEF101	Plan and prepare for work readiness
BSBOPS203	Deliver a service to customers

JSW Training & Community Services, RTO Code 0305
Level 1 Lotteries House, 101 Victoria St, Bunbury WA 6230

COURSE

Information

Location

South West

Duration

As per agreed training plan
For example 18 – 24 months

Delivery

Ongoing

Study Mode

Workplace based

Fees

To be confirmed.

*Note: This qualification is a general industry fee category. The above amount may reduce if you have **credit** transfer units, or vary based on the electives chosen*

Fees and Payment Options

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees eg. text books. Government subsidised training is eligible for concession fee rate and fee caps may be applicable.

For further information please see the DTWD VET Fees and Charges Policy available on the WA Government website.

Additionally, students can enter a payment plan through a direct deposit arrangement.

If you have any questions regarding fees and charges, please contact JSW on 9721 5033 (Select Training 2) or email courseinfo@jsw.org.au

Credit Transfer

Should a student hold a qualification or Statement of Attainment or USI transcript showing any unit of competency within this course, they may apply for a credit transfer.

Have your questions been answered?
If you need to know more check out our website www.jsw.org.au or contact us on courseinfo@jsw.org.au or 9721 5033 (2)

JSW Training & Community Services, RTO Code 0305
Level 1 Lotteries House, 101 Victoria St, Bunbury WA 6230

STEPS TO START

Traineeship

When can you start?

Now! Enquire today

Call us for a friendly chat on 9721 5033 (select 2)

Visit: www.jsw.org.au

1

TALK

Discuss with your potential employer, or Apprentice Consent Australia Provider about entering a Traineeship. Your local Jobs & Skills Centre can provide you with information and advice. (or visit the Jobs & Skills website for information).

2

Signup

You must be signed up into a formal training contract. This is a contract between yourself and your employer.

Your employer will need to contact an ACAP (or vice versa). They are your first point of contact.

Where JSW Training & Community Services is selected as the RTO to deliver training, the trainer will then contact your employer and yourself to agree on a Traineeship Training Plan and Agreement

3

Enrol

Select and enrol with JSW Training & Community Services for your Certificate II in Workplace Skills. Once JSW receives your enrolment information we will begin the process of starting your traineeship.

JSW is a Nationally Accredited Registered Training Organisation (RTO) 0305 based in Bunbury. We have been delivering training and services in the South West for 25 years.

JSW Training & Community Services, RTO Code 0305
Level 1 Lotteries House, 101 Victoria St, Bunbury WA 6230