GOVERNMENT OF
WESTERN AUSTRALIA

TAFE WA **Central Regional**

Course
Pre-Enrolment Guide

Training Area:
Business

Training Product:
BSB20120 Certificate II in Workplace Skills (Self-Paced External) Geraldton

Your **Future.**
Your **Choice.**
Your **TAFE.**

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.

Your **Campus.**
Your **Training.**
Your **Career.**

At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.

Course Information

BSB20120 Certificate II in Workplace Skills

Release number	2.0

Required number of units for course completion	Ten (10) units must be completed:
	
	5 core units plus
	5 elective units, of which:
	• 1 elective unit must be selected from Group A
	• 1 elective unit must be selected from Group B
	• for the remaining 3 elective units:
	    o up to 3 units may be selected from Groups A, B and C
	    o if not listed, up to 2 units may be selected from a Certificate I, Certificate II or Certificate III from this or any other currently endorsed Training Package qualification or accredited course.
	
	Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.
	
	To access the full list of units for this qualification click on the link.
	https://training.gov.au/Training/Details/BSB20120/qualdetails
	
	Please see the table at the end of this document for the units offered in this qualification.

Duration	12 months
Location	Geraldton
Delivery mode	Self-paced external (SPE) which is a flexible and online mode of delivery

IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support.

Information you need to know about the course

Working in a business environment

- Be able to work under supervision and develop your confidence to work with others
- Be able to read and understand basic workplace documents
- Be able to develop good planning and time management skills
- Be able to show basic problem-solving skills and the ability to analyse information
- Interpret instructions and complete tasks to workplace standards

Communication skills

- Be able to develop basic communication skills, both written and verbal.
- Be able to develop skills to interact respectfully and professionally with others.

Technology requirements

- Access to a computer and reliable internet service.
- Have basic computer skills and knowledge in the use of software applications including MS Word and Email

Study commitment

- You must be prepared to set aside at least 5 -10 hours) each week depending on the number of units you enrol in to complete the out of class structured activities and assessments.

- You must be willing to participate in regular sessions with your lecturer for the purpose of mentoring and providing support and checking your progress.

- Tutorials are offered onsite or through Teams (virtual classroom), and you are welcome to attend.

Review of knowledge and skills

If you feel you may experience significant challenges in meeting the requirements listed above this may indicate that the course is not the best fit for you at this time and another learning pathway could better support your learning needs.

The Student Business Systems team can discuss alternative options to help you choose the most suitable pathway.

Course Description and Pathways

Course description

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who have not yet entered the workforce and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Course pathways

Further studies may include:

- Certificate III in Business

- Certificate III in Business Administration

Further details can be found on our website [here.](#)

National Course Entry Requirements

Entry requirements apply to this course - Nil.

Central Regional TAFE (CR TAFE) Entry Requirements

You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

Before you enrol, CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time.

Review of language, literacy, numeracy and digital literacy skills (LLND)

You may submit <u>one or more</u> of the following as evidence of your LLND skills. After it has been reviewed and approved, you are eligible to enrol in the course.

- Completion of AE378 Business Ready Skill Set comprising of these units:
    - BSBWHS211 Contribute to the health and safety of self and others
    - BSBOPS203 Deliver a service to customers
    - BSBPEF202 Plan and apply time management
    - BSBTEC201 Use business software applications

- Completion of AE617 Operate a Small Business Skill Set comprising of these units:
    - BSBWHS307 Apply knowledge of WHS laws in the workplace
    - ICTWEB306 Develop web presence using social media
    - BSBTEC301 Design and produce business documents
    - BSBESB403 Plan finances for new business ventures
    - BSBTEC302 Design and produce spreadsheets

- Year 10 with a C grade in English & Maths

- NAPLAN Band 8 (year 9) or OLNA

Other types of LLND evidence
You may wish to submit other types of evidence not listed above.

Note: For all other types of LLND evidence, the lecturer will review the evidence submitted and you may be required to complete the LLN Robot Quiz and Course Ready Quiz (before you enrol) to identify if you have the literacy, numeracy and digital literacy skills for studying this course.

What happens after your LLND review

After the LLND review, the Student Business Systems Team will inform you of the result and the best way forward which may include:
• Proceeding to enrolment
• Possible alternative learning options
• Any support that can be provided

Fees and Payments

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website here.

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:
- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements

is available under the Fees and Payment Options section in the Student Handbook on our website here.

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

Learning Resources

Central Regional TAFE will provide you with the following learning resources for your course for the duration of your enrolment:

- Blackboard (online Learning Management System) where you will have access to the learning materials and assessments for the units
- Microsoft 365 suite (Outlook, Word, Excel, PowerPoint, OneNote, Teams, OneDrive)
- Adobe
- Access to free Wi-Fi (on site)

Note: Students are given access to CRTAFE resources once they enrol in the course and for the duration of their enrolment. Students are charged a resource fee for access to the learning and assessment materials on the online learning management system.

Resources and equipment you will need

Central Regional TAFE will provide the following resources for you to participate in this program:

- Blackboard Learn (Online Learning Management System) where you will have access to:
  - Learner Guides
  - PowerPoints
  - Assessments

- Microsoft 365 suite for the duration of your enrolment (Outlook, Word, Excel, PowerPoint, OneNote, Teams, OneDrive)

- Adobe

- Complete Business Solutions Australia (CBSA) that includes:
  - Policy and Procedures
  - Templates

- Access to the library facilities (on site and online)

- Access to free Wi-Fi (on site)

- Access to onsite Cyber Centre (computers and printer)

Note: Students are given access to CRTAFE resources once they enrol in the course and for the duration of their enrolment. Students are charged a resource fee for access to the learning and assessment materials on the online learning management system.

Students must provide:

For external study you <u>MUST</u> have access to:

- A computer/laptop

- Reliable internet connection

CR TAFE online library resources

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here.](here) Library staff are available to assist you as required.

Delivery Mode

This course is offered through self-paced external (SPE).

You will be given log in access to the online learning management on enrolment. In self-paced external study, you can log in anytime and work through the course materials online at a speed that suits you. The online learning management system gives you access to everything you need. You are responsible for planning your study time and staying on track. You must ensure that you complete all tasks and assessments by the required dates.

You must be prepared to attend regular phone/Teams meetings with lecturer. A schedule of the meetings will be developed in discussion with you.

For additional information about self-paced study options at all our campuses please check the courses pages on our website here.

My Portal

There is a variety of information available to students on our website under Current Students myPortal. Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)
- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website here.

Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

Note: CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Students are supported to provide feedback and make complaints. Students have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details here.

Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include but not limited to:

• Study Skills
• Accessing and using technology
• Assessments
• Disability support
• Aboriginal and Torres Strait Islander support

Wellbeing Support:

CR TAFE is dedicated to supporting students and to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that student wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

• Counselling and mental health resources (external)
• Career Services and Guidance (internal)
• Financial (fee and debt payment options, scholarships) (internal)
• Abuse, harassment, bullying (internal and external)
• Crisis and Support Lines (external)
• Support for Aboriginal students (internal and external)
• Aboriginal Counselling Support (external)
• Support for students with disability (internal and external)
• Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our website.

Lecturer Contact Details

Jodie Pitman
Lecturer - Business/Human Resources
Central Regional TAFE, Geraldton Campus
172 Fitzgerald Street, Geraldton WA 6530
T: 08 9956 2911
E: jodie.pitman@crtafe.wa.edu.au

Availability: Tuesday and Wednesday 8.00am – 3.00pm, Friday 8.00am – 3.00pm
Building: B Block

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or enquiries@crtafe.wa.edu.au.
Alternatively, you can complete an online enquiry form https://www.centralregionaltafe.wa.edu.au/contact-us.

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to www.jobsandskills.wa.gov.au.

Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

Further Resources and Information

More information can be found in our Student Handbook, available for download off our website here.

Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

Overview of Training Hours and Assessment Methods

The table below outlines the units you need to complete. It shows the types of training you are required to do, approximately how much time they should take, and how each unit will be assessed. This will help you understand how much time you will need to set aside for each unit you are enrolled in.

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Group	Pre-Requisites National Code/s
	BSBCMM211	Apply communication skills [OCE92]				25.00		25.00	5.00	Flexible/Online	Core		
	BSBOPS201	Work effectively in business environments [OCF19]				25.00		25.00	5.00	Flexible/Online	Core		
	BSBPEF202	Plan and apply time management [OCE03]				25.00		25.00	5.00	Flexible/Online	Core		
	BSBSUS211	Participate in sustainable work practices [OCE15]				25.00		25.00	5.00	Flexible/Online	Core		
	BSBWHS211	Contribute to the health and safety of self and others [OCD86]				25.00		25.00	5.00	Flexible/Online	Core		
	BSBCRT201	Develop and apply thinking and problem solving skills [OCG09]				25.00		25.00	5.00	Flexible/Online	Elective	Group A – Self-Management	
	BSBOPS202	Engage with customers [OCE29]				30.00		30.00	5.00	Flexible/Online	Elective	Group C – Working with Others	
	BSBOPS203	Deliver a service to customers [OCD34]				30.00		30.00	5.00	Flexible/Online	Elective	Group C – Working with Others	
	BSBPEF201	Support personal wellbeing in the workplace [OCE34]				25.00		25.00	5.00	Flexible/Online	Elective	Group A – Self-Management	
	BSBTEC203	Research using the internet [OCD60]				25.00		25.00	5.00	Flexible/Online	Elective	Group B - Technology	
	BSBTWK201	Work effectively with others [OCD94]				25.00		25.00	5.00	Flexible/Online	Elective	Group C – Working with Others	
		Total	0.00	0.00	0.00	285.00	0.00	285.00	55.00				

Assessment Method	A	B	C	D	R
	Written Test or Oral Questioning	Direct Observation (e.g. practical activities, role plays)	Assignment (e.g. projects, evidence portfolios)	3rd Party Assessment	Re-assessment Opportunities

Unit/s Of Competency/Cluster	Method
BSBCMM211: Apply communication skills [OCE92]	A, B
	A
BSBCRT201: Develop and apply thinking and problem solving skills [OCG09]	A, B
	A
BSBOPS201: Work effectively in business environments [OCF19]	A, B
	A
BSBOPS202: Engage with customers [OCE29]	A, B
	A
BSBOPS203: Deliver a service to customers [OCD34]	A, B
	A
BSBPEF201: Support personal wellbeing in the workplace [OCE34]	A, B
	A
BSBPEF202: Plan and apply time management [OCE03]	A, B
	A
BSBSUS211: Participate in sustainable work practices [OCE15]	A, B
	A
BSBTEC203: Research using the internet [OCD60]	A, B
	A
BSBTWK201: Work effectively with others [OCD94]	A, B
	A
BSBWHS211: Contribute to the health and safety of self and others [OCD86]	A, B
	A

Central Regional TAFE WA

RTO: 52789

📞 **1800 672 700**

✉️ **enquiries@crtafe.wa.edu.au**

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