



Qualification:	Nationally recognised Certificate II in Business
Course overview:	This course is designed to provide vocational education and training necessary to gain a basic understanding of the business field. This qualification is intended for school leavers, new entrants to the workforce, unemployed and individuals wishing to learn new skills and knowledge in the business environment.
Government Funding:	This qualification is available under a Contract of Training (Traineeship) and may attract government funding through: <ul style="list-style-type: none"> • <i>User Choice</i> funding • and/or <i>Employer Incentives</i> under the New Apprenticeships Scheme
Prerequisite:	None
Content:	12 units of competency
Delivery duration:	Classroom and on-the-job mentoring and assessment – 12 months and/or Recognition of Prior Learning (RPL) – 6 months If you have worked in the workplace for some time and have the requisite skills and knowledge you may apply and submit evidence to gain this qualification via the RPL process.
Study Pathways:	As a graduate of this course you are eligible to enrol in: <ul style="list-style-type: none"> • Certificate III in Business Disciplines
Career Opportunities:	Graduates will gain the skills and knowledge for financial roles such as: <ul style="list-style-type: none"> • Administration Assistant • Clerical Worker • Data Entry Operator • Information Desk Clerk • Office Junior • Receptionist.

Qualification Program

Students must gain competency in 12 units to qualify for Certificate II in Business.

Electus provides you with a Certificate II in Business qualification that acknowledges your skills and knowledge.

Electus delivers a learning pathway from Certificate II to Diploma in Business.

The following table summarizes the Units of Competency covered in the Certificate II in Business.

Unit Title
Core
Participate in OHS processes
Elective
Deliver a service to customers
Work effectively in a business environment
Process and maintain workplace information
Contribute to workplace innovation
Communicate in the workplace
Produce simple word processed documents
Create and use spreadsheets
Operate a personal computer
Organise and complete daily work activities
Work effectively with others
Use business technology

Employability Skills

The following table contains a summary of the employability skills for this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include
Communication	<ul style="list-style-type: none">• communicating verbally with clients and colleagues• drafting routine correspondence that meets the organisational standards of style, format and accuracy
Teamwork	<ul style="list-style-type: none">• working in a team environment to promote team commitment and cooperation
Problem solving	<ul style="list-style-type: none">• choosing appropriate methods for communication and transferring information• dealing with client enquiries and complaints
Initiative and enterprise	<ul style="list-style-type: none">• raising occupational health and safety issues with designated personnel
Planning and organising	<ul style="list-style-type: none">• planning and organising own work schedule for the day• planning the layout of simple documents using appropriate software
Self management	<ul style="list-style-type: none">• dealing sensitively with client needs and cultural, family and individual differences• obtaining feedback on work performance and identifying opportunities for improvement
Learning	<ul style="list-style-type: none">• encouraging, acknowledging and acting on constructive feedback from team members• using manuals, training booklets and online help to overcome difficulties
Technology	<ul style="list-style-type: none">• selecting, maintaining and using business technology appropriate to the task

Training Program

Your training program will take approximately 12-18 months to complete and will be customised to suit your requirements and timetable. It will be a combination of:

- Classroom training sessions
- One-on-one training sessions
- Workplace experience
- Mentoring
- Assignments
- Review sessions

Throughout the training program you will have formal review and assessment sessions to ensure that the elements of competency are being achieved and to ensure that your skill development is progressing as planned.

The role of Electus (your RTO)

Electus will have the multiple roles of co-ordinator, trainer, assessor and mentor. Electus will be responsible for:

- Co-ordinating your training and assessment program
- Monitoring training and skills development progress and provide assistance to you where necessary
- Delivering classroom training as per your training plan
- Visiting you in the work place to provide on-the-job mentoring and coaching
- Visiting you in the work place to conduct on-the-job assessments
- Checking your portfolio of evidence and developing an action plan for the next on-the-job training and assessment period.
- Providing support and advice throughout the training and assessment program

Your role

It is expected that you will:

- Undertake all training sessions and complete all assessment assignments as per your training program
- You will make every effort to achieve the competencies specified in your training plan.
- Maintain the records of assessment in your training manual.
- Submit assignments by agreed due dates.
- Immediately discuss any problems relating to your training program with your assessor or workplace supervisor.

Simulated Work Environment

If you are currently unemployed Electus will provide you with a simulated work environment enabling you to study and complete assignments.