



**CERTIFICATE II IN BUSINESS
BSB20107**

Requiring 12 units for the qualification

- 1 core unit
- 7 units from the units listed below
- 4 units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package. If not listed below, a maximum of 2 of the 4 units may be selected from either a Certificate I or a Certificate III qualification.
- Elective units must be relevant to the work outcome, local industry requirements and the qualification level

Core Unit

BSBOHS201A Participate in OHS Processes

Elective Units

BSBCUS201A	Deliver a service to customers
BSBIND201A	Work effectively in a business environment
BSBINM201A	Process and maintain workplace information
BSBINM202A	Handle mail
BSBINN201A	Contribute to workplace innovation
BSBCMM201A	Communicate in the workplace
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU203A	Communicate electronically
BSBSMB201A	Identify suitability for micro business
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR202A	Organise and complete daily work activities
BSBWOR203A	Work effectively with others
BSBWOR204A	Use business technology