About this Program
This qualification will help you develop practical skills and provide the operational knowledge required in an administrative role. The course focuses on customer service, communication, office operations and computer skills.

The program is ideal for people seeking to work in a business environment or those seeking to create further education and employment opportunities.

How you will learn
This program is provided as a mix of online and in booklet form. It will include activities, notes, and tutorials. Students receive continuous support from teachers for all course related questions.

Where students have already completed similar units or have good experience in any of the units they may receive recognition – i.e. they will not need to study them.

Course outcomes
A Certificate II in Business will prepare you to undertake a range of business tasks including communicating electronically, delivering presentations, providing customer services and using common computer software programmes.

Career opportunities
Graduates will complete the program with skills and knowledge recognised by business professionals across a range of industries. Possible initial jobs for graduates include Administration Officer and Office Manager.

Pathways to further learning
As a graduate you will be invited to undertake further study in a higher qualification such as the Certificate III in Business (BSB30115). This will include some credit from your Certificate II in Business. AQI will provide you with advice and support on further training.
Entry Requirements
There are no specific entry requirements for this certificate. Students who have English as a Second Language must have an IELTS score of 5.5 or equivalent.

Duration
This course usually takes six months to complete but students can complete it in less time if they choose to accelerate their learning. The maximum timeframe is one year.

Program units
To obtain this qualification, students will undertake the following units:
- BSBWHS201  Contribute to health and safety of self and others
- BSBUS201  Participate in environmentally sustainable work practices
- BSBITU201  Produce simple word processed document
- BSBITU202  Create and use spreadsheets
- BSBIND201  Work effectively in a business environment
- BSBWOR202  Organise and complete daily work activities
- BSBCUS201  Deliver a service to customers
- BSBITU203  Communicate electronically
- BSBWOR204  Use business technology
- BSBINN201  Contribute to workplace innovation
- BSBITU302  Create electronic presentations
- BSBWRT301  Write simple documents

National Recognition
This qualification is recognised nation-wide and is taken from the Australian Business Services Training Package.

Recognition of Prior Learning
Do you already have experience?
Recognition of Prior Learning (RPL) takes into account the knowledge and skills you have already gained through your previous education and work. You can earn credit for this qualification if you have:
1. completed relevant formal or informal training, or
2. have developed skills in these areas through experience, or
3. if you can demonstrate the skills required.

For further details refer to www.aqi.edu.au.