



CRICOS: **097209K**

SERO | **Business**

BSB20115 Certificate II

in Business

Office Assistant ✓	Sales Workers ✓	Accommodation Services ✓
Administrative Assistant ✓	Education and Training ✓	Food Services ✓
Office Receptionist ✓	Retail Trade ✓	So many opportunities ...

We see you succeeding.

The qualification covers the skills and knowledge required for a variety of entry level administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context.

Designed for students who wish to gain an introduction to an Australian business working environment.

Take charge today.

Take the first steps in making your dream a reality. Chat to Sero Institute today and find out how you can join their growing list of successful students.

📞 1800 206 010

📘 seroinstitute

✉ info@sero.edu.au

🗣 seroinstitute17

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SERO is with you every step of the way.



A member of the **iCollege** group of companies

SERO Institute PTY Ltd RTO # 32303 CRICOS # 03528K

www.serolearning.com.au 🌐

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Course structure 12 Units: 1 Core / 11 Elective | **Course Duration:** 24 Weeks

Core:

- ✓ **BSBWHS201** Contribute to health and safety of self and others

Elective:

- ✓ **FSKOCM03** Participate in simple spoken interactions at work
- ✓ **FSKRDG07** Read and respond to simple workplace information
- ✓ **BSBCMM201** Communicate in the workplace
- ✓ **BSBWOR202** Organise and complete daily work activities
- ✓ **BSBWOR203** Work effectively with others
- ✓ **BSBIND201** Work effectively in a business environment
- ✓ **BSBCUS201** Deliver a service to customers
- ✓ **BSBWOR204** Use business technology
- ✓ **BSBITU201** Produce simple word-processed documents
- ✓ **BSBITU203** Communicate electronically
- ✓ **BSBINN201** Contribute to workplace innovation

Entry Requirements:

1. Age 16+
2. IELTS (General) 4.5 or equivalent English proficiency
3. Completed high school year 10, or equivalent

📍 Main Campus	6-8 Scarborough St, Southport QLD 4215
📍 Queen Street Campus	3-4/115 Queen St, Brisbane QLD 4000
📍 North Quay Campus	205 North Quay, Brisbane QLD 4000
📍 Mount Gravatt Campus	Level 2, Nexus Centre, 96 Mount Gravatt Capalaba Road, Upper Mount Gravatt QLD 4122
📍 Perth Campus	28 Eighth Avenue, Maylands WA 6051

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