

Business Services A/V

Business Services is designed to provide students with the opportunity to develop specific skills associated with information management and processing. The focus of the course is on giving students a wide range of skills, both for personal use and for employment in the business world.

Course Patterns

The course is made up of competencies from nationally accredited qualifications. Each unit contains components involving keyboarding, use of computers, interpersonal and communication skills, and office procedures.

A student may be eligible to receive a nationally recognised BSB20115 Certificate II in Business if they achieve the 11 competencies required for this qualification. Students not completing the full Certificate will receive a Statement of Attainment listing the competencies achieved.

Looking for a job in an office when you leave College?

This course provides integrated study and development of a wide range of skills required by industry and employers for prospective employees in offices, and in the modern business world in general.

There is particular emphasis on achieving accurate and proficient keyboard skills and speeds. Use of Microsoft office applications of computer software is a strong feature of the course. These applications include word processing, spreadsheets and databases. Each student works individually at a computer.

Units

The units listed are all semester length (value 1.0). Half semester units (0.5) are available.

Navigating the Business Environment (1)

Students learn to produce business standard word processed documents and

presentations, provide customer service and the procedures and responsibilities relating to workplace sustainability, health and safety. They develop oral and written communication skills for the workplace, practicing and creating strategies for a wide variety of interactions in a business environment. They develop self management skills and knowledge of processes that will assist them in a successful transition to work.

Business Environment and Services (2)

Students learn to engage with others in a business environment, contribute to workplace innovation, manage conflict and develop effective workplace relationships. Students also learn how to use business technology, and develop oral and written skills to communicate information with others.

Implementing Best Practice in Business (3)

Students learn a range of technological skills to design and produce documents and desktop published articles. They develop keyboarding skills to support the creation of these.

Business Services Pathways (4)

Students learn to create simple databases for storage and retrieval of information. They also learn to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service. Students develop skills in the organisation of workplace information and their own work schedules. They learn to monitor and obtain feedback on their work performance.



Competencies in this course:

- BEBWS201 Contribute to health and safety of self and others
- BSBIND201 Work effectively in a business environment
- BSBSUS201 Participate in environmentally sustainable work practices
- BSBITU307 Develop keyboarding and accuracy
- BSBCMM201 Communicate in the workplace
- BSBWOR203 Work effectively with others
- BSBITU302 Create electronic presentations
- BSBINM201 Process and maintain workplace information
- BSBWOR202 Organise and complete daily work activities
- BSBWOR204 Use business technology
- BSBITU202 Create and use spreadsheets
- BSBCUS201 Deliver a service to customers

