

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 life long 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 BSB20120 Certificate II in Workplace Skills if they achieve the 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?

Industry practices and processes for a variety of purpose are explored and applied across a range of contexts in which office management is required. Through both individual and collaborative learning experiences, students learn to meet employer expectations and establish productive and appropriate work habits. Participating in industry specific tasks promotes development of adaptable, competent, self-motivated individuals who consider safety and wellbeing in working collaboratively with colleagues. Students develop skills in communicating effectively, ethically, and appropriately, orally and in writing. They learn and apply communication protocols for a range of professional purposes

Units

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

Information Management

Students solve problems to improve organisational outcomes. They analyse and use software applications used for recording and tracking information. They assess business records, efficiency, and effectiveness and reflect on their business impacts and compliance with ethical standards. Students refine numeracy and literacy skills for the purposes of understanding, processing, representing, and communicating organisational information.

Workplace Practices

Students investigate professional communication, collaboration, and teamwork skills. Students assess wellbeing programs and practices for self and others. They develop knowledge and skills for producing business documents and apply these skills to work effectively in a variety of environments. Students refine literacy skills for the purposes of understanding, planning, editing, publishing, and communicating within a range of workplace situations.

Relationship Development

Students investigate essential workplace practices and procedures for meeting customer service and stakeholder expectations. Students investigate digital platforms for providing customer service and communications. They analyse a range of procedures and practices for innovation and improvement.

Project Management

Students analyse basic project management models and operational practices and apply industry specific protocols. Students apply project management skills to completing tasks in a simulated work environment. They develop the



knowledge, skills and understandings that are required to provide effective organisational support.

Competencies in Certificate II:

- BSBCMM211—Apply communication skills
- BSBOPS201—Work effectively in business environments
- BSBPEF202— Plan and apply time management
- BSBSUS211— Participate in sustainable work practices
- BSBWH211— Contribute to the health and safety of self and others
- BSBOPS203— Deliver a service to customers (C)
- BSBPEF201— Support personal wellbeing in the workplace (A)
- BSBTEC201— Use business software applications (B)
- BSBTEC202— Use digital technologies to communicate in a work environment (B)
- BSBTWK201— Work effectively with others (C)

