



Information Sheet **BSB20115 Certificate II in Business**

CRICOS Code: 086782J

The code, title and current status of Eagle Academy courses can be found by visiting the National Register, www.training.gov.au and entering the course code into the search field

The Eagle Academy is responsible for the quality of the training and assessment in compliance with the Standards, and for the issuance of the AQF certification documentation. This includes where a Third Party provides part of the training and assessment.



BSB20115 Certificate II in Business – Information Sheet

Course Description:	This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision. The key clients for this qualification are domestic and international learners who wish to work in the industry as a receptionist, desk clerk, data entry operator, or administration assistant.
Course Length:	6 months (28 weeks: 20 weeks tuition + 8 weeks holiday)
Mode of Study:	Full Time, Part Time (domestic only), Distance Education (domestic only)
Hours per Week:	Full time: 20 hours per week (15 hours on campus + 5 hours distance education)
Commencement:	Any Monday of academic term. See Academic Calendar on our website download page.
Course Cost:	Ask for our Payment Options Sheet or see Quick Guide on our website download page.
Payment Options:	Full or Split Payment
Discounts:	See website specials including the price beat guarantee http://eagleacademy.com.au/specials/
Gov. Funding:	May be available to eligible domestic students. Find more information here http://eagleacademy.com.au/courses/australian-students/funding-and-support/
Pre-requisites:	<ul style="list-style-type: none"> • English to a “elementary” level • Completion of Year 8 (Australia), or equivalent. • Students can apply for Recognition of Prior Learning, or Direct Credit. This may reduce course time. See website for details.
Inclusions:	This course is available at Brisbane and Gold Coast locations. More course and campus information can be found on the All Course and Campus Quick Guide. Students can commence any Monday of an Academic term. The fees include everything that students require to complete the course. Student Computers are available on a first in first served basis. We suggest that if you have your own Laptop/Tablet that you bring it with you. This will ensure that you have access to a computer for your formal assessments and you have your work with you at all times.
Student Rights:	You have rights with regards to refunds, complaints and appeal processes. These rights are outlined in detail, in the Policies and procedures found on the download page of the website, and you MUST acquaint yourself with them prior to enrolment. The refund policy will also cover what your rights are should we, as the RTO, or a third-party training organisation closes, or ceases to deliver any part of the training product that you were enrolled in. In short, we would make arrangements suitable to yourself, to access another provider delivering that training, OR we offer you a refund
Visa Students:	Be aware that agents can act on our behalf to recruit students. These agents are listed on our website. ATTENDANCE IS NOT RECORDED OR MONITORED for visa compliance purposes. Progress Is Monitored For Visa Compliance Purposes: The Academy has implemented a Course Progress Policy and Procedure. More detail can be found in the Policies and procedures found on the download page of the website.
Units:	Students must study all 12 units below to gain the Qualification
BSBITU203	Communicate electronically
BSBCMM201	Communicate in the workplace
BSBFLM303	Contribute to effective workplace relationships
BSBWHS201	Contribute to health and safety of self and others
BSBITU202	Create and use spreadsheets
BSBCUS201	Deliver a service to customers
BSBSMB201	Identify suitability for micro business
BSBINM301	Organise workplace information
BSBSUS201	Participate in environmentally sustainable work practices
BSBWOR204	Use business technology
BSBIND201	Work effectively in a business environment
BSBWOR203	Work effectively with others
More Information:	Ask our administration team or visit our website http://eagleacademy.com.au/downloads/