

Training Sessions

Course:

Certificate II in Business– BSB20107



Description:

The Certificate II in Business is a nationally recognised course, and is flexible to any Industry where business practices and contact occurs. Participants in the Certificate II in Business are coached in business, including working in teams, business development and workplace operations.

About Matrix Training Group

Matrix Training Group (MTG) is a Registered Training Organization (RTO - Registration Number 21471) providing nationally recognised training for individuals and businesses.

Since 1999, MTG have provided personalised training programs to companies and individuals across a broad range of industries. We will promise to provide every trainee the learning experience that is fun, interactive and professional.



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Anything's possible... !

Certificate II in Business

BSB20101

Matrix Training Group

Certificate II in Business BSB20107

Requiring **12 units** for the qualification.

1	BSBOHS201A	Participate in OHS processes
2	SIRWLS001A	Sell products and services to business customers
3	BSBCUS201A	Deliver a service to customers
4	BSBIND201A	Work effectively in a business environment
5	BSBINM201A	Process and maintain workplace information
6	BSBWOR203A	Work effectively with others
7	BSBWOR202A	Organise and complete daily work activities
8	BSBITU203A	Communicate electronically
9	BSBWOR204A	Use business technology
10	BSBWOR201A	Manage personal stress in the workplace
11	BSBINN201A	Contribute to workplace innovation
12	BSBCCO303A	Conduct a telemarketing campaign



About our course

The Certificate II in Business has been developed as an entry-level certification into the amazingly diverse world of business. The course is structured to allow easy transition from any industry, and is designed to compliment all organisations.

The course will cover the following

- ✓ Working in teams;
- ✓ Workplace communication;
- ✓ Customer service and sales;
- ✓ Workplace safety and risk management;
- ✓ Identifying and improving personal skills;
- ✓ Developing business relationships;
- ✓ Time management and work allocation;
- ✓ Effective selling techniques;
- ✓ Develop negotiation skills.



Other areas included:

- ✓ Working to deadlines;
- ✓ Learn how to set and achieve business goals;
- ✓ Build strong relationships with clients;
- ✓ Identifying customer needs;
- ✓ Learning to work in an office environment.



Who should attend?

This entry-level course is available to anyone wishing to learn more about the exciting world of business. This course is designed to give all applicants a basic understanding of office environments and business practices.

