



## CERTIFICATE II IN BUSINESS

| SGA Subject*                       | Purpose Statement   |
|------------------------------------|---|
| <b>Use Business Technology</b>     | This subject will provide the learner with the skills and knowledge required to start up a computer, correctly navigate the desktop environment, use a range of basic functions and select, use, and maintain business technology. This technology includes the effective use of computer software to organise information and data.              |
| <b>Word Processing</b>             | This subject will provide the learner with the knowledge and skills to prepare and produce short routine letters, notes, memos and records using word processing software.  |
| <b>Spreadsheets</b>                | This subject will provide the learner with the knowledge and skills to create and use simple spreadsheets and charts through the use of spreadsheet software.   |
| <b>Produce Business Documents</b>  | This subject will provide the learner with the knowledge and skills to produce various business documents, including selecting and using a range of functions on a computer application.  |
| <b>Workplace Communication</b>     | This subject will provide the learner with the knowledge and skills required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence, including specifying the outcomes required to plan, draft and review a basic document before writing the final version.      |
| <b>Prepare for Job Seeking</b>     | This subject will provide the learner with the knowledge and skills to identify and document current skills and plan future skills development under the guidance of an appropriate adviser.  |
| <b>Business Environment</b>        | This subject covers the skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards.  |
| <b>Workplace Information</b>       | This subject will provide the learner with the knowledge and skills to collect, process, store and maintain workplace information and its systems. It includes the maintenance of filing and record systems.  |
| <b>Customer Service Delivery</b>   | This subject will provide the learner with the knowledge and skills required to identify customer needs, and provide and monitor a service to customers within a prescribed framework.  |
| <b>Workplace Safety</b>            | This unit will provide the learner with the knowledge and skills to demonstrate awareness of OHS responsibilities of employees (including those with supervisory responsibilities) to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in a small team to meet legislative requirements. |
| <b>Team Work</b>                   | This subject will provide the learner with the knowledge and skills to work in a group environment, and includes promoting team commitment, cooperation and supporting team members.  |
| <b>Prepare Financial Documents</b> | This subject will provide the learner with the knowledge and skills to process financial transactions including petty cash, invoicing and banking in a business environment.  |

\* Embedded within each subject is a cluster of endorsed national units of competency.