



Impact Training Institute
**BUSINESS ADMINISTRATION
& COMPUTER TRAINING**

4 Day Course
Normally \$800 Now \$490 JSA \$290

This course provides the knowledge, skills and attributes necessary to gain employment in an office environment. On successful completion you will be able to produce simple word documents, work effectively in a business environment and communicate in the workplace.

BSB20107 – CERTIFICATE II IN BUSINESS– Statement of Attainment in

BSBITU201A – Produce simple word documents

This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

BSBIND201A – Work effectively in a business environment

This unit describes the performance outcomes, 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.

BSBCMM201A – Communicate in the workplace

This unit describes the performance outcomes, skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.

BSBCUS201A – Deliver a service to customers

This unit describes the performance outcomes, skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.