



Career START - General Training

## BSB20120 Certificate II

# in Workplace Skills

### Course Overview

If you are ready to take your first step into the workforce, the BSB20120 Certificate II in Workplace Skills is the perfect starting point. This qualification equips you with the foundation skills to build confidence, strengthen your communication and teamwork abilities, use digital technology effectively, and manage simple daily work tasks.

### Mode of delivery and training arrangements

This qualification is delivered over 18 weeks.

Students can choose one of the following delivery options:

- **Classroom environment:** Weekly classroom sessions at our delivery locations;

### Eligibility Criteria

The Career START Program has the following eligibility requirements:

- Be a permanent Queensland resident;
- Be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- Not currently be enrolled in a Qualification;
- Not have previously completed a certificate III or higher-level Qualification within the last 10 years for a general training pathway (qualifications completed as a school student, and foundation skills qualifications, do not count);

**Not eligible? Contact us on 1300 936 864 to discuss other options.**

### AT A GLANCE



Duration: 18 weeks



Classroom



\$30



Gold Coast  
Toowoomba  
Townsville

### Employability Skills

- Communication & interpersonal skills
- Digital literacy & technology proficiency
- Health, safety & sustainability awareness



**For more information**





## Course Requirements

To achieve a BSB20120 Certificate II in Workplace Skills, 10 units must be completed including 5 core units and 5 elective units.

### Core Units

BSBWHS211	Contribute to the health and safety of self and others
BSBCMM211	Apply communication skills
BSBPEF202	Plan and apply time management
BSBOPS201	Work effectively in business environments
BSBSUS211	Participate in sustainable work practices

### Elective Units

BSBTWK201	Work effectively with others
BSBPEF201	Support personal wellbeing in the workplace
BSBTEC101	Operate digital devices
BSBTEC201	Use business software applications
SIRXCEG002	Assist with customer difficulties

## Career START

The Career Start Program is a Queensland Government initiative designed to equip job seekers and workers with the skills and support needed to build sustainable careers in priority and emerging industries.

This program aims to improve access to affordable, high-quality vocational education by offering low-cost Certificate III qualifications and free or subsidised apprenticeships and traineeships. It also expands access to essential foundation skills—such as language, literacy, numeracy and employability capabilities—ensuring individuals are job-ready and confident. Aurora Training Institute is a Skills Assure Supplier under this program for the delivery of this qualification.

### Student Co-Contributed Fee

The Student Co-Contributed Fee under the Career START (General Training) Program is \$3.00 per unit and a total cost of \$30.00 (concessional and non-concessional)

This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification and will be required to pay with training.

More information on this program, including eligibility requirements, subsidy information, concessional student status and program related documents,

visit <https://www.qld.gov.au/education/training/funded/career-start>

For more information about how and when Co contribution fees are charged and collected, available student support services and assessment methods, please refer to the Student Handbook which is available on our website.

[https://aurora.edu.au/wp-content/uploads/2025/08/QLD\\_ATI-Student-Handbook-V4.pdf](https://aurora.edu.au/wp-content/uploads/2025/08/QLD_ATI-Student-Handbook-V4.pdf)

