

## Certificate II in Business

### BSB20115

- **BSBCMM101**— Apply basic communication skills
- **BSBCMM201**— Communicate in the workplace
- **BSBCUS201**— Deliver a service to customers
- **BSBIND201**— Work effectively in a business environment
- **BSBINM202**— Handle mail
- **BSBWOR204**— Use Business Technology
- **BSBITU102**— Develop keyboard skills
- **BSBITU201**— Produce simple word processed documents
- **BSBWHS201**— Contribute to health and safety of self and others
- **BSBSMB201**— Identify suitability for micro business
- **BSBWOR202**— Organise and complete daily work activities
- **BSBWOR203**— Work effectively with others