

PERSONAL LEARNING REQUIREMENTS

BSB20120 Certificate II in Workplace Skills

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Listen actively (e.g. understand instructions with support)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with teachers and other students

Physical Skills

- Able to handle learning equipment independently, without assistance
- Capacity to use computers/smart devices
- Sufficient communication abilities (e.g. able to understand instructions)

Cognitive Skills

- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to understand and follow instructions
- Basic problem-solving ability
- Reading comprehension to be able to complete class assessments
- Understand and follow policies and procedures (e.g. Work Health and Safety)

Behavioural & Social Skills

- Ability to remain alert, focused and engaged in the classroom
- Enthusiasm to undertake all tasks
- Ability to work as part of a team and/or independently
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Integrity (e.g. honest and ethical)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Basic operational knowledge of computers/smart devices, including capacity to use employment related technology
- Use information technology to support communication (e.g. computers for reports, email)

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry
- Police Check and / or Working with Children Check will likely be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other

reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/students/student-services/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all>