

BSB20107 Certificate II in Business Bracken Ridge 2012

Competency Code	Competency Name	Text Book Title	Approx Cost
Communication Units			
BSBCM201A	<i>Communicate in the workplace</i>	No textbook required	-
BSBITU203A	<i>Communicate electronically</i>	No textbook required	-
BSBWOR202A	<i>Organise and complete daily work activities</i>	Organise and Complete Daily Work Activities ISBN: 1741238323 Belinda Henwood - Software Publications	\$21.50

Customer Service/Teamwork Units			
BSBCUS201A	<i>Deliver a service to customers</i>	Deliver a Service to Customers ISBN: 1741237610 Sandra Griffith - Software Publications	\$23.50
BSBIND201A	<i>Work effectively in a business environment</i>	No textbook required	-
BSBWOR203A	<i>Work effectively with others</i>	No textbook required	-

Computing Units			
BSBITU102A	<i>Develop keyboarding skills</i>	No textbook required	
BSBITU201A	<i>Produce simple word processed documents</i>	Produce simple word processed documents - Word 2010 ISBN: 9781921780394 - Price & Wix, Software Publications	\$33.00
BSBITU202A	<i>Create spreadsheets</i>	Be Competent in Creating/ Using Spreadsheets – Excel 2010 ISBN: 9780734607737 - Tilde	\$28.00
BSBWOR202A	<i>Use business technology</i>	BCI Using Business Technology Microsoft Windows 7 and Office 2010 ISBN: 9780734607850 - Tilde	\$22.50

OHS/Sustainability			
BSBOHS201A	<i>Participate in OHS processes</i>	No textbook required	-
BSBSUS201A	<i>Participate in environmentally sustainable work practices</i>	No textbook required	-

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Costs are correct as at time of printing and are subject to change. Brisbane North Institute of TAFE accepts no liability for changes to textbook pricing.

Books can be purchased via www.qtw.com.au or 1800 611 300 or from the campus bookshop.
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