

Why study with FEC?

Our staff are competent and qualified educators who understand the difficulties and hurdles confronting modern workplace trainers. Our system will equip you to plan and deliver effective and efficient training sessions. We will show you how to avoid commonly made errors, which act as barriers to learning, training and assessing.

What we offer you

- Customised Training
- Experienced approachable consultants
- Fast friendly service
- Understandable course content
- Ongoing support and feedback
- Quality resources
- Inclusive learning environment

FEC is a quality education provider offering both accredited and non accredited training programs.

We will offer you a quality service to ensure you obtain your qualification in a professional manner.

- Competitive pricing - discounted for groups of 6 or more and negotiated with you to meet your needs
- Recognition of existing skills
- On-site assessments, RPLs and training, if preferred

Efficient Plain English Delivery & Assessment

- Ongoing support and regular appointments to assist participants in completing the course
- All resources included in the quoted price - no hidden costs
- Guaranteed feedback on assessments within 14 days

www.fec.org.au

Other courses

Business

Computing

Community Services

Training



BSB 30207
Certificate III Customer Contact



BSB 51107
Diploma Management



CHC 42008
Certificate IV Employment Services



CHC 41708 Certificate IV
Education Support (Special Needs)



TAE 40110
Certificate IV in Training & Assessment



FEC also offers many
non-accredited training courses



empower learn succeed



Fremantle Education Centre

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BSB 30110
Certificate III
Business

What is the Certificate III in Business?

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Occupational titles may include:

- Customer Service Advisor
- Data Entry Operator
- General Clerk
- Payroll Officer
- Typist
- Word Processing Operator

Qualification Pathways

There are no prerequisite requirements for individual units of competency. Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II Business or other relevant qualification, or
- Evidence of competency in the majority of units required for BSB20107 Certificate II Business, or
- Some vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include: Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior and Receptionist. This breadth of expertise would equate to the competencies required to undertake this qualification.

What units are included?

BSBOHS201B	Participate in OHS processes
BSBCUS301A	Deliver and monitor a service to customers
BSBDIV301A	Work effectively with diversity
BSBINM301A	Organise workplace information
BSBINN301A	Promote innovation in a team environment
BSBCMM301A	Process customer complaints
BSBITU302B	Create electronic presentations
BSBITU303A	Design and produce text documents
BSBITU306A	Design and produce business documents
BSBPRO301A	Recommend products and services
BSBWOR301A	Organise personal work priorities and development
BSBWRT301A	Write simple documents

After achieving the BSB30107 Certificate III Business, candidates may undertake the BSB 40207 Certificate IV Business qualification for those who work in a range of business environments and who provide leadership and guidance in relation to specific technical knowledge and skills, or a range of other Certificate IV qualifications.

TO ENROL NOW CALL

**Fremantle Education Centre (08) 9335 5444
or visit www.fec.org.au**

Our competitive prices include

- Discounts for groups
- Recognition of existing skills
- On-site assessments, RPLs and training, if preferred
- Ongoing support and regular appointments to assist participants in completing the course
- All resources included in the quoted price
- Guaranteed feedback on assessments within 14 days

Recognition of Prior Learning (RPL)

RPL takes into account competencies you have achieved through other studies, formal and informal courses, and life experiences.

When you apply for RPL, a consultant will contact you and arrange a meeting to explain the RPL process and assist you to understand what you will need to supply as evidence.

Face to face learning and assessment

Recommended for learners without industry experience.

Face to face learning gives you a chance to develop with other learners and share ideas. Our training is delivered in interactive training sessions. The course delivery allows time to complete course work whilst gaining competencies within an interactive learning environment.



Training Accreditation Council
WESTERN AUSTRALIA



NATIONALLY RECOGNISED
TRAINING