

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



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BSB 40207
Certificate IV
Business

What is the Certificate IV in Business?

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others, with some limited responsibility for the output of others.

Occupational titles may include:

- Administrator
- Project Officer

Qualification Pathways

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

- BSB30107 Certificate III Business or other relevant qualification, or
- Evidence of competency in the majority of units required for BSB30107 Certificate III Business, or
- Some vocational experience assisting in a range of environments, providing administrative or operational support to individuals and / or teams but without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include: Accounts Clerk, Customer Service Advisor, Clerk, E-business Practitioner, Legal Receptionist, Medical Receptionist, Office Administration Assistant, Student Services Officer, and Word Processing Operator.

What units are included?

BSBOHS407A	Monitor a safe workplace
BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBADM405B	Organise meetings
BSBITU401A	Design and develop complex text documents
BSBLED401A	Develop teams and individuals
BSBMKG413A	Promote products and services
BSBRKG402B	Provide information from and about records
BSBWRT401A	Write complex documents

After achieving the BSB40207 Certificate IV Business, candidates may undertake a range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.

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.

TO ENROL NOW CALL

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



Training Accreditation Council
WESTERN AUSTRALIA



**NATIONALLY RECOGNISED
TRAINING**