

## About Us

Tweed Training and Enterprise Company (TTEC) is a Registered Training Organisation (RTO) that delivers accredited and non-accredited training. Our trainers are industry professionals with hands-on, long term experience in the employment services sector.

TTEC has designed flexible training packages to suit your organisational needs and **minimise impact on your business**. We can provide team delivery in flexible workshop packages, distance delivery or licensing models—all with recognised prior learning to acknowledge your staff's current industry experience.

Select from flexible electives to suit different work roles and **immediately boost your team's performance** with relevant knowledge to suit current Job Network legislative requirements.



## Contact Us

Freecall

1800 353 945

visit [www.ttec.com.au/training.htm](http://www.ttec.com.au/training.htm)



**ttec**

Training Services Unit  
Tweed Training & Enterprise Company  
PO Box 75  
Murwillumbah NSW 2484  
Freecall 1800 353 945  
Phone: 02 6672 5212  
E-mail: [training@ttec.com.au](mailto:training@ttec.com.au)  
Visit [www.ttec.com.au/training.htm](http://www.ttec.com.au/training.htm)

## Certificate IV in Employment Services

*Training  
Tailored to  
Your Needs!*



**ttec**

## Flexible Training Packages

TTEC's Flexible Delivery provides:

- Easy process for Recognition of Prior Learning;
- Professional individual learning materials;
- Help Desk and Tutorial Support;
- Electives tailored specific to your staff's job role;
- Individual or Team Delivery or ask us about our flexible licensing model available!

Boost your team knowledge with training that focuses on performance improvement, best practice client servicing and placement relevant to current legislative requirements and changing industry climate.

Become an employer of choice to **encourage staff retention** by offering training and career skills for life to your employees. Your staff will gain practical knowledge they can utilise straight away to enhance practical performance company-wide and ultimately **improve your Job Network star rating!**



## Core Units plus Electives to Suit Any Role

### Core Units

- CHCCOM3C Utilise specialist communication skills to build strong relationships
- CHCCS2C Deliver and develop client services
- CHCCS301A Work within a legal and ethical framework
- CHCCS402A Respond holistically to client issues
- CHCCS405A Work effectively with culturally diverse clients and co-workers
- CHCCS5B Identify and address specific client needs
- CHCES301A Work in employment services area
- CHCES405A Monitor service performance in a purchaser/provider/relationship with government
- CHCNET4A Work with other services
- CHCOHS401A Implement and monitor OHS policies and procedures for a workplace
- CHCORG5B Maintain an effective work environment
- PSPGOV406A Gather and analyse information

### Electives

Select from our electives or from other relevant National Training Package units available at Certificate IV. Choose electives to suit individual roles, from Reverse Marketers, Receptionists, Employment Advisors and Senior Management.



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## Testimonials

"Directly applicable to the day to day operations of a Job Network site"

"Encourages team based exploration of performance improvement opportunities"

"Really pleased with this program and how it is being delivered—great trainer with Industry experience makes all aspects relevant and credible"

"...her greatest fear was that she was not capable of completing the course, and what you have done for her confidence is amazing"

"TTEC trainers are excellent... Our staff have provided very positive feedback on the training delivery and openly encouraged new staff to participate. I recommend TTEC to other organisations wishing to implement accredited training in their organisation".

