

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.

What we offer you

- 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
- 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 30110 Certificate III Business	
 BSB 51107 Diploma Management	
 CHC 30808 Certificate III Education Support	
 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 20207
Certificate II
Customer Contact

What is the Certificate II in Customer Contact?

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

Employment Opportunities

The roles of people working in this industry will vary depending on the organisation and the scope of the employee's position.

At this level it is likely that a student would be working or aiming to work as a administration assistant, front counter receptionist, telesales representative or wanting the qualification to assist in flexibility of employment within a workplace.

Future studies to enhance this qualification

- BSB 30207 Certificate III in Customer Contact
- BSB 40307 Certificate IV in Customer Contact
- BSB 50307 Diploma in Customer Contact
- Certificate IV and Diploma qualifications in Business Training Package

Entry requirements

There are no prerequisite requirements for individual units of competency. Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at a Certificate II level.



What units are included?

BSBCCO201A	Action Customer Contact
BSBCCO301A	Use Multiple Information Systems
BSBCMM201A	Communicate in the Workplace
BSBCUS301A	Deliver & Monitor a Service to Customers
BSBIND101A	Work Effectively in a Contact Centre Environment
BSBITU101A	Operate a Personal Computer
BSBOHS201A	Participate in OHS Processes
BSBFLM312C	Contribute to Team Effectiveness
BSBWOR201A	Manage Personal Stress in the Workplace
BSBCMM301A	Process Customer Complaints

TO ENROL NOW CALL

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

Enrolment

- Enrolment is not complete until statutory and Fremantle Education Centre based fees and charges are paid or deferred payment arrangements have been made. On enrolment students will take up one of the following payment options.
- Pay the full amount of fees and charges on enrolment
- Make application to the Director Education and Training at FEC to pay on a plan. The deposit amount will need to be negotiated and will need to be paid on enrolment. Instalments are to be paid over an agreed period either on a weekly or fortnightly basis or at the Director Education & Training's discretion.

Recognition of Prior Learning (RPL)

Recognises your current skills, which you may have gained from other training organisations and courses, life and or work experiences. If your current skills are relevant to the unit of competency that you are enrolling in, you may not need to study to gain recognition for that unit.

Mutual recognition

Fremantle Education Centre will recognise under the principals of mutual recognition any student that seeks advanced standing on the basis of a qualification received from another Registered Training Organisation.



Training Accreditation Council
WESTERN AUSTRALIA



NATIONALLY RECOGNISED
TRAINING