

Proposed Delivery Schedule:

Kick Start your Career in Customer Service: Call Centre operations

	Focus: Industry Specific Skills	Focus: Digital Skills for Work	Focus: Literacy for Work
Week 1	<p>Introduction Intro to Call Centre Industry</p> <ul style="list-style-type: none"> ▪ Program outline ▪ Overview of employability skills ▪ Team building activities ▪ Walk through of the call centre ▪ Guest Speaker: HR representative Aussie Broadband: what we look for in an employee: our values: confidentiality ▪ Explore jobs in the industry and the changing nature of work. 	<p>Computer skills for work</p> <ul style="list-style-type: none"> ▪ Computers Literacy Assessment ▪ Computer basics and typing speed check ▪ Keyboarding and notetaking skills ▪ Intro to productivity tools: Word Excel and PPT. <p>Guest speaker: data entry tasks and notetaking skills required for the job</p>	<p>Effective Communication</p> <ul style="list-style-type: none"> ▪ One day training by LVA communications specialist
Week 2	<p>Customer service skills in the workplace Call centre in action</p> <ul style="list-style-type: none"> • Report back and debrief • Role plays: telephone skills • Follow up and recordkeeping • Plain language policies and procedures <p>Demonstration / sample calls and discussion with guest speaker</p>	<p>Computer skills for work Productivity tools</p> <ul style="list-style-type: none"> ▪ Internet and email: Outlook ▪ Digital footprint ▪ Keyboarding and notetaking skills ▪ Social Media and other relevant policies 	<p>Reading & writing for meaning</p> <ul style="list-style-type: none"> ▪ Workshop position descriptions ▪ Language of job applications ▪ Writing covering letters for specific positions ▪ Adapting a resume to reflect industry specific criteria ▪ Ongoing Job search activities <p>GBS recruitment guest speaker</p>
Week 3	<p>Conflict management and personal presentation</p> <ul style="list-style-type: none"> ▪ Effective relationships at work ▪ Conflict resolution ▪ Your image; good VS bad ▪ GEST to arrange session to acquire business outfit @ GEST 	<p>Computer skills for work Productivity tools</p> <ul style="list-style-type: none"> ▪ Word processing ▪ Presentation software ▪ Keyboarding and notetaking skills ▪ Learners plan a 3- 5-minute overview of their experience of the program and their next steps. 	<p>Job Applications</p> <ul style="list-style-type: none"> ▪ Applying for a position in the Call centre industries using Aussie BB PD. ▪ Position descriptions within the industry ▪ Addressing Key Criteria

<p>Week 4</p>	<p>Workplace safety</p> <ul style="list-style-type: none"> ▪ OHS and other documentation specific to the workplace ▪ Your role in the team ▪ Ergonomics ▪ Personal Hygiene <p>Guest speaker: Worksafe</p>	<p>Computer skills for work</p> <p>Productivity tools</p> <ul style="list-style-type: none"> ▪ Excel ▪ Keyboarding practise ▪ Notetaking skills <p>Learners plan & prepare a 3- 5-minute overview of their experience of the program and their next steps using presentation software of their choice.</p>	<p>Getting ready of observational work experience:</p> <p>Timetable and other arrangements such as travel</p> <ul style="list-style-type: none"> • Preparation of questions for employers based on learning and employability skills identified as part of the course. • Forms signed and completed • Personal presentation • Dos and don'ts in the call centre space
<p>Week 5</p>	<p>Observational work experience at Aussie BB (small group) .</p> <p>One hour debrief after visits.</p>	<p>Observational work experience at Aussie BB (small group) .</p> <p>One hour debrief after visits.</p>	<p>Getting ready for my interview</p> <ul style="list-style-type: none"> ▪ Presentation ▪ Behaviour ▪ Communication ▪ Finalise resume
<p>Week 6</p>	<p>Mock Interviews and debrief: each learner participate a 10-minute mock interview responding to questions and a scenario that would be expected in the industry.</p> <p>Learners receive detailed feedback.</p>	<p>Pathways planning and next steps</p> <p>Guest speakers from RTOs.</p> <p>Presentations by RTOs re further training pathways and supports available.</p> <p>Learners finalise a 3- 5-minute overview of their experience of the program and their next steps.</p>	<p>Presentation and celebration</p> <p>Industry representatives invited to meet learners and network over morning tea or lunch @ GEST.</p>