



AUSTRALIAN INDUSTRY GROUP TRAINING SERVICES

Funding opportunities to upskill your Customer Contact staff

BSB40307 Certificate IV in Customer Contact (traineeship) now attracts Australian Government funding for eligible employees

**This nationally-accredited qualification is available throughout
Victoria, NSW & QLD**

Who should undertake this course?

- Team Leaders/Coach
- Analysts
- Quality Assurance Coordinators or Managers
- Schedulers
- Senior Customer Service Representatives
- People wishing to receive recognition for the skills they have acquired during their career in Customer Contact/Call Centres.



Funding eligibility

Now, more than ever, it is critical for **employers** to remain up-to-date with a thorough knowledge of all potentially available **government incentives**, both at the Federal and State level. AiGTS with the Australian Apprenticeship Centre MAS National can provide you with details of these incentives.

Visit www.aigroup.com.au/education/australianapprenticeshipcentre for more information.

Qualification and duration

The nationally-accredited qualification, **BSB40307 Certificate IV in Customer Contact** will be awarded when all units of competency have been satisfactorily completed.



NATIONALLY RECOGNISED
TRAINING

The maximum time allowed for a full-time employee to complete the course is 24 months.

Course delivery for on the job training

Training in the workplace will be flexible and combine one-on-one, group or online support. Up-to-date, self-paced resources are available for each unit of competency undertaken.

Flexible delivery provides training when it best suits participants and employers. Flexible delivery focuses on "Learning" rather than "Teaching" and to provide the best possible learning experience for the person.

On the Job Training

On-the-job training is training, which occurs while working under normal pressures and constraints as part of employment, or a Training Agreement/Contract (Traineeships). On-the-job training must be directly related to achieving course objectives.

Skills Recognition

The skills and knowledge people have gained through previous studies, work and life experiences will be recognised. The Workplace Trainer and Assessor will discuss skills recognition with each applicant.

Assessment for on the job training

Evidence for assessment will be gathered from various sources which can include:

- Observation of workplace performance
- Demonstration of specific skills/knowledge
- Project
- Role play/simulation
- Written exercises
- Oral questioning
- Oral presentations
- Third Party Person
- Portfolio

Additional qualifications that attract government funding for existing employees

The **Certificate IV in Business Administration, Certificate III in Business Administration (Legal), Certificate III in Transport and Logistics (Warehousing and Road Transport)** also attract government funding for eligible Employees.

Contact Us for further information on any of the above training opportunities:

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