



Attract, engage and retain people to your organisation with the Auscontact Academy.

**As the Australian Contact Centre Association, our primary focus is to foster professional growth and advancement within the industry by building capabilities and providing career pathways. We firmly believe that Contact Centre jobs are not merely stepping stones, but rather offer boundless opportunities for exciting careers.**

To support this vision, the Auscontact Academy offers industry-leading training and development programs, specifically designed to meet Australian education standards and tailored for the Contact Centre industry. By participating in these programs, individuals can acquire accredited qualifications, enabling them to enhance their formal skills within your organisation.

We are dedicated to creating pathways that empower your employees to build successful careers supported by recognised qualifications. These programs provide organisations with the opportunity to incorporate qualification courses as part of their employee value proposition. In a competitive job market, educational initiatives serve as invaluable organisational assets that enhance capabilities, motivate employees, and establish a solid foundation for further educational pursuits.



INCREASE EMPLOYEE  
VALUE PROPOSITION



BUILD CAPABILITY



INCENTIVISE EMPLOYEES

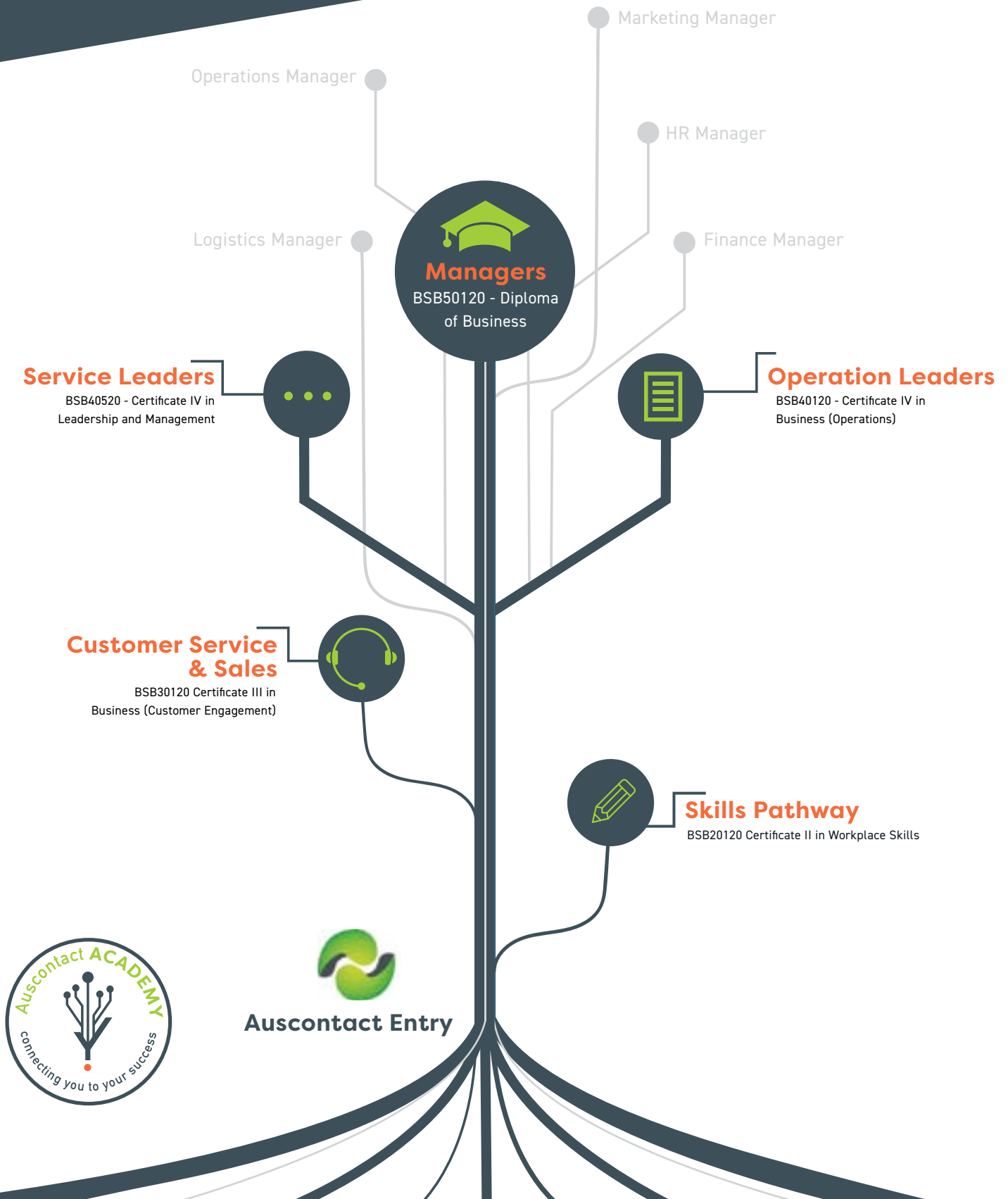


PROMOTE CAREER  
DEVELOPMENT



# LEARNING PATHWAY

Our program facilitates various avenues for career development, including traineeships, pre-entry qualifications and skills for newcomers, and other development options for individuals seeking recognised qualifications that can open doors to diverse opportunities.



# COURSE OUTLINES

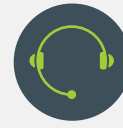
Explore the course outline for each of the learning journeys on the pathway.



## Skills Pathway

BSB20120 Certificate II in Workplace Skills

- WEEK 10: Customer Experience
- WEEK 8: Products & Services
- WEEK 6: Business Sustainability
- WEEK 4: Health & Wellbeing
- WEEK 2: Business Software
- WEEK 1: Digital Communication
- WEEK 1: Communication Basics
- WEEK 1: Time Management Basics
- WEEK 1: Work Safely
- WEEK 1: Welcome to Customer Contact



## Customer Service & Sales

BSB30120 Certificate III in Business (Customer Engagement)

- MONTH 6: Workplace Health & Safety
- MONTH 6: Marketing & Promotions
- MONTH 6: Critical Thinking
- MONTH 6: Handle Complaints
- MONTH 6: Workplace Diversity
- MONTH 3: Engaging Communication
- MONTH 3: Work Priorities
- MONTH 3: Customer Experience
- MONTH 3: Products and Services
- MONTH 3: Business Sustainability
- MONTH 1: Health & Wellbeing
- MONTH 1: Business Software
- MONTH 1: Digital Communication



## Service Leaders

BSB40520 - Certificate IV in Leadership and Management

- MONTH 9: Deliver Presentations
- MONTH 9: Leading Safety
- MONTH 9: Workplace Relationships
- MONTH 7: Recruitment & Onboarding
- MONTH 7: Lead Teams
- MONTH 7: Difficult Conversations
- MONTH 7: Leadership Communication
- MONTH 3: Communication Strategies
- MONTH 3: Operational Plans
- MONTH 3: Customer Culture
- MONTH 1: Becoming a Leader
- MONTH 1: Leading Priorities



## Operation Leaders

BSB40120 - Certificate IV in Business (Operations)

- MONTH 9: Lead Health & Wellbeing
- MONTH 9: Project Management
- MONTH 9: Complex Writing
- MONTH 7: Lead Critical Thinking
- MONTH 7: Lead Customer Experience
- MONTH 7: Business Relationships
- MONTH 7: Collaborative Technology
- MONTH 3: Leading Safety
- MONTH 3: Recruitment & Onboarding
- MONTH 3: Communication Strategies
- MONTH 1: Operational Plans
- MONTH 1: Leading Priorities

# INTRO PRICING

**CERTIFICATE II**  
**\$2,490**

**CERTIFICATE III**  
**\$2,990**

**CERTIFICATE IV**  
**\$3,990**

**DIPLOMA**  
**\$4,990**

## Traineeships and Incentives available

- Businesses may be eligible for Federal Incentives to offset training costs which vary from state to state.
- An employee assessment of eligibility will be completed by the Australian Apprentice Support Network (AASN).
- Further information can be found here: <https://www.australianapprenticeships.gov.au/>

## Enrol Now

(Click icon or scan QR code)



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