



BSB07 Contact Centre Operations — A Professional Development Program

IBSA invites you to a professional development program on BSB07 Contact Centre Operations.

BSB07 Contact Centre Operations – The Overview

This half-day workshop will provide participants with an overview of BSB07 Contact Centre Operations Qualifications. This workshop offers advice regarding changes to the units of competency and qualifications. It also provides an overview of new features in Training Packages, such as Employability Skills.

BSB07 Contact Centre Operations – Specialist Workshop

In addition to the Overview, a specialist workshop is also available. The Specialist Workshop will cover:

- Assessing for RPL against BSB07 Contact Centre Operations qualifications
- The application of employability skills for BSB07 Contact Centre Operations qualifications
- Developing assessment strategies and assessment tools for BSB07 Contact Centre Operations qualifications.

In summary these workshops will equip participants with the skills and knowledge to confidently deliver and assess BSB07 Contact Centre Operations qualifications.

Participants will work in large and small groups and this will be an invaluable opportunity to bring staff from different RTOs together to learn, share knowledge and experiences and improve professional practice.

When & Where:

Overview Workshops are half day programs held between 9:30am and 12:30pm.

Specialist Workshops are half day programs and will be held between 1:30pm and 4:30pm.

Venue	Overview Workshop	Specialist Workshop
VIC – Melbourne	August 20 th AM	August 20 th PM

Venue:

Overview & Specialist Workshops:

Melbourne -

ether
265 - 285 Little Bourke St
Melbourne



Cost:

Overview Workshop	\$240 per participant
Specialist Workshop	\$240 per participant
Full Day (inc. lunch)	\$500 per participant

Registered participants can also purchase the BSB07 Training Package on CD with a Continuous Improvement Subscription (BSB07C1) for \$180, a saving of more than 40%.

OR

BSB07 Contact Centre Operations Domain (BSB07CC), containing the Qualifications, Assessment Guidelines and Units in a spiral bound booklet for \$85

How to Register:

Registration for all workshops will open on Tuesday, 17th June, 2008.

Registration Forms are available online at www.ibsa.org.au/content/latestnews/CCO_PD.html

Further Information:

For further information about the workshop program, please contact:

IBSA

☎ 03 9815 7000

✉ events@ibsa.org.au

About the Facilitator:

Wendy Perry

Wendy Perry is a well known leader in the Customer Contact Centre with a pragmatic approach to independently reviewing call/contact centres, developing new concepts and identifying areas for improvements. Wendy has more recently focussed on workforce development and planning, providing capability building services to call/contact centres, enterprises, Registered Training Organisations, governments and industry.

Wendy established the first call centre training facility in South Australia at the Institute, gaining sponsorship from numerous contact centre, technology and recruitment agency supporters. Whilst in this role, Wendy was approached by the Industry Skills Board for Information Technology to manage the Women into IT&T project for South Australian Business Vision 2010.

Wendy Perry is currently the Managing Director of Workforce BluePrint www.workforceblueprint.com.au, a niche workforce development and planning consultancy, and Wendy Perry and Associates Pty Ltd www.wpaa.com.au providing strategic consultancy, change management, audit, facilitation, review and professional development services in vocational education & training (VET), and the call/customer contact sectors. Whilst based in South Australia, her company's clients are all around Australia and Wendy has extensive networks in the call/contact centre industry, with employers, government and Registered Training Organisations.

Recent projects include the Department of Treasury and Finance Shared Services Reform Office transition, national Customer Contact Competency Standards review and development, National Prescribing Service review, South Australian Housing Trust centralisation, and the NEC contact centre review.

Wendy holds a Master of Education, Training and Assessment and Management qualifications and is committed to her own development demonstrated through by the many professional development activities listed on her resume and numerous conference presentations.