

Suburban Training Services offer tailored training and education programs that provide you and your organisation with enormous benefits and a competitive advantage. Our programs can be customised to suit the needs and expectations of you, your organisation, and customers. Programs can be tailored to suit the experience levels of staff, for example, from new workforce entrants to managers. Recognised prior learning ("RPL") is available. Each unit covers both practical and theoretical aspects and is a separate module that can be selected or removed for specific length programs, so programs suite experience levels as well as organisational and customer expectation.

Our programs are not just for contact centres, but can be applied or specifically developed for any customer contact point, such as Reception, Accounts Payable, etc.

Suburban offers the following nationally accredited programs:

- ICT20102 Certificate II in Customer Contact
- CT30102 Certificate III in Customer Contact

Suburban also offers the following short courses:

- Telephone Etiquette
- Customer Service
- Conflict Resolution
- Basic Computer Skills
- Contact centre Occupational Health and Safety
- Stress Management in the Contact Centre
- Staff Retention

Suburban's training programs are designed on national competency standards with formal assessment tasks that each student must complete. Trainers / assessors evaluate each student's knowledge and skills on each of these tasks. When the necessary competencies are demonstrated by students they can be awarded their qualification.

We can come to you. Suburban trains at sites convenient for you, so we maximise productivity by minimising a staff member's time away from the job and the related costs. Staff are able to learn in a hands-on setting. One-on-one with an instructor either in a controlled contact centre environment, or in your own centre - an environment that maximises learning.

Your Employees could qualify for a traineeship incentive worth up to \$4,000

Traineeships are a Federal Government incentive that are available for selected nationally recognised and accredited training programs. They can attract substantial financial incentives to assist your business to build a more skilled workforce with long term benefits. Traineeships are available to part-time or full time employees of any age, and, depending on the course selected, you could claim an incentive worth up to \$4,000 per trainee toward the cost of a course.

If you would like more information, please contact:

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