

A black and white photograph of a call center environment. Several people are visible, all wearing headsets and looking towards the right. The focus is on a woman in the foreground, who is wearing a headset and has a microphone. The background is slightly blurred, showing other staff members.

Customer Engagement Career Starter Workshop

What is the Career Starter Course?

The Career Starter Course is a 6 day online workshop that will help strengthen your job opportunities by providing you with some of the essential skills needed to be an effective team member and employee. Even if you feel that you have already learned the below skills, the course will provide you with opportunities to further enhance previous skills and knowledge, giving you more of an advantage when being presented to the employer.

What are the units covered in the Career Starter Course?

The three units covered in the course are taken from the BSB30415 Certificate III In Customer Engagement, they include: Apply knowledge of Work effectively with others, Work effectively in customer engagement and Contribute to health and safety of self and others.

Among many other skills critical to the suitability for a specific job role, employers regard the above skills equally important when deciding on who to employ. Employers want people with these skills so that they can work effectively with the team in the organisation. Additionally, attending and participating in this course each day will provide opportunities for you to interact with the other students, and assists you to further develop your 'team interaction' skills, thus making you more employable to the employer.

Does the course guarantee me a job?

While the course does not guarantee you a job, it will certainly help us build your portfolio to potentially increase your job opportunities and get you in front of the prospective employer.

Do I need to attend all days?

Yes, the training is provided to you over 6 days, as well as induction and an application day if required. It is very important that you attend and participate over the entire course so that you are not missing out on any of the key aspects.

Who will be providing the training?

MCI will provide the training. MCI is a Registered Training Organisation (RTO). Your trainer is highly skilled and experienced within the subject matter and will be there for you every step of the way to support and assist you throughout the course.

How is my portfolio presented to the employer?

Tailored Workforce will work closely with you in reverse marketing your portfolio to an extensive network of employers, this will assist in helping you secure a job quicker.



Career Starter Workshop Overview

Duration

- 6 days - trainer lead online workshop.
- 3 sessions each day:
 - Session 1: 9:30am to 10:30am.
 - Session 2: 11:00am to 12:30pm.
 - Session 3: 1:00pm to 2:30pm.

Units covered

- BSBWOR203 Work effectively with others.
- BSBCUE307 Work effectively in customer engagement.
- BSBWHS201 Contribute to health and safety of self and others.

Pre-course preparation:

- Check your email, including the junk/spam folder for an email from Management Consultancy International (MCI) which will contain key information regarding the course and where it is being held.
- You will also receive your eCampus login where you will be able to download your course materials/workbook.
- Talk to your provider if you require assistance.

Connecting to the sessions:

- To connect to the sessions, [click this link](#).
- Enter your name under the "guest" tab*. Please write your full name and click the "Enter Room" button
- Open in browser or download the application.

Assessment materials:

To access the assessments below are your login details:

- [Click this link](#)
- Username: Sent Directly to Student
- Password: Sent Directly to Student

Getting started

Speak with your Employment Consultant for assistance with your enrolment.

