

## Multimedia, Telecommunications, Music and Information Services Toolboxes

### Film, TV, Radio and Multimedia



**Multimedia Design**

303

This Toolbox sets out to replicate the collaborative environment of the industry. Students choose their area of interest (eg. Interface design) and work their way through a series of exercises or 'briefs'.



**Animation**

405

Designed to provide both background information for the animation production process, and information, demonstrations and activities for building skills and industry knowledge.

### Telecommunications



**Call Centre Leadership**

316

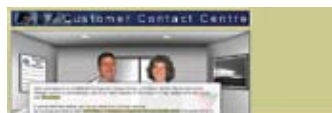
A structured environment that provides a full suite of 11 Leadership units that can be used for learners undertaking the Certificate III or IV in Telecommunications.



**Call Centre - Certificate II**

317

Set in a medium sized Customer Contact Centre dealing with inbound customer queries and outbound calls, including telemarketing whilst encouraging communication.



**Call Centre Faults, Credit, Enquiries**

417

This Toolbox is suitable for new agents entering the Call Centre Industry, experienced agents attempting to further develop their skills and experienced Team Leaders.



**Call Centre Customer Contact**

418

This Toolbox covers one core unit and seven electives from the Certificate III focussing on the customer service aspects of the industry using real life problems to be resolved.

### Music



**Diary of a Sound Hound**

512

Diary of a Sound Hound is a resource rich training product that targets young music industry learners seeking skills and knowledge in sound production and project management.



**Deadly Jam Music Festival**

516

Deadly Jam covers competencies from the Music Training Package. Learners interact with characters representing potential careers in the music industry.



**Library and Information Services**

309

This Toolbox uses a 2D-3D simulated workplace using a library as the context through which the learners access the required information and perform tasks.