

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.