



Kickstart your career with CSIRO's Industry PhD

Earn your PhD in partnership with industry, a leading university, and Australia's national science agency, CSIRO.

The CSIRO Industry PhD Program (iPhD) is a research training program, focusing on applied research that benefits industry by solving real-world challenges. It aims to produce the next generation of innovation leaders with the skills to work at the interface of research and industry in Australia.

The opportunity

- Admission to a university PhD program
- A four-year scholarship valued at \$46,000 per annum (2024 rate)
- A project expense and development package of up to \$13,000 per annum
- Supervision by CSIRO, an industry partner and the host university
- A 60-day Industry Engagement component with the industry partner
- A structured professional development and training package

Successful students will receive a PhD on completion.

Eligibility requirements

The student must:

- Be an Australian citizen or Permanent Resident, or a New Zealand citizen.
- Meet participating university PhD admission requirements.
- Meet university English language requirements.
- Not have previously completed a PhD.
- Be able to commence the Program in the year of the offer.
- Enrol as a full-time PhD student.
- Be prepared to be located at the project location(s) that the host university has approved and, if required, comply with the host university's external enrolment procedures.

Application process

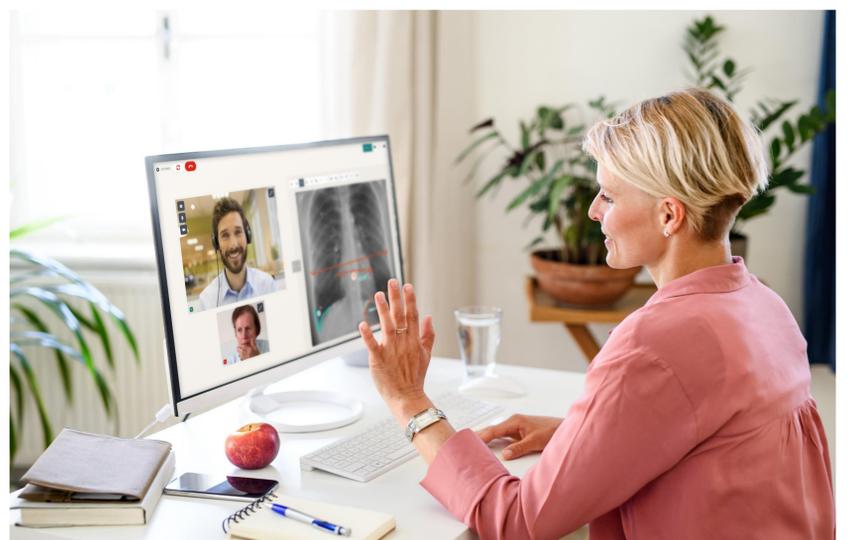
- Applications must be made via the [UniSQ Scholarship Application Management System](#).
- Applications are assessed by the supervisory team and shortlisted applicants are interviewed.
- The supervisory team nominates a preferred applicant.
- The application is assessed by the university against PhD admission criteria.
- The university will issue a letter of offer for the program if all conditions have been satisfied.

Project overview

Call centre service training and quality improvement system

Call centre operators deal with clients experiencing distress, sometimes severe; these include the frail elderly, people experiencing mental health episodes and victims of violence. The quality of interaction during that point of service is critical for optimal outcomes. The project will develop algorithms that can monitor both the caller's and callee's vocal properties to provide the operator feedback on the appropriateness of their response.

SUPERVISORY TEAM DETAILS	
University of Southern Queensland	Rajib Rana rajib.rana@usq.edu.au
CSIRO	Wei Lu Wei.Lu@csiro.au
Tunstall Australasia Pty Ltd	www.tunstallhealthcare.com.au



Ideal student skillset

- Strong skills and demonstrated experience in programming and system development.
- Expertise in Python programming is essential.
- Experience in developing Machine Learning models with TensorFlow or PyTorch is desirable.

PROJECT LOCATIONS	
Primary location	University of Southern Queensland, QLD 4300
Industry Engagement component location	Tunstall Healthcare, QLD 4009
Other potential locations	CSIRO Herston, QLD 4029



FOR FURTHER INFORMATION

- Visit the [iPhD website](#)
- Contact the [project's supervisory team](#)
- Contact the [iPhD team](#)

