

Short courses

Professional Development Programs

SWINBURNE

UNIVERSITY OF TECHNOLOGY



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Professional development programs

Learn how to integrate your organisational culture from experienced industry facilitators to deliver results that align with your business strategy.

Our professional development programs are designed to offer practical application within a work environment and enhance participant skills and knowledge in areas such as finance, leadership, coaching, sales management and other business disciplines.

The skills are assessed on the job and the relevant units accredited to a national qualification. Participants can therefore opt to be assessed through work-based projects to complete the relevant qualification in their chosen time frame.

We offer professional development programs in the following areas:

- Business Essentials
- Leading and Managing
- Personal Effectiveness
- Computing Skills
- First Aid
- Work Health and Safety
- Quality Auditing

Swinburne has been offering professional development to individuals and companies since 2002. Well over 1500 businesses – public and private, national and international – have engaged with Swinburne to deliver customised in-house courses that are designed to achieve results.





Business essentials

Swinburne has an excellent range of high-quality professional development options to support a broad range of business requirements. Development in key business functions such as sales, marketing, project management and risk management will provide you or your staff with important skills to be successful. Courses can also be customised to your specific business requirements and delivered in-house or at our premises.

- Business Writing Skills
- Complex Tender Writing
- Course in Carbon Accounting
- Creating Business Opportunities with Government
- Develop Breakthrough Business Strategy
- Identify, Assess and Manage Risk
- Lean Application for Diverse Organisational Environments
- The Lean Transformation
- Manage Business Finance
- Manage Quality Customer Service
- Marketing Essentials
- The Sales Professional

Business Writing Skills

DURATION	One day
FEE	\$480

This workshop is designed to enhance the skills needed to develop complex reports, information documents and correspondence that are sophisticated.

Learn professional techniques to build on existing expertise to produce well-structured and easy-to-read emails, reports and other business documents.

Participants are required to have writing skills for a business context, basic computer skills and be familiar with using Microsoft Word.

Learning objectives

- Plan documents to determine the purpose, appropriate format and communication mode
- Understand the audience's needs and draft text incorporating available data, information and knowledge according to proposed structure and content
- Structure business documents such as reports, letters and emails using design elements appropriate to the audience and purpose
- Write sentences, paragraphs and sections of documents that are the appropriate length using clear, easily understood language
- Revise, edit and proof read documents

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBWRT401A Write Complex Documents). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Complex Tender Writing

DURATION	One day
FEE	\$2,500

Complex Tender Writing teaches you to prepare tender responses that will attract a higher assessment score and represent strong value to the evaluator. A further output of this program is a suite of responses to typical tender questions specific for your business that you will be able to adapt and use in the future. This course has a keen focus on government tendering practices and provides an understanding of how government manages a tender process from evaluation through to contract award.

On its own, Complex Tender Writing will build your skills in a highly competitive aspect of business development and sales. For a more holistic solution to creating and winning government business, the course may be taken in combination with the paired Creating Business Opportunities with Government program, which encompasses how to market your business to government and engage on multiple levels.

Learning Objectives

- Understand how (and why) government uses particular processes to manage and assess engagements and tenders
- Learn how to successfully respond to a government tender and grant
- Learn about government quality expectations and how to meet them

Further study options

For a more comprehensive solution the above course can be combined with our Creating Business Opportunities with Government program.

Course in Carbon Accounting

COURSE CODE	10106NAT
DURATION	12 weeks (self-paced)
FEE	\$900

Increasingly, businesses are required to quantify and report their organisational greenhouse gas emissions and take into account the cost of carbon in investment decisions and business planning.

Our course in Carbon Accounting will provide you with the necessary skills and knowledge to develop a carbon inventory and create a carbon report to workplace standards. The course is based on current greenhouse and energy reporting methodologies, namely the GHG Protocol and ISO14064.

This course consists of collaborate sessions as well as individuals working on their carbon accounts and inventory in a self-paced environment.

Learning objectives

- Explore the scientific and industrial background to carbon accounting
- Unravel the terminology, trends and drivers
- Learn about international best practice, methodologies and standards
- Identify, categorise and calculate greenhouse gas (GHG) emissions
- Prepare and interpret a GHG inventory
- Develop knowledge of current GHG emissions and energy related legislation
- Prepare and interpret a carbon/GHG inventory
- Review reporting procedures

National Accreditation Pathway

Our Carbon Accounting course is unique in Australia and accredited by the Australian Skills Quality Authority (ASQA) within the Australian Qualifications Framework (AQF). Upon successful completion of this course, you will gain two nationally accredited units of competency:

- CCA501A Develop a Carbon Inventory for the workplace
- CCA502A Develop a Carbon Report for the workplace

Creating Business Opportunities with Government

DURATION	1.5 days
FEE	\$2,500

In this course you will learn how to effectively engage with government agencies and market your products and services to create new business opportunities. This program provides an insider's knowledge of government structure, roles and strategies, and will result in the development of a government engagement strategy for implementation. Through this program you will enjoy support and direction for creating business opportunities with government, tailored for your specific business offerings.

Taken on its own, Creating Business Opportunities with Government will help you build a strategic and active plan for government engagement and business development. For a more comprehensive solution to creating and winning government business, it can be combined with our Complex Tender Writing program.

Learning objectives

- Learn how to identify your competitive advantage
- Understand how to communicate your competitive advantage effectively and appropriately in tender documents
- Learn about government quality expectations and how to meet them
- Understand how to align your product or service offering with published government direction and strategy
- Effectively communicate your service offering to the right person in government
- Understand how to find the right person in government
- Understand strategies for increasing touch points with the right government people

National Accreditation Pathway

For a more comprehensive solution to creating and winning government business, it can be combined with our Complex Tender Writing program.

Develop Breakthrough Business Strategy

DURATION	Two days
FEE	\$1,400

Developing the ability to understand and develop strategic approaches in diverse and complex environments is an important skill for modern leaders working in highly competitive environments.

This two-day workshop provides the opportunity to critique and apply strategic models to case studies and to the workplace. Decision-making frameworks, strategic theory and processes that offer value in complex and dynamic business environments are explored and evaluated and participants will be empowered with tools and techniques that can be readily applied in the workplace.

Learning objectives

- Understand and apply adaptive strategy planning models and the decision-making processes in complex and dynamic contexts
- Conduct internal and external environment analysis in global context
- Understand and apply rational strategy models and processes
- Formulate a strategic plan with clear objectives and strategy for the future
- Understand how to evaluate the implementation of strategic plans in business contexts
- Develop, monitor and implement Strategy Mapping in organisations
- Develop performance indicators to monitor progress in implementing a plan
- Understand strategic decision-making processes
- Communicate strategic plans effectively to all relevant parties

National Accreditation Pathway

By completing the 4 day workshop option this provides the training required for the unit of competency BSBMGT616A Develop and implement strategic plans for the 10105NAT Graduate Certificate in Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our learning advisors on 1800 633 560 or email industrysolutions@swin.edu.au.

Identify, Assess and Manage Risk

DURATION	One day
FEE	\$480

Managers who need to acquire risk management skills and those seeking to extend their knowledge and experience in the field of risk management will benefit from this course.

Learn how to identify, characterise and assess risks. Develop the skills to determine the expected likelihood and consequences of specific types of risks to develop contingency plans and identify ways to reduce risks and prioritise risk reduction measures based on a strategy.

Learning objectives

- Review organisational processes, procedures and requirements for undertaking risk management
- Gain an understanding of risk management as part of the strategic plan for your organisation
- Assess likelihood of risks occurring and assess impact or consequence if risks occur
- Determine the scope for a risk management process and learn how to develop policies and processes for effective risk management, including risk scoping and auditing
- Learn how to use tools and techniques to generate a list of risks that apply to the scope of your risk management plan
- Determine and select appropriate options for treating risks and develop an action plan
- Understand methods for implementing and monitoring a risk management plan
- Learn methods for continually evaluating and improving the risk management plan, policies and procedures
- Implement and monitor an action plan and evaluate the risk management process

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBRSK501B Manage Risk). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Lean Application for Diverse Organisational Environments

DURATION	Two days
FEE	\$1,800

This two-day workshop educates leaders and practitioners in the application of lean principles within the diverse environments we work in. The focus is on areas such as service and innovation, and the use of visual management systems.

The workshop is tailored to demonstrate practical application of lean systems in all aspects of the enterprise, including new product development, service, sales and marketing, supply chain, logistics as well as traditional production environments.

Learning objectives

- Learn how to streamline any value chain
- Understand how to apply lean principles, techniques, tools and practices in your workplace
- Learn how to help your organisation become more profitable by increasing efficiency, improving work flow and reducing waste
- Understand how to create a better place to work with a strong team ethic, a positive culture and strong leadership

The Lean Transformation

DURATION	Two days
FEE	\$1,800

This two-day workshop educates leaders on how to facilitate the lean transformation of their organisation. The focus is on developing a management system that supports both people development as well as product and service value chains.

The workshop is tailored to demonstrate practical application of lean systems in all aspects of the enterprise, including new product development, service, sales and marketing, supply chain, logistics as well as traditional production environments.

Learning objectives

- Understand the lean systems philosophy
- Learn how to implement an effective change implementation program
- Learn about the architecture for lean operations through process value stream mapping analysis and design workshop
- Discuss and apply detailed practical approaches for creating flow, eliminating waste, and explore the concept of pull systems through hands-on simulations
- Understand and learn to utilise the Toyota Culture model to build an organisation that is aligned and develops its people to solve problems
- Understand how to apply lean principles, techniques, tools and practices in your workplace
- Learn how to increase profitability by lifting efficiencies, improving work flow and reducing waste
- Learn how to create a better place to work with a strong team ethic, a positive culture and strong leadership

Manage Business Finance

DURATION	One day
FEE	\$480

Improving business performance requires an understanding of the components of profit and value. Suitable for managers, team leaders and supervisors who are responsible for managing and assessing financial performance, this workshop teaches effective skills to assess and improve the financial performance of your organisation and support your staff in their roles.

This workshop offers participants new skills to plan and manage financial management approaches to monitor expenditure. Participants learn how to ensure budgets and financial plans are achievable and accurate. The facilitator teaches the skills to master the preparation of contingency plans to manage financial risk and how to design and implement financial management processes.

Learning objectives

- Identify the key features of financial reports
- Interpret financial statements to determine where management attention should be directed
- Prepare contingency plans for financial plan variation
- Support team members with financial management roles
- Analyse data and information on the effectiveness of financial management processes and determine actions which will improve financial performance
- Identify the important financial principles of business development
- Manage financial risk
- Determine financial strategies and their impact

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBFIM501A Manage Budgets and Financial Plans). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Manage Quality Customer Service

DURATION	One day
FEE	\$480

In today's competitive environment, customers demand quality service. If you don't provide them with the products and services they want, they won't hesitate to go elsewhere. Managing the delivery of quality service and developing approaches to enhance the quality of customer service form the essential basis of any successful business.

This workshop provides participants with the skills to monitor, adjust and optimise customer service processes and identify possible points of weakness, with the objective to analyse the potential for improvements.

Learning objectives

- Investigate, identify, assess and include the needs of customers in planning processes
- Learn how to use and apply quality service standards
- Identify the characteristics of a winning customer service team and assist colleagues to overcome difficulties in meeting customer service standards
- Explore pro-active customer service problem-solving
- Learn how to implement strategies to achieve customer service standards and obtain customer feedback to improve services
- Understand customer service audits and feedback

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBCUS501C Manage Quality Customer Service). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Marketing Essentials

DURATION	One day
FEE	\$480

This course is designed for professionals who create, protect or enhance client or customer value within their organisation. It will suit employees in a number of roles, including those in a leadership role with responsibility for revenue targets, in a marketing role who have no formal marketing-related qualification or who manage a team that is accountable for target achievements.

The course provides participants with the framework and tools required, to select and implement a marketing mix that best satisfies the target market and meets the organisation's marketing objectives.

Learning objectives

- Learn how to assess your market and identify consumer priorities, needs and preferences that affect the marketing mix
- Learn how to set marketing objectives to meet organisational, strategic and operational marketing objectives, and desired positioning
- Analyse distribution channels, promotional methods and customer service provision in order to determine their importance to marketing outcomes
- Consider product, pricing, promotional, distribution and service variations, and evaluate these against marketing objectives, target market characteristics and desired positioning
- Select a marketing mix that best satisfies the target market and meets marketing objectives
- Apply tools to successfully monitor your tactical implementation against performance and isolate components for testing

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMKG502B Establish and Adjust the Marketing Mix). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Sales Skills

DURATION	One day
FEE	\$480

This course is suitable for those who wish to move into a sales career or those presently employed in a sales role wanting to improve their selling techniques to increase the productivity of their sales calls. With this training as your foundation, you can become a truly dynamic, successful sales presenter. You will learn new and powerful approaches to help position you as the natural solution to your client's challenges. This is not a workshop with platitudes and theoretical ideas. This workshop is full of practical techniques that have been tested successfully in the marketplace across many industries.

You will learn how to improve your personal productivity and develop a whole new way of prospecting and positioning. You will learn how to present a sales solution that responds to the specific buying needs of your client and secures the commitment to proceed with a sale. Gain the skills to stand out with a simple game plan to achieve your performance targets and strategically grow your business.

Learning objectives

- Plan and conduct a compelling sales presentation, targeted at the right people
- Develop sales scripts that improve the consistency of your sales results
- Understand the structure of a sales presentation and how to use it in all your promotional efforts
- How to use the power of stories to grow sales
- How to develop your competitive edge and stand out as the choice above your competition
- Learn about simple strategies that add value to your existing customers and prospects, to create increased loyalty and selling opportunities
- Identify the three components required to achieve a sale
- Overcome fears – yours and the prospects!
- Apply a powerful system of communication that positions you as the expert in your field
- Boost your confidence
- How to set up powerful referral systems to generate leads
- Increase sales and territory planning efficiency to focus on the highest growth areas
- How to follow up on sales without being annoying to customers
- Strategies for maximising your most precious resource – your time
- Strategies for building momentum in your sales efforts
- How to foster the right habits for success in sales

Leading and managing

Leadership continues to be a buzzword in contemporary business and strong leadership is seen as a necessity for organisational success. Swinburne offers an excellent range of courses to address personal organisational requirements from a number of angles, including self-leadership, leadership skills, leading people and leading thinking.

Each course can be customised to your specific business requirements and courses can also be developed to meet your unique requirements.

- Agile Project Management
- Change Management
- Creating High Performing Teams
- Develop Leadership Qualities
- Emotional Intelligence for Leaders
- Event Marketing and Management
- Finance for Managers
- Leader as Coach
- Leading Innovation in the Workplace
- Lead Innovative Thinking and Practice
- Managing for Maximum Performance
- Project Management Essentials

Agile Project Management

DURATION	Two days
FEE	\$1,400

This two day course commences with an introduction to the foundation and history of the Agile movement. It then looks at common practices and frameworks used by teams including Scrum, Kanban, Lean Start-up and XP.

Day two drills into project management activities related to planning, monitoring and controlling projects highlighting the role of collaboration, developing appropriate feedback and quality systems, including elevating the focus from schedule and budget targets to delivering customer value.

Learning objectives

- Understand the importance of value delivery as a higher order goal
- Learn visualisation techniques and how they contribute to an Agile way of working
- Learn agile techniques to identify and engage stakeholders in the project management process
- Understand how to identify and define Agile planning techniques appropriate to the needs and context of the project
- Learn to plan and define systems that enable the team to optimise value delivery through fast feedback and adaptive planning techniques
- Learn to apply visualisations and models to help teams understand how to priorities competing agendas such as time, scope, budget and quality.
- Learn to create a Product Backlog, estimate project work and Project Release Plan using Agile techniques
- Understand risk management practices to a project in an Agile way
- Understand and apply performance management and control techniques in an Agile way

Change Management

DURATION	Two days
FEE	\$1,400

In a world of ongoing uncertainty and unpredictability, the only constant is in fact change itself. Change management has now become an important and expected work attribute. Learn how to develop unique ability to be bold and visionary in creating innovative, sustainable solutions to the greatest of challenges.

In this two day workshop you will learn how to deeply understand the dynamics of change, to turn challenge and crisis into opportunities, to envision and design the future and to build flexible, innovative thinking. Discover how to make the leap from being an effective change manager into a highly valued and empowering change master.

Learning objectives

- Understand the dynamics, complexity and the stages of organisational change
- Identify and prioritise change opportunities from both external and internal drivers
- Assess the impact of planned change using change impact analysis tools
- Apply best practice change management models
- Understand why most change fails, the psychology of change resistance and to develop actions to manage and reduce change resistance
- Develop a detailed change management plan with clarity of all key change roles and responsibilities
- Plan effective change communications and identify and manage all key stakeholders
- Monitor the change impact, applying corrective actions and effectively embedding the change into company culture and systems

National Accreditation Pathway

By completing the four day workshop option this provides the training required for the unit of competency BSBINN601B Manage organisational change for the 10105NAT Graduate Certificate in Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our learning advisors on 1800 633 560 or email industrysolutions@swin.edu.au.

Creating High Performing Teams

DURATION	One day
FEE	\$480

This workshop equips managers, supervisors and team leaders with the right skills to establish performance goals and plans for their team, and provide the necessary support to ensure that outcomes are met according to expectations. Through action-based learning, participants develop an understanding of what is required to become a high-performing team. Managers learn to create and maintain this team by implementing effective communication, team goals, individual aspirations and positive feedback to ensure their team is operating at maximum performance.

Learning objectives

- Establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives
- Develop performance plans and key performance indicators and goals for a work team
- Learn how to support team members in meeting expected performance outcomes
- Develop strategies to ensure team members have input into planning, decision-making and operational aspects of a work team
- Develop policies and procedures to ensure team members take responsibility for their own work and assist others to undertake required roles and responsibilities
- Learn how to provide feedback to encourage, value and reward individual and team efforts and contributions
- Develop communication strategies to deal with unresolved issues, concerns and problems raised by team members

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBWOR502B Ensure Team Effectiveness). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Develop Leadership Qualities

DURATION	One day
FEE	\$480

Whether currently in a supervisory or management role or stepping up to a new management challenge, this course is designed to develop leadership skills and the potential to successfully manage a group of people. Focussing on leadership development through work-based application, this workshop supports the development of resilience, self-reflection and innovation.

Participants will learn new approaches to ensure they communicate effectively and efficiently and delegate and deliver to become an exceptional leader. The workshop also develops the skills to understand how to apply different strategies to deal with operational and staff management issues.

Learning objectives

- Discover what motivates team members
- Build team cohesion and higher levels of performance
- The laws of leadership and teamwork
- Understanding personality and management style
- Making informed decisions
- Positioning team members for optimum performance
- Communicate vision and organisational goals effectively
- Leading with passion and influence
- Enhance your individual communication and people skills
- Effective body language techniques
- Dealing with conflict effectively
- Four simple steps to delegation
- Identifying and dealing with role change issues

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: PSPGOV511A Provide Leadership). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Emotional Intelligence for Leaders

DURATION	One day
FEE	\$480

Applied to the workplace, emotional intelligence (EI) involves the capacity to think intelligently about one's own and other's emotions to intentionally and efficiently deliver individual and organisational outcomes.

This workshop provides insight into EI as well as practical application of techniques in the workplace to develop competencies in the different aspects of EI, including perception, understanding, reasoning and managing one's own and others' feelings.

Any team member, team leader or manager wishing to gain an introduction to and better understanding of this topic – to further enhance their communication skills, to build better relationships with all stakeholders, and improve individual, team and organisational outcomes – will benefit from this workshop.

Learning objectives

- Define EI and recognise EI examples in the workplace
- Gain an understanding of the different dimensions of EI
- Gain knowledge and insights into how an understanding of EI and its application may be used to improve workplace relationships and performance
- Recognise that mood congruent thought influences decision-making
- Develop cognitive and behavioural restructuring to improve EI competencies

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: PSPGOV516A Develop and Use Emotional Intelligence). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Event Marketing and Management

DURATION	Two days
FEE	\$650

Are you considering a career in event management or are currently working in a professional or volunteer capacity with a responsibility for planning and managing events? As well as plenty of creativity to design an event that is memorable and meaningful it also takes careful attention to detail, adaptability, effective delegating and a significant amount of work.

The Event Marketing and Management two day workshop will provide you with the foundations and skills to successfully plan and implement an event, from the early stages of planning, to the final touches and post event evaluation.

Create an atmosphere your attendees will remember and ensure your event, however big or small, achieves maximum results.

Learning objectives

- Event planning essentials including budgeting
- Event sponsorship and marketing
- Manage teams, event logistics including insurance, council and other relevant statutory obligations
- Manage media relations and pre event publicity
- Understand how to select speakers and a master of ceremonies
- Develop contingency plans
- Develop a post event evaluation plan

Finance for Managers

DURATION	Two days
FEE	\$1,400

If you are a manager required to have an understanding of the financial drivers of your business, this two day program will enhance your financial literacy and knowledge.

Some managers who are highly skilled in their own respective discipline areas often do not have a clear understanding of the financial reports they receive or contribute to. To make informed contributions to managerial accounting reports and strategic decisions this knowledge is however essential.

This two day workshop focusses on how to interpret and analyse financial statements and provides an insight into how managerial and business decisions impact the financial reports of an organisation.

The program is supported by specifically designed and easy to understand course notes. Relevant case studies and exercises are provided at appropriate stages in the program to enable participants to practise accounting and finance tasks. Solutions to these activities are also provided to assist participants with immediate feedback.

Learning outcomes

- Identify information and reports required to make effective financial decisions
- Consolidate your ability to view and determine business operations from multiple levels
- Forecast future financial resource needs
- Understand financial objectives and analyse current asset performance and capacity
- Set business targets and compliance mechanisms
- Manage financial risk
- Monitor compliance with financial projections
- Influence value added strategies

National Accreditation Pathway

By completing the 4 day workshop option this provides the training required for the unit of competency MTMBUS701A Manage financial performance for the 10105NAT Graduate Certificate in Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our learning advisors on 1800 633 560 or email industrysolutions@swin.edu.au.

Leader as Coach

DURATION	Two days
FEE	\$1,400

Coaching is one of the most powerful tools available to managers to develop their staff and lift performance. In essence, coaching is a creative thought-provoking process that supports individuals to learn and develop, to experiment with new ideas and seek bold solutions, and more confidently deal with challenges. Often used for improving personal performance, it is a critical tool for managers and leaders.

In this two day course you will learn what coaching is and how it differs from mentoring and counselling. You will learn about your strengths as a coach and identify areas for further development. Most importantly you will understand how to use effective communication skills in the coaching relationship. Knowing how and when to coach, and when to use other tools, like mentoring, is an essential skill that can benefit both you and your organisation.

Learning objectives

- Explain what coaching is and how it differs from mentoring and counselling
- Identify their strengths as a coach and areas for further development
- Use effective communication skills in the coaching relationship
- Support the coachee to set goals and develop action plans
- Identify and use appropriate models of coaching

National Accreditation Pathway

By completing the 4 day workshop option this provides the training required for the unit of competency PCW801A Provide coaching in the workplace for the 10105NAT Graduate Certificate in Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our learning advisors on 1800 633 560 or email industrysolutions@swin.edu.au.

Leading Innovation in the Workplace

DURATION	One day
FEE	\$480

Innovation is a powerful tool that can help unlock potential. One of the most important things organisations can do to lead change is to cultivate innovators.

Innovation comes in many forms and its potential to deliver value is unlimited. Management innovation, systems innovation, cultural innovation, and marketing innovation are just some of the dimensions of this course. In this workshop, participants learn through practical activities to encourage innovative thinking. This course is suitable for all managers working at the front line of an organisation and who influence organisational strategy. It equips participants with the tools, models and mindsets to become successful innovators within their own business environment.

Learning objectives

- Innovation as an integral part of leadership and management activities
- Build and lead teams to work in ways that maximise opportunities for innovation
- Create opportunities for individuals to learn from the experience of others
- Learn how to lead, introduce and implement change
- Build and apply communication tools
- Learn how to create a supportive learning environment

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBINN502A Build and Sustain an Innovative Work Environment). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Lead Innovative Thinking and Practice

DURATION	Two days
FEE	\$1,400

Developing an understanding about how innovation can be applied in a corporate environment is becoming a necessity for modern leaders working in competitive environments. Recognising the multi-dimensional nature of corporate innovation can equip you with the knowledge and tools to develop and sustain competitive advantage within their enterprise. This program focuses on comprehending the nature of corporate innovation but more importantly empowers you with the tools and techniques that can be readily applied in the workplace.

Learning Objectives

- Understand corporate innovation and how to apply it in modern organisations
- Differentiate between innovation, creativity and continuous improvement and know when and how to apply each concept
- Recognise cultures that foster innovation as opposed to those that impede it
- Adopt the mindset and attitude of a corporate innovator and learn to instil this belief in staff
- Learn a range of skills and techniques essential to successful innovation
- Understand how innovation connects with corporate strategy and how leaders should leverage systems within their organisation to innovate rather than building from the ground up
- Identify and challenge engrained institutional barriers to innovation
- Assess the innovation readiness of their organisations
- Embed a proven process for innovation that can be applied to any organisational setting

National Accreditation Pathway

By completing the 4 day workshop option this provides the training required for the unit of competency BSBINN801A Lead innovative thinking and practice for the 10105NAT Graduate Certificate in Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our learning advisors on 1800 633 560 or email industrysolutions@swin.edu.au.

Managing for Maximum Performance

DURATION	One day
FEE	\$480

The success of an organisation is based on the effective management of teams working together to achieve common goals. Knowing how to build, influence and lead teams can increase business performance to exceed goals and objectives.

This workshop explores the knowledge required of managers to create and manage high-performing teams. The course focuses on how to motivate people to achieve their potential and explores why simply telling people what to do or improving work benefits is not enough.

Participants will learn new skills to boost teamwork and morale, using proven communication, planning and goal-setting strategies. They will also be challenged to identify their personal leadership style and learn how to adjust it to motivate employees and increase their productivity. Gain the skills to tackle challenges, solve problems and mediate differences using practical management tools and techniques.

Learning objectives

- Understand how and why people work, and how to improve job performance
- Design performance management processes to ensure consistency with the objectives of your organisation
- Learn how to provide employee feedback and on-the-job coaching to improve performance and to confirm performance excellence
- Learn how to reinforce good performance
- Learn how to cut down on erratic performance and overcome resistance to change
- Learn how to set the right goals for the individual and the organisation, and how to manage performance and results through effective measurement

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMGT502B Manage People Performance). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Project Management Essentials

DURATION	Two days
FEE	\$895

Develop the skills to complete a project on time, to budget and within the project specifications.

Project managers, organisational managers, team leaders and project officers will benefit from this course. It is suited to anyone who wants to learn how to manage the life cycle of a project, including the development of a project plan, administering and monitoring the project, and finalising and reviewing the project to identify lessons learnt for future application.

Learning objectives

- Learn how to construct and scope a project brief, define stakeholders, and determine and access available resources
- Develop a project plan including timelines, work breakdown structure, roles and responsibilities
- Identify and access appropriate project management tools
- Formulate a project risk management plan
- Implement and monitor plans for managing project finances, resources and quality
- Provide support for project team members
- Undertake risk management and review project outcomes and processes against the project scope and plan
- Document lessons learnt from the project and report within the organisation

National Accreditation Pathway

This course provides a pathway towards the Certificate IV in Project Management Practice for Project Officers or towards a Diploma of Project Management for those in a Project Manager role. Telephone 1800 633 560 for more information.



Personal effectiveness

Our courses enable participants to build the core interpersonal skills required to succeed in any organisational context. These personal effectiveness courses deliver up-to-date techniques and approaches that provide learners with the skills, competencies and confidence to start communicating with real impact. Adapt to a changing workplace environment and achieve the very best you can by gaining the knowledge to help you operate more effectively and efficiently.

- Building Your Self Esteem and Assertiveness Skills
- Conflict Management in the Workplace
- Dealing with Difficult People
- Negotiation Skills
- Powerful Influencing: Mastering the Skill of Persuasion
- Public Speaking and Presentation Skills
- Stress Resilience and Work Life Balance Concepts
- Time and Priority Management
- Women with Influence: Communicate Assertively

Building Your Self Esteem and Assertiveness Skills

DURATION	One day
FEE	\$480

A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself.

Without some measure of self-worth, life can be difficult and unrelenting. In this one day workshop, you will discover techniques to dramatically change how you feel about yourself, improve your relationships with other people and develop communication skills which will enable you to speak up for yourself without compromising yourself and others. This course will reinforce healthy positive thought patterns, set goals and develop the confidence to get the things you want!

Learning objectives

- Understand what self-esteem is
- Learn how to improve your self-esteem and confidence
- Understand the power of thought
- Learn how to foster good listening skills and effective communication
- Learn how to ask for what you want
- Learn how to create what you want

Conflict Management in the Workplace

DURATION	One day
FEE	\$480

Conflict within the workplace can impact on productivity and staff morale. Developing and maintaining positive relationships with internal and external stakeholders is essential within today's diverse workforce. Identifying and dealing effectively with difficult people and situations requires skills in positive communication, active listening and problem-solving. Reflect on conflict in the work environment and self-evaluate your response and management of these situations.

This workshop is interactive in style and involves active participation in case study scenarios, group work and self-evaluation activities.

Learning objectives

- Types of conflict in the workplace and how it can manifest
- Explore the different ways conflict can be expressed including aggression, assertion and passiveness
- Gain effective tools and strategies to deal with difficult situations and people
- Explore the use of assertiveness, active listening, communication, body language and teamwork to overcome conflict
- Responding to diversity
- Learn more about yourself, others and managing conflict
- Gain confidence in managing other's conflict and your response to it
- Providing a safe place to share and discuss problems encountered in the workplace
- Grievance procedures

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: PSPGOV508A Manage Conflict). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Dealing with Difficult People

DURATION	One day
FEE	\$480

This course is designed to provide participants with the skills, techniques and strategies to professionally and confidently deal with difficult people including co-workers, customers, suppliers, managers or team members.

Participants learn how to identify and manage different behavioural styles to build a positive atmosphere with open and honest communication. Participants also learn to understand the thinking steps that can lead individuals to jump to wrong conclusions and examine how responses to conflict drive behaviour.

Participants also have the opportunity to assess their current listening skills and discover areas of improvement. Other areas covered in the course include assertiveness, coping with difficult behaviour and exploring different power relationships.

Learning objectives

- Communication and assertiveness
- Body language or non-verbal communication
- Listening skills
- Asking questions effectively
- Learning about work attitudes
- Maximising the value of different generations
- Effective conflict management
- Resolving conflict through negotiation styles

Negotiation Skills

DURATION	One day
FEE	\$480

Negotiation is a life skill which is about achieving positive outcomes while maintaining relationships. In this workshop participants learn practical strategies to allow them to apply the principles of negotiation to get to the heart of what both sides really want.

This intensive and challenging negotiation skills course will give participants the confidence, skills and tactics to negotiate constructively and successfully with internal and external parties.

Participants learn how to be assertive without jeopardising existing relationships with those involved. Negotiate faster and more effectively through planning, skill and strategy, and gain better outcomes.

Learning objectives

- The elements of successful negotiation
- A systematic approach to negotiation planning
- Effective communication
- Common errors in negotiation
- How to generate options that create financial returns and value for all players
- Improving relationships within negotiations
- Neutralise difficult negotiations and their tactics
- Maintaining control of your negotiation strategy
- Learn when to walk away
- Close the deal

Powerful Influencing: Mastering the Skill of Persuasion

DURATION	One day
FEE	\$975

Powerful influencing is a key competency for 21st century workplaces. Successful leaders understand that the old 'rules of engagement' in our organisations have changed. In a world where we need to achieve results in partnership with others, success is dependent on how skilled we are in persuading others to come on board with our agenda. Whether you are closing a major business deal, implementing a new strategy, gaining support for a project or obtaining scarce resources, your power to influence sits at the heart of achieving a successful outcome.

In this one-day program you will learn effective influencing strategies for business situations. You will learn to analyse underlying motivations that serve as drivers and blockers in achieving effective partnerships and successful outcomes. The program will provide strategies for influencing some of those 'difficult' people you deal with. You will also learn how to influence upwards. At the end of the program you will come away with the basics of your own influencing plan for a key project or task.

Learning outcomes

- Understand specific components of effective influencing including principles of exchange, obstacles to influencing and an influencing model that links with organisational goals
- Identify and describe 'the world' from another's perspective
- Describe and identify currencies
- Understand and describe the negative attribution cycle, assumptions and attributes ascribed to others
- Use tools to develop influencing approaches for differing situations and people
- Develop an action plan for effective influence in a key and current area of work

Public Speaking and Presentation Skills

DURATION	One day
FEE	\$480

This course is designed for those who want to improve their skills and effectiveness in public speaking, either for their own personal development or as a key part of their job.

Learn the techniques required to plan and deliver a presentation. Understand how to control anxiety and improve articulation and listening skills. In this course participants learn how to use their style and personality to present with mastery and confidence and engage an audience.

This course also helps develop strategies to create confidence when speaking to a group of any size.

Learning objectives

- Planning and preparing your presentation
- Structuring your presentation to get the message across
- Physical presence and body language
- Vocal ability
- Building confidence and not letting fear inhibit your effectiveness
- Connecting with the audience
- Handling difficult audience members
- Using visual aids and other resources
- Reviewing your presentation to continue learning

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency BSBCMM401A Make a Presentation). The cost of assessment is \$100 per unit. Telephone 1800 633 560 for more information.

Stress Resilience and Work Life Balance Concepts

DURATION	One day
FEE	\$480

Do you sometimes feel that you've lost direction in the midst of the push and pull of work and life? Would you like to explore future options? What does success mean to you? 'Work Life balance' has become an important focus as the pressures of constant change envelope our lives.

Stress Resilience is a combination of work life balance principles and ways to become more resilient, especially in managing stress. Learn easy-to-apply approaches to living a less stressful life by gaining insights into how you can better steer your life in the direction you choose by becoming more empowered, confident and goal oriented.

Learning objectives

- Understand the concepts of work life balance, stress and resilience and how to manage stress
- Understand values and goal setting and the power of perception
- Learn how to deal with different personalities and how to handle difficult situations and people
- Understand self-awareness tools and how to give and receive feedback
- Learn about emotional intelligence and understand Covey's Seven Habits of Highly Effective People
- Learn about the focus of control and the self-talk cycle
- Learn about optimism, resilience and being

Time and Priority Management

DURATION	One day
FEE	\$480

Highly efficient organisational skills are an essential requirement to effectively manage time and performance. By setting and meeting priorities, managing commitments and interruptions ensures you achieve the most out of your day and are able to successfully confront challenges as they arise. Establishing and aspiring to personal goals and performance measurement ensures consolidation of your professional development.

Learning objectives

- Learn how to plan and organise your work place effectively and efficiently
- Understand how to align personal work goals, plans and activities with the organisations
- Measure and maintain personal performance in varying work conditions, contexts and contingencies
- Learn how to set priorities to achieve personal and team goals
- Apply time management and technology to efficiently and effectively manage your commitments
- Establish your work-life balance and use tools for stress management
- Learn how to assess your personal knowledge and skills to determine your development needs for taking your next career step
- Learn how to develop your networking skills

Women with Influence: Communicate Assertively

DURATION	One day
FEE	\$480

This course is for women who wish to gain skills in building rapport with others by conveying their message persuasively, thus being truly heard, therefore understood. Appropriate assertive communication is the key to establishing and building effective workplace relationships at all levels of the workplace: from CEO to senior staff, other colleagues and direct reports, as well as external stakeholders.

Women, for various reasons, sometimes find it difficult to present confidently to colleagues, managers and clients and this can undermine their success. This workshop will explore the background as to why this situation may have arisen, and more importantly, provide you with strategies to be comfortable with – 'straight talking' techniques of communication – that are direct, clear, concise, calm, honest and genuine, and that get results.

Learning objectives

- Understanding the impact of conditioning on behavior
- Overview of emotional intelligence and how thoughts influence feelings, which influence behaviors
- Understanding your own and others' different communication styles/models
- The power of perception: how you see yourself, how others see you and how you interpret others
- Active listening and questioning techniques
- Body language
- Controlling self-talk
- Becoming bolder without being labelled aggressive
- Goal setting techniques and writing your personal action plan



Computing skills

Keeping your computing skills current is essential in today's business environment. Register today to access and update your skills for maximum performance and accuracy.

- Microsoft Access
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Project
- Microsoft Word

Microsoft Access 2010 Introduction

DURATION	One day
FEE	\$395

Prerequisite: Working knowledge of Windows.

Suitable for: those whose role requires them to gather, manage, sort and view large amounts of data using Microsoft Access.

This course teaches participants skills to build a database from scratch. Learn to create tables, queries, forms and reports required for use in a relational database system. Emphasis is placed on good design practices and database design theory.

Microsoft Access 2010 Intermediate

DURATION	One day
FEE	\$395

Prerequisite: Completion of Access Introduction course or equivalent skill level.

Suitable for: those who need to know how to work with data in existing databases and are required to manage and manipulate data.

Gain increased efficiency using Access by learning how to sort, filter and query data; create 'popup' message boxes for queries; and build a menu system to manage the database.

Microsoft Access 2010 Advanced

DURATION	One day
FEE	\$395

Prerequisite: Completion of Microsoft Access Intermediate course or equivalent skill level.

Suitable for: Access users who wish to learn how to automate operations in Microsoft Access.

Learn how to create an automated menu system using macros, create crosstabs and aggregated queries for complex query operations required for reports, as well as sophisticated forms and report designing.

Microsoft Excel 2010 Introduction

DURATION	One day
FEE	\$395

Prerequisite: Working knowledge of Windows.

Suitable for: Those wanting to learn how to use Excel to produce reports, budgets and lists.

Learn how to set up a spreadsheet in Excel and acquire skills such as budgeting, analysing sales, producing reports, creating simple formulas and managing autofill lists.

Microsoft Excel 2010 Intermediate

DURATION	One day
FEE	\$395

Prerequisite: Completion of Microsoft Excel Introduction course or equivalent skill level.

Suitable for: Excel users who wish to extend their knowledge and skills beyond building simple workbooks.

Gain increased efficiency using spreadsheets. Learn relative and absolute formulas; perform analysis using functions and more complex formulas, such as Vlookup and IF; use sorting and filtering techniques, and enhance the appearance of data.

Microsoft Excel 2010 Advanced

DURATION	One day
FEE	\$395

Prerequisite: Completion of Microsoft Excel Intermediate course or equivalent skill level.

Suitable for: Excel users who wish to enhance their knowledge and skills beyond building workbooks by using analytical and productivity tools.

Learn skills using functions beyond building basic workbooks, including automation, productivity, consolidation, linking, analysis tools and automating workbook operations using macros.

Microsoft Powerpoint Course

DURATION	One day
FEE	\$395

Prerequisite: Working knowledge of Windows.

Suitable for: Anyone who presents information to others, such as those in sales, marketing, facilitators, presenters and students.

This user friendly presentation package will give you the edge you need in your presentations. Learn to design slides, flyers and slide shows enhancing colour and animations to captivate your audience.

Microsoft Project Course

DURATION	One day
FEE	\$395

Prerequisite: Working knowledge of Windows.

Suitable for: Those working on or with projects who wish to increase their productivity.

Use MS Project to create and track project schedules by entering/monitoring tasks and analysing the assignment of resources to tasks. Emphasis is placed on solving scheduling problems by using a case study approach to allow students to work through typical scenarios faced in the real world.

Microsoft Word Intermediate

DURATION	One day
FEE	\$395

Prerequisite: Working knowledge of Windows.

Suitable for: Those who need to know how to use MS Word to enhance existing or new documents to increase their productivity.

Increase your work efficiency using MS Word. Learn to enhance documents and text appearance, create tables, insert and modify pictures/drawings, use styles, section breaks, headers and footers and mail merge.

Microsoft Word Advanced

DURATION	One day
FEE	\$395

Prerequisite: Completion of Microsoft Word Intermediate courses or equivalent skill level.

Suitable for: Highly recommended for those who need to know how to use the more advanced features of Microsoft Word.

Advance your knowledge in using MS Word. Learn about section breaks and different headers, create and modify newspaper columns, create a table of contents, create IF statements in merge operations, create electronic forms with interactive fields, create calculations in paragraphs with bookmarks, inserting hyperlinks and how to use macros.



First aid

Since its establishment in the early 1980s, the Centre for Occupational Health and Safety Training (COHST) has earned an Australia-wide reputation for delivering state and nationally accredited courses of high quality in the areas of First Aid and Workplace Health and Safety.

- Apply First Aid
- Apply Advanced First Aid
- Cardiopulmonary Resuscitation (CPR)
- Provide Basic Emergency Life Support

Apply First Aid (HTLFA311A)

DURATION	Two days
FEE	\$165

This course teaches the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance. The course incorporates two units of competency:

- Perform CPR (HLTCPR211A)
- Provide Basic Emergency Life Support (HLTFA211A)

The certificate attained after successful completion of this course is valid for 36 months.

Apply First Aid (Update) (HTLFA311A-U)

DURATION	One day
FEE	\$135

This refresher course is designed to revisit the core competencies identified by industry and commerce to meet the requirements of state government departments and statutory authorities. The certificate attained after successful completion of this course is valid for 36 months.

Apply Advanced First Aid (HTLFA412A)

DURATION	Three days
FEE	\$399

Prerequisite: Apply First Aid Certificate (HTLFA311A). A copy of this certificate must be supplied with the course booking form.

This course deals with the provision of advanced first-aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance, and provision of support to other providers.

The certificate attained after successful completion of this course is valid for 36 months.

Apply Advanced First Aid (Update) (HTLFA412A-U)

DURATION	Two days
FEE	\$350

This refresher course is designed for people involved in operations at the first-aid room level of a major organisation. The course will also assist those who are associated with hazardous work practices or tasks.

The certificate attained after successful completion of this course is valid for 36 months.

Apply Advanced Resuscitation Techniques (HTLFA404C)

DURATION	One day
FEE	\$149

This course teaches advanced first-aid resuscitation techniques, life support, and management of casualty(s), until the arrival of medical or other assistance, and provision of support to other providers. This unit must be assessed after successful achievement of one of the following, related units:

- Apply First Aid (HTLFA311A)
- Perform CPR (HLTCPR211A), or
- Provide Emergency Life Support (HLTFA211A)

The certificate attained after successful completion of this course is valid for 12 months.

First Aid Management of Anaphylaxis

DURATION	Four hours
FEE	\$76

Prerequisite: none

In this course participants learn how to assist a casualty suffering a severe allergic reaction, by the administration of the casualty's own adrenalin supply through a controlled dose injecting device, until the arrival of medical assistance. In addition, the course develops skills in the recognition, management, prevention and risk minimisation strategies related to allergic reactions and anaphylaxis, providing the outcomes required to develop and implement a management plan to reduce the risk of severe reactions in individuals diagnosed with anaphylaxis.

Perform CPR

DURATION	Three hours
FEE	\$80

This nationally accredited course teaches the skills and knowledge to perform Cardiopulmonary Resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines.

The certificate attained after successful completion of this course is valid for 12 months.

Provide Basic Emergency Life Support (HLTFA211A)

DURATION	One day
FEE	\$135

This course teaches the skills and knowledge required to recognise and respond to life threatening emergencies using basic life-support measures only. The acquired skills and knowledge will enable a first aider to provide an initial response to an emergency in line with practised actions and Australian Resuscitation Council (ARC) guidelines and/or state/territory regulations, legislation and policies and accepted industry guidelines.

The certificate attained after successful completion of this course is valid for 36 months.

Provide First Aid in Remote Situations (HLTFA302C)

DURATION	Two days
FEE	\$235

Prerequisite: Apply First Aid Certificate (HLTFA311A). A copy of this certificate must be supplied with the course booking form.

This course teaches the skills and knowledge required to provide first aid to a casualty in a remote and/or isolated situation.

Apply First Aid (trainer course)

DURATION	Two days
FEE	\$480

Prerequisites:

- Current Apply First Aid Certificate (HLTFA301B)
- Current Apply Advanced First Aid Certificate (HLTFA402B)
- Certificate IV in Training and Assessment
- Minimum of 12 months teaching experience in the area of first aid

It is also strongly recommended that participants subscribe to the Australian Resuscitation Council.

Participants must provide certified copies of the prerequisite qualifications, along with the course booking form.

CPR Instructor Course (trainer course)

DURATION	One day
FEE	\$235

Prerequisite: Current Apply First Aid Certificate (HLTFA311A) Certificate IV in Training and Assessment

This course teaches the skills and knowledge required to provide first aid to a casualty in a remote and/or isolated situation.



WHS and quality auditing

Since its establishment in the early 1980s, the Centre for Occupational Health and Safety Training (COHST) has earned an Australia-wide reputation for delivering state and nationally accredited courses of high quality in the areas of First Aid and Workplace Health and Safety.

- Initial WHS Training of Health and Safety Representatives
- Work Safely in the Construction Industry
- Control Traffic with a Stop-Slow Bat
- Participate in a Quality Audit.

Initial OHS Training of Health and Safety Representatives

DURATION	Five days
FEE	\$950

This WorkSafe approved course provides an introduction to health and safety in the workplace and aims to give OH&S representatives, managers and supervisors the basic knowledge and skills to successfully perform their roles and duties.

The OH&S Act 2004 creates a legal entitlement for Health Safety Representatives (HSRs) to receive training in OH&S at an initial level. This entitlement allows HSRs to attend training courses that are either delivered by WorkSafe or by an approved training provider such as COHST.

Health and Safety Representative Refresher Training

DURATION	One day
FEE	\$260

This WorkSafe approved course will provide an insight into the legislative changes in the 2004 OHS Act. It is an opportunity for health and safety representatives to update their existing OHS knowledge.

Work Safely in the Construction Industry (CPCCOHS1001A)

DURATION	One day
FEE	\$200

This Construction Induction Training (White Card) course is nationally recognised. The course gives on-site workers, and those who provide on-site supervision, management or direction, a basic awareness of common construction hazards and risks. It also provides a basic knowledge of OHS legal responsibilities, an understanding of how OHS issues should be dealt with, and the standards of behaviour and conduct expected while they are on construction sites.

The training has portability across all sectors of the construction industry.

Control Traffic with a Stop-Slow Bat (RIIOHS205A)

DURATION	One day
FEE	\$209

The Road Management Act 2004 requires that persons working or engaged to work on roads are appropriately trained and qualified to carry out the works, manage the non-road activities or direct traffic. This course delivers the skills and knowledge required to control traffic on public roads and construction sites for the protection of site workers and the general public, including the minimum criteria for competency assessment. The course includes operating a radio and using a stop-slow bat.

Participate in Quality Audit

DURATION	Two days
FEE	\$435

This course provides the skills and knowledge training required to prepare for and participate in a quality audit as a member of a quality audit team. The process includes reviewing designated documentation, identifying and developing checklists and audit related documentation, preparing audit schedules; gathering, analysing and evaluating information; and reporting findings to the lead auditor.

Participate in Work Health and Safety Processes

DURATION	Two days
FEE	\$220

This course teaches the skills to achieve the specified workplace performance required for an entry-level employee to participate in OHS processes in the workplace in order to ensure their own health and safety at work, as well as that of others in the workplace who may be affected by their actions.

The Victorian Government provides funding for eligible participants. Contact the Centre for Occupational Health & Safety Training (COHST) on (03) 9214 8841 for more information.



Facilitators

Anne Basia



Anne is passionate about learning and development and continuously receives excellent client feedback for her course delivery. Anne is a master-level qualified educator and professional facilitator with a successful record of accomplishments

in training and development in Europe and international trade industries in China. Anne has many years of experience in facilitation of industry courses with specific focus on business skills development. She has designed strategy and developed business plans for workforces in large organisations, and managed project teams in the design and implementation of training solutions in industry.

Liz Eades



Liz has over 20 years of experience in the fields of marketing and management. She has managed her own business since 2004 where she actively consults to clients on marketing, communication and management issues.

Liz holds a Masters in Marketing, a Master of Business Administration, and a qualification in workplace training. She also is an Associate Fellow and Certified Practising Marketer of the Australian Marketing Institute and is a member of the Australian Institute of Management.

Judy Nichol



Judy's facilitation experience spans more than 23 years. She has a wealth of knowledge, skills, experience and professionalism. Judy provides a stimulating learning environment and encourages and motivates participants to fulfil their potential.

Judy specialises in emotional intelligence, delivery of leadership, coaching/mentoring, front line management, communication skills and presentation skills and has delivered programs to a broad range of government and corporate environments including.

Karen Tweedie PCC



Karen is a leadership coach with more than 2,000 hours working in the Corporate, Government and Educational sectors. She coaches CEOs, MDs, Senior Executives, and those aspiring to senior roles. Karen's takes a systemic approach to

leadership coaching, seeing the leader's role in terms of the broader organizational system. Karen is one of the pioneers of the International Coach Federation (ICF) in Australia and was Global President in 2009. She has been a coach educator, supervisor and author on coaching matters since 1996. In 2011 she contributed an article on Issues of Gender in Coaching to The Handbook of Knowledge-Based Coaching published by Jossey-Bass. She was also a member of the committee that produced the Australian Standards Organisation's Handbook of Coaching in Organisations (HB 322 – 2011).

Mark Lewis



Mark's ongoing career mission is to assist leaders achieve significant and sustainable results through their people, to leave a legacy of high performance organisations with engaged work cultures and to build best in class

HR practices that deliver optimal organisational capability. Mark has had an extensive HR career commencing with Crown as their Customer Service Development Training Manager through two major casino and hotel openings. He then moved to Caterpillar where he enjoyed a long career in Senior HR Leadership Roles both in Australia and in Asia Pacific. More recently Mark was Principal and Asia Pacific HR Leader for Mercer Outsourcing.

Nick Oddy



Nick's passion is innovation. Whether developing a leadership program, working as an executive coach, or delivering purpose built innovation qualifications he seeks to apply creative thinking in order to identify opportunities that deliver real value to

individuals and organisations. Nick's experience includes working with a range of organisations to identify specific learning needs aligned to corporate strategy. His corporate clients come from diverse sectors such as local government, healthcare and financial services. The application of learning into organisations, and the translation of theory into practice, is something Nick learned during his time working with the corporate arms of Swinburne and Monash University.



Swinburne University of Technology Professional Development Programs Registration Form

- Register and pay online at www.swinburne.edu.au/professionaldevelopment or complete and forward the registration form with payment.
- Some courses fill quickly. Early registration is recommended to avoid disappointment.
- Please choose your course carefully. Swinburne is not obliged by law to refund, transfer or issue a credit note if you choose the wrong course, change your mind or your circumstances change.

Registration Information

Confirmation

All applications will be acknowledged. Please keep all correspondence as proof of registration.

Refund

Please choose carefully. Once processed your course fee will not be refunded if you change your mind or your circumstances change.

Transfer

Transfers to other courses can be organised. You must provide notice in writing at least 5 working days prior to commencement of the course for which you are registered. A \$50 processing fee will apply.

Course cancellations

If Swinburne cancels your course we will refund your fees in full.

Course details

Course title	Start date	Location	Fee
Total: \$			

Student details

First name: _____ Surname: _____ Date of birth: _____
 Street address: _____ Suburb: _____ Postcode: _____
 Organisation: _____ Job title: _____
 Email: _____ Mobile: _____ Work telephone: _____

Company funded: Yes No

Company name: _____ ABN: _____

Person authorising training: _____ Job title: _____

Company address: _____

Telephone: _____ Email: _____

How did you hear about our courses? Website Brochure Corporate Client Past student
 Email Word of mouth Other

If you do not wish to receive further information from Swinburne please tick the box.

Payment details

Cheque Money Order VISA Mastercard

Card No _____ Expiry ____ / ____

Name on credit card: _____ Signature: _____

TOTAL AMOUNT \$ _____

Once you have filled in this form, you can:

- Email us**
industrialsolutions@swin.edu.au
- Call us**
1800 633 560
with your credit card details
9.00am–5.00pm Mon–Fri
- Mail us**
Mail M1
Level 2, 196 Flinders Street
Melbourne Vic 3000
with cheque payable to
Swinburne University of
Technology
- Fax us (24 hrs)**
(03) 9654 0859
with your credit card details
- Visit our campuses**
– Level 2, 196 Flinders St, Melbourne
– SPW, Wakefield Street, Hawthorn
– 12–50 Norton Road, Croydon
– 369 Stud Road, Wantirna South
Office hours: 9.30am–4.15pm Mon–Fri

▶ FURTHER INFORMATION

1800 633 560
industrysolutions@swinburne.edu.au
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Industry Solutions
Swinburne University of Technology
Melbourne CBD campus
196 Flinders Street
Melbourne, Victoria 3000

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The information contained in this brochure was correct at the time of publication, February 2015.
The university reserves the right to alter or amend the material contained in this guide.