Short courses

Professional Development Programs

swinburne.edu.au/industrysolutions
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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.

- Accounting for Managers
- Business Writing Skills
- Identify, Assess and Manage Risk
- Manage Quality Customer Service
- Marketing Essentials
- e-Marketing Communications

Accounting for Managers

<table>
<thead>
<tr>
<th>DURATION</th>
<th>FEE</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>One day</td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

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

Further study

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBFMM010B Manage Budgets and Financial Plans). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

Business Writing Skills

<table>
<thead>
<tr>
<th>DURATION</th>
<th>FEE</th>
<th>Description</th>
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<tbody>
<tr>
<td>One day</td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

Learning objectives

- Learn how to 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
- Learn how to structure business documents such as reports, letters and emails using design elements appropriate to the audience and purpose
- Learn how to write sentences, paragraphs and sections of documents that are the appropriate length using clear, easily understood language
- Revise, edit and proofread documents.

Further study

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBWRDT401A Write Complex Documents). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

Identify, Assess and Manage Risk

<table>
<thead>
<tr>
<th>DURATION</th>
<th>FEE</th>
<th>Description</th>
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<tbody>
<tr>
<td>One day</td>
<td></td>
<td>This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBFM010B Manage Risk). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.</td>
</tr>
</tbody>
</table>

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.

Further study

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBFM010B Manage Risk). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.
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.

Further study
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

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.

Further study
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMARK501B Establish and Adjust the Marketing Mix). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

e-Marketing Communications

Learning objectives
- Develop an electronic marketing plan that reflects your organisation’s strategy, direction and values
- Develop and implement an e-marketing strategy which includes an action plan, schedule and budget estimates
- Prepare and evaluate a website marketing strategy
- Establish strategies for evaluation of your website as a marketing tool
- Evaluate your website design to ensure it conveys your marketing communication message.

Further study
This course provides optional assessment for pathway accreditation towards one of our Diploma courses delivered in fast-track mode (unit of competency: BSBMARK501B Establish and Adjust the Marketing Mix). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.
Creating High Performing Teams

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 a high-performing 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 unexpected issues, concerns and problems raised by team members.

Further study
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMGR502B Ensure Team Effectiveness). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

Develop Leadership Qualities

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. Focusing on leadership development through work-based application, this workshop supports the development of resilience, self-reflection and innovation. Participants learn new approaches to ensure they communicate effectively and efficiently and delegate and deliver to become an exceptional leader. The course 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.

Further study
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMGR502B Ensure Team Effectiveness). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

Emotional Intelligence for Leaders

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 course.

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.

Further study
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMGR502B Ensure Team Effectiveness). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

Leading Innovation in the Workplace

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 frontline 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.

Further study
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMGR502B Ensure Team Effectiveness). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

Managing for Maximum Performance

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.

Further study
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMGR502B Ensure Team Effectiveness). The cost of assessment is $100 per unit. Telephone 1800 633 560 for more information.

Project Management Essentials

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.

Further study
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.

- Conflict Management in the Workplace
- Dealing with Difficult People
- Negotiation Skills
- Public Speaking and Presentation Skills
- Time and Priority Management
- Women with Influence: Communicate Assertively

Conflict Management in the Workplace

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 workplace 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.

Further study

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: PSF60008A Manage Conflict). The cost of assessment is $110 per unit. Telephone 1800 633 560 for more information.

Dealing with Difficult People

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. Explore specific difficult behaviours and how each individual might respond. 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

Negotiation is a life skill that 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.
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.

Further study

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.

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 organisation
- 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
- Become bolder without being labeled aggressive
- Goal setting techniques and writing your personal action plan.

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 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 labeled 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 Office
- Microsoft Project
- MYOB
Microsoft Excel 2010 Introduction

**DURATION** One day  
**FEE** $380  
**Prerequisite:** Working knowledge of Windows.  
**Suitable for:** Those wishing 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 auto-lists.

Microsoft Excel 2010 Intermediate

**DURATION** One day  
**FEE** $380  
**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 Access 2010 Introduction

**DURATION** One day  
**FEE** $380  
**Prerequisite:** Working knowledge of Windows.  
**Suitable for:** Those wishing to learn how 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 Advanced

**DURATION** One day  
**FEE** $380  
**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, perform complex queries, operations required for reports, as well as sophisticated forms and report designing.

Microsoft Project

**DURATION** One day  
**FEE** $380  
**Prerequisite:** Working knowledge of Windows.  
**Suitable for:** Those wishing to learn how to use Microsoft 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, participants will work through typical scenarios faced in a work environment.

MYOB Introduction

**DURATION** Two days  
**FEE** $299  
**Prerequisite:** Sound computer skills, a basic understanding of manual bookkeeping and accounting principles.  
**Suitable for:** Those in small to medium businesses who need to set up MYOB for an existing business and learn how to enter transactions, produce reports and prepare bank reconciliations.  
The skills and knowledge acquired in this course will allow participants to create a company data file complete with historical and opening balances; produce and manage purchase orders and invoices; manage accounts payable and receivable; and produce BAS documentation.

MYOB Advanced

**DURATION** One day  
**FEE** $175  
**Prerequisite:** Sound computer skills, a basic understanding of manual bookkeeping and accounting principles.  
**Suitable for:** Those who wish to further their understanding of manual bookkeeping and accounting principles, and completion of the MYOB Introduction course or equivalent knowledge.  
The skills and knowledge acquired in this course are designed to go beyond the basics of MYOB and develop skills in more advanced and complex areas of the software.

MYOB Payroll

**DURATION** One day  
**FEE** $175  
**Prerequisite:** Sound computer skills and a basic understanding of manual bookkeeping and accounting principles.  
**Suitable for:** Those who wish to effectively use the MYOB accounting facility to create and manage payroll, including set-up, employees, entitlements, timesheets, pay runs and reporting.

MYOB Complete

**DURATION** Four days  
**FEE** $579  
**Prerequisite:** Sound computer skills and a basic understanding of manual bookkeeping and accounting principles.  
**Suitable for:** Those who wish to learn all aspects of MYOB, from setting up company files through to customising invoice templates and setting up payroll.  
Learn how to create and customise files to suit unique needs. The course covers the creation, tracking, management and reconciliation of suppliers and customer accounts, end of month and financial year roll over, staff payments and leave entitlements. It addresses the content of the MYOB Introduction, Advanced and Payroll courses.
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.

### First aid

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<thead>
<tr>
<th>Course Name</th>
<th>Duration</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Apply First Aid (HTLFA311A)</td>
<td>Two days</td>
<td>$165</td>
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<tr>
<td><strong>This course teaches the skills and knowledge</strong></td>
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<td><strong>required to provide first aid response, life</strong></td>
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<tr>
<td><strong>support, management of casualty(ies), the</strong></td>
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<td><strong>incident and other first aiders, until the</strong></td>
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<tr>
<td><strong>arrival of medical or other assistance.</strong></td>
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<tr>
<td><strong>The course incorporates two units of competency:</strong></td>
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<tr>
<td>- Perform CPR (HLTCPR211A)</td>
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<td></td>
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<tr>
<td>- Provide Basic Emergency Life Support (HTLFA211A)</td>
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<tr>
<td>The certificate attained after successful completion of this course is valid for 36 months.</td>
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<thead>
<tr>
<th>Course Name</th>
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<th>Fee</th>
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<tbody>
<tr>
<td>Apply First Aid (Update) (HTLFA311A-U)</td>
<td>One day</td>
<td>$135</td>
</tr>
<tr>
<td><strong>This refresher course is designed to revisit</strong></td>
<td></td>
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<td><strong>the core competencies identified by industry</strong></td>
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<td><strong>and commerce to meet the requirements of state</strong></td>
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<tr>
<td><strong>government departments and statutory</strong></td>
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<tr>
<td><strong>authorities. The certificate attained after</strong></td>
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<tr>
<td><strong>successful completion of this course is valid</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>for 36 months.</strong></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Course Name</th>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply Advanced First Aid (HTLFA412A)</td>
<td>Three days</td>
<td>$399</td>
</tr>
<tr>
<td><strong>Prerequisite: Apply First Aid Certificate</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>(HLTFA311A). A copy of this certificate must</strong></td>
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<tr>
<td><strong>be supplied with the course booking form.</strong></td>
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<tr>
<td><strong>This course deals with the provision of</strong></td>
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<tr>
<td><strong>advanced first-aid response, life support,</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>management of casualty(ies), the incident and</strong></td>
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<tr>
<td><strong>other first aiders, until the arrival of</strong></td>
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<tr>
<td><strong>medical or other assistance, and provision of</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>support to other providers. This unit must be</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>assessed after successful achievement of one</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>of the following, related units:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Apply First Aid (HLTFA311A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Perform CPR (HLTCPR211A), or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Provide Emergency Life Support (HTLFA211A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The certificate attained after successful completion of this course is valid for 12 months.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Duration</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
<td>Apply Advanced First Aid (Update) (HLTFA412A-U)</td>
<td>Two days</td>
<td>$350</td>
</tr>
<tr>
<td><strong>This refresher course is designed for people</strong></td>
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<tr>
<td><strong>involved in operations at the first-aid room</strong></td>
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<tr>
<td><strong>level of a major organisation. The course will</strong></td>
<td></td>
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<tr>
<td><strong>also assist those who are associated with</strong></td>
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<tr>
<td><strong>hazardous work practices or tasks.</strong></td>
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</tr>
<tr>
<td>The certificate attained after successful completion of this course is valid for 36 months.</td>
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</tbody>
</table>

### First Aid Management of Anaphylaxis

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply Advanced Resuscitation Techniques (HTLFA404C)</td>
<td>One day</td>
<td>$149</td>
</tr>
<tr>
<td><strong>This course teaches advanced first-aid</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>resuscitation techniques, life support,</strong></td>
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<tr>
<td><strong>management of casualty(ies), until the</strong></td>
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<tr>
<td><strong>arrival of medical or other assistance,</strong></td>
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<tr>
<td><strong>and provision of support to other providers.</strong></td>
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<tr>
<td><strong>This unit must be assessed after successful</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>achievement of one of the following, related</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>units:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Apply First Aid (HLTFA311A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Perform CPR (HLTCPR211A), or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Provide Emergency Life Support (HTLFA211A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The certificate attained after successful completion of this course is valid for 12 months.</td>
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</table>

### Perform CPR

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perform CPR</td>
<td>Three hours</td>
<td>$80</td>
</tr>
<tr>
<td><strong>This nationally accredited course teaches</strong></td>
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<td></td>
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<tr>
<td><strong>the skills and knowledge to perform</strong></td>
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<tr>
<td><strong>Cardiopulmonary Resuscitation (CPR) in</strong></td>
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<tr>
<td><strong>line with the Australian Resuscitation Council</strong></td>
<td></td>
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<tr>
<td><strong>(ARC) guidelines.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The certificate attained after successful completion of this course is valid for 12 months.</td>
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</tbody>
</table>
**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**

**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.

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**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 OHS representatives, managers and supervisors the basic knowledge and skills to successfully perform their roles and duties.

The OHS Act 2004 creates a legal entitlement for Health Safety Representatives (HSRs) to receive training in OHS 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 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 workforce in large organisations, and managed project teams in the design and implementation of training solutions in industry. Anne is passionate about learning and development and continuously receives excellent client feedback for her course delivery.

Joanne Fenton
Joanne has diverse skills as a corporate trainer and facilitator and significant human resource management experience. Joanne has facilitated courses for Swinburne both locally and internationally over a ten-year period. She consults broadly to industry on leadership and human resource management issues and her strengths lie in her ability to facilitate the improved performance and motivation of individuals and teams and to equip people with the leadership capabilities necessary for success in today’s demanding and fast-paced workplace.

Judy Nichol
Judy’s facilitation experience spans more than 25 years. She provides a stimulating learning environment and encourages and motivates participants to fulfill their potential. Judy specialises in the delivery of training in leadership, coaching and mentoring, emotional intelligence, frontline management, communication skills and presentation skills. She has delivered training programs to a broad range of government and corporate groups including various federal, state and local government departments, Telstra, CFA, Repco, Keinworth Trucks, VicRoads, Australia Post, RACV, Heinz and Fuji Aerox.

Elliot Hayes
Elliot Hayes has worked with thousands of people in the areas of productivity, communication and sales across Australia and New Zealand. The key themes in his programs focus on making the most of the resources you have access to, as well as strategically positioning yourself for growth and opportunities in the longer term. Elliot has featured in BW and his clients have included Australia Post, Telstra, Department of Justice and Optus, as well as fast growing companies such as carsales.com.au, Beaumont Tiles and oOh! Media.

Cyril Jankoff
Cyril Jankoff has a multi-perspective background. Throughout his career, Cyril has been involved in advising on the strategic, financial and contractual/legal aspects relating to many projects, contracts and businesses. He is an entrepreneur and has practised as an accountant and business consultant and worked as a financial controller, solicitor, university lecturer, corporate trainer and Australia and Oceania manager for a division of a listed global publishing company.

Registration Information

Course details

<table>
<thead>
<tr>
<th>Course title</th>
<th>Code</th>
<th>Start date</th>
<th>Location</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

Total: $  

Student details

Surname: First name:  
Address: Suburb: Postcode:  
Organisation: Position:  
Business telephone: Home telephone:  
Mobile phone: Facsimile:  
Email: Date of birth:  
Company funded: Yes No  
Person authorising training: Position:  
Company name: ABN:  
Company address:  
Telephone: Email:  

Would you like to receive further information about professional development programs? Yes No

How did you hear about Swinburne Short Courses? Google Website Brochure Referral Corporate Client

Payment details

Cheque:  
Money Order:  
VISA: Mastercard:  
Card No: Expiry: Date:  

Name on credit card: Signature:  

TOTAL AMOUNT $  

Once you have filled in this form, you can:

- Register and pay online at www.swinburne.edu.au/industrysolutions 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.

If in doubt please phone 1800 633 560 or email industriysolutions@swin.edu.au.
FURTHER INFORMATION

1800 633 560
industrysolutions@swinburne.edu.au
swinburne.edu.au/industrysolutions

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Melbourne, Victoria 3000