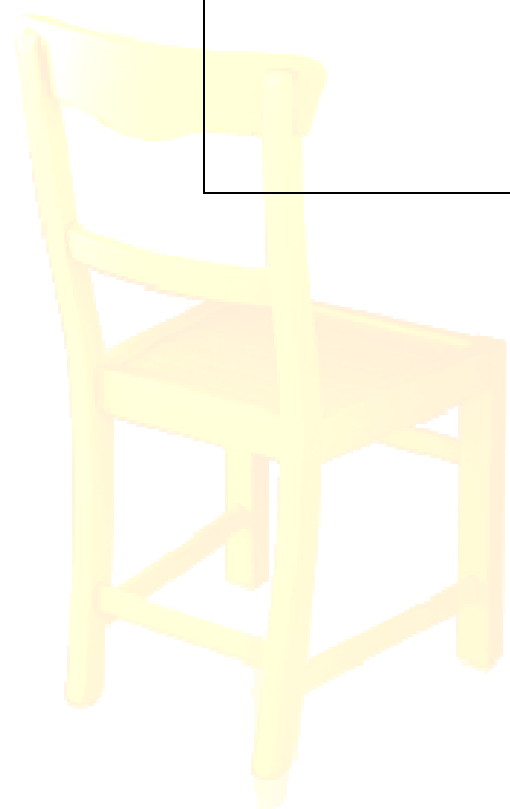


<b>COMPLIANCE</b>	
<p><b>EEO (released)</b></p> <p><b>SEXUAL HARASSMENT PREVENTION (released)</b></p> <p><b>BULLYING PREVENTION (released)</b></p> <p><b>PRIVACY (released)</b></p> <p><b>OHS IN THE OFFICE (coming soon)</b></p> <p><b>TRADE PRACTICES – AN INTRODUCTION (coming soon)</b></p> <p><b>TRADE PRACTICES AND CONSUMER PROTECTION (coming soon)</b></p>	<p>Featuring new case studies and up-to-date relevant statistics, our 2010 Compliance Series also includes new legislative updates, additional information and links to topical subjects; and updated assessment questions.</p> <p>Developed in partnership with and endorsed by Clayton Utz, courses within this series will provide learners with information on:</p> <ul style="list-style-type: none"> <li>▪ The Australian Legislative requirements.</li> <li>▪ Minimum standards of behaviour.</li> <li>▪ The benefits of complying with these standards.</li> <li>▪ Real-life scenarios and workplace case studies demonstrating breaches of compliance.</li> <li>▪ What to do if you are involved in or aware of a breach.</li> </ul>
<p><b>OHS FORKLIFT SAFETY</b></p>	<p>This OHS Forklift Safety course aims to provide an overview of risk assessment in relation to forklift safety as well as outline common forklift hazards and concludes with forklift safety tips to ensure safety in the workplace.</p> <p>On completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>▪ Outline a four-step process to assess risk.</li> <li>▪ Identify common forklift hazards and risks and how to prevent injury.</li> <li>▪ Define common forklift safety tips.</li> </ul> <p>Based on best practice standards that are designed to be applied nationally, it suits anyone who operates forklifts and their employers.</p>



## OHS PLANT SAFETY

Plant is the general term given to equipment, machinery, appliances or tools. The risks associated with using machinery and equipment, in other words plant, are significant. Thus, injuries sustained as a result of unsafe use of plant tend to be severe.

Legislation requires that employees and employers must ensure a safe workplace at all times.

Designed for anyone operating plant, this course will provide learners with some common risks and hazards where plant is concerned and provide some guidelines on how to keep the workplace safe.

We will also provide an understanding of various plant along with some safety tips whilst operating plant.

On successful completion of this course, learners will be able to:

- Define the importance of plant safety.
- Define their duty in the legislation to ensure a safe workplace for everyone.
- Identify key components of the legal framework and source various legal documents that offer guidelines to ensure compliance.
- Identify some common risks and hazards in the workplace and how to prevent injury.
- Assess risk.
- Apply lockout tagout procedures safely.

<p><b>MANAGING PEOPLE AND BUSINESS</b></p>	
<p><b>DIPLOMA OF PROJECT MANAGEMENT (BSB51407)</b></p>	<p>This nationally recognised qualification will provide learners with the skills and knowledge to confidently manage the application of project integrative processes.</p> <p>Ideal for those who manage, or are about to manage, projects within the workplace, this qualification comprises the following components:</p> <ul style="list-style-type: none"> <li>▪ BSBPMG501A Manage application of project integrative processes</li> <li>▪ BSBPMG502A Manage project scope</li> <li>▪ BSBPMG503A Manage project time</li> <li>▪ BSBPMG504A Manage project costs</li> <li>▪ BSBPMG505A Manage project quality</li> <li>▪ BSBPMG506A Manage project human resources</li> <li>▪ BSBPMG507A Manage project communications</li> <li>▪ BSBPMG508A Manage project risk</li> <li>▪ BSBPMG509A Manage project procurement</li> </ul>
<p><b>DIPLOMA OF HUMAN RESOURCES MANAGEMENT (BSB50607)</b></p>	<p>This nationally recognised qualification will arm learners with the skills they need to manage human resource services, performance management systems and workforce planning.</p> <p>Designed for those who supervise staff hiring and termination, salaries and the general well-being of employees, this qualification comprises the following components:</p> <ul style="list-style-type: none"> <li>▪ BSBHRM501A Manage human resource services</li> <li>▪ BSBHRM503A Manage performance management systems</li> <li>▪ BSBHRM504A Manage workforce planning</li> <li>▪ BSBADM503B Plan and manage conferences</li> <li>▪ BSBHRM505A Manage remuneration and employee benefits</li> <li>▪ BSBHRM506A Manage recruitment, selection and induction processes</li> <li>▪ BSBHRM507A Manage separation or termination</li> <li>▪ BSBLED502A Manage programs that promote</li> </ul>
<p><b>INTRODUCTION TO TOTAL QUALITY MANAGEMENT</b></p>	<p>This course will provide learners with an understanding to TQM principles, a customer-oriented philosophy that ensures all members strive to achieve improvement of the organisation through ongoing participation of all employees.</p> <p>At the successful completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>▪ Develop strategies to ensure that team members are actively encouraged and supported to participate in decision-making processes and to assume responsibility and exercise initiative as appropriate.</li> <li>▪ Establish systems to ensure that the organisation's continuous improvement processes are communicated to all stakeholders.</li> <li>▪ Develop effective mentoring and coaching processes to ensure that individuals and teams are able to implement and support the organisation's continuous improvement processes.</li> </ul>

<p><b>IMPLEMENT CONTINUOUS IMPROVEMENT</b></p>	<p>This course will provide learners with the tools and techniques to implement continuous improvement processes, whilst outlining their roles in supporting others in the team to exercise responsibility and decision-making to improve the quality and consistency of work outputs.</p> <p>At the successful completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>▪ Identify the continuous improvement process used by the organisation.</li> <li>▪ Communicate and obtain feedback from others on the organisation's continuous improvement process.</li> <li>▪ Support team members to participate in the decision-making processes surrounding implementation of an improvement opportunity.</li> <li>▪ Drive the team to ensure they are able to implement the organisation's continuous improvement process successfully.</li> </ul>
<p><b>HEALTHY THINKING COURSE</b></p>	<p>This course will provide learners with techniques on how to turn any situation into a positive experience. In this course, learners will learn how to manage stress and increase business productivity.</p> <p>This course will introduce learners to a set of tools that will help them:</p> <ul style="list-style-type: none"> <li>▪ Change attitudes and behaviours.</li> <li>▪ Change the way they think, feel and act.</li> <li>▪ Understand and control emotions.</li> <li>▪ Better understand others and what makes them tick.</li> <li>▪ Influence other lives in a positive way.</li> </ul>
<p><b>MENTORING PROGRAM</b></p>	<p>This program will give learners a practical understanding of mentoring, and the skills and tools needed to be a confident and effective mentor.</p> <p>Ideal for those new to mentoring, experienced mentors, and those responsible for in-house, organisational mentoring programs, the course covers:</p> <ul style="list-style-type: none"> <li>▪ A history of mentoring and the qualities of great mentors.</li> <li>▪ An understanding of what mentoring is and the overlap between mentoring and other workplace relationships.</li> <li>▪ Attributes of an effective mentor and what to expect from the mentoring relationship.</li> <li>▪ Roles and responsibilities.</li> <li>▪ Mentoring models and frameworks.</li> <li>▪ Mentoring skills and tools.</li> <li>▪ How to have effective mentoring conversations.</li> </ul> <p>At the successful completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>▪ Understand what mentoring is and what it is not.</li> <li>▪ Appreciate that the mentoring interaction is an opportunity to have a positive impact on a mentee's professional life and development.</li> <li>▪ Apply frameworks and models to ensure the mentoring engagement is optimally designed and implemented to accelerate the development of the mentee.</li> <li>▪ Design, plan and implement an effective mentoring journey.</li> <li>▪ Understand the importance of conversations to the effective mentoring process.</li> <li>▪ Demonstrate approaches and skills for an effective mentoring conversation.</li> </ul>

### RISK MANAGEMENT

This Managing Risk Awareness course is designed for all the following organisation stakeholders no matter their occupation or employment level:

- Employees;
- Contractors;
- Suppliers;
- Managers;
- Board directors.

It is intended as an introduction to the understanding and application of the Managing Risk function, from a strategic, planning, supervisory or operational perspective. It introduces basic concepts about being 'risk aware' and Managing Risk in general.

By the end of this course, learners will be able to:

- Discuss the importance of Managing Risk.
- Apply Managing Risk concepts in the workplace.
- Define the need to proactively manage risks.
- Outline the importance of being 'risk aware' and who needs to be 'risk aware'.
- Explain the importance of communication and consultation with stakeholders in the Managing Risk process.

INDUSTRY SPECIFIC COURSES	
<p><b>INTRODUCTION TO DISABILITIES</b></p>	<p>This course aims to provide learners with some of the important skills and knowledge they will need to work in the disability support field.</p> <p>Ideal for personal support carers and disability workers, the course covers:</p> <ul style="list-style-type: none"> <li>▪ The biosocial model of disability.</li> <li>▪ Intellectual and physical identified disabilities in childhood.</li> <li>▪ Common physical disabilities.</li> <li>▪ Sensory impairments.</li> </ul> <p>Within each disability type the diagnostic criteria is explored as well as the implications for support.</p> <p>At the successful completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>▪ Provide a quality services for people with disabilities.</li> <li>▪ Support rights, interests and needs of people with disabilities.</li> <li>▪ Respond to situations of risk to people with disabilities.</li> </ul>
<p><b>DEMENTIA</b></p>	<p>This course is designed to provide learners with skills and techniques to better manage and monitor the way they care for people with Dementia.</p> <p>Ideal for personal support carers and disability workers, the course covers:</p> <ul style="list-style-type: none"> <li>▪ The progressive nature of dementia.</li> <li>▪ The diagnostic criteria for dementia.</li> <li>▪ Communication strategies which take account of the progressive and variable nature of dementia.</li> <li>▪ Developing and implementing strategies which minimise the impact of challenging behaviour.</li> <li>▪ Appropriate activities to maintain client dignity, skills and health.</li> </ul> <p>At the successful completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>▪ Define the diagnostic criteria for dementia.</li> <li>▪ Use effective communication strategies for dementia patients.</li> <li>▪ Recognise common language difficulties.</li> <li>▪ Effectively deal with challenging behaviours.</li> <li>▪ Develop meaningful activities for dementia patients.</li> </ul>

## NEW RELEASES 2010

<p><b>MEDICATION ADMINISTRATION IN AGED CARE AND DISABILITY WORK</b></p>	<p>This course is designed to inform learners of the guidelines that they need to follow if they are involved in the administration of medication to low care and high care patients.</p> <p>Ideal for personal support carers and disability workers, the course covers:</p> <ul style="list-style-type: none"> <li>▪ The legal framework for medication administration.</li> <li>▪ Roles and responsibilities for carers, supervisors and registered nurses.</li> <li>▪ Medication administration procedures and checks.</li> <li>▪ Risk management.</li> <li>▪ Types of medication and common interactions.</li> <li>▪ Supporting self administration.</li> </ul> <p>At the successful completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>▪ Identify their roles and responsibilities, and limitations as a carer or support worker.</li> <li>▪ Identify the lines of delegation for the administration of medication.</li> <li>▪ Prepare for medication distribution and administration.</li> <li>▪ Recognise any discrepancies in administration of medication.</li> <li>▪ Administer and/or assisting with this according to prescription requirements.</li> <li>▪ Recognise and respond to possible changes in condition of the client.</li> <li>▪ Support clients who can self administer.</li> <li>▪ Complying with organisational procedures for managing issues which may arise.</li> <li>▪ Completing medication and administration.</li> </ul>
<p><b>ASBESTOS AWARENESS</b></p>	<p>This course looks at the basics of identifying asbestos material in everyday building materials from around the home to commercial and industrial sites.</p> <p>Aimed at anyone working with or who may come into contact with asbestos, this course provides an insight into:</p> <ul style="list-style-type: none"> <li>▪ What is asbestos?</li> <li>▪ Sources of asbestos.</li> <li>▪ Risk control measures when asbestos is found on-site.</li> <li>▪ Risks associated with asbestos.</li> </ul>