



# DEVONPORT TRAINING CALENDAR 2018

## BUSINESS ATTITUDE & TIME MANAGEMENT

This workshop is suitable for both new and existing employees and is ideal for those who work as 'the face of the organisation'. Covers topics such as telephone etiquette, face-to-face client service, effective communication, positive work attitude, how you represent your company and yourself and enhancing your personal time management skills.

**Dates:** 15/06, 23/11

**Time:** 9.30am – 2.30pm

**Facilitator:** Jo Crantock

**Cost:** \$150 – non-accredited workshop

## COMMUNICATING WITH INFLUENCE

This workshop applies to individuals who require the skills and knowledge to communicate effectively as a workplace leader. The workshop provides the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and others. It also covers the communication skills to deal with unpredictable problems.

**Dates:** 16/3, 17/8

**Time:** 9.30am – 2.30pm

**Facilitator:** Fiona Morse

**Cost:** Free to students enrolled in BSB42015 – Certificate IV in Leadership and Management

Or BSB51915 – Diploma in Leadership and Management with Work & Training

\$150 – non-accredited workshop

\$250 – accredited unit\* (BSBLDR401 – Communicate effectively as a workplace leader or BSBLDR503 – Communicate with Influence)

\*requires completion of assessment

## CUSTOMER SERVICE FOR SUPERVISORS/MANAGERS

The workshop applies to individuals who may be frontline managers, team leaders or supervisors who have responsibility for ensuring that customer service systems and customer service standards are implemented. The workshop covers the skills and knowledge required to contribute to quality customer service standards within an organisation.

**Dates:** 11/5, 12/10

**Time:** 9.30am – 2.30pm

**Facilitator:** Fiona Morse

**Cost:** Free to students enrolled in BSB42015 – Certificate IV in Leadership and Management

Or BSB40215 – Certificate IV in Business with Work & Training

\$150 – non-accredited workshop

\$250 – accredited unit\*

(BSBCUS403 – Implement customer service standards)

\*requires completion of assessment

## FIRST AID

Our short, sharp workshops supported by self-paced learning materials will give you the skills and confidence to achieve the nationally-recognised units:

HLTAID001 – Provide cardiopulmonary resuscitation

HLTAID002 – Provide basic emergency life support

HLTAID003 – Provide first aid

**Dates:** 13/4, 8/6, 10/8, 7/9, 9/11

**Time:** 9.00am – 4.00pm

**Facilitator:** Vicki Walker

**Cost:** \$195 (\$95 for CPR refresher)

## LEADERSHIP SKILLS

This workshop applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others by providing the first level of leadership within the organisation. These managers have a strong influence on the work culture, values and ethics of the teams they supervise. The workshop provides the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

**Dates:** 23/2, 13/7

**Time:** 9.30am – 2.30pm

**Facilitator:** Fiona Morse

**Cost:** Free to students enrolled in BSB42015 – Certificate IV in Leadership and Management

Or BSB51915 – Diploma in Leadership and Management with Work & Training

\$150 – non-accredited workshop

\$250 – accredited unit\* (BSBMGT401 – Show leadership in the workplace or BSBWOR502 – Lead and manage team effectiveness)

\*requires completion of assessment

## MICROSOFT EXCEL – BEGINNERS

This workshop covers the skills and knowledge required to develop spreadsheets through the use of spreadsheet software.

**Dates:** 27/7

**Time:** 9.30am – 2.30pm

**Facilitator:** Fiona Morse

**Cost:** Free to students enrolled in BSBITU304 – Produce spreadsheets with Work & Training.

\$150 – non-accredited workshop

\$250 – accredited unit\* (BSBITU304 – Produce spreadsheets)

\*requires completion of assessment



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## MICROSOFT EXCEL – INTERMEDIATE/ADVANCED

This workshop covers the skills and knowledge required to use spreadsheet software to complete business tasks and produce complex documents.

**Dates:** 26/10

**Time:** 9.30am – 2.30pm

**Facilitator:** Fiona Morse

**Cost:** Free to students enrolled in BSBITU402 – Develop and use complex spreadsheets with Work & Training

\$150 – non-accredited workshop

\$250 – accredited unit \*

(BSBITU402 – Develop and use complex spreadsheets)

\*requires completion of assessment

## MICROSOFT WORD – BEGINNERS

This workshop covers the skills and knowledge required to design and develop text-based documents using advanced features of word processing software.

**Dates:** 31/8

**Time:** 9.30am – 2.30pm

**Facilitator:** Jo Crantock

**Cost:** Free to students enrolled in BSBITU303 – Design and produce text documents with Work & Training.

\$150 – non-accredited workshop

\$250 – accredited unit\* (BSBITU303 – Design and produce text documents)

\*requires completion of assessment

## MICROSOFT WORD – INT. – ADV.

This workshop covers the skills and knowledge required to design and develop business documents using complex technical features of word processing software.

**Dates:** 28/9

**Time:** 9.30am – 2.30pm

**Facilitator:** Fiona Morse

**Cost:** Free to students enrolled in BSBITU401 – Design and develop complex text documents with Work & Training.

\$150 – non-accredited workshop

\$250 – accredited unit\* (BSBITU401 – Design and develop complex text documents)

\*requires completion of assessment

## OPERATIONAL PLANNING

This workshop applies to individuals who require the skills and knowledge to develop, implement or manage the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

**Dates:** 20/4, 14/9

**Time:** 9.30am – 2.30pm

**Facilitator:** Fiona Morse

**Cost:** Free to students enrolled in BSB42015 – Certificate IV in Leadership and Management

Or BSB51915 – Diploma in Leadership and Management with Work & Training

\$150 – non-accredited workshop

\$250 – accredited unit\* (BSBMGT402 – Implement operational plan or BSBMGT517 – Manage operational plan)

\*requires completion of assessment

### Hobart

1 Bowen Rd  
PO Box 447  
Moonah TAS 7009

### Launceston

26 Elizabeth St  
PO Box 5500  
Launceston TAS 7250

### Devonport

56 Oldaker St,  
Devonport TAS 7310