



MOONAH 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: 6/3, 16/10

Time: 9.30am – 2.30pm

Facilitators: Lucy Cousins & Jessica Dean

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: 22/5, 17/10

Time: 9.30am – 2.30pm

Facilitators: Fiona Morse & Craig Jones

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: 9/5, 7/11

Time: 9.30am – 2.30pm

Facilitators: Jessica Dean & Lucy Cousins

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

DEMENTIA

This workshop applies to existing workers in the aged care industry by providing up to date industry knowledge and best practices to maintain a high standard of care. This workshop is a great professional development opportunity to keep your existing skills current.

Dates: 17/4, 5/10

Time: 9.00am – 1.00pm

Facilitators: Sam Heddle & Amanda Stevens

Cost: \$150 non-accredited

DENTAL HYGIENE/ORAL TOILETING

This workshop applies to existing workers in the aged care industry by providing up to date industry knowledge and best practices to maintain dignity and privacy for those within a palliative care environment. This workshop is a great professional development opportunity to keep your existing skills current.

Dates: 1/6, 10/9

Time: 9.00am – 1.00pm

Facilitators: Amanda Stevens & Sam Heddle

Cost: \$150 non-accredited

DERMALUX

This workshop applies to existing workers in the aged care industry by providing up to date industry knowledge and best practices to assist in the promotion of physical and mental relaxation using Dermalux towel bath and complimentary therapies. This workshop is a great professional development opportunity to keep your existing skills current.

Dates: 26/3, 17/8

Time: 9.00am – 1.00pm

Facilitators: Sam Heddle & Amanda Stevens

Cost: \$150 non-accredited

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: 2/3, 23/3, 13/4, 4/5, 25/5, 15/6, 6/7, 27/7, 7/9, 28/9, 19/10, 9/11, 30/11

Time: 9.00am – 4.00pm

Facilitator: Amanda Stevens

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



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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: 20/4, 28/8

Time: 9.30am – 2.30pm

Facilitators: Craig Jones & Fiona Morse

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

Or BSB51915 – Diploma in Leadership and Management

\$150 – non-accredited workshop

\$250 – accredited unit (BSBMGT401 – Show leadership in the workplace)

MICROSOFT EXCEL – BEGINNERS

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

Dates: 10/7

Time: 9.30am – 2.30pm

Facilitator: Jessica Dean

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

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: 24/10

Time: 9.30am – 2.30pm

Facilitators: Lucy Cousins

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: 26/7

Time: 9.30am – 2.30pm

Facilitator: Lucy Cousins

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: 4/9

Time: 9.30am – 2.30pm

Facilitator: Jessica Dean

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: 20/06, 11/9

Time: 9.30am – 2.30pm

Facilitators: Craig Jones & 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