



Pilbara
TAFE

Training Solutions

Training Guide 2009

Course Information

- **Training & Assessment Services**
- **Training Management Services**
- **Meetings & Conference Facilities**

Pilbara TAFE
TRAINING
SOLUTIONS



VOCATION

The Pilbara College of TAFE will be recognised for its contribution to realising the full potential of the Pilbara's industries and communities, through the provision of local, high-quality, education and training.

We will be noted for:

- Pursuing our vocation professionally and with integrity;
- High student achievement and employment outcomes;
- Partnerships with Indigenous people and communities;
- Partnerships with industry, the community and other educational and training institutions; and
- Agility and responsiveness in meeting the needs of our diverse customers.

Table of Contents

Vocation	2
Welcome	4
Location Guide and Contact Information	5
Registration and Administrative Information	6
Other Services	8
Industrial Skills Training information	9
Occupational Health and Safety Training information	18
Business and Computer Skills information	26
Course Registration Form	45
Map	47

Welcome to Pilbara TAFE Training Solutions

These web pages contain information on our range of public courses. These courses have been specifically planned to cater for training requirements of industry and business in the Pilbara region. Our emphasis is on quality training. If you find there is a course not outlined here and you are interested in training for a group or yourself, let us know.

Each course has been evaluated to ensure that it meets the requirements of clients – some of our courses are tailored, or site specific and contextualised to make sure the qualification is appropriate. Many of our courses are nationally recognised which means the qualification is recognised throughout Australia and meets the requirements of the Australian Quality Training Framework Standards.

Courses offered in this guide have been arranged into four categories:

- Industrial Skills Training
- Occupational Health and Safety Training
- Business, Computer and Education Training
- Lifestyle Courses

Each program lists the course outline, learning outcomes and duration. Information on prices and dates is available by phoning one of our offices. All our trainers are 'proven' and experienced. They are not only experts in their respective fields but are also very skilled in imparting that knowledge in an interesting and participatory way.

If you cannot find a course that suits your particular requirement, please do not hesitate to contact us. We are the commercial services unit of Pilbara TAFE and as such are able to offer a wide range of courses. We have access to a large number of proven providers and are generally able to organise all of your training requirements.

We hope we can be of assistance to you with your training needs. Once you participate in one of our training courses, you will agree with many of our past clients in that we provide a quality-based, client focussed training service to all industries and business in the region. Please do not hesitate to contact us to discuss any of your training requirements. We will endeavour to be of assistance.

Hedland Group - PTS Locations

South Hedland Campus

Hamilton Road
South Hedland
Ph: (08) 9158 9400
Fax: (08) 9172 3560

Pundulmurra Campus

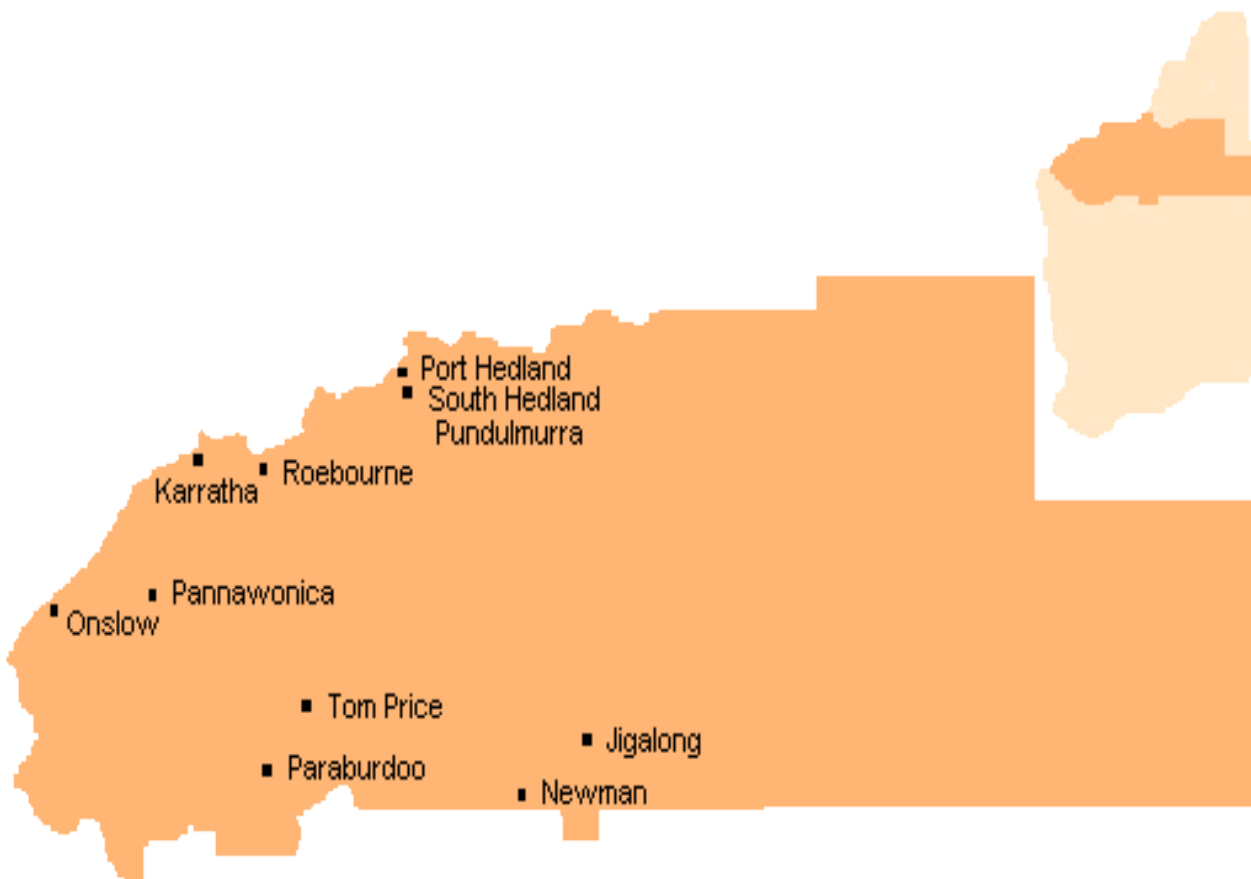
Parker Street
South Hedland
Ph: (08) 9158 5600
Fax: (08) 9158 5648

Newman Campus

Kalgan Drive
Newman
Ph: (08) 9158 2300
Fax: (08) 9177 8185

Minurmarghali Mia Campus

Fraser Street
Roebourne
Ph: (08) 9182 0350
Fax: (08) 9182 1222



Registration and Administrative Information

How do I find out when courses are scheduled?

Many of our courses are already scheduled throughout the year and many are on a Course Calendar which is updated on a 6 monthly basis. To obtain an up to date schedule please contact your nearest office of PTS or click on the link.

We now have regular course calendar for the Hedland group. If the course you require is not on there please call us and register your expression of interest.

How to enrol at Pilbara TAFE Training Solutions

It is necessary for participants of all courses to enrol prior to attending the course. This is done by completing the Registration Form (located at the end of this guide) and by paying the appropriate fees (Fees are reviewed periodically). Payment methods accepted are cash, credit card or by the receipt of an official company purchase order. In this case, an invoice will be processed.

Course numbers are limited; it is recommended to enrol as soon as possible. Expressions of interest or general queries do not reserve a place for participants.

Skills Recognition

Skills Recognition processes encompass Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)

Recognition of Prior Learning (RPL) – the formal recognition of the skills and knowledge a person has, regardless of how or where these skills may have been obtained, ie through formal or informal training, work experience (paid or unpaid), voluntary work and life experience. The evidence provided for RPL must address currency of competencies being assessed.

Recognition of Current Competencies (RCC) – a similar process to RPL, based on the formal recognition of current skills, knowledge and attitudes that a person has already developed.

To discuss the RPL process, please contact Client Services on (08) 9158 9400.

Registration and Administrative Information

National Recognition /Accreditation

Some courses offered by Pilbara TAFE Training Solutions are nationally recognised. This means that they are recognised throughout Australia. Employees, licensing bodies, professional associations, colleges and universities throughout Australia accept these nationally recognised qualifications.

Cancellation Policy

Registrations made in a particular name may be transferred to another person. If less than 10 working days notice of cancellation is given, full course fees will be charged. All cancellations must be made in writing.

Registrations cancelled more than 10 working days prior to course commencement can be transferred to another course or a full refund (less administration fee) will be made.

Your Place or Ours?

Any Pilbara TAFE Training Solutions (PTS) course can be run exclusively for your organisation. If you have a group of people to train PTS can present courses on your premises, or at our first class facilities. Please contact us on 9158 9517 for further enquiries.

Industry Expertise

At Pilbara TAFE Training Solutions we offer years of industry experience combined with access to a diverse range of high quality specialist presenters. We are able to customise any course for the unique requirements of business and industry in the Pilbara.

Award/Credential

Participants who satisfy the assessment requirements of a Nationally Recognised unit will receive a statement of attainment. Upon successful completion of a Nationally Recognised qualification participants will receive a statement of attainment. For all other courses participants will receive a certificate of attendance.

Other Services Available at Pilbara Training Solutions

Training and Function Facilities

The various training facilities within the Hedland Group of campuses can provide modern training facilities for all of your presentations, staff briefings, and industry functions.

Whether you have 3 or 100 people, our facilities will suit your needs. Modern and flexible room plan options mean you can utilise a small area of the specific facility or the whole venue. Karratha and Tom Price also offer formal venues for your training needs including: conference rooms and classrooms. Plus, South Hedland boasts a lush outdoor atrium for those more informal functions. We also offer video conferencing facilities, administration services, catering plus the latest teaching aids.

Video Conferencing

Pilbara TAFE Training Solutions offers state-of-the-art video conferencing facilities catering from 1 to 30 people, linking you with Perth, regional Western Australia, interstate and overseas. Save yourself time and money and organise your next meeting or conference via video conferencing.

Lifestyle Courses

A variety of lifestyle courses are offered throughout the year. The courses are advertised in the local papers prior to commencement; they are non-accredited and are non-academic as they are of leisure and general interest.

The range of lifestyle programs changes according to supply and demand. Among the extensive range of courses offered previously were basic computer skills, Indian cooking, photography, self defence and cake decorating. For enquires about lifestyle courses please contact your nearest office of Pilbara Training Solutions.

Industrial Skills Training

Index

	Page
Conduct Forklift Operations - MNMG237A	10
Operate Elevating Work Platform - BCGCM3001B – MNM30105	11
Conduct Dogging Operation - MNMG207A	12
Conduct Basic Rigging Operations - MNMG208A	13
Crane Theory - MNMG234A	14 – 16
Erect / dismantle scaffolding and equipment - MEM11001C	17

Conduct Forklift Operations- MNMG237A

COURSE OVERVIEW

This training aims to provide participants with the skills to operate a forklift truck in a safe and efficient manner.

TARGET AUDIENCE

Participants must be over 18 years of age and be sufficiently fluent in the use of the English language for communication purposes.

CONTENT

- Occupational Safety and Health
- Signals and Communication
- Reporting of Accidents
- Hazard ID and control
- Parking and shutdown procedures
- Understanding forklift truck stability, rear end swing and movement
- Industrial forklift truck attachments
- Lifting, carrying and setting down a load
- Stacking and de-stacking
- Loading and unloading a vehicle
- Pre-operational checks to manufacturer's specifications
- Identify faults and action required
- Identify and control workplace/site hazards
- Refuelling/recharging/basic maintenance

LEARNING OUTCOMES

This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants.

CLOTHING REQUIREMENTS

All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses

DURATION

2 Days

LOCATION

Pundulmurra & Newman campuses

Operate Elevating Work Platform TLI D3507C

COURSE OVERVIEW

The aim of this course is to provide participants with the skills to meet the performance criteria for an Elevating Work Platform Operators Certificate of Competency. This certificate is required for any EWP that has a boom capable of extension to more than 11 metres in height.

TARGET AUDIENCE

Participants must be over 18 years of age and, if attending the one day course, should have documented experience in operating Elevating Work Platforms as the one day course includes only minimal practical instruction. Those participants who have little or no experience will require practical instruction and must attend the two day course. Experienced operators who require assessment can attend the second day only.

CONTENT

- Occupational Safety and Health
- Planning your work
- Hazard identification and Control
- Log book Requirements
- Manufacturer's specification
- Emergency Procedures
- Clearance from live conductors
- Clearance from Open Excavations
- Pre and Post-operational and structures checks
- Securing of EWP for travel
- Inspect, fit and correctly adjust safety harness
- Start up procedures
- Pack up and stow machine as per manufacturer's specifications
- Conduct post operational checks
- Complete relevant log book entries

LEARNING OUTCOMES

This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants.

CLOTHING REQUIREMENTS

All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses

DURATION

2 days (1 day for experienced operators)

LOCATION

Pundulmurra & Newman campuses

Conduct Dogging Operations

COURSE OVERVIEW	The aim of this course is to develop the knowledge and skills of candidates applying for the National OHS Certificate of Competency in Dogging.
TARGET AUDIENCE	Participants must be over 18 years of age Although not essential, at least three months supervised dogging-type work would be advantageous.
CONTENT	<ul style="list-style-type: none">• Occupational Safety and Health• Job site planning and accident prevention• Fibre slings (including knots, bends and hitches, whipping and splicing and understanding natural and synthetic figures and safe usage)• Flexible steel wire rope• Chain• Factors effecting safe working load• Accessories (shackles, eyebolts, inspection)• Cranes (including outriggers, use of charts, hazards and signals)• Load assessment
LEARNING OUTCOMES	This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants
CLOTHING REQUIREMENTS	All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses
DURATION	5 days
LOCATION	Pundulmurra Campus

Conduct Basic Rigging Operations – MNMG208A

COURSE OVERVIEW

The aim of this course is to develop the knowledge and skills of candidates applying for the National OH&S Certificate of Competency in Basic Rigging. The knowledge and skills gained will enable the participants to apply to have their competencies assessed as per MNMG208A

TARGET AUDIENCE

Participants must hold a **Dogging Certificate of Competency**. On site experience in steel erection would be advantageous. Pilbara Training Solutions possesses an extensive steel framework which meets or is in excess of the national certification standard requirements NOSCH 1006.

CONTENT

- Movement of plant and equipment
- Steel erection
- Particular hoists
- Regulations
- Balance
- Fleet angles
- Safety harnesses
- Wire rope splicing
- Cantilevered crane loading platforms

LEARNING OUTCOMES

This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants.

CLOTHING REQUIREMENTS

All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses

DURATION

5 days

LOCATION

Pundulmurra campus

Crane Theory BY PROPOSAL ONLY

COURSE OVERVIEW

The aim of this course is to provide participants with the theory skills necessary to meet the performance criteria as described in the National Certification Standard (NOHSC:1006) for their chosen class of Crane Operators Certificate of Competency. The course does not provide training in the practical operation of cranes and it is important that anyone requiring practical assessment has prior operating experience on the type of crane required. The course will be structured on the National Occupational Health & Safety Certification Standard for Users and Operators of Industrial Equipment (NOHSC: 1006 1992) and Australian Standard 2550 (Series) 1994 - Safe Use of Cranes.

TARGET AUDIENCE

Participants must hold a Dogging Certificate of Competency and have a minimum of 10 hours documented crane driving experience for the class of crane on which they wish to be assessed.

CONTENT

Responsibilities and duties, lifting gear (including ropes, shackles and chains), safe operation of cranes and elementary mathematics As a result of this course participants will become familiar with:

- Current relevant legislative requirements including:
 - Occupational Safety & Health Act & Regulations
 - Mines Safety & Inspection Act & Regulations
- Plan and prepare to prevent accident occurrence.
- Identification, assessment and control of site hazards
- Set up and shutdown of cranes
- movement of loads shifted by cranes (inc. special operations) Correctly identify crane components
- Conduct routine pre/post operation checks

Visual and audible crane communications

LEARNING OUTCOMES

This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants.

CLOTHING REQUIREMENTS

All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses

DURATION

5 days

LOCATION

Pundulmurra campus

Crane Non slewing CN- MNMG234A

COURSE OVERVIEW	The aim of this course is to develop the knowledge and skills required to prepare and conduct for non slewing crane operations. It is an accredited course with nationally recognised outcomes.
TARGET AUDIENCE	Participants must hold a current Dogging Certificate of Competency. You must be 18 years of age . People who meet the previous requirements that wish to conduct non slewing operation of a crane.
CONTENT	The course covers all aspect of non slew crane operations including: <ul style="list-style-type: none">• Plan and conduct preparations for non slewing crane operations• Occupational health and safety• Operation of non slewing crane• Travel crane operations• Carry out minor maintenance operations on non slew crane
LEARNING OUTCOMES	This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants.
CLOTHING REQUIREMENTS	All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses
DURATION	3 days
LOCATION	Pundulmurra campus

Conduct Slewing Crane Operations - MNMG335A

COURSE OVERVIEW	The aim of this course is to develop the knowledge and skills required to conduct slewing crane operations. It is an accredited course with nationally recognised outcomes.
TARGET AUDIENCE	Participants must hold a current Dogging Certificate of Competency they must also be 18 years of age . People who meet the previous requirements that wish to conduct slewing crane operations.
CONTENT	<p>The course covers all aspect of slew crane operations.</p> <ul style="list-style-type: none">• Plan and conduct preparations for non slewing crane operations• Occupational health and safety• Operation of non slewing crane• Travel crane operations• Carry out minor maintenance operations on non slew crane
LEARNING OUTCOMES	This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants.
CLOTHING REQUIREMENTS	All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses
DURATION	3 days
LOCATION	Pundulmurra campus

Erect / Dismantle complex scaffolding and equipment - MEM11002C

COURSE OVERVIEW	Participant completing this course will develop the knowledge and skills required to erect and dismantle scaffolding and equipment. On being found competent participants will have the underpinning knowledge of Occupational Healthy and Safety legislation / standards and how they apply to scaffolding. This is a nationally accredited course with nationally recognised outcomes.
TARGET AUDIENCE	The target audience are any person required to erect and dismantle scaffolding for industry. Any person attending this course needs to be 18 years of age.
CONTENT	The course covers all aspect of scaffolding including: <ul style="list-style-type: none">• Preparation of equipment• Erection and preparation of site• Occupational health and safety• Standards and work place policy• Inspection, repair and alter scaffolding / equipment• Dismantle scaffold / equipment
LEARNING OUTCOMES	This course is conducted by Worksafe accredited trainers. Worksafe WA permit issued for all competent participants.
CLOTHING REQUIREMENTS	All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses
DURATION	4 days
LOCATION	Pundulmurra campus

Occupational Health and Safety Training

Index	Page
Safety for Supervisors	19
Introductory Training Course for Health and Safety Representatives	20
Whitecard	21
First Aid	22
Working at heights	23
Fire Extinguisher Training	24
Verification of Competencies	25
Manual Handling	26

Safety for Supervisors

COURSE OVERVIEW

An understanding of the duty of care required of all supervisors is an essential aspect of the provision of a safe workplace environment. This course aims to equip participants with the knowledge and understanding of safe work practices to plan and implement appropriate practices in their workplace.

TARGET AUDIENCE

All managers, supervisors, frontline managers and leading hands. Anyone who supervises other people.

CONTENT

- State occupational health and safety legislation
- Legal responsibilities for safety
- Implications for unsafe workplaces
- Planning and implementing safety in the workplace
- Coaching and mentoring staff
- Identifying problem areas
- Reporting and recording safety performance
- Ensure safety breaches do not recur

LEARNING OUTCOMES

As a result of this program, participants should be able to:

- Access and share legislation, codes and standards
- Plan and implement safety requirements
- Monitor, adjust and report safety performance
- Investigate and report non-conformance

DURATION

2 Days

LOCATION

South Hedland & Newman campus

Introductory Training Course for Health and Safety Representatives

COURSE OVERVIEW This course applies to all elected Safety and Health Representatives, including those from the mining industry. It is designed to provide elected Safety and Health Representatives with the skills and knowledge required to perform their functions, and to enable them to effectively represent their fellow employees in matters relating to occupational safety, health and welfare at the workplace.

TARGET AUDIENCE Elected Safety & Health Representatives in all industries including mining. (Note: Personnel employed in a supervisory role or who are not elected Safety & Health Representatives may attend Day 1 & 2 only - cost upon application).

CONTENT

- Legislation
- Negotiation
- Workplace inspections
- Role of the inspectorate
- Communication and representation skills
- Identifying, evaluating & controlling workplace hazards
- Accident/incident investigation
- Establishing and reviewing workplace procedures
- Safety and Health committee procedures
- Role of the Safety & Health Representative

LEARNING OUTCOMES As a result of this course participants should be able to:

- Apply the requirements of current occupational health, safety and welfare legislation to their workplace
- Identify and evaluate hazards in the workplace and recommend control methods
- Conduct an effective inspection of their workplace
- Conduct an effective investigation into workplace accidents or incidents
- Demonstrate understanding of the role of the Safety & Health Representative, as viewed by persons with management responsibilities and from a union perspective

DURATION 5 Days

LOCATION South Hedland & Newman campus

White Card – Construction Safety Awareness Training

COURSE OVERVIEW

This course is designed to meet the requirements for people working on construction sites in Australia. It is a nationally accredited course to enable people

TARGET AUDIENCE

Anyone wishing to work in the building and construction industry in WA.

CONTENT

- Occupational Health and safety, Legislation in WA
- Duty of Care Requirements
- Roles and Responsibilities
- Policy and Procedures
- Risk / Hazard Identification
- Environmental Factors
- Emergency / Evacuation Plans

LEARNING OUTCOMES

Participants will be able to: Identify OHS legislation that effects them directly, Understand Duty of Care requirements for all parties. Understand the requirements for Occupational health and safety committees. Understand how to find resolution to workplace issues and the right to refuse work. Be able to report and document all incidences.

Each participant on being assessed competent will receive a Construction Safety Awareness Training Card

CLOTHING REQUIREMENTS

All participants must wear long trousers, covered footwear and have safety glasses

DURATION

6 Hours

LOCATION

Pundulmurra campus

First Aid - HLTFAlA Senior First Aid Certificate

COURSE OVERVIEW	This accredited course covers all requirements for the senior first aid. There are no prerequisites for the Senior First Aid.
TARGET AUDIENCE	Any person working in <ul style="list-style-type: none">• Mining Resources• Construction Health Care / Emergency Services• Security• Many other industries
CONTENT	This course will cover information regarding <ul style="list-style-type: none">• DRABC procedures• Principal of first aid• Responding to emergencies• Apply first aid techniques• Communicate detail of the incident• Cardiopulmonary resuscitation• Dressings and bandages
LEARNING OUTCOMES	The course will involve assessment in a practical and theory format conducted though out the class. Each participant will receive a First Aid reference book
DURATION	2 days
LOCATION	South Hedland & Newman campus

Working at Heights - MNMG237A

COURSE OVERVIEW This is an accredited course used to bring awareness of the legislative requirements, and guidelines governing working at heights in Australia. To impart knowledge and skills required to competently operate safe working at heights equipment

TARGET AUDIENCE Persons working at heights with in industry

CONTENT

- Legislative requirements
- Relevant Australian Standards, codes of practice
- Definitions and terminology
- Heights safety equipment
- Practical application and assessment

LEARNING OUTCOMES Each competent participant at the end of the session will the have knowledge and practical skills to work at heights the course will also cover guidelines for the safety equipment used when working at heights. To familiarise participants with equipment and impart the knowledge and skills required to confidently and competently operate as a member of an industrial emergency response crew during rescue form heights.

DURATION 2 days

CLOTHING REQUIREMENTS All participants must wear PPE, long trousers, covered footwear preferably steel cap boots and have safety glasses

LOCATION Pundulmurra & Newman campus

Fire Extinguisher Training

COURSE OVERVIEW

This course is designed for personnel occupying premises equipped with portable fire fighting and hose reel equipment.

TARGET AUDIENCE

Anyone wishing to know how to use portable fire fighting and hose reel equipment.

CONTENT

- Principles and components of combustion
- Fire hazards and risk
- Fire response
- Extinguisher types and fire compatibility
- Colour coding of fire extinguishers
- Properties of extinguishants
- Hands on use of extinguishers and hose reel

LEARNING OUTCOMES

Participants will be able to:

- Outline the principles and components of combustion
- Identify the fire hazards specific to the workplace
- Outline methods of reducing the workplace fire risk
- Respond systematically to the outbreak of fire
- Identify on-site fire extinguisher types
- Use portable fire extinguishers and a hose reel effectively and safely

Please wear long trousers, covered footwear and safety glasses

DURATION

4 Hours

LOCATION

South Hedland Campus

VERIFICATION OF COMPETENCY – VOC’S

COURSE OVERVIEW

We recommend to all clients that they initiate a system of ‘Competency Verification’ to regularly assess existing workers and obtaining new employees to identify any gaps in existing certification skills and to identify opportunities for employee to improve on their current skills.

TARGET AUDIENCE

We maintain a team of accredited assessors with an extensive industry knowledge base relevant to your business. These assessors are available as required to perform ‘VOCs’ for your staff. Ensuring that you establish an efficient and competent workforce that has the necessary skills and current, industry focused knowledge.

CONTENT

Competency verifications involve on the job assessments, short theory assessments, and practical assessments. All assessments can be tailored to suit current workloads as well as meet individual client needs.

LEARNING OUTCOMES

Verification of competency will allow your current or potential employee to compliment their skills with a formal qualification.

DURATION

As required

LOCATION

Pundulmurra campus

Manual Handling

Non accredited 4 Hours

COURSE OVERVIEW	The aim of this course is to develop the knowledge and skills of candidates who apply manual handling to their every day work practices.
TARGET AUDIENCE	Participants who wish to gain the knowledge & skills to effectively identify hazards, & assess and control risks arising from manual handling tasks.
CONTENT	<p>Participants should be able to recognise manual handling risks in tasks, and in consultation, decide the best way to minimise them.</p> <p>Provide the definition of manual handling;</p> <p>Explain the manual handling regulation in the OSH Regulations;</p> <p>Apply the principles in the Code of Practice for identifying hazards & assessing risks in their workplace.</p> <p>Discuss & apply the process for controlling manual handling risks and Duty of Care in the workplace.</p> <p>Training can be tailored to specific works practices and equipment.</p>
LEARNING OUTCOMES	This course is conducted by Worksafe accredited trainer
CLOTHING REQUIREMENTS	All participants must wear PPE, long trousers, covered footwear preferably steel cap boots.
DURATION	4 Hours
LOCATION	Newman campus

Business and Computer

Index

	Page
Essential Business Writing Skills	28
Conflict resolution	29
Time Management	30
Excellence in Customer Service	31
MYOB	32
Web page Design	33
Microsoft Word 1	34
Microsoft Word 2	35
Microsoft Excel 1	36
Microsoft Excel 2	37
Microsoft Access 1	38
Microsoft Access 2	39
Microsoft PowerPoint	40
Microsoft Outlook	41
Microsoft Project 1	42
Microsoft Project 2	43
Microsoft Publisher	44
Registration Form	45

Essential Business Writing Skills

COURSE OVERVIEW	Participants will be provided with the knowledge and practical skills to write and produce professional business documents. Participants are encouraged to bring examples of business letters, emails and reports. This is a non accredited course.
TARGET AUDIENCE	People looking to improve their business writing skills and who wish to clearly express them selves in a business context.
CONTENT	<p>The course will include</p> <ul style="list-style-type: none">• Current trends in business writing• Appropriate communication styles• Letter that convey professionalism and warmth• Documents that are clear and concise• Proposals that encourage the reader to take action• Memos that convey your ideas with clarity
LEARNING OUTCOMES	By the end of the course participants be able to take a structured approach to business writing. They will have an understanding of appropriate communication styles and the skills to apply them in written format.
DURATION	1 day
LOCATION	South Hedland campus

Communication & Conflict Resolution

COURSE OVERVIEW This course will allow participants to gain the knowledge and skills required to deal with workplace conflict. This is a non accredited course.

TARGET AUDIENCE Staff in a front line position, who deal with clients or customers that are both external and internal, on a daily basis. Staff in frontline supervisory roles who liaise with staff and negotiate with external clients.

CONTENT The course will cover

- What is conflict, what are disagreements?
- Positive communication when dealing with conflict.
- Negotiation
- Assertiveness techniques
- Listening and questioning skills
- Finding resolution
- Winning solutions
- Communication process
- Barriers to communication

LEARNING OUTCOMES Participants will be able to turn potential conflict into positive resolution. They will have a better understanding and confidence when dealing with conflict and difficult customers. They will have a sound understanding of the principals of communication and conflict resolution to improve organisation culture.

DURATION 1 day

LOCATION South Hedland campus

Time Management

COURSE OVERVIEW How to gain valuable skills in better managing your time both professionally and personally. The course will cover everything from identifying time wasting and planning and implementation strategies that will help you master your time management. This is a non accredited course.

TARGET AUDIENCE Busy people who want to manage their time better. Managers and staff who want to develop short and long term planning and break the panic cycle.

- CONTENT**
- Why you waste time
 - Prioritising effectively
 - Perfecting the plan
 - Making more time
 - Creating a vision
 - Action and commitment

LEARNING OUTCOMES Each participant on completion of the course will have a better understanding of their working style and the skills to enable them to plan better. Participants will have the tools and skills to prioritise, plan and monitor their workload

DURATION 1 day

LOCATION South Hedland campus

Excellent Customer Service

COURSE OVERVIEW	This course interweaves the basics of exceptional customer service with advanced communication skills. The training will focus on providing customer service that builds lasting relationships and increases profitability. This is a non accredited course.
TARGET AUDIENCE	Those who regularly interact with customers and clientele in their daily jobs and are seeking to perfect their customer excellence skills
CONTENT	<ul style="list-style-type: none">• What Customers really want• Effectively engaging with your customer• Communication- how to overcome barriers• Using professional business etiquette• Understanding customer needs• Improving your listening skills• How to diffuse conflict situations• Responding proficiently to complaints• Creating effective solutions• How to use feedback constructively
LEARNING OUTCOMES	This course aims to give participants the confidence to deal with a diverse range of customers and situations. The participants are given an insight in how to develop their existing skills to the next level of customer excellence and how to identify and maximise the needs of the customer.
DURATION	1 day
LOCATION	South Hedland campus

MYOB®

COURSE OVERVIEW	This course is designed for participants who wish to stream line their business process using the MYOB Accounting software, payroll software and real-time business management tools for their business.
TARGET AUDIENCE	Persons wishing to use the MYOB accounting system to produce financial documents and
CONTENT	FNSICACC304B Prepare and bank receipts FNSICACC306B Process journal entries FNSACCT407B Setup & operate a computer accounting system Plus wages and payroll
LEARNING OUTCOMES	Participant will be able to load and work with in the MYOB package to produce financial documents including invoicing and purchase orders etc. They will be able to prepare banking and financial receipts and process journal entries. These subjects will be delivered using the financial training package and the MYOB Business accounting system.
DURATION	Flexible
LOCATION	External only

Web Page Design

COURSE OVERVIEW

This course is designed for participants who need to learn how to create a web site, insert content, tables, special effects and image maps to design and publish web pages on an Intranet or the Internet. It is essential that those who wish to enroll on this course have a basic knowledge of the Internet.

TARGET AUDIENCE

People who wish to learn how to develop a basic

CONTENT

The areas covered will be: Site Planning and Design

- Purpose of web sites
- Site structure
- Design Considerations
- Choosing an HTML Editor

Web Page Structure

- HTML structure (tags, text, headings)
- Tables
- Links (including email links)

Web Graphics

- Image types
- Editors
- Preparing images
- Inserting images

Uploading to The Internet
Using FTP

LEARNING OUTCOMES

By the end of the two days participants will have produced a web site of several pages using Notepad, Photoshop Elements and Internet Explorer and have a working understanding of basic web site design.

The course will not specifically train students to use HTML (web page) editors such as MS FrontPage or Adobe Dreamweaver though these will be discussed and suggestions made as to which may be used once the basics of web page design are understood.

DURATION

2 days

LOCATION

South Hedland campus

Microsoft® Word 1- Introduction

COURSE OVERVIEW

This course aims to introduce the basic concepts of Word 2003. It is designed to be a comprehensive introduction to the program.

This course is designed to be a hands-on course with time for participants to introduce concepts from their own workplace. It is primarily intended to increase the skills and confidence levels of the participants.

TARGET AUDIENCE

Any person with little or no experience using the Word 2000 program. Participants not familiar with MS Windows would be advised to attend an Introduction to Windows course.

CONTENT

- The Screen Layout
- Creating/saving/editing documents
- Previewing a document
- Printing a document
- Print Options
- Moving & copying text
- Spell-check
- Character formatting
- Paragraph formatting
- Inserting page breaks and page numbers

LEARNING OUTCOMES

- Create, edit and save documents
- Print documents
- Move and copy text
- Format documents using enhanced print features
- Add page numbers to multi-page documents
- Add lines and borders to headings
- Create numbered lists.

DURATION

1 Day

LOCATION

Pundulmurra campus

Microsoft® Word 2- Intermediate

COURSE OVERVIEW

This course aims to take basic Word users into using multi-sectioned documents and merging.

TARGET AUDIENCE

Any person using MS Word 2003 who wishes to expand their knowledge or increase their confidence in using the program. It is advisable for participants to have knowledge at least equal to that of the introductory course with some practical experience in using the program. Knowledge equal to that of the Introductory course is considered **essential** for enrolment on this course

CONTENT

- Paragraph formatting/numbering
- Controlling Text Flow
- Automatic Tools
- Tables
- File management
- Mail Merge
- Copying text or graphics from other applications
- Frames
- Templates
- Drawing

LEARNING OUTCOMES

- Use Paragraph & page formatting features
- Control the flow of text with page, section & column breaks
- Use the features of a table
- Share data between Word files and with Excel and Access files
- Use the features of mail merge
- Create and use templates

DURATION

1 Day

LOCATION

South Hedland campus

Microsoft® Excel 1- Introduction

COURSE OVERVIEW

This course aims to introduce participants to Microsoft® Excel to support the creation and manipulation of basic spreadsheets.

This course is designed to have the maximum time available for hands on experience as well as time to consider the effects of the commands on “real life” situations.

TARGET AUDIENCE

Any person with little or no experience using the Excel 2003 program. A basic knowledge of mouse techniques and keyboard layout is a prerequisite as is understanding of spread sheets.

An Introduction to PC’s and Windows course is suggested for those people with little or no Windows or computer experience.

CONTENT

- Basic Excel/Windows features
- Entering/Editing Data
- Copying/Moving Data
- What are formulas?
- Creating/Editing a simple Worksheet
- Timesavers/Shortcuts
- AutoSum
- Text Formatting

LEARNING OUTCOMES

- Use Excel commands
- Design and construct simple spreadsheets
- Use simple functions, basic math formula
- Create and print simple graphs & charts

DURATION

1 day

LOCATION

Pundulmurra campus

Microsoft® Excel 2- Intermediate

COURSE OVERVIEW	This course aims to develop further spreadsheet capabilities with Excel 2003 and to increase confidence and independence in its intermediate use.
TARGET AUDIENCE	Any person wishing to further their knowledge in Excel 2003 and to gain intermediate skills in its use. Knowledge equal to that of the Introductory course is considered essential for enrolment on this course
CONTENT	<ul style="list-style-type: none">• Managing Lists of Data• Linking Worksheets & Files• Formatting & Templates• Creating Charts• Add Data to Charts• The AutoFilter• Shortcuts• Validate & Protect Data• Importing, Moving Graphics & Word Art• Cell and Range Names
LEARNING OUTCOMES	<ul style="list-style-type: none">• Search, Sort & Filter Data• Create, Format & Link multiple Worksheets• Create & Manage Templates• Create, Format and use various Chart Types• Test Data and Protect files against Modification• Insert Graphics to Spreadsheets• Insert & Edit Comments
DURATION	1 day
LOCATION	South Hedland campus

Microsoft® Access 1- Introduction

COURSE OVERVIEW

This course aims to introduce participants to the Access database program. It aims to give participants the skills necessary to design, edit and report on the database.

TARGET AUDIENCE

Any person who has little or no experience with Microsoft® Access, or any person wishing to gain confidence with the program. There are no prerequisites for the course, however a basic knowledge of the keyboard and mouse techniques is considered to be advantageous.

CONTENT

- Database Terminology
- The Database Window
- Tables
- Planning, Field Names/Types, Entering Data
- Design Window and Datasheet Window
- Table versus Form Validation
- Simple Query Wizard
- Forms
- Designing Forms, Using Form Wizard, Labels/Text Boxes, Placing, Moving, Removing Fields, Adding Pictures/Graphs
- Designing a Chart using the Wizard
- Reports
- Using Report Wizards, Tabular Reports, Moving and Sizing Controls, Adding Report Sections, Multiple Column Reports, Report Properties

LEARNING OUTCOMES

The course is designed to have maximum “hands on” time as well as ample time to discuss features that are relevant in the work place.

DURATION

1 day

LOCATION

Pundulmurra campus

Microsoft® Access 2- Intermediate

COURSE OVERVIEW This course aims to reinforce and move on from skills taught to participants in the introductory course. It aims to give participants the skills necessary to design, edit and report on the database.

TARGET AUDIENCE Any person with some experience with databases, wishing to begin to use the programming tools in MS Access. Knowledge equal to that of the Introductory course is considered essential for enrolment on this course

- CONTENT**
- Revision of Introductory level database
 - Moving on from Introductory queries
 - Setting specific fields (text, date and numeric)
 - Criteria Expressions/Search criteria
 - And/Or/Not queries
 - Rational Databases
 - Designing relational tables
 - Creating relational tables
 - Establishing relationships
 - Designing forms
 - Creating forms based on two tables
 - Embedding sub forms

- LEARNING OUTCOMES**
- Create, maintain and edit tables
 - Customise a database
 - Build and use complex queries
 - Create and print reports and graphs
 - Create effective databases for your organisation

DURATION 1 day

LOCATION South Hedland campus

Microsoft® Power Point

COURSE OVERVIEW

PowerPoint is a graphics program that is used to create consistent presentations. This course aims to take participants through the various stages in creating a presentation to the slide show itself.

TARGET AUDIENCE

Any person not currently working with PowerPoint with a requirement to produce graphic images or presentation, or any person with limited experience with PowerPoint wishing to gain confidence in the use of the program.

CONTENT

- Getting Started - What is PowerPoint?
- Starting a New Presentation
- Using Toolbars
- PowerPoint Views
- Your first Presentation
- Presenting Information
- Customising Slides
- Proofing Your Work
- Using Drawing Tools
- External Object
- Refining the Slide Show
- Packaging a Presentation
- Adding Sound and Movies
- Working with Text

LEARNING OUTCOMES

At the completion of the course the participants will be able to create a basic presentation; create pie, bar and line charts; use clip art to enhance the slides; print the presentation and present a slide show

DURATION

1 day

LOCATION

Pundulmurra campus

Microsoft® Outlook

COURSE OVERVIEW

This course is for those who wish to learn the fundamentals of using Outlook 2003 to coordinate mail, appointments, events, contact, task and notes

TARGET AUDIENCE

Any person who has little or no experience with Outlook, or any person wishing to gain in confidence with the program. Participants should have a knowledge and experience of other Windows-based programs prior to enrolling in this workshop.

CONTENT

- Overview of Outlook
- Orientation to the Outlook Bar
- Introduction to mail
- Creating and sending messages
- Acting on messages
- Additional mail techniques
- Using a personal distribution list
- Recalling, printing and moving messages
- Working with appointments and events
- Scheduling appointments
- Assigning categories
- Editing appointments
- Adding and editing contacts
- Using additional contact features
- Managing tasks
- Creating/Editing tasks
- Assigning and tracking tasks
- An overview of working remotely

DURATION

1 day

LOCATION

South Hedland campus

Microsoft® Project 1- Introduction

COURSE OVERVIEW	To develop skills and competencies in the use and operation of Microsoft® Project and apply them to practical workplace situations.
TARGET AUDIENCE	To provide Project Managers, Project Co-coordinators and other project staff with the skills and competencies required to manage resources and costs using Microsoft® Project.
CONTENT	<p>Introduction to Microsoft® Project</p> <ul style="list-style-type: none">• Getting Started• Creating Projects with Microsoft® Project• Summary Data/Environment/Calendar• Defining a Calendar• Using the Organiser• Opening & Closing project files• Gantt Charts• Changing the Time Scale• Customising the View <p>Resource Management</p> <ul style="list-style-type: none">• Assigning resources• Removing & replacing a resource• Scheduling resources• Fixed costs• Setting dependencies• Establishing a lead or lag time• Constraints• Using Milestones• Resource Over allocations & levelling
LEARNING OUTCOMES	On completion of this workshop participants will be able to: <ul style="list-style-type: none">• Schedule projects using MS Project• Apply MS Project as a management tool for project management
DURATION	2 days
LOCATION	South Hedland campus

Microsoft® Project 2- Advanced

COURSE OVERVIEW	To build on developed skills and competencies in the use and operation of Microsoft® Project at an advanced level and apply them to practical workplace situations.
TARGET AUDIENCE	To advance the knowledge of Microsoft Project for Project Managers, Project Co-coordinators and other project staff who have previously completed Microsoft® Project 1 course.
CONTENT	Tracking & Controlling Your Project <ul style="list-style-type: none">• Saving your project with a baseline• Tracking progress & updating the schedule• Making your own data collection forms• Using filters• Entering scheduled dates into actual fields• Analysing your project• Printing reports
LEARNING OUTCOMES	On completion of this workshop participants will be able to: <ul style="list-style-type: none">• Schedule projects using MS Project• Apply MS Project as a management tool for project management at an advanced and detailed level
DURATION	2 days
LOCATION	South Hedland campus

Microsoft® Publisher

COURSE OVERVIEW

This course is designed to introduce participants to the fundamentals of desktop publishing using MS Publisher.

TARGET AUDIENCE

Any person who wishes to develop skills in desktop publishing using MS Publisher or any person wishing to gain confidence using the program. Participants should have a knowledge and experience of other Windows-based programs prior to enrolling in this workshop.

CONTENT

- Introduction to Ms Publisher
- Windows Basics - The Publisher Window
- Accessing Help - Help Contents & Index
- Starting/Saving/ Closing a New Publication
- Printing a Publication
- Publisher Objects
- Undoing Actions
- Starting a Publication from Scratch
- Frame Basics
- Publisher Tables
- Using Drawing Tool
- Arranging Objects
- Working With Frames
- Formatting Text & Tables
- Design Assistants
- Special Effects & Ideas

LEARNING OUTCOMES

- Demonstrate an understanding of document layout concepts and applying them to the creation of a publication
- Add in various frame types and modify them using skills and techniques covered in the course
- Print publications of various types
- Use of Publication Wizards to quickly produce different types of publications

DURATION

1 day

LOCATION

South Hedland campus

COURSE REGISTRATION FORM – HEDLAND GROUP TRAINING SOLUTIONS

COURSE NAME: _____

COURSE DATE: _____ **CAMPUS:** _____ South Hedland / Pundulmurra / Newman / Roebourne (**please circle**)

Surname: _____

First Name: _____

Home Address: _____

Town: _____ Postcode _____

State: _____ Phone : _____

Date of Birth: _____ *Visa No: _____

THE ABOVE REGISTERED BY (Only complete this section if above is nominated by employer)

Name: _____ Position: _____

Organisation _____ Section: _____

Mail Address: _____

Suburb/Town _____ State _____ P/code _____

Phone: _____ Fax _____ Email _____

CANCELLATION POLICY

Significant costs are often incurred once a course has sufficient numbers to run. It is therefore necessary for registrants to:

- *cancel their attendance not less than 14 days (or 10 'working days') prior to course commencement or the full course fee will be charged.*
- *make all cancellations in writing.*
- *registrations can be transferred to another person within the same organisation.*

Thank you for your consideration. Signature.....Date.....

Cash/Credit Card: \$ _____ Purchase Order No _____
 (please attach)

Cheque Enclosed*: \$ _____ Cheque No _____

Credit Card Type: Bankcard/ MasterCard /Visa (*Please circle*)

Card Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Name on Credit Card: _____ Expiry Date: / / _____

Signature: _____