

# Course DIRECTORY

SUMMER 2012



VICTORIAN EMPLOYERS' CHAMBER  
OF COMMERCE AND INDUSTRY

OVER 800 COURSES AVAILABLE – VISIT [WWW.VECCI.ORG.AU/TRAINING](http://WWW.VECCI.ORG.AU/TRAINING)

## Beating back-to-work blues



### Courses in:

- Accredited Diplomas and Certificates
  - Business and Finance
  - Business Sustainability
  - Communication Skills
  - Customer Service, Sales and Marketing
  - Equal Opportunity
  - Human Resources
  - Industrial Relations/ Workplace Relations
    - IT Skills
  - Leadership/Management Development
  - Local Government
  - Occupational Health and Safety
  - Self Management
  - WorkCover

The holidays should be the ideal time to recharge, reflect and reassess career options. But for many of us, coming back from the festive break can cause post-holiday blues that can make work seem, well, like hard work.

According to *Forbes* magazine's 2011 list of the 10 happiest jobs, the most content among us are clergymen, fire fighters,

physical therapists, authors, special education teachers, teachers, artists, psychologists, financial services sales agents and operating engineers. It's a colourful list but it's clear that the 'happiest' jobs embrace stimulation and innovation, incorporate challenges and make you feel as if you are doing something worthwhile.

This is also reflected in the list of the best companies to work for in Australia, which include

Google Australia, software company Atlassian, online experience retailer RedBalloon and accounting firm Deloitte. These companies have a few things in common – they're all big on innovation and customer experience and offer plenty of opportunities for development.

Let's face it, few of us are in our 'dream jobs' but even fewer are motivated enough to do something about it. Now is the ideal time to be proactive

and chase that change of role or promotion. Use the post-Christmas downtime to turn the back-to-work blues into a golden opportunity to build networks and elevate skills with a recognised training course.

Training and development opportunities can make every job feel worthwhile. And if you're content, it is likely to lead to happier customers and soaring profits, which will make the boss happy too!

**Take it to the top with VECCI leadership training courses. See the back page for more information**

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**ACCREDITED DIPLOMAS AND CERTIFICATES**

# Skills shortages balloon as Boomers bow out



As millions of Baby Boomers exit the workforce in the next five to 10 years, younger generations are poised to climb the career ladder. But do the new generations have what it takes to make the most of upcoming job opportunities?

A worrying number of industries are reporting skills shortages due to the Boomer bow out and are predicting worse to come.

A Deloitte Access Economics report produced for Skills Victoria in 2011 listed 54 occupations that had a critical skills shortage. Among these were retail store managers with diploma of retail management qualifications.

In the hospitality industry, restaurant managers and international travel consultants were also predicted to be in high demand.

Make the skills shortage work for you with an accredited diploma from VECCI. VECCI not only offers the **Diploma of Retail Management**, but will also be offering the **Diploma of Tourism** in 2012 to help take you to the top of your chosen profession.

**KEY**

**VM** = VECCI member

**NM** = Non member

**GS** = Government subsidised training



## TURN THE RETAIL SLUMP INTO SUCCESS

### Creative strategies to secure your future.

Rising consumer expectations, a complex global marketplace and the online boom mean that now more than ever, retailers need to get it right.

VECCI's **Diploma of Retail Management (SIR50107)** has been designed to equip managers, future managers and supervisors with the creative strategies and leadership skills required to buck the current trend and generate more business.

Don't give your customer any excuse to consider the competition. Shopping is big business – make sure you're not missing out.

**For more information, including entry/selection requirements and government subsidy eligibility, visit [www.vecci.org.au](http://www.vecci.org.au) or call 03 8662 5333.**

\*Conditions apply. For eligibility criteria, visit [www.vecci.org.au](http://www.vecci.org.au). This training is delivered with Victorian and Commonwealth Government funding.



## Accredited Diplomas and Certificates

VECCI runs diploma and certificate courses in a range of areas including management and training. All of VECCI's diploma and certificate qualifications are recognised nationally.

### **Certificate IV in Occupational Health and Safety (BSB41407)**

Develop effective OHS programs and reduce organisational risk.

**7 days**

**VM \$2,100 NM \$2,500 GS \$250**

**East Melbourne**

**TTT0800** – 11 & 12 April, 9 & 10 May, 13 & 14 June & 11 July

### **Certificate IV in Training and Assessment (TAE40110)**

Aspire to inspire and help others to accomplish their goals with the newly-approved minimum qualification for trainers and assessors in Australia.

**9 days**

**VM \$2,600 NM \$2,850 GS \$500**

**East Melbourne**

**TTT0805** – 7, 14, 21 & 28 February, 6, 13, 20 & 27 March, 3 April

**TTT0811** – 21, 22, 23, 28, 29 & 30 March, 11, 12 & 13 April

**TTT0806** – 19 & 26 April, 3, 10, 17, 24 & 31 May, 7 & 14 June

### **Certificate IV in Training and Assessment (TAE40110) – Bridging Program**

Previously completed the superseded Certificate IV in Training and Assessment (TAA40104) and want to upgrade to the new TAE40110 qualification?

**VM \$400 NM \$450**

**Call VECCI on 03 8662 5333**

### **Diploma of Business Administration (BSB50407)**

Aimed at supervisors working in an office environment, this diploma will give you the skills you need to manage projects, conferences and meetings, plan administration systems and ensure quality customer service.

**8 days**

**VM \$2,850 NM \$3,200 GS \$375**

**East Melbourne**

**Week day course (8 sessions)**

**TBA0020** – 24 January, 7 & 21 February, 6 & 20 March, 3 & 17 April, 1 May

**Saturday course (8 sessions)**

**TBA0026** – 4 & 18 February, 3 & 24 March, 14 & 28 April, 12 & 26 May

**Evening course (16 sessions)**

**TBA0024** – 6, 13, 20 & 27 March, 3, 10, 17 & 24 April, 1, 8, 15, 22 & 29 May, 5, 12 & 19 June

### **Diploma of Management (BSB51107)**

Take leadership to the next level. Develop effectiveness and enhance your workplace impact.

**8 days**

**VM \$2,850 NM \$3,200 GS \$375**

**East Melbourne**

**Week day course (8 sessions)**

**TFM0100** – 17 & 31 January, 14 & 28 February, 13 & 27 March, 10 & 24 April

**TFM0101** – 21 March, 4 & 18 April,

2, 16 & 30 May, 13 & 27 June

**Saturday course (8 sessions)**

**TFM0108** – 18 February, 3, 17 & 31 March, 14 & 28 April, 12 & 26 May

**TFM0109** – 14 & 28 April, 12 & 26 May,

23 June, 7 & 21 July, 4 August

**Evening course (16 sessions)**

**TFM0106** – 6, 13, 20 & 27 March, 3, 10, 17 & 24 April, 1, 8, 15, 22 & 29 May, 5, 12 & 19 June

**Narre Warren**

**Week day course (8 sessions)**

**TFM0113** – 3 & 17 April, 1, 15 & 29 May, 12 & 26 June, 10 July

### **Diploma of Occupational Health and Safety (BSB51307)**

Effective management of OHS is critical in any workplace. Learn to successfully develop, maintain and implement OHS systems to reduce workplace incidents, improve productivity and increase staff morale.

**8 days**

**VM \$2,850 NM \$3,200 GS \$375**

**East Melbourne**

**TDH0007** – 9 & 23 February, 8 & 22 March, 5 & 19 April, 3 & 17 May

**TDH0008** – 17 April, 1, 15 & 29 May, 12 & 26 June, 10 & 24 July

**Narre Warren**

**Week day course (8 sessions)**

**TDH0013** – 18 April, 2, 16 & 30 May, 13 & 27 June, 11 & 25 July

## COURSE HIGHLIGHT



### **Develop a Basic Marketing Plan**

'Gloom Fatigue' is a term coined by writer Tony Featherstone that encompasses the current attitude of many Australian businesses to the constant stream of bad news about the global economy, the share market, political uncertainty, high interest rates, aggressive shop rents and tight consumers.

Be it real or perceived, Gloom Fatigue is grinding people down and can stop enterprises reinventing their products, and investing in clever marketing or genuine innovation. But could the Gloom Fatigue epidemic be blinding businesses to the silver lining in the dark clouds? Businesses need to see 'bad news' as an opportunity to stand out in

a dull market, listen to customers and take share from weakened competitors.

Rather than focusing on cutting costs, now is the ideal time to focus on pleasing customers and gaining competitive advantage through training staff internally and reassessing and refreshing product offerings and marketing efforts. VECCI's **Develop a Basic Marketing Plan** training course can help you beat Gloom Fatigue and differentiate yourself from your key rivals in a simple, meaningful and sustainable way.

### **Develop a Basic Marketing Plan 1 day**

**VM \$395 NM \$440**

**East Melbourne**

**TBD0021** – 20 April

### **Diploma of Retail Management (SIR50107)**

Already working in retail management but need a helping hand to climb the career ladder? Get the skills and knowledge you need to take it to the top.

9 days

VM \$3,200 NM \$3,500 GS \$375

East Melbourne

#### **Week day course (9 sessions)**

TRM0011 – 20 February, 5 & 19 March, 2, 16 & 30 April, 14 & 28 May, 18 June

#### **Saturday course (9 sessions)**

TRM0013 – 21 April, 5 & 19 May, 2, 16 & 30 June, 14 & 28 July, 11 August

## **Business and Finance**

VECCI runs business and finance courses in a range of areas including planning, identifying viable business opportunities and understanding finance.

### **5S in the Office**

A five-step process that can help your business save time, reduce waste and production costs and optimise productivity.

1 day

VM \$395 NM \$440

East Melbourne

TBD0051 – 30 March

### **Budgeting and Business Planning**

Prepare, understand and evaluate plans, budgets and cash flow forecasts and put your business on the fast track to success.

2 days

VM \$850 NM \$935

East Melbourne

TBP0031 – 28 & 29 March

### **Credit Management / Cash Flow Management**

Tight cash flow and slow paying customers restricting your business growth? Review your processes and procedures to help ensure you are paid in full and on time.

1 day

VM \$395 NM \$440

East Melbourne

TDC0031 – 21 March

### **Finance for Non-Finance People**

Decipher financial jargon and learn to apply accounting tools and techniques with confidence.

2 days

VM \$850 NM \$935

East Melbourne

TFP0041 – 22 & 29 March

### **Introduction to Lean Thinking**

Open your mind to immediate business opportunities, improve employee morale and create a culture of problem solving in the workplace.

1 day

VM \$395 NM \$440

East Melbourne

TBD0031 – 22 March

## **Business Sustainability**

Improve your understanding of operating your business in a new era of green choices and environmental sustainability.

### **Creative Thinking and Sustainability**

Discover why creative thinking and sustainable conscious action are the cornerstones of future business success and competitive advantage.

½ day

VM \$220 NM \$280

East Melbourne

TGM0121 – 8 March

### **Marketing Your Environmental Business Credentials**

Unsure about how to go about marketing your genuine 'green' products? We'll help you understand the do's, don'ts and how to's to ensure your green products reign supreme.

½ day

VM \$220 NM \$280

East Melbourne

TGM0141 – 1 March

### **Resource Efficiency and Your Business**

Hands-on sustainability practices for small and medium-sized businesses. Start your sustainability journey today!

1 day

VM \$360 NM \$440

East Melbourne

TGM0131 – 15 March

## **Communication Skills**

Improve your communication skills – learn to write more effectively, run successful meetings, negotiate and manage media.

### **Advanced Writing Skills**

Take the next step towards clear concise and consistent communication to help your business thrive.

2 days

VM \$720 NM \$795

East Melbourne

TAS0011 – 15 & 16 March

### **Business Writing**

The tools you need to win new clients, influence decision makers and write your way to business success.

2 days

VM \$720 NM \$795

East Melbourne

TBW0461 – 1 & 2 March

### **Effective Workplace Communication**

Get your message across. Inspire trust and confidence with communication skills to impact your bottom line.

1 day

VM \$395 NM \$440

East Melbourne

TEC0141 – 13 March

### **Presentation Skills**

Learn to talk the talk. The skills and confidence you'll need to keep your audience captivated.

2 days

VM \$720 NM \$795

East Melbourne

TSD0151 – 12 & 19 April

### **Tender and Proposal Writing**

Focus on writing proposals that meet your clients' needs and maximise your chance of success.

1 day

VM \$395 NM \$440

East Melbourne

TPI0011 – 28 March

## **Customer Service, Sales and Marketing**

Understand how to project a positive business image in advertising and marketing messages, run successful events and keep your customers coming back.

### **Account Management Skills**

Face-to-face selling skills and dynamic account strategies to ensure your sales staff are streets ahead of the competition.

3 days

VM \$3,397 NM \$3,575

Melbourne

THW0041 – 27, 28 & 29 March

### **Advanced Social Media**

Gain a deeper understanding of social media strategy, technology and tools and learn how to harness its power to maximise your business and brand performance.

1 day

VM \$395 NM \$440

East Melbourne

TAV0011 – 13 March

**Business Generation - SPIN® Selling Skills**

Give your sales team the skills to achieve more effective and productive sales calls, increase revenue and close more business.

**2 days**  
**VM \$2,247 NM \$2,365**  
**Melbourne**  
**THW0035 – 21 & 22 February**

**Develop a Basic Marketing Plan**

Is your marketing plan letting your business down? Go back to basics with simple but successful strategies.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TBD0021 – 20 April**

**Exceptional Customer Service**

Stay ahead of the competition and ensure customers return to you time after time.

**1 day**  
**VM \$420 NM \$465**  
**East Melbourne**  
**TTC0311 – 9 March**

**Prospecting Skills**

Give your senior sales staff the skills and strategies to stand out from the crowd, gain access to senior level clients and turn suspects into prospects into customers.

**1 day**  
**VM \$1,411 NM \$1,485**  
**Melbourne**  
**THW0039 – 20 March**

**Selling Strategies that Work – Selling Fundamentals**

Good sales are built on strong foundations. The latest strategies will help you effectively identify and meet customer needs.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TSW0041 – 22 February**

**Social Media – the Emerging Force for SME Marketing**

Learn why social media is crucial to business success and harness the potential of this marketing gold mine.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TSO0021 – 11 April**

**Telephone Techniques**

First impressions count. Employees who know how handle the handset will be your greatest asset.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TPT0100 – 10 February**  
**TPT0101 – 27 April**

**Working with Aggressive and Challenging Behaviours**

Got a few clients that are hard to handle? Learn how to successfully manage difficult behaviour.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TAC0091 – 28 March**

**Equal Opportunity**

VECCI runs EO compliance courses in a range of areas to help managers and employees understand their rights and obligations.

**Contact Officer Refresher Training**

Stay on top of legislative changes, refresh your skills and knowledge and reassess your strategies.

**½ day**  
**VM \$220 NM \$280**  
**East Melbourne**  
**TOR0004 – 27 March**

**Contact Officer Training**

Keep it confidential. Prevent issues of harassment and bullying from escalating into costly external legal processes.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TSH0635 – 21 March**

**Investigations Training – Harassment and Bullying Complaints**

Avoid the trauma of formal investigations and deal with complaints quickly, confidentially and fairly.

**2 days**  
**VM \$720 NM \$795**  
**East Melbourne**  
**THB0003 – 8 & 9 February**

**COURSE HIGHLIGHTS**



**Social Media – The Emerging Force for SME Marketing and Advanced Social Media**

According to the recent *Sensis e-Business Report*, SMEs continue to underestimate the uptake of social media platforms among consumers, despite their ever-increasing popularity.

The report findings were collated based on interviews with 1,800 SMEs and 1,000

consumers, and cover multiple topics, including use of the internet, email, social media and mobile technologies.

The report reveals that only two in 10 small businesses now have a social media presence, with Facebook the most commonly used platform, followed by Twitter, LinkedIn, blogs and YouTube. Almost half the businesses surveyed said they believed social media had no impact on their business at all.

Considering that 82% of 30 to 39 year olds and almost half of those in the 40 to 64 age group use social media, these are disturbing statistics.

“The proportion of small businesses with a social networking presence is low when you consider how pervasive it has become amongst Australians,” says report author Christena Singh. SMEs are missing out on communicating their product and service offerings to a huge market share.

Social media is here to stay and will continue to have a universal impact on networking, communication and business profitability. VECCI’s **Social Media – The Emerging Force for SME Marketing and Advanced Social Media** training courses are ideal for SMEs looking to develop their social media strategy and ensure marketing efforts don’t miss the mark.

**Advanced Social Media**

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TAV0011 – 13 March**

**Social Media – the Emerging Force for SME Marketing**

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TSO0021 – 11 April**

**Successfully Managing Equal Opportunity, Bullying and Diversity within the Workplace (Employee Session)**

A discrimination-free workplace is your right. Learn how to take responsible steps to ensure a happy working environment.

½ day  
 VM \$220 NM \$280

East Melbourne  
 TEO0337 – 18 April

**Successfully Managing Equal Opportunity, Bullying and Diversity within the Workplace (Management/Supervisor Session)**

Take proactive measures to prevent painful workplace issues.

½ day  
 VM \$220 NM \$280

East Melbourne  
 TEO0335 – 28 February

## Human Resources

VECCI runs human resources courses in a range of areas to help business build, motivate and retain an effective workforce.

**Engaging and Retaining Staff**

Concerned about unemployment rates and skills shortages? Engage and retain good staff to ensure your business' success.

1 day  
 VM \$395 NM \$440

East Melbourne  
 TER0024 – 27 April

**Negotiation and Mediation Skills**

Effective negotiation is all about two-way communication. Learn how to ensure that each situation becomes a win/win for your workplace.

2 days  
 VM \$720 NM \$795

East Melbourne  
 TWW0162 – 19 & 20 April

**Performance Management**

Get the best from your business's biggest asset – your people.

1 day  
 VM \$395 NM \$440

East Melbourne  
 TSP0136 – 20 March

**Recruitment and Selection**

The recruitment process can be costly. Find the right person for the job quickly, and keep staff turnover low and morale high.

2 days  
 VM \$720 NM \$795

East Melbourne  
 TRS0154 – 14 & 15 March

## Industrial Relations – Workplace Relations

These courses are designed to help familiarise you with your legal obligations as an employer in all areas of workplace relations.

**Award Modernisation – Clerical Private Sector Award 2010**

Understand your obligations and comply with new award entitlements.

½ day  
 VM \$220 NM \$280

East Melbourne  
 TKA0234 – 7 March

**Award Modernisation – Social, Community, Home Care and Disability Services Industry Award 2010**

Understand your obligations and comply with new award entitlements.

½ day  
 VM \$220 NM \$280

East Melbourne  
 TKA0233 – 21 February

**Collective Bargaining and Enterprise Agreement Making**

Step out of traditional award coverage and introduce employment conditions better suited to the needs of your business and your people.

½ day  
 VM \$220 NM \$280

East Melbourne  
 TCB0003 – 8 March

### LEADERSHIP/MANAGEMENT DEVELOPMENT



## The pursuit of happiness

According to recent research by Canadian economists, happiness is significantly higher among workers who rank management trustworthiness highly.

For those surveyed, an increase in trust in management of just 0.7 points (on a ten point scale) had the same effect on life satisfaction as a massive 31 per cent change in income.

But how does this translate in business terms? Why should managers care about the happiness of the people working for them? Longitudinal research finds that happier people tend to be more successful in all dimensions of their lives – their careers, their incomes, their health and their relationships.

It's common sense that successful people are happier people, but the

research suggests that those with a happier disposition tend to be more successful. In a business context, happy workers make more money, receive more promotions, are easier to manage and are generally better employees.

So if employers want to offer a satisfaction-inducing working environment, what do they need to do? British psychologist Peter Warr has identified a number of factors most important to job satisfaction that all leaders should be aware of. They include offering opportunities for working autonomously, task variety, providing a balance of freedom and supervision and acknowledgment of good work.

The successful leader is one that employees trust and one who makes staff feel competent and proud of their work. VECCI offers a number of leadership and management courses that will help modern managers create a workplace built on trust, happiness and success.

**Employment Law  
– A Practical Perspective**

Ignorance is risk, not bliss. Understand your responsibilities and liabilities and protect your business.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TEL0164 – 28 February**

**Managing Termination,  
Unfair Dismissals and Redundancy**

Clued-up on complex regulatory changes? Fulfill your legal obligations and handle dismissals with dignity.

**1 day**  
**VM \$395 NM \$440**  
**East Melbourne**  
**TMT0009 – 28 March**

**Modern Awards – Transitional Arrangements, Wages and Penalties**

Understand your options and obligations when phasing modern awards into the workplace.

**2.5 hours**  
**VM \$220 NM \$280**  
**East Melbourne**  
**TKA0235 – 17 April**

**IT Skills**

VECCI has partnered with Wizard Corporate Training to offer a wide selection of high-quality IT courses at their facilities in Melbourne's CBD.

**Access 2002/2003 Advanced**

Become an Access master – develop the skills you need to tackle advanced database design.

**2 days**  
**VM \$741 NM \$780**  
**Melbourne**  
**TWZ0377 – 22 & 23 February**

**Access 2002/2003 Essentials**

Learn the Microsoft Access essentials and ensure your databases are up to date and effective.

**2 days**  
**VM \$665 NM \$700**  
**Melbourne**  
**TWZ0373 – 24 & 25 January**  
**TWZ0374 – 13 & 14 March**

**Access 2002/2003 Intermediate**

Work with the more advanced properties of database design using Access.

**2 days**  
**VM \$665 NM \$700**  
**Melbourne**  
**TWZ0375 – 16 & 17 January**  
**TWZ0376 – 17 & 18 April**

**Access 2007/2010 Advanced**

Understand the common practical issues involved in sound database design using Access at an advanced level.

**2 days**  
**VM \$741 NM \$780**  
**Melbourne**  
**TWZ0325 – 22 & 23 February**

**COURSE HIGHLIGHT**



**Business Generation  
– SPIN Selling® Skills**

Most of us equate sales roles with assertive behaviour, but according to a recent article by sales coach Sue Barrett on SmartCompany.com.au, the behavioural issue that most commonly stops sales people from earning what they are worth is 'yielding' – passive, fear-based behaviour used to avoid dealing with difficult or confronting situations.

Apparently, many sales professionals have difficulty asserting themselves and are more concerned with maintaining positive relationships with clients than closing a deal.

The result of yielding is not only under performance in sales. Stakeholders and clients also suffer as they won't get what they need.

Yielders do not ask more in-depth questions, assert themselves or challenge the views of others, all of which have devastating consequences for sales staff, their teams, their customers and their managers.

The good news is that most yielders have learned this behaviour, so they can also unlearn it. VECCI's **Business Generation – SPIN Selling® Skills** training course is designed for those who want to shorten their sales cycles, strengthen their customer relationships and improve their sales impact. It's time for all you yielders out there to learn how to earn!

**Business Generation  
– SPIN® Selling Skills**

**2 days**  
**VM \$2,244 NM \$2,365**  
**Melbourne**  
**THW0035 – 21 & 22 February**

**Access 2007/2010 Essentials**

An introduction to database design using the basic features of Access.

**2 days**  
**VM \$665 NM \$700**  
**Melbourne**  
**TWZ0378 – 24 & 25 January**  
**TWZ0323 – 13 & 14 March**

**Access 2007/2010 Intermediate**

Take your Access skills to the next level with an understanding of more complex secondary level database design.

**2 days**  
**VM \$665 NM \$700**  
**Melbourne**  
**TWZ0324 – 16 & 17 January**  
**TWZ0380 – 17 & 18 April**

**Excel 2002/2003 Advanced  
– Advanced Formulas and Functions**

Create and use complex spreadsheets with particular emphasis on functions, formulas and problem solving.

**1 day**  
**VM 361 NM \$380**  
**Melbourne**  
**TWZ0274 – 31 January**  
**TWZ0275 – 29 March**

**Excel 2002/2003 Advanced  
– Data Analysis and Automation**

Use Excel's analysis tools effectively, with an emphasis on using pivot tables, the solver tools, macros and problem solving.

**1 day**  
**VM 361 NM \$380**  
**Melbourne**  
**TWZ0276 – 7 February**  
**TWZ0277 – 27 April**

**Excel 2002/2003 Essentials**

Learn the Excel essentials to independently create, save, edit and format basic spreadsheets.

1 day

VM \$333 NM \$350

Melbourne

TWZ0263 – 24 January

TWZ0264 – 28 February

TWZ0265 – 19 March

TWZ0266 – 18 April

**Excel 2002/2003 Intermediate – Formulas and Functions**

Master the more advanced features of Excel, including printing, formatting, database analysis and charting worksheet data.

1 day

VM \$333 NM \$350

Melbourne

TWZ0267 – 30 January

TWZ0268 – 7 March

TWZ0269 – 10 April

**Excel 2002/2003 Intermediate – Manipulating Data**

Need to create lists of data and special charts or link information with other applications? Then this is the Excel course for you.

1 day

VM \$333 NM \$350

Melbourne

TWZ0271 – 20 January

TWZ0272 – 23 March

**Excel 2007/2010 Advanced – Advanced Formulas and Functions**

Get a greater understanding of Excel's productivity tools and the Excel function library in order to more efficiently manage and analyse data.

1 day

VM \$361 NM \$380

Melbourne

TWZ0296 – 11 January

TWZ0297 – 20 February

TWZ0298 – 19 March

TWZ0299 – 26 April

**Excel 2007/2010 Advanced – Complex Data Analysis**

Use Excel 2007/2010 to manage and summarise data using powerful data management and analysis tools.

1 day

VM \$361 NM \$380

Melbourne

TWZ0301 – 14 February

TWZ0360 – 20 March

TWZ0302 – 24 April

**Excel 2007/2010 Essentials**

The skills you'll need to build, edit and chart basic spreadsheet data using Excel 2007/2010.

1 day

VM \$333 NM \$350

Melbourne

TWZ0280 – 10 January

TWZ0281 – 1 February

TWZ0282 – 29 February

TWZ0283 – 9 March

TWZ0284 – 23 March

TWZ0285 – 2 April

TWZ0286 – 23 April

**Excel 2007/2010 Intermediate – Formulas and Functions**

Expand your Excel skills. Manage data and solve problems using functions and formulas.

1 day

VM \$333 NM \$350

Melbourne

TWZ0287 – 27 January

TWZ0288 – 27 February

TWZ0289 – 13 March

TWZ0290 – 27 March

TWZ0291 – 11 April

TWZ0292 – 30 April

**Excel 2007/2010 Intermediate – Modelling and Manipulating Data**

Build your skills in using the more powerful features of Excel to model and manipulate data and business problems.

1 day

VM \$333 NM \$350

Melbourne

TWZ0293 – 2 February

TWZ0294 – 8 March

TWZ0295 – 13 April

**Excel 2007/2010****– Working With Pivot Tables**

Become proficient in Excel Pivot Charts through focused instruction and intensive hands-on application.

½ day

VM \$238 NM \$250

Melbourne

TWZ0303 – 15 February

TWZ0304 – 12 April

**Outlook 2007 Advanced**

Gain a more in-depth knowledge of the more advanced features of Outlook.

½ day

VM \$276 NM \$290

Melbourne

TWZ0330 – 6 March

**Outlook 2007 Essentials**

A guide to all major components of the Outlook 2007 program; inbox, calendar, contacts, tasks, notes and journal.

1 day

VM \$333 NM \$350

Melbourne

TWZ0326 – 27 January

TWZ0327 – 4 April

**Outlook 2010 Advanced**

Gain the skills and knowledge you need to develop and master the more advanced features of Outlook 2010.

½ day

VM \$276 NM \$290

Melbourne

TWZ0331 – 6 March

## THE SECRET TO GETTING AHEAD IS GETTING STARTED

It's been said that the greatest crime is not developing your potential. Whether you're a business looking to upskill your staff, or want to take your personal career to new heights, a VECCI diploma can help you get on track.

VECCI's diplomas are all nationally recognised, offer flexible attendance options, are cost-effective and can be customised and delivered at your workplace. You may even be eligible for Victorian and Commonwealth Government funding\*.

**Diploma of Management – BSB51107**  
**Diploma of Business Administration – BSB50407**  
**Diploma of Retail Management – SIR50107**  
**Diploma of Occupational Health and Safety – BSB51307**

All you need is the desire to succeed. Don't delay. Begin your future today with VECCI's diploma qualifications.

**To find out more or to register, call 03 8662 5333, email [training@vecci.org.au](mailto:training@vecci.org.au) or visit the VECCI website [www.vecci.org.au](http://www.vecci.org.au)**

\*Conditions apply. For eligibility criteria, visit [www.vecci.org.au](http://www.vecci.org.au). This training is delivered with Victorian and Commonwealth Government funding.



VICTORIAN EMPLOYERS' CHAMBER OF COMMERCE AND INDUSTRY



# Briefings

## January to April 2012

At VECCI we understand the time pressures you face to make the most of your working day. But we also know that to keep your business in front, you need to stay up to date with the hot topics that affect your industry, your markets, your operations and your staff.

That's why we developed VECCI business briefings – the short, sharp and easy way to get analysis, insights and expert opinion on key developments that are relevant to your business.

### **Carbon Management 101**

Save money and capitalise on new opportunities by understanding how the transition to a carbon-constrained economy will impact upon business operations.

**2 hours**

**VM \$45 NM \$65**

**BME7701** – 16 February (East Melbourne)

**BME7702** – 24 April (East Melbourne)

### **Green Office**

Gain practical advice and skills to help you improve the environmental sustainability of your workplace.

**2.5 hours**

**VM \$45 NM \$65**

**BME7711** – 23 February (East Melbourne)

**BME7712** – 18 April (East Melbourne)

### **Unfair Dismissal and Adverse Action**

Unfair Dismissal and Adverse Action claims under the Fair Work Act present significant challenges and risks. Employers are exposed to uncapped penalties and remedies if they don't get the right advice. VECCI can help you be prepared.

**1.5 hours**

**VM \$50 NM \$75**

**(East Melbourne sessions cost**

**VM \$40 NM \$65)**

**BME7661** – 15 February (Derrimut)

**BRE7460** – 16 February (Morwell)

**BRE7461** – 23 February (Ballarat)

**BRE7462** – 23 February (Horsham)

**BRE7463** – 24 February (Warrnambool)

**BME7662** – 1 March (Nunawading)

**BRE7464** – 2 March (Geelong East)

**BRE7465** – 6 March (Shepparton)

**BRE7466** – 6 March (Albury)

**BRE7467** – 14 March (Bendigo)

**BRE7468** – 22 March (Mildura)

**BME7663** – 29 March (Dandenong)

**BME7664** – 3 April (East Melbourne)

**BME7665** – 4 April (East Melbourne)

## BRIEFINGS HIGHLIGHT



### **Lost in translation? Unfair dismissal and adverse action briefings**

Fair Work Australia data from 2011 didn't look good for employers – unfair dismissal claims were on the rise and applications for general protections under the Fair Work Act remained high.

More than 3,200 unfair dismissal claims were made in the first three months of 2011 alone, with 79 per cent of these settled at the conciliation stage of proceedings. This caused employers to tie up more of their resources in costly and time-consuming procedural matters than ever before.

VECCI's workplace relations experts report that the adverse action area of the law continues to prove particularly problematic for employers and attractive to claimants. Reasons for this include penalties being uncapped and the lack of jurisdictional requirements, for example in terms of working a set period before claiming (in contrast to unfair dismissal legislation).

With claim numbers showing no sign of slowing, it is essential that employers get a grip on the laws as they relate to unfair dismissal and adverse action. A number of employers who have used VECCI resources and expertise in order to better understand and apply the legislation have already had positive outcomes, including the withdrawal of claims.

To help your business avoid getting caught up in the complex claims process, VECCI's workplace relations experts are running a series of **Unfair Dismissal and Adverse Action** briefings. These cost-effective, state-wide briefings have been designed to help you handle performance issues with care and clarity, and hopefully, keep your business out of the courts.

**See the briefings calendar opposite to find your local briefing, call 03 8662 5333, or visit [www.vecci.org.au](http://www.vecci.org.au).**

**If you can't make it to the briefings or need workplace relations assistance ASAP, remember that VECCI's expert consultants can make workplace visits to help you deal with issues quickly and effectively.**

**Outlook 2010 Essentials**

A basic user's guide to all major components of Outlook 2010; inbox, calendar, contacts, tasks, notes and journal.

1 day

VM \$333 NM \$350

Melbourne

TWZ0328 – 1 February

TWZ0382 – 26 March

**PowerPoint 2002/2003 Advanced**

Create complex presentations, custom templates and macros using the advanced features of PowerPoint 2002/2003.

1 day

VM \$361 NM \$380

Melbourne

TWZ0385 – 29 February

**PowerPoint 2002/2003 Essentials – Creating a Presentation**

Provides the knowledge and skills to create a simple presentation using PowerPoint.

1 day

VM \$333 NM \$350

Melbourne

TWZ0384 – 2 February

**PowerPoint 2007/2010 Advanced – Templates and Design**

Learn how to animate a presentation, add movies, sound and create support materials, including checking and removing hidden content from the presentation and checking for compatibility.

1 day

VM \$361 NM \$380

Melbourne

TWZ0336 – 30 January

TWZ0337 – 29 March

**PowerPoint 2007/2010 Essentials – Creating an Electronic Presentation**

The knowledge and skills you need to create simple and effective presentations.

1 day

VM \$333 NM \$350

Melbourne

TWZ0334 – 13 January

TWZ0335 – 16 March

TWZ0386 – 11 April

**Project 2003/2007 Advanced**

Get more from this powerful software package and to customise the interface to suit your specific needs.

1 day

VM \$371 NM \$390

Melbourne

TWZ0259 – 27 February

**Project 2003/2007 Essentials**

Learn how to create and update a project plan, resource the plan and track progress, no matter which version of Microsoft Project you're using.

2 days

VM \$741 NM \$780

Melbourne

TWZ0255 – 18 & 19 January

TWZ0256 – 20 & 21 February

TWZ0257 – 22 & 23 March

TWZ0258 – 23 & 24 April

**Project 2010 Essentials**

Use Project 2010 to create and update a project plan, resource the plan and track progress.

2 days

VM \$741 NM \$780

Melbourne

TWZ0261 – 2 & 3 February

TWZ0262 – 26 & 27 March

**Word 2002/2003 Advanced – Automating Documents**

Further develop your Word skills and knowledge. This course primarily focuses on using a range of techniques that will assist automating processes within Word 2002/03.

1 day

VM \$361 NM \$380

Melbourne

TWZ0310 – 27 February

TWZ0311 – 3 April

**Word 2002/2003 Advanced – Working with Long or Complex Documents**

Take your Word skills to the next level, focusing on using a range of tools and techniques available to assist in creating and working with long documents.

1 day

VM \$361 NM \$380

Melbourne

TWZ0312 – 13 February

TWZ0313 – 13 April

**Word 2002/2003 Essentials**

Understand the basic features of Word 2002/2003 so you can create, edit save and print documents.

1 day

VM \$333 NM \$350

Melbourne

TWZ0305 – 3 February

**Word 2002/2003 Intermediate – Enhancing Document Appearance**

Make Word work for you. Produce attractive documents that suit the task using a variety of techniques.

1 day

VM \$333 NM \$350

Melbourne

TWZ0306 – 13 February

TWZ0307 – 16 April

**Word 2002/2003 Intermediate – Streamlining Work Processes**

Gain the knowledge you need to effectively manage moderately complex documents such as letters and reports.

1 day

VM \$333 NM \$350

Melbourne

TWZ0308 – 14 February

TWZ0309 – 27 March

**Word 2007/2010 Advanced – Collaborating and Customising**

Advance your Word skills and learn how to collaborate with others, automate document creation, protect and secure documents and create forms.

1 day

VM \$361 NM \$380

Melbourne

TWZ0369 – 1 February

TWZ0320 – 6 March



**WORKABLE SOLUTIONS TO WORKPLACE WORRIES**

vecci

VECCI experts can help you deal with complex workplace issues that could otherwise detract from the day-to-day running of your business.

Membership gives you cost-effective access to the VECCI Employer Helpline's rapid and reliable workplace relations, OHS and EO advice, as well as legislative updates and tools and templates for compliance.

Whatever your business, VECCI will work for you.

**To find out more about VECCI's business support services and membership options, call 03 8662 5333 or visit [www.vecci.org.au](http://www.vecci.org.au).**

### **Word 2007/2010 Advanced – Publishing Long and Complex Documents**

An insight into the advanced features of Word 2007 to assist you in creating and working with long and complex documents.

1 day

VM \$361 NM \$380

Melbourne

TWZ0321 – 23 February

TWZ0371 – 28 February

TWZ0322 – 12 April

### **Word 2007/2010 Essentials**

A comprehensive introduction to creating and managing simple documents.

1 day

VM \$333 NM \$350

Melbourne

TWZ0314 – 6 February

TWZ0362 – 7 March

TWZ0315 – 10 April

### **Word 2007/2010 Intermediate – Document Formatting and Layout**

Discover how to use Word 2007 or Word 2010 document formatting tools to manage moderately complex layout tasks.

1 day

VM \$333 NM \$350

Melbourne

TWZ0316 – 25 January

TWZ0367 – 16 February

TWZ0364 – 20 February

TWZ0317 – 21 March

TWZ0365 – 17 April

### **Word 2007/2010 Intermediate – Streamlining Document Creation**

Save time and avoid repetition through streamline document creation to manage moderately complex documents.

1 day

VM \$333 NM \$350

Melbourne

TWZ0318 – 19 January

TWZ0367 – 16 February

TWZ0319 – 15 March

## **Leadership/Management Development**

VECCI runs management and leadership courses in a range of areas that include managing staff, tactics for tackling adverse situations and challenges, and delivering projects.

### **Building High Performance Teams**

Turn your team into a motivated, creative and high-performing machine.

1 day

VM \$440 NM \$485

East Melbourne

TGR0041 – 6 March

### **Day to Day Management and Supervision of Staff**

Create leaders that influence and inspire and help employees reach their full potential.

1 day

VM \$440 NM \$485

East Melbourne

TDD0151 – 24 January

TDD0152 – 24 February

TDD0153 – 23 March

TDD0154 – 17 April

Narre Warren

TDD0165 – 16 March

### **From Manager to Leader**

Take leadership to the next level. Become an inspirational manager and maximise the potential of your whole team.

2 days

VM \$850 NM \$935

East Melbourne

TLW0241 – 2 & 3 April

### **Managing and Modelling Continuous Improvement**

Identify opportunities for improvement and drive and implement change in the workplace.

1 day

VM \$440 NM \$485

East Melbourne

TCI0021 – 24 April

### **Project Management**

Concept, development, implementation and finalisation – how to handle every phase of project management.

2 days

VM \$850 NM \$935

East Melbourne

TPR0151 – 28 & 29 February

### **The Effective New Manager**

Newly promoted? Take control, accelerate your leadership skills and motivate your team.

2 days

VM \$850 NM \$935

East Melbourne

TSI0391 – 18 & 19 January

TSI0392 – 20 & 21 February

TSI0393 – 20 & 21 March

TSI0394 – 18 & 19 April

## **Local Government**

These courses are designed to help attendees understand their legal obligations and options for managing people in local government.

### **Know Your Award**

#### **– Local Government Workshop**

Understand your obligations and comply with new award entitlements.

½ day

VM \$220 NM \$280

East Melbourne

TKY0004 – 30 April

### **Position Descriptions and Classifications – Local Government**

Understand how to interpret and apply the award following legislative changes.

½ day

VM \$220 NM \$280

East Melbourne

TPD0005 – 23 April

## **Occupational Health and Safety**

VECCI runs OHS courses to keep the skills of health and safety co-ordinators and representatives, managers, supervisors and other officers up to date, demonstrate good OHS practice, and help businesses to meet their legal obligations. Some VECCI OHS courses have been approved by WorkSafe.

### **1 Day OHS Extension Course for Managers and Supervisors**



Already completed the Initial 5 Day OHS Course? Update your qualifications and ensure you and your business are OHS compliant.

1 day

VM \$360 NM \$440

East Melbourne

TOE0035 – 27 February

TOE0036 – 16 April

### **6 Day OHS Course for Managers and Supervisors**



OHS legislation is crystal clear – it is the manager's obligation to provide supervision of workers. Ensure your personal compliance, as well as that of your organisation.

6 days

VM \$1,190 NM \$1,350

East Melbourne

TDO0015 – 27, 28 & 29 February,

5, 6 & 7 March

TDO0016 – 14, 15, 16, 21, 22 & 23 March

TDO0017 – 2, 3, 4, 11, 12 & 13 April

### **Construction Industry Basic Induction Training**



Make protecting people your first priority. Meet your legal duty of care and build safety-conscious construction teams.

1 day

VM \$175 NM \$210

East Melbourne

TRC0560 – 13 January

TRC0561 – 25 January

TRC0562 – 6 February

TRC0563 – 23 February

TRC0564 – 5 March

TRC0565 – 23 March

TRC0566 – 12 April

TRC0567 – 30 April

### Health and Safety Representatives Annual Refresher

A WorkSafe Approved  
Training Course 

#### Program 3

#### – Consultation and Psychosocial Hazards

An update on psychosocial issues, including legislation and consultative processes, for HSRs who have already completed the Initial 5 Day OHS Course for HSRs.

1 day

VM \$360 NM \$440

East Melbourne

TPH0015 – 20 April

### Initial 5 Day OHS Course for Health and Safety Representatives

A WorkSafe Approved  
Training Course 

Gain an understanding of OHS roles, functions and legal obligations, and carry out your HSR responsibilities with confidence.

5 days

VM \$990 NM \$1,250

East Melbourne

TOH0603 – 12, 13, 18, 19 & 20 January

TOH0590 – 17, 24 & 31 January, 7 & 14 February

TOH0613 – 1, 8, 15, 22 & 29 February

TOH0615 – 13, 14, 15, 20 & 21 February

TOH0597 – 20, 21, 22, 23 & 24 February

TOH0604 – 5, 6, 7, 15 & 16 March

TOH0591 – 8, 15, 22 & 29 March, 5 April

TOH0598 – 16, 17, 18, 19 & 20 April

TOH0605 – 16, 17, 18, 23 & 24 April

Narre Warren

TOH0614 – 14, 21 & 28 March, 4 & 11 April

### Incident Investigation Training

With the appropriate skills, you can deal with unfortunate workplace events and ensure they don't become regular occurrences.

1 day

VM \$395 NM \$440

East Melbourne

TIH0015 – 27 April

### Office Safety Training

Is your office a sanctuary or a safety hazard? Identify and control office hazards and protect your staff.

1 day

VM \$395 NM \$440

East Melbourne

TOS0040 – 14 March

### OHS Law for Managers

When it comes to breaching OHS regulations, the stakes are high. Keep staff up to date and your workplace safe.

1 day

VM \$395 NM \$440

East Melbourne

TOL0330 – 21 February

Narre Warren

TOL0331 – 29 February

## Self Management

VECCI runs self-management courses designed to help participants to become more efficient, effective, and balanced individuals and team players.

### Assertiveness in the Workplace

A healthy level of assertiveness and confidence is key to professional empowerment.

1 day

VM \$395 NM \$440

East Melbourne

TAW0151 – 7 March

### Conflict & You (MBTI)

Create a more harmonious workplace. Awareness of personality types will help you understand conflict so you can resolve difficult situations quickly and easily.

½ day

VM \$235 NM \$295

Additional compulsory online MBTI  
assessment cost of \$70 (+GST)

East Melbourne

TCY0011 – 24 February

### Emotional Intelligence

Think intelligently with emotions in the workplace. Perceive, express, understand and manage emotions in a professional and effective manner.

1 day

VM \$420 NM \$465

Additional compulsory online pre-course  
questionnaire cost of \$260 (+GST)

East Melbourne

TEI0031 – 15 March

### Managing Conflict

Make yours a happier and more productive workplace with effective strategies to deal with agreement management, negotiation and conflict management.

2 days

VM \$720 NM \$795

East Melbourne

TCR0181 – 23 & 24 April

### Managing the Manager

#### – A Personal Assistant Program

Want to be the perfect PA? Learn to juggle priorities and become your boss' greatest asset.

1 day

VM \$395 NM \$440

East Melbourne

TMM0011 – 8 March

### Personality Types in the Workplace (MBTI)

Wouldn't it be great if we all just got along? Learn to effectively engage with absolutely everyone.

1 day

VM \$395 NM \$440

Additional compulsory MBTI self-assessment  
questionnaire cost of \$50 (+GST)

East Melbourne

TPW0031 – 2 March

### Teambuilding (MBTI)

Understanding your own behaviour, as well as that of others, will help you build relationships and effectively tackle problems as a team, despite individual differences.

1 day

VM \$395 NM \$440

Additional compulsory online MBTI  
self-scoring questionnaire cost of \$35 (+GST)

East Melbourne

TTB0011 – 19 April

### Time Management

In business, every second counts. Learn how to work smarter, not longer.

1 day

VM \$420 NM \$465

East Melbourne

TTM0361 – 16 February

TTM0362 – 14 March

## WorkCover

VECCI runs a range of WorkCover courses to help businesses understand claims and their obligations, how to work with authorised WorkCover agents and help injured workers maximise their rehabilitation.

### Introduction to WorkCover Management

Minimise liabilities, maximise results and ensure WorkCover claims are managed efficiently.

1 day

VM \$395 NM \$440

East Melbourne

TWC0245 – 1 March

### VWA Endorsed Role of a Return to Work Co-ordinator

A WorkSafe Approved  
Training Course 

Avoid potential fines. Know your rehabilitation obligations and facilitate a smooth transition back to productivity.

2 days

VM \$430 NM \$450

East Melbourne

TRW0290 – 12 & 13 April

## Regional Course Calendar

### Ballarat & Western Victoria

#### Contact Officer Training

Keep it confidential. Prevent issues of harassment and bullying from escalating into costly external legal processes.

1 day

VM \$395 NM \$440

Ballarat

TSH0640 – 24 April

#### Exceptional Customer Service

Stay ahead of the competition and ensure customers return to you time after time.

1 day

VM \$420 NM \$465

Ballarat

TTC0315 – 29 March

#### Managing Termination, Unfair Dismissals and Redundancies

Clued-up on complex regulatory changes? Fulfill your legal obligations and handle dismissals with dignity.

1 day

VM \$395 NM \$440

Ballarat

TMT0013 – 22 March

### Bendigo & North West Victoria

#### Creative Thinking and Sustainability

Discover why creative thinking and sustainable conscious action are the cornerstones of future business success and competitive advantage.

½ day

VM \$220 NM \$280

Bendigo

TGM0095 – 15 February

#### Engaging and Retaining Staff

Concerned about unemployment rates and skills shortages? Engage and retain good staff to ensure your business's success.

1 day

VM \$395 NM \$440

Bendigo

TER0023 – 15 March

#### Personality Types in the Workplace (MBTI)

Wouldn't it be great if we all just got along? Learn to effectively engage with absolutely everyone.

**Additional compulsory online MBTI self-scoring questionnaire cost of \$35 (+GST)**

1 day

VM \$395 NM \$440

Bendigo

TPW0022 – 30 January

#### Recruitment and Selection

The recruitment process can be costly. Find the right person for the job quickly, and keep staff turnover low and morale high.

2 days

VM \$720 NM \$795

Bendigo

TRS0153 – 17 & 18 April

### Geelong & South West Victoria

#### Building High Performance Teams

Turn your team into a motivated, creative and high-performing machine.

1 day

VM \$440 NM \$485

Geelong

TGR0040 – 10 April

### COURSE HIGHLIGHT



#### Engaging and Retaining Staff

Recently, almost every other media story makes mention of Australia's ageing population. But as Australia's Baby Boomers transition into retirement, it seems that businesses are still dispensing of experienced workers too quickly, to the detriment of the nation's productivity.

Among people aged 55 to 70 years, less than one third are still employed. Organisations are missing out on the wisdom of this age group, decreasing productivity and, ultimately, profit.

To combat this, CEO of financial services provider Deloitte in Australia Giam Swiegers believes that employers need to encourage experienced older workers to reconsider early retirement by keeping them engaged and passionate about their work.

Swiegers adds that it is not necessarily younger workers who require more flexible work environments, but older workers.

Deloitte itself benefits from keeping older employees who operate under flexible work terms. "Our research indicates that you have to give them far more meaningful work ... and they demand more autonomy and more flexibility", Swiegers says.

Avoid future recruitment headaches and keep hold of your skilled workers. VECCI's **Engaging and Retaining Staff** training course will give you valuable insight into why staff leave, what motivates them to stay, and equip you with practical strategies to maximise your staff's engagement and workplace contribution. After all, no matter what their age, good staff are the building blocks of business success.

#### Engaging and Retaining Staff

1 day

VM \$395 NM \$440

Bendigo

TER0023 – 15 March

East Melbourne

TER0024 – 27 April

**Diploma of Business Administration**

Aimed at supervisors working in an office environment, this diploma will give you the skills you need to manage projects, conferences and meetings, plan administration systems and ensure quality customer service.

**8 days****VM \$2,850 NM \$3,200 GS \$375****Geelong****TBA0017** – 23 April, 7 & 21 May, 4 & 18 June, 2, 16 & 30 July**Initial 5 Day OHS Course for Health and Safety Representatives**

A WorkSafe Approved Training Course



Gain an understanding of OHS roles, functions and legal obligations, and carry out your HSR responsibilities with confidence.

**5 days****VM \$990 NM \$1,250****Geelong****TOH0586** – 27, 28 & 29 February, 5 & 6 March**OHS Law for Managers**

When it comes to breaching OHS regulations, the stakes are high. Keep staff up to date and your workplace safe.

**1 day****VM \$395 NM \$440****Geelong****TOL0329** – 28 March**Telephone Techniques**

First impressions count. Employees who know how handle the handset will be your greatest asset.

**1 day****VM \$395 NM \$440****Geelong****TPT0096** – 4 April**The Effective New Manager**

Newly promoted? Take control, accelerate your leadership skills and motivate your team.

**2 days****VM \$850 NM \$935****Geelong****TSI0383** – 26 & 27 March**Gippsland****Excel Intermediate**

Expand on your basic Microsoft Excel knowledge and learn you some of the intermediate functions of the program.

**1 day****VM \$262 NM \$276****Warragul****TCG0068** – 29 March**Traralgon****TCG0069** – 26 April**Excel Introduction**

Use Microsoft Excel to produce charts, graphs, reports, budgets and lists from spreadsheets. Learn to create, modify, save and print useful documents using Excel.

**1 day****VM \$262 NM \$276****Warragul****TCG0071** – 1 March**Report Writing for Business**

Gain the skills required to produce accurate and concise reports as part of your employment.

**1 day****VM \$251 NM \$264****Newborough****TCG0083** – 13 April**Word Advanced**

Take your Microsoft Word skills to the next level. Learn about features such as document automation, outlining, working with longer documents, merging and WordArt.

**1 day****VM \$262 NM \$276****Morwell****TCG0078** – 19 April**Word Intermediate**

Enhance new and existing documents with features such as tables, pictures and drawings, and learn some of the automation and style features used to speed up productivity.

**1 day****VM \$262 NM \$276****Morwell****TCG0074** – 22 March**Word Introduction**

Familiarity with MS Word is the first word on all employers' criteria lists. Create a range of documents such as letters, memos, faxes and reports.

**1 day****VM \$262 NM \$276****Morwell****TCG0073** – 23 February

*More regional courses will soon be confirmed for 2012. Check the VECCI website [www.vecci.org.au/training](http://www.vecci.org.au/training) for more dates and locations and to register.*

# WOMEN

## IN BUSINESS

### VECCI TO HOST PREMIER WOMEN'S NETWORKING EVENT IN WARRNAMBOOL

- Date:** Friday 9 March 2012  
**Time:** 12 noon – 1.30pm  
**Venue:** South West TAFE  
 L3, OEA Conference Centre, Timor Street, Warrnambool  
**Price:** VECCI members: \$25  
 Non members: \$35  
**Register:** [www.vecci.org.au](http://www.vecci.org.au)  
 By fax, fill out registration form and fax to 03 8662 5120  
 Register by phone 03 8662 5333





# ARE YOUR MANAGERS PERFORMING AT THEIR PEAK?

Research shows that leadership training paid off for SMEs during the GFC. Participants rose above the economic decline, outperforming their peers in both income and employment growth.

VECCI's leadership/management development courses and diplomas make it easy to give your managers the skills they need to forge ahead, whatever the future may hold.

VECCI's training courses offer flexible attendance options, are cost effective and can be customised and delivered at your workplace.

Leadership/management development courses include:

- Diploma of Management – BSB51107*
- Diploma of Retail Management – SIR50107*
- Building High Performance Teams*
- Creative Problem Solving*
- Day-to-Day Management and Supervision of Staff*
- From Manager to Leader*
- Leading through Change*
- Manager as Coach*
- Managing and Modelling Continuous Improvement*
- Project Management*
- The Effective New Manager*

Leadership shouldn't be an uphill struggle. Take it to the top with VECCI's leadership/management development training courses.

*To find out more or to register, call 03 8662 5333, email [training@vecci.org.au](mailto:training@vecci.org.au) or visit [www.vecci.org.au](http://www.vecci.org.au)*

