



TRAINING PROGRAM

Get into Training Mode. January - June 2012



BusinessSA
Education

ARE YOUR PEOPLE FIT TO TAKE ON THE COMPETITION?

WELCOME TO THE BUSINESS SA TRAINING PROGRAM.

There's no doubt that an educated and skilled workforce is vital to South Australia and estimates are that demands on the State's workforce will increase significantly into the future.

Tackling training requirements now will ensure businesses are prepared for evolving technology, increased competition, widespread skills shortages and the demand for expert skills. Don't be left behind by colleagues or competitors that are trained with the latest industry specific knowledge.

Business SA is proud to be at the forefront of learning, development and education for individuals and businesses in South Australia.

As the State's leading business membership organisation, Business SA delivers the most sought after nationally recognised and accredited programs, designed to meet the growing need for specialist skills and knowledge.

Business SA has a sound understanding of the training requirements throughout the business community, enabling our highly skilled team of specialist trainers to deliver the best training for your business.

Our flexibility means that you have the option of choosing from one of our many in-house scheduled, self-paced or online programs. Alternatively we can work with you to develop a customised training program, which can be delivered on-site at your business.

We constantly review our existing range of programs and have added some exciting new products that meet today's business training requirements. These programs complement the extensive range of products and services provided by Business SA.

To help businesses offset the costs there are a range of discount options, government subsidies and special rates for Business SA members.

We have been operating in a challenging economic environment and while budget reviews may see many plans cut, investing in the training and development of staff is a smart investment for the future.

Please take the time to read through our range of programs in this booklet and register online at www.business-sa.com.



Peter Vaughan
Chief Executive Officer
Business SA

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EVERYTHING YOU NEED TO KNOW ABOUT OUR TRAINING PROGRAM



Three easy ways to register

1) Book online:

www.business-sa.com

2) Fax the registration form at the back of this schedule to: 08 8300 0204

3) Post to:

**Customer Service
Business SA
136 Greenhill Road
Unley SA 5061**

All registrations must be in writing or completed online.

For further information, contact Business SA on 08 8300 0103 or email customerservice@business-sa.com

Cancellations and Conditions

1. Special conditions apply to cancellations for Certificates and Diplomas. These conditions can be found within the relevant Certificate or Diploma program information on our website www.business-sa.com, or for further information call Customer Service on 08 8300 0103 or email customerservice@business-sa.com.
2. All cancellations must be notified in writing to customerservice@business-sa.com. Registrations may be cancelled up to five (5) working days prior to the program and will receive a full refund.
3. Registrations cancelled less than five (5) working days prior to the program will be non-refundable.
4. Non-attendance will result in the full program fee being charged.
5. Notification is required to substitute another participant, no later than two (2) working days prior to the program, should the nominated person be unable to attend.
6. Payment must be made fourteen (14) days from receipt of invoice. Registrations made within fourteen (14) days of the program require payment prior to commencement.
7. Registrations received within five (5) working days prior to the commencement of the program are non-refundable.
8. Business SA endeavours to deliver every program. However, Business SA also reserves the right to cancel or postpone a program to an alternative date. All registered participants affected by such a cancellation will receive a refund or be offered the opportunity to transfer to the next available program.
9. A participant can be transferred to another program date once free of charge, provided written notification to customerservice@business-sa.com is received no later than two (2) working days prior to the start of the program. If a participant is unable to attend after being transferred once and no substitute is made, the booking will be cancelled, the fees forfeited and any re-registration will incur the full program fee.
10. Business SA reserves the right to amend its cancellation policy at any time and will amend its registration forms and processes accordingly.

NOTE: The cancellation policy of refunds granted up to five (5) working days prior to the program does not apply when participants have transferred once.

Disclaimer

Please note that all care is taken to ensure the accuracy of information at the time of printing. However, some information relating to programs may be subject to change. Participants will be made aware of any changes.

SAVE THE DATE

On 8 May 2012, Business SA will host its annual Changes and Challenges Business Conference. Join South Australian company leaders, business owners and executives to learn more about the changes and challenges facing business today and how to overcome them.

Keynote speaker, Mr Mark Bouris, will deliver a speech not to be missed.

Mark is one of Australia's most respected businessmen. His latest venture, Yellow Brick Road, is a company he created in order to bring quality financial advice to all Australians. He is the host of the Celebrity Apprentice Australia and the Apprentice Australia and was the founder of Wizard Home Loans.

Mark will provide an insight into how you can thrive in today's competitive market and his key strategies for success.

The conference will also include a tailor made program of practical workshops designed to keep businesses up-to-date with the latest workplace issues.

Stay tuned for more details!



MARK BOURIS
KEY NOTE SPEAKER FOR
CHANGES & CHALLENGES 2012

Founder and Chairman of wealth management company, Yellow Brick Road.

BUSINESS

Business training is relevant for all businesses in today's ever changing environment. From communication skills to leadership skills, we offer a wide range of business, human resources and financial services courses. Our training courses will ensure that you and your staff are equipped with the skills and knowledge to achieve your business objectives. Get into training mode with our comprehensive range of business, human resources and finance courses.

Communication Skills for Supervisors

Supervisors need to be adaptable and effective – especially in the art of communication. There is no 'one size fits all', you need to adapt your communication to your audience and purpose. This course is designed to give supervisors a practical range of tools and considerations to be effective communicators.

At the end of this program participants will be able to:

- Run a toolbox meeting
- Create effective job instructions and checklists
- Use feedback for understanding
- Write communication effectively
- Describe their organisations version of professionalism

Recommended for: Managers, supervisors, team leaders, sales executives and account managers.

Member: \$374

Non Member: \$495

Metro: 14 February, 23 April, 13 June 2012

Duration: 1 day

Dealing with Difficult Situations

Turn difficult situations into positive outcomes. Most of us have to deal with difficult situations and people at some time and the end result can be lack of productivity, anger, frustration and even stress. Whether they are a difficult customer or colleague, with the right skills most situations can be turned into a positive. Control the situation, don't let the situation control you. This program is ideal for anyone who wishes to improve their people skills.

At the end of this program participants will be able to:

- Understand what makes people different and diverse
- Apply skills to adapt to different situations
- Recognise the early warning signs and prevent behaviour escalating
- Feel confident to deal with a range of different types of people
- Apply assertive behaviour

Recommended for: Managers, supervisors, team leaders and employees.

Member: \$374

Non Member: \$495

Metro: 28 February, 26 June 2012

Duration: 1 day

Introduction to Supervision – Taking the Next Step

Taking the next leadership step need not be a trial and error experience. Gain an understanding of your role and responsibilities as a new, or aspiring supervisor, team leader or line manager and develop effective working relationships within your team. Upon implementing the skills from this workshop, you will be the type of leader people will want to follow.

At the end of this program participants will be able to:

- Explain the role and functions of a supervisor
- Define the key elements of leadership
- List the stages of delegation
- Identify the five key effective principles of supervision

Recommended for: Newly appointed supervisors and team leaders or those identified on succession plans as potential supervisors.

Member: \$374

Non Member: \$495

Metro: 18 January, 13 March, 9 May, 4 June 2012

Duration: 1 day

Leadership in the Workplace

Leadership in the workplace plays an important and complex role in the development of any business. Achieve your potential as an effective leader and learn how to positively influence teams and individuals. Identify key elements of leadership and discover your leadership preferences. Key skills covered in this workshop include understanding different leadership styles, coaching and delegating effectively and providing feedback.

At the end of this program participants will be able to:

- Explore and select from a range of appropriate leadership behaviours
- Describe your individual leadership style preference
- Diagnose the “development stage” of people to undertake tasks
- Prepare specific performance goals
- Describe the appropriate feedback for individual staff
- Develop strategies to utilise your leadership skills more effectively

Recommended for: Managers and supervisors

Member: \$374

Non Member: \$495

Metro: 21 February, 2 May 2012

Duration: 1 day

Negotiation for Success

Negotiating effectively and influencing others is a key to business success. Effective negotiation skills are an important asset to the development and success of any business. Boost confidence and performance by identifying important negotiation strategies and tactics including preparing, opening, bargaining, agreeing and closing a negotiation and learn how to apply these skills in the workplace. Ideal for managers, team leaders, health and safety representatives or sales and account managers.

At the end of this program participants will be able to:

- Prepare for a negotiation
- Identify negotiation techniques
- Describe how to use timing and knowledge
- Apply the appropriate negotiation techniques for individual situations

Recommended for: Managers, supervisors, team leaders, sales executives and account managers.

Member: \$374

Non Member: \$495

Metro: 7 February, 12 April, 15 May 2012

Duration: 1 day

Performance Management

The management of employee performance is a crucial and essential task of all leaders. If it is not done well, it can have costly repercussions. Discover the practical skills needed to successfully implement performance management processes and appraisal techniques to assist in ensuring employees perform to the best of their ability.

At the end of this program participants will be able to:

- List the implications of poor people management in the workplace
- Develop practical tools and performance appraisal techniques to assist in ensuring employees perform to their best potential
- Apply best practice performance coaching techniques to ensure group and individual performance improvements in the workplace
- Describe how to effectively manage conflict situations at work
- Develop strategies to be taken to discipline poor performers in your workplace
- Ensure the disciplinary process for poor performers is fair and compliant with current legislation

Recommended for: Managers and supervisors responsible for the performance of their employees.

Member: \$394

Non Member: \$495

Metro: 17 April 2012

Duration: 1 day

Project Management

Learn practical project management skills, tools and techniques to help you manage tasks more adeptly and productively. Identify project management principles and terminology, gain an understanding of project management structures and develop strategies for managing new and existing projects.

At the end of this program participants will be able to:

- Identify the different types of projects
- Describe the different stages of a project
- Describe the role and responsibilities of project managers
- Understand the importance of planning and control
- Identify practical project management skills, tools and techniques
- Describe the monitoring requirements of project management

Recommended for: People new to project management, project sponsors and project team members.

Member: \$374

Non Member: \$495

Metro: 14 March 2012

Duration: 1 day

Selling Skills

Become the top sales person in your team. A 'must do' program regardless of experience. Understand customer behaviour and buying influences; build relationships and utilise proven sales techniques to boost performance and gain confidence in your sales ability. Workshop content includes how to conquer your sales fear, how to present and prepare a winning sales talk and how to use the phone for sales success. Ideal for sales professionals, people who would like to make sales their profession and people in telemarketing.

At the end of this program participants will be able to:

- Describe and utilise differing behavioural styles
- Outline how people decide to buy
- Utilise the sales and buying cycles
- Use communication and questioning skills
- Know how to overcome call reluctance
- Recognise the buying signals
- Use quality sales closing techniques
- Know how to ask for customer referrals
- Gain confidence in their own abilities as sales people
- Outline the power of using the phone

Recommended for: People wanting to learn more about, or enhance, their current selling techniques.

Member: \$374

Non Member: \$495

Metro: 9 February, 21 May 2012

Duration: 1 day

Time Management

Take control of your time and use these time stretching techniques to gain more out of life. In an increasingly pressured world, the stress of “too much” can impact on performance. Personal time management is more than lists and schedules; it involves personal discipline techniques, understanding your priorities and the ability to use judgement in decisions. Ideal for anyone who is deadline driven, needs to multi-task or simply wants to improve their time management effectiveness.

At the end of this program participants will be able to:

- List strategies for personal organisation
- Identify what wastes their time
- Define their premium time use
- Define the linkage between goal setting and priority maintenance
- Identify stressors and solutions
- Identify strategies for maintaining a healthy work/life balance

Recommended for: People wanting to learn more about time management techniques.

Member: \$374

Non Member: \$495

Metro: 21 March, 21 June 2012

Duration: 1 day

Understanding Behaviours in the Workplace with DiSC

The DiSC behavioural model is the most widely used tool for understanding human behaviour and personal growth. Learn to respect, appreciate and value individual behaviour and how to combine differing personalities to create an exceptional team environment. DiSC assists you to understand yourself and your impact on others, reduce conflict and improve relationships by assisting you to value differences, diversity and build on everyone’s strengths. If you would like to learn more about yourself and how you can improve communication and teamwork, this interactive workshop is a must. Participants will complete their own DiSC profile during the workshop. This is a great program for work teams to attend together.

At the end of this program participants will be able to:

- Define their own behavioural tendencies
- Explain how their behaviour impacts on others
- Respect, appreciate and value individual differences
- Develop strategies for working together to increase productivity

Recommended for: Managers, supervisors and employees.

Member: \$220

Non Member: \$286

Metro: 8 February, 6 June 2012

Duration: ½ day

Understanding and Managing Conflict

Turn conflict situations into a positive win/win outcome. Conflict is all around us. It is not something we choose – it just is. If, however, it is managed well, conflict can bring effective change and energy. This workshop will assist you to positively manage conflict to improve working relationships and promote team harmony. Ideal for anyone wishing to develop conflict resolution skills, including managers, supervisors and team leaders.

At the end of this program participants will be able to:

- Identify different conflict management styles
- Analyse the needs of each party in a dispute
- Develop skills to resolve conflict in a flexible manner
- Develop positive influencing techniques
- Develop negotiating skills appropriate for a win/win solution

Recommended for: Anyone wishing to develop conflict resolution skills, including managers supervisors and team leaders.

This program can also be customised and delivered on your premises for your own team.

Member: \$374

Non Member: \$495

Metro: 27 March, 31 May, 18 June 2012

Duration: 1 day



Train the Trainer

This program is designed to provide participants with the skills and knowledge required to plan, organise and deliver training sessions to individuals within a group or workplace and to conduct individual and group instruction and demonstrate work skill. This interactive program will not only cover the theory components, but provide ample opportunities for participants to practice delivering training to the group.

At the end of this program participants will be able to:

- Plan, prepare and implement training
- Facilitate individual and group learning
- Deliver structured training sessions
- Provide participants with opportunities for practice
- Prepare appropriate training resources
- Evaluate training delivery

Recommended for: Anyone with training responsibilities or anyone with no training experience who wants to develop the skills to effectively deliver training sessions.

This program is aligned to the following nationally accredited units:

TAEDEL401A – Plan, organise and deliver group based training

TAEDEL402A – Plan, organise and facilitate learning in the workplace

TAEDEL301A – Provide work skill instruction

Upon successful completion, participants will be awarded a Statement of Attainment for these units.

Member: \$870

Non Member: \$1090

Metro: Sessions 1-3 21-23 May 2012

Session 4 4 June 2012

You must attend all 4 sessions

Duration: 4 days

GST does not apply to this course



NATIONALLY RECOGNISED
TRAINING

FINANCIAL SERVICES

The Tax Practitioners Board specifies that these two units are required to be completed by candidates who fall into the following categories:

1. Those who have previously completed either of the Certificate IV qualifications i.e Bookkeeping or Accounting
2. Or another higher level accounting qualification
3. Or have extensive experience in bookkeeping but who have not previously completed any formal qualification and can demonstrate via Recognition Prior Learning (RPL) a competency in all other units as required in either of the Certificate IV's. (Bookkeeping or Accounting)

Carry Out Business Activity and Instalment Activity Statements

This program covers the skills and knowledge required to process business taxation requirements related to Business Activity Statements (BAS) and Instalment Activity Statements (IAS), including the completion of Activity Statements.

At the end of this program participants will be able to:

- Identify individual compliance and other requirements
- Recognise and apply GST implications and code transactions
- Report on payroll activities
- Report on other amounts withheld, Pay As You Go (PAYG) instalments and taxes
- Complete and reconcile the Activity Statement
- Lodge Activity Statement

Recommended for: Individuals who are responsible for providing Business Activity Statement (BAS) services and related bookkeeping tasks across all industries and who are working directly for organisations or are small business owners, contractors or service providers.

This program is aligned to the following nationally accredited unit:
FNSBKG404A – Carry out Business Activity and Instalment Activity statements.

Upon successful completion, participants will be awarded a Statement of Attainment for these units.

Member: \$400

Non Member: \$500

Metro: 2-3 February, 10-11 May 2012

Duration: 2 days

GST does not apply to this course



Establish and Maintain a Payroll System

This program covers the skills and knowledge required to record and prepare payroll documentation, deal with enquiries in regard to payroll and process payroll from provided data in manual or computerised payroll systems.

At the end of this program participants will be able to:

- Record payroll data
- Prepare payroll
- Handle payroll enquiries
- Maintain payroll

Recommended for: Individuals who are responsible for providing contract payroll services across all industries and who are working directly for organisations or are small business owners, contractors or service providers.

This program is aligned to the following nationally accredited unit:
FNSBKG405A – Establish and Maintain a Payroll System.

Upon successful completion, participants will be awarded a Statement of Attainment for these units.

Member: \$400

Non Member: \$500

Metro: 9-10 February, 17-18 May 2012

Duration: 2 days

GST does not apply to this course



WORKPLACE RELATIONS

Businesses in Australia must comply with minimum conditions of employment and other terms which are governed by legislative requirements including various Acts of Parliament, both State and Federal, Awards and Enterprise Agreements. As well the Courts impose even more conditions on the relationship between employers, employees and others through common law. If a business fails to comply with this plethora of rules and requirements there is the potential for Court imposed fines and penalties including back pay of wages and other conditions as well as damages for non monetary losses.

Business SA conducts a range of courses that not only educate businesses as to the most common elements of the employment matrix but also show the right way to do it at the right time to minimise the potential for your business to run into trouble with staff or the authorities.

Bullying, Discrimination and Sexual Harassment

One unlawful remark or action is all it takes to be accused of discrimination, harassment and bullying. Gain an overview of the laws regarding equal employment opportunity, bullying and harassment with an emphasis on both employer and employee obligations. Examine the complaints process and discover the roles and responsibilities of contact and grievance officers.

At the end of this program participants will be able to:

- **Clearly identify the origins of aggressive behaviour**
- **Identify the types of harassment and discrimination that you may come across in the workplace**
- **Develop strategies to identify and manage bullying and harassment issues**
- **Develop strategies to mitigate organisational risks associated with harassment and discrimination**
- **Understand the roles of the grievance and contact officer/s within an organisation**
- **Develop processes and procedures to better handle complaints should they arise**

Recommended for: Managers, supervisors, contact officers, grievance officers and human resource practitioners.

Member: \$374

Non Member: \$495

Metro: 7 March, 10 May 2012

Duration: 1 day

Disciplining and Terminating Staff to Avoid Unfair Dismissals

Do you understand the correct principles and procedures to avoid unfair dismissals? The laws affecting unfair dismissals are a trap for the uninformed proprietor or manager who may dismiss an employee without careful consideration of their actions. Gain an understanding of the correct principles and procedures in disciplining and if necessary, terminating an employee lawfully and fairly. A necessity for all supervisors, middle and senior managers, human resources practitioners and small business owners.

At the end of this program participants will be able to:

- **Identify and select pre-discipline interventions**
- **Plan and prepare for a discipline interview**
- **Apply some simple interpersonal techniques to deal with aggressive, silent and defensive people in interviews**
- **Follow an effective discipline format**
- **Comply with the key industrial requirements to avoid an unfair dismissal or unlawful termination claim**

Recommended for: Managers, supervisors and human resource practitioners.

Member: \$374

Non Member: \$495

Metro: 15 February, 11 April, 26 June 2012

Duration: 1 day

Employee Records – Your Legal Requirements

It's not worth taking any risks when it comes to documenting all vital employment information. Learn how to document this information lawfully in order to assist recruitment processes, on-going employment and the management of employees. Receive an introduction to employee documentation and necessary record keeping requirements as outlined in current legislation.

At the end of this program participants will be able to:

- Understand the current legislation as it applies to record keeping requirements
- Develop effective job descriptions and person specifications
- Develop other pre-employment documentation
- Effectively make a properly documented offer of employment
- List the records to be kept during employment and in particular the performance management of employees
- List the records to be kept upon termination of employment
- Describe the *Privacy Act* as it relates to record keeping requirements

Recommended for: Payroll officers, managers, human resource practitioners.

Member: \$374

Non Member: \$495

Metro: 28 March, 29 May 2012

Duration: 1 day

Essential Payroll Practices

Gain a practical understanding of all payroll obligations, including current industrial relations legislation. Learn the legislative requirements for preparing and administering payroll so that you can calculate your payroll obligations accurately to avoid costly and time consuming errors.

At the end of this program participants will be able to:

- Describe current legislation and how this applies to payroll practices
- List how Awards are applied in the workplace
- Calculate leave entitlements
- Describe the importance of keeping accurate payroll records in line with current legislative requirements
- Outline the powers of Fair Work inspectors in investigating potential breaches of the current legislation

Recommended for: Payroll officers, managers, human resource practitioners.

Member: \$374

Non Member: \$495

Metro: 28 February, 24 April, 13 June 2012

Duration: 1 day

Understanding Leave Entitlements

Are you paying your staff the correct leave entitlements? Discover the main types of leave that affect your business and find out who is entitled to them. Obtain an understanding of key problem areas and common misconceptions of the standard paid and unpaid leave requirements affecting employees and whether or not they are covered by an award, agreement or other industrial instrument.

At the end of this program participants will be able to:

- Outline the requirements of the *Long Service Leave Act 1987*
- Effectively calculate Long Service Leave entitlements
- List the implications of salary packaging and salary sacrifice arrangements as they relate to the payment of long service leave entitlements
- Describe the federal *Fair Work Act 2009* as it relates to leave entitlements
- Describe the legislation as it relates to record keeping requirements for all forms of leave

Recommended for: Payroll officers, managers, human resource practitioners.

Member: \$374

Non Member: \$495

Metro: 22 May 2012

Duration: 1 day

OCCUPATIONAL HEALTH AND SAFETY (OHS)

South Australia's Work Health and Safety laws will not be coming into effect by 1 January 2012 after a motion was passed in State Parliament to defer any further consideration of the Bill until 2012.

The legislation however will still be introduced and it is simply a case of the date the laws will become operational.

Business SA will continue to provide expert WHS assistance leading up to and beyond, the implementation of the legislation to assist businesses to understand the requirements and ensure compliance with the new laws.

Our existing OHS courses include training under the current legislation and the proposed changes under new legislation.

Committee Member Training – Introductory

Learn the skills required to be an effective committee member. This program will assist you to gain an understanding of committee structures, members' responsibilities and duties and roles of each member. As a committee member, you also need to understand key legislative requirements and action planning for safety.

At the end of this program participants will be able to:

- Understand how to conduct an effective meeting
- Understand the roles and responsibilities of the committee members
- Follow correct meeting procedure
- Explain the benefits of a constitution
- Know the power of agendas and minutes
- Know how matters are brought to the committee
- Put ideas into action

Recommended for: Newly appointed committee members, or current committee members wanting to revisit their roles and responsibilities.

This program can also be delivered to your committee at your premises or alternatively we have the expertise to incorporate the delivery of this program with your committee meeting (time permitting).

Member: \$374

Non Member: \$495

Metro: 1 February, 13 March, 11 April, 12 June 2012

Mawson Lakes: 23 May 2012

South East: 9 May 2012

Duration: 1 day

Contractor Management

If you employ or use the services of contractors, it is essential you understand your legal obligations. This program explores possible solutions to the risks contractors pose to ensure a safe workplace for all stakeholders. It also focuses on the contractors responsibilities towards meeting their legislative requirements.

At the end of this program participants will be able to:

- Define the different types of contractors for the purpose of the legislation
- Outline some of the issues that could result from using contractors
- Outline the supervisory requirements for the contractors
- Outline the legislative requirements for managing the principal/contractor relationship

Recommended for: Managers, supervisors, anyone responsible for engaging and supervising contractors.

Member: \$374

Non Member: \$495

Metro: 16 May 2012

Duration: 1 day

Hazard Management in the Workplace - Introductory

Acquire the necessary skills to conduct a hazard assessment and implement hazard controls. Gain an understanding of the different types of workplace hazards and discover how to identify and manage hazards effectively.

At the end of this program participants will be able to:

- Outline the hazard management process
- Understand the legislative requirements for conducting a health and safety risk assessment
- Apply key principles for conducting a health and safety risk assessment
- Utilise a range of practical OHS risk assessment tools

Recommended for: Anyone with minimal or limited experience in addressing hazards.

Member: \$220

Non Member: \$286

Metro: 20 March, 20 June 2012

Duration: ½ day

Hazard Management and Conducting Risk Assessments - Advanced

Managing hazards is the cornerstone of addressing health and safety within the workplace. Conducting risk assessments is essential for the entire hazard management process. You will learn the skills, practical methods and tools necessary to conduct a health and safety risk assessment.

To maximise your learning, participants are asked to bring a copy of their organisations Hazard Management Systems.

At the end of this program participants will be able to:

- Demonstrate a broader understanding of the various types of risk assessment tools
- Describe the process used to conduct a risk assessment
- Explain the various concepts used to apply appropriate control methods

Recommended for: Managers, supervisors and employees who are involved in the initial development of establishing a Hazard Management System.

Pre-requisite for this program: It is recommended participants have completed Introduction to Hazard Management or have a basic understanding of hazard management.

Member: \$374

Non Member: \$495

Metro: 21 February, 16 May, 28 June 2012

Duration: 1 day

Incident Investigation

The investigation of a work related injury and incident is a legislative requirement. An investigation should be impartial, objective, non judgemental exercise in establishing and analysing the facts of the incident. This workshop will lead you through a basic system of investigating incidents in the workplace and will provide information and tools to enable you to undertake investigations of incidents and recommend corrective action.

At the end of this program participants will be able to:

- State how to investigate and evaluate events of a workplace incident in terms of management's responsibility to provide a healthy and safe workplace
- List the information that an employer is required to keep under legislation
- Understand the systematic process of incident investigation
- Understand immediate and underlying causes
- Identify any deficiencies and make recommendations to improve health and safety procedures or practices
- Know when and how to contact the regulatory authorities

Recommended for: Managers, supervisors, Health and Safety representatives, employers, contractors.

Member: \$374

Non Member: \$495

Metro: 27 March, 23 May 2012

Duration: 1 day

Internal OHS Auditing

Develop the necessary skills and a working knowledge of the internal audit function within an organisation. Acquire the necessary skills to plan, organise, conduct and review your own internal audit.

Note – this is not an accredited course and is designed for those who conduct their own internal audits.

At the end of this program participants will be able to:

- Understand the requirements of AS 4804 and how it can be used in both the design and audit of an OHS management system
- Understand the importance of audit evidence, corrective action and performance monitoring
- Assist, establish and implement an effective internal OHS management system audit program
- Assist in conducting an audit of an OHS management system

Recommended for: Managers, supervisors, Health and Safety representatives, internal OHS audit teams.

Member: \$374

Non Member: \$495

Metro: 22 May 2012

Duration: 1 day

Introduction to Occupational Health and Safety

Have you little or no experience in Occupational Health and Safety? This program will assist you to gain an understanding of the numerous roles that intertwine in regards to Occupational Health and Safety in an organisation and their individual roles and responsibilities. You will also receive tips and hints on how to succeed within the Occupational Health and Safety environment.

At the end of this program participants will be able to:

- Identify the roles and responsibilities of all key stakeholders within an organisation
- Resolve OHS related issues in the workplace
- Understand the Hazard Management process
- Understand the importance of reporting injuries/incidents

Recommended for: Existing or new employees with little or no experience with OHS.

Member: \$220

Non Member: \$286

Metro: 10 April 2012

Duration: ½ day

Introduction to the Role of an OHS Coordinator

What is your role compared with others? This program is designed to give you an appreciation of your role and function as a Coordinator, an overview of the South Australian Legislation and the development and implementation of the various types of OHS strategies. Other topics covered include programs or action plans that could be applicable to the needs of your organisation and an understanding of the various tools and resources available to assist you in your role.

At the end of this program participants will be able to:

- Define the role of the OHS Coordinator
- Outline the role and responsibilities of key stakeholders within the OHS management system
- List appropriate internal and external resources to assist the coordinator
- Develop action plans for the continuous improvement of OHS in the organisation

Recommended for: Recently or newly appointed to the role of OHS coordinator and no previous training within this role.

Member: \$374

Non Member: \$495

Metro: 16 February, 24 May 2012

Duration: 1 day

Manual Handling and Ergonomics

Australian workers' compensation statistics show that nearly half of all occupational injuries at work happen as a result of manual handling. Manual handling means more than just lifting or carrying an object. It covers any activity involving muscular effort such as pulling a lever, driving a vehicle, writing or holding and operating a power tool. The most successful approach to reducing injuries is a systematic one which aims to 'design out' the whole range of possible causes of injury during manual handling. This course will assist you to understand the common causes of manual handling injuries, safe manual handling principles and early intervention.

At the end of this program participants will be able to:

- Communicate the legal requirements for manual handling in the workplace
- Identify the most common causes of injuries
- Describe principles that lead to safe manual handling
- List various early intervention techniques

Recommended for: Managers, supervisors, ergonomists and Health and Safety representatives.

Member: \$220

Non Member: \$286

Metro: 14 February, 3 May 2012

Duration: ½ day

Risky Business – Machinery and Equipment Safety

It is important to be safety conscious when dealing with any job that requires the use of machinery. Statistics show that the majority of machinery related accidents occur as the result of human negligence. Errors include: taking shortcuts to save time, failure to read the operator's manual, ignoring a warning, improper or lack of instruction, failure to follow safety rules and improper or lack of maintenance. Learn how to identify, assess and control risks associated with plant and equipment in your workplace. This program includes an overview of the legislative requirements associated with workplace plant and equipment and how to evaluate implemented controls to ensure ongoing effectiveness.

At the end of this program participants will be able to:

- Define the key principles of the legislation
- Understand the hazard management systems in the workplace
- Understand the principles of risk assessments
- Know the importance of routine maintenance and machinery and equipment registers
- Understand the hazard reporting processes

Recommended for: Owners of machinery and equipment, maintenance personnel, employers, contractors, managers, supervisors.

Member: \$374

Non Member: \$495

Metro: 21 March, 14 June 2012

Duration: 1 day

Occupational Health and Safety for Managers

Are you responsible for the day to day management of safety in your work area? Under current legislation, employers must provide a safe working environment and safe systems of work for all employees. Learn how to successfully plan, apply and manage safety in your area of responsibility, recognise any deficiencies in your systems and discover empowerment as a way to change safety culture.

At the end of this program participants will be able to:

- Understand their legal responsibilities under legislation
- Understand the principles of an OHS management system
- Plan at local and strategic levels
- Resolve OHS issues through consultation with relevant stakeholders
- Review safety performance for the system and individuals
- Develop and maintain an OHS culture through empowerment

Recommended for: Existing managers or those identified on succession plans as potential managers.

Member: \$374

Non Member: \$495

Metro: 22 February, 10 May 2012

Duration: 1 day

Occupational Health and Safety for Supervisors/Team Leaders

Learn and define your responsibilities under legislation along with the roles and responsibilities of your employer. Explore basic hazard management, the implementation of OHS management systems and gain an introduction to the injury management process.

At the end of this program participants will be able to:

- Understand their role as a supervisor to ensure you meet legislation
- Apply skills to a range of OHS issues
- List the OHS responsibilities and obligations of key parties
- Understand consultation and issue resolution
- Understand the principles of hazard management
- Develop coaching and mentoring techniques
- Understand record keeping requirements

Recommended for: Newly appointed or current supervisors and team leaders with minimal understanding of OHS.

Member: \$374

Non Member: \$495

Metro: 14 February, 7 March, 17 April, 29 May 2012

Mawson Lakes: 18 June 2012

South East: 20 February 2012

Duration: 1 day

Working with Hazardous Substances

If your employees are (or could be) exposed to hazardous substances while carrying out their work, you are required to take measures to limit or avoid that exposure to the greatest degree possible. If you store, use or generate hazardous substances in your workplace, you need to manage them. This workshop is designed to develop participant's knowledge of hazardous substances, the procedures to manage hazardous substances in the workplace and gain a greater understanding of the legislative requirement involved.

At the end of this program participants will be able to:

- Outline the hazard management process
- Understand the legislative requirements
- Understand what hazardous substances are
- Understand what classes and packing groups are
- Understand what the Hazchem Code System is
- Set up a hazardous substance register

Ideal for anyone who has responsibility for the control of, or works with hazardous substances.

Member: \$374

Non Member: \$495

Metro: 6 March, 5 June 2012

Duration: 1 day

Responsible Officer

Responsible Officer training is mandatory under the OHS&W Act 1986. It is compulsory for all Responsible Officers to undertake training to understand this role. The Responsible Officer is the most senior person from the body corporate (for OHS&W purposes, a registered company or association) who resides in the State. The Responsible Officer can be a Director, Business Owner, Chief Executive Officer, Managing Director or General Manager. Gain an introduction to the OHS&W legislation and explore organisational structures, which will allow you to implement and monitor effective OHS management systems in your workplace.

At the end of this program participants will be able to:

- Outline the role of the Responsible Officer
- Define the duty of care requirements under the OHS&W Act 1986 for employers and others
- Implement and monitor OHS Management systems
- Define contractor issues
- Explain and consider workers rehabilitation and compensation

Member: \$220

Non Member: \$286

Metro: 23 January 2012

Duration: ½ day

WHS – WHAT IT IS, WHY IT'S COMING

The South Australian Work Health and Safety Bill 2011 has been delayed from passing through Parliament after a motion was passed to defer any further consideration of the Bill until 2012. However, the legislation will still be introduced to South Australia in 2012; it is simply a matter of what date the laws will become operational. It is imperative that businesses ensure they are complying with both the current, as well as the incoming legislation, or risk facing severe penalties for non-compliance. From the date the new laws take effect, there will be penalties for non-compliance and there are huge adjustments that all businesses across all industries in South Australia need to make in order to comply.

Business SA is ready to help you!

To ensure you are informed of the changes under WHS and understand what you need to do to be compliant, Business SA is running a series of seminars, along with its extensive program of training courses on WHS related issues.

Our seminars will provide you with a broad understanding and overview of the incoming changes. There are a variety of sessions available, ranging from basic guides through to those that discuss more complex issues.

Following is a list of the available seminars.

To register, visit

<http://business-sa.com/work-health-and-safety>.

WHS Overview Sessions

These sessions are designed to be an overview, informing businesses of the impending changes under the proposed WHS legislation. You will receive an overview of what you need to do to be compliant with the new laws and how to start preparing your business and workers.

Member: \$110

Non Member: \$143

Metro: 12 January, 19 January (am/pm),
24 January, 10 February (am/pm), 24 February
(am/pm), 2 March (am/pm), 19 March (am/pm),
16 April 2012 (am/pm)

Duration: 3 hours

Roles and Responsibilities of a Person Conducting a Business or Undertaking (PCBU)

A PCBU conducts a business or undertaking alone or with others. To meet the definition the business or undertaking can operate for profit or not-for-profit. The definition of a PCBU focuses on the work arrangements and the relationships to carry out the work. In addition to employer, a PCBU can be a corporation, an association, a partnership or sole trader. A volunteer organisation which employs any person to carry out work is considered a PCBU.

At the end of this program participants will be able to:

- Understand the primary duty of care of a PCBU
- Apply the general principles of a PCBU
- Apply the duties of a PCBU
- Understand shared duties
- Define the PCBU's duty to consult
- Understand the consequences of failure to comply

Recommended for: PCBUs as identified by the following - a PCBU can be a corporation, an association, a partnership or sole trader. A volunteer organisation which employs a person to carry out work is considered a PCBU.

Member: \$220

Non Member: \$286

Metro: 27 February (am/pm), 1 March (am/pm), 3 May (am/pm), 19 June 2012 (am/pm)

South East: 21 February 2012

Duration: 3 ½ hours

Due Diligence and Governance for Officers

An officer is a person who makes decisions, or participates in making decisions that affect the whole or substantial part of a business or undertaking and has the capacity to significantly affect the financial standing of the business or undertaking. If a person is responsible only for implementing those decisions, they are not considered an officer. It is the duty of an officer to ensure the PCBU complies with their health and safety duties and responsibilities. An officer may be charged with an offence under the WHS Act if they fail to notify the PCBU of a risk to health and safety.

In metropolitan locations, two sessions are offered each day – one AM session and one PM session. Please check our website for times.

At the end of this program participants will be able to:

- Define what is due diligence
- Understand obligations to take 'reasonable steps'
- Identify relevant operations and associated hazards and risks
- Outline processes for receiving and considering information about incidents, hazards and risks
- Establish and maintain compliance processes

Recommended for: Those identified as officers as outlined above.

Member: \$220

Non Member: \$286

Metro: 16 January, 29 February (am/pm), 14 March (am/pm), 7 May (am/pm), 21 June 2012 (am/pm)

Mawson Lakes: 4 April 2012 (am/pm)

Barossa: 16 February, 16 May 2012

Berri: 29 May 2012

South East: 23 February (am/pm), 15 March 2012

Spencer Gulf: 1 March 2012

Duration: 3 ½ hours

Review and Update Day for Health and Safety Representatives

The Review and Update Day provides Health and Safety Representatives with an overview of changes to their role and responsibilities under WHS. Key areas that impact the business will also be covered.

This session will provide you with an overview of:

- Key changes within the *Work Health and Safety Act 2011 (SA)*
- Key changes within the *Work Health and Safety Regulations 2011 (SA)*
- The roles and responsibilities of a Person Conducting a Business or Undertaking (PCBU) including the concept of multiple PCBUs
- Changes to the roles and responsibilities of a Health and Safety Representative
- Changes to the electing and training of a Health and Safety Representative
- Provisional Improvement Notices – who can issue them?
- The role of the Regulator

Recommended for: Existing Health and Safety Representatives – Both Level 1 and Level 2.

Member: \$374

Non Member: \$495

Metro: 20 January, 8 February, 23 February, 23 March, 3 April, 14 June 2012

Berri: 29 March 2012

South East: 22 February 2012

Duration: 1 day

Record Keeping Requirements under WHS Legislation

Whilst record keeping has always been a requirement under OHS, proposed changes to the Work Health and Safety Legislation (WHS) will see a greater emphasis on record keeping within organisations. This seminar will provide you with an overview of the record keeping requirements and tips on systems to have in place to meet these.

Member: \$110

Non Member: \$143

Metro: 17 January, 6 February, 1 March, 13 June 2012

Barossa: 16 March, 17 May 2012

Berri: 28 March 2012

Eyre Peninsula: 14 May 2012

South East: 10 February, 16 March, 10 May 2012

Spencer Gulf: 2 March 2012

Duration: 2 hours

The role of the HSR and workgroups

Proposed WHS legislation will significantly change the relationship between workgroups and their respective Health and Safety Representatives (HSR). Under new legislation workgroups will become more fluid with workers affording opportunity to decide on workgroups and multiple workgroup formation and then duly electing HSRs.

- How will workgroups be decided in your business?
- What are the factors that must be taken into account when forming work groups?
- What is your role in the support and management of HSR's representing individual workgroups?
- Did you know Workers may decide to either maintain the number and composition of existing work groups, negotiate new work groups to elect HSR's or vary existing workgroups at any time following the commencement of the *WHS Act*.

This seminar will assist you to understand your roles and responsibilities in regards to the role of the HSR and workgroups.

Member: \$110

Non Member: \$143

Metro: 17 January, 28 February, 1 March, 15 March, 24 May, 13 June 2012

Barossa: 17 February 2012

Berri: 18 January, 30 May 2012

South East: 24 January, 18 April 2012

Spencer Gulf: 24 January, 4 May 2012

Duration: 2 hours

Understanding Codes of Practice

Changes to the Work Health and Safety legislation will see the implementation of over 30 new or revised Codes of Practice. These are designed to support the Act and Regulations. This seminar will assist you to understand how to interpret Codes of Practice, ensure compliance within your business and understand where they sit in underpinning the legislation. The Code of Practice for Consultation will be covered in this seminar as an example.

Member: \$110

Non Member: \$143

Metro: 6 February, 28 February, 11 April, 9 May 2012

Barossa: 17 February 2012

Berri: 18 January 2012

Eyre Peninsula: 14 May 2012

South East: 24 January, 10 February 2012

Spencer Gulf: 24 January 2012

Duration: 2 hours

Union Right of Entry – What rights do they have?

This seminar will inform employers of the Union Right of Entry provisions under the *Fair Work Act 2009* as well as the impending changes for the introduction of the WHS Act. In particular the seminar will cover the following key elements:

- What grounds can the union effect right of entry
- What records, processes and operations they can inspect
- Who unions can talk to and where and when
- What measures employers can implement to control and monitor the right of entry of unions

The seminar will consider both the legal and practical issues an employer should consider in addressing union right of entry to minimise disruption in the workplace and the risk of prosecution for failure to comply with legislative requirements.

Member: \$110

Non Member: \$143

Metro: 15 March, 20 April, 9 May 2012

Barossa: 17 May 2012

Berri: 30 May 2012

Eyre Peninsula: 15 May 2012

South East: 18 April 2012

Spencer Gulf: 4 May 2012

Duration: 2 hours

Working from home - your WHS obligations

With changes to technology and working arrangements, more people are working from either a virtual office or a home office. Under WHS a PCBU has a duty of care and certain obligations and requirements that must be met to ensure that wherever their workers are working from, they are safe. This seminar will provide you with the skills and knowledge to ensure that processes are in place to meet these requirements.

Member: \$110

Non Member: \$143

Metro: 22 March, 11 April, 20 April, 24 May 2012

Barossa: 16 March 2012

Berri: 28 March 2012

Eyre Peninsula: 15 May 2012

South East: 16 March, 10 May 2012

Spencer Gulf: 2 March 2012

Duration: 2 hours

HEALTH AND SAFETY REPRESENTATIVES

SafeWork OHS Subsidies*

SafeWork offers subsidies for participants attending Deputy Health and Safety Representatives training and Health and Safety Representatives Training Levels 1 and 2.

Participants may attract up to \$100 per person, per day off the cost of training.

Participants may be eligible for the Small Business subsidy and/or the High Risk Subsidy.

Small Business subsidy*

(\$50 maximum)

Businesses that have 100 or less full-time employees in total within Australia that are not employed by a subsidiary or larger business.

High Business subsidy*

(\$50 maximum)

Industries eligible for this subsidy are; aged care, nursing and convalescent homes, automotive component manufacturing, building/civil construction' commercial cleaning; food, wholesale and retail, horticulture, hospitality, labour hire, employment services, meat products manufacturers, metal products and machinery, motor trades, plastic and rubber products manufacturers, road transport.

*These SafeWork SA subsidies do not apply to self-insured employers or State and Local Government departments.

Programs displaying this symbol offer SafeWork SA subsidies.



Changes to Legislation

Once the Work Health and Safety Bill is passed, it is proposed that there will be changes to the number of training days a Health and Safety Representative is entitled to. As soon as the Bill is enacted, Business SA will provide details on our website in regards to these changes.

There is also a possibility that changes to the SafeWork SA subsidies may also apply under the new legislation.

Health and Safety Representatives Level 1

Gain an understanding and broaden your knowledge of the role of the Health and Safety Representative (HSR) and the process used to identify and resolve work health and safety issues. Key areas include OHS responsibilities and obligations, health and safety committees in the workplace, causes of work related injuries and fatalities and workplace consultative mechanisms.

At the end of this program participants will be able to:

- Interpret the legislative framework and its relationship to the HSR
- Identify key parties and their legislative obligations and duties
- Establish representation in the workplace
- Participate in consultation and issue resolution
- Outline the role of the health and safety representative
- Define the role of the health and safety committee

Recommended for: Newly elected Health and Safety representatives and Deputy Health and Safety representatives in their first year of office.

Option 1

Member: \$814

Non Member: \$990

Metro: 16-20 January, 30 January-3 February, 6-10 February, 5-9 March, 19-23 March, 16-20 April, 30 April-4 May, 14-18 May, 28 May-1 June, 4-8 June, 18-22 June, 25-29 June 2012

Mawson Lakes: 26-30 March, 13-17 February, 7-11 May 2012

Barossa: 20-24 February, 4-8 June 2012

Berri: 21-25 May 2012

Eyre Peninsula: 7-11 May 2012

South East: 6-10 February, 25-29 June 2012

Spencer Gulf: 30 January -3 February 2012

Duration: 5 days



Option 2

Are you finding it difficult to take five days out of the workplace? We offer this course over a three and two day split. Please select the combination of dates that suit your working requirements. There should be no more than six weeks between the three and two day programs.

3 day – Key requirements

Member: \$583

Non Member: \$748

Metro: 16-18 January, 30 January -1 February, 6-8 February, 5-7 March, 19-21 March, 16-18 April, 30 April-2 May, 14-16 May, 28-30 May, 4-6 June, 18-20 June, 25-27 June 2012

Mawson Lakes: 26-28 March, 13-15 February, 7-9 May 2012

2 day – Essential developments

Member: \$352

Non Member: \$429

Metro: 19-20 January, 2-3 February, 9-10 February, 8-9 March, 22-23 March, 19-20 April, 3-4 May, 17-18 May, 31 May-1 June, 7-8 June, 21-22 June, 28-29 June 2012

Mawson Lakes: 16-17 February, 29-30 March, 10-11 May 2012

Health and Safety Representatives Level 2

Extend your skills and knowledge to undertake research, prepare and present cases. During this program you will be completing group activities and be given an opportunity to research a particular health and safety topic that interests you.

Option 1

Member: \$814

Non Member: \$990

Metro: 13-17 February, 26-30 March 2012

Duration: 5 days

Option 2

Are you finding it difficult to take five days out of the workplace? We offer this course over a three day split and two day split. Please select the combination of dates that suit your working requirements and keep in mind that there may be no more dates scheduled once Work Health and Safety comes into effect. It is highly recommended you complete the 5 day course by 30 March 2012.

3 days – Key Requirements

Member: \$583

Non Member: \$748

Metro: 13-15 February, 26-28 March 2012

2 day – Essential Developments

Member: \$352

Non Member: \$429

Metro: 16-17 February, 29-30 March 2012

At the end of this program, participants will be able to:

- Apply their skills to a range of workplace hazards
- Negotiate on OHS matters
- Research and present a case in support of an OHS issue
- Understand the systematic approach to managing OHS using Australian Standards (AS4804)

Recommended for Health and Safety Representatives who have completed the five day introductory program and are currently in their second year of office

Important note: Due to proposed changes to entitlements under new legislation, only two courses have been scheduled. We encourage you to keep an eye on our website as more dates may become available dependent on when the legislation is passed.

INJURY MANAGEMENT

In South Australia, workplaces with 30 or more employees must appoint a rehabilitation and return to work coordinator (RRTWC).

High Risk – An employer with a WorkCover industry base levy of 4.5% or higher and self insured employers are considered high risk

Low Risk – An employer with a WorkCover industry based levy less than 4.5% are considered low risk.

Rehabilitation and Return to Work Coordinators (High Risk)

High risk employers must ensure that the Rehabilitation and Return to Work Coordinator satisfactorily completes the Level 2 WorkCover Approved training course. This program is designed to train Rehabilitation and Return to Work Coordinators in effective workplace based rehabilitation and return to work practices. Key areas include the benefits of effective workplace-based rehabilitation, roles and functions of all parties involved in the injury management process, identifying barriers to achieving a successful return to work, monitoring rehabilitation and return to work progress towards a safe and sustainable return to work and consideration of the physical, psychological, family/social and work elements of an injured/ill worker's life.

Member: \$792

Non Member: \$979

Metro: 6-8 March 2012

Mawson Lakes: 26-28 June 2012

Barossa: 13-15 March 2012

South East: 7-9 February 2012

Spencer Gulf: 5-7 June 2012

Duration: 3 days

At the end of this workshop participants will be able to:

- Assist their employers meet their rehabilitation and return to work obligations under the *Workers Rehabilitation and Compensation Act*
- Have a better understanding of the Act and other relevant legislation
- Understand and fulfill the key responsibilities of the rehabilitation and return to work coordinators role
- Describe the roles and functions of all parties involved in the injury management process
- Provide rehabilitation return to work advice to workers and employers
- Demonstrate completion of suitable employment schedules
- Relate the importance of return to work to occupational health and safety
- Monitor rehabilitation and return to work plans

Recommended for: Rehabilitation and Return to Work coordinators within organisations identified as High Risk.

Rehabilitation and Return to Work (Low Risk)

Low risk employers must ensure that the Rehabilitation and Return to Work Coordinator satisfactorily completes the Level 1 WorkCover Approved training course. This program is designed to train Rehabilitation and Return to Work Coordinators in effective workplace based rehabilitation and return to work practices. Key areas include the benefits of effective workplace-based rehabilitation and return to work, the law and its interpretation, understanding injury management policies and procedures and coordinating the return to work process.

At the end of this workshop participants will be able to:

- Assist their employers meet their rehabilitation and return to work obligations under the *Workers Rehabilitation and Compensation Act*
- Have a better understanding of the Act and other relevant legislation
- Understand and fulfill the key responsibilities of the rehabilitation and return to work coordinators role
- Describe the roles and functions of all parties involved in the injury management process
- Demonstrate completion of suitable employment schedules (simple return to work plan)
- Identify barriers to achieving a successful return to work

Recommended for: Rehabilitation and Return to Work coordinators within organisations identified as Low Risk.

Member: \$275

Non Member: \$341

Metro: 6 March, 3 April 2012

Mawson Lakes: 26 June 2012

Barossa: 13 March 2012

South East: 7 February 2012

Spencer Gulf: 5 June 2012

Duration: 1 day

How to Manage and Supervise the Return To Work Process

Employers can play an influential role in managing the return to work process. This program aims to provide information and management strategies to direct supervisors and managers to assist workers back to health and productivity in the workplace. Topics covered include basic legislation, the obligations of the employer, the importance of rehabilitation through work and the management of the injured worker and other staff when someone returns to work after injury. This program also includes practical aspects of monitoring the return to work process, including how to identify barriers and potential problems. Issues such as confidentiality, communication, attitudes and reporting are also included.

At the end of this workshop participants will be able to:

- Know the legislative requirements of employers
- Be able to identify the costs and financial impact of workplace injury to an employer
- Understand the importance of their role in the management of the injured workers and how this can affect outcomes
- Have an understanding of the importance of early return to work, as well as rehabilitation through work
- Become better informed on how to ensure that injured workers and their co-workers are managed appropriately

Recommended for: Managers, supervisors and team leaders.

Member: \$374

Non Member: \$495

Metro: 22 May 2012

Duration: 1 day

Workers Compensation for Claims Administrators

Workers compensation claims administration essentials – basic claims management. This workshop provides claims administrators with knowledge of the legislative provisions of the workers' compensation legislation. It will examine the technical issues such as calculation, payment and redemption of weekly benefits, payment of medical costs and return to work plans. The role of claims agents and the rights and responsibilities of the employer will also be discussed. This workshop will provide participants with the necessary skills to effectively and proactively manage workers' compensation claims.

At the end of this workshop participants will be able to:

- Understand the role of claims agents
- Know the rights and responsibilities of the employer
- Understand the technical issues of workers compensation
- Apply the skills to specific claims
- Be able to focus on problem solving of case management issues and manage their company's claims more effectively

Recommended for: Newly appointed claims administrators or those with minimal experience and new employers.

Member: \$374

Non Member: \$495

Metro: 15 February 2012

Duration: 1 day

ENVIRONMENT AND SUSTAINABILITY

Environmental Awareness and Compliance

Learn how to address and reduce your organisation's environmental impact in a strategic, profitable and time efficient manner. This program covers key pieces of environmental legislation that relate to South Australian businesses. The practical sessions in this program will have you thinking like an environmental manager.

At the end of this program participants will be able to:

- Understand their responsibilities under the *Environmental Protection Act* and related environmental legislation
- Effectively identify and start to manage environmental risks/impacts associated with their organisation and its activities
- Create an environmental policy for their organisation

Participants who successfully complete the course are provided with a certificate recognising their capabilities as an appropriately trained environmental representative.

Recommended for: Environmental managers/officers/coordinators, managers and supervisors with environmental responsibilities, HSE officers/coordinators and Green Team members.

Member: \$220

Non Member: \$286

Metro: 19 April 2012

Duration: 1/2 day

Environmental Awareness for Civil Construction Workers

Understand your environmental legal obligations and identify/manage environmental issues and risks relevant to onsite construction projects. This Department of Transport, Energy and Infrastructure (DTEI) approved training program has been designed to ensure site managers, supervisors and contractors involved in construction projects adhere to the requirements of the recently updated Environmental Code of Practice for Construction Projects.

At the end of this workshop participants will be able to:

- Undertake onsite environmental risk assessments
- Prepare strategies for reducing construction site environmental risks/impacts
- Effectively manage environmental incidents and emergency situations

A short assessment is also undertaken at the end of the course. Participants who successfully complete the assessment are provided with a certificate from DTEI recognising their capabilities as an appropriately trained and environmentally responsible person for construction sites.

Recommended for: Construction site supervisors, representatives, PMR, contractors, staff with existing environmental responsibilities and newly appointed supervisors/contractors.

Member: \$374

Non Member: \$495

Metro: 22 March, 5 June 2012

Duration: 1 day

Environmental Awareness for Road Maintenance Workers

Gain the knowledge and capacity to identify and appropriately manage environmental issues and risks associated with roadside maintenance activities. This Department of Transport, Energy and Infrastructure (DTEI) approved training program has been designed to ensure all road maintenance work undertaken by council staff and contractors is conducted in a manner that minimises impact on the environment.

At the end of this workshop participants will be able to:

- Identify common risks and issues arising from road maintenance activities
- Understand their legal obligations when undertaking road maintenance activities
- Undertake onsite environmental risk assessment
- Prepare strategies for reducing site/environmental risks/impacts associated with road maintenance activities
- Effectively manage environmental incidents and emergency situations

A short assessment is also undertaken at the end of the course. Participants who successfully complete the assessment are provided with a certificate from DTEI formally recognising their new skills and knowledge.

Recommended for: Road maintenance crews, parks and open spaces supervisors/managers, works supervisors, works managers and regional council road crews.

Member: \$374

Non Member: \$495

Metro: 25 May 2012

Duration: 1 day

Environment Improver Program

Gain practical insights into how your organisation can save time and money and reduce its environmental impact. Learn how to comply with ever changing environmental legislation, effectively manage energy, carbon emissions, water and waste and meet or exceed growing demands for environmental credentials within tenders, contracts and funding proposals. Recognise and understand the importance of using a systematic and integrated approach to environmental management building upon existing systems such as work health and safety and quality.

Create or consolidate an environmental management plan/system for your organisation which aligns with International Standards (ISO14001) and the bronze level of Business SA's own Green Accreditation Scheme.

Each workshop also highlights relevant industry innovations and best practice examples to assist your organisation to identify the best ways to save money.

At the end of the workshop, participants will be able to:

- Establish strategic integrated management programs for energy, carbon emissions, water and waste
- Systematically identify priorities and control environmental issues/risks associated with your day to day business operations in a simple and cost effective manner
- Develop environmental policies, procedures and improvement plans to international (ISO14001) standards, as a basis to adhere to supply chain demands in tenders, contracts and funding bids
- Determine what environmental legal requirements your organisation is required to comply with
- Integrate environmental aspects into existing Risk Management frameworks (OHS, WHS, QMS)

Recommended for: Green Team members, HSE committee members, managers, coordinators or employees with environmental responsibilities, staff with an interest in reducing their organisations environmental footprint.

Option 1

Member: \$649

Non Member: \$836

Duration: Entire program (5 workshops) over 2 days

Workshop 1: 8 February, 10 May 2012

Workshop 2:3 and 4: 15 February, 17 May 2012

Workshop 5: 29 February, 31 May 2012

Option 2

Member: \$220

Non Member: \$286

Duration: Individual ½ day workshops

See www.business-sa.com for the program dates and times

Internal Environmental Auditor Training

Internal auditing of an environmental management system is essential for maintenance and improvement and in the quest to achieve ISO14001:2004 certification. Further, ISO14001:2004 dictates that persons conducting internal audits on behalf of an organisation 'must be competent' – part of which is the requirement to have completed formal environmental auditor training.

This course provide participants with the skills, knowledge and tools necessary to design, develop and implement an environmental auditing framework aligned with ISO14001 – thus fulfilling this competency requirement. Each participant will leave the training session with the capacity to establish and maintain internal audit programs and the ability and confidence to deliver audits on behalf of their organisation (immediately following the training session).

At the end of the workshop, participants will be able to:

- Describe the role and responsibilities of an internal environmental auditor under the requirements of ISO14001004
- Plan and prepare for an internal environmental audit
- Gather objective evidence through observation, interviewing and sampling of documents and records
- Write factual audit reports that help to improve the effectiveness of the environmental management system
- Deliver internal audits across a range of subject matters
- Advise on appropriate corrective actions in response to audit findings

Recommended for: Organisation's seeking ISO14001 certification, internal auditors with environmental responsibilities, internal environmental auditors, environmental committee members/officers/coordinators/managers, OHS, HSE and HSEQ managers/coordinators and quality managers.

Member: \$748

Non Member: \$990

Metro: 22-23 February, 4-5 April 2012

Duration: 2 days

Environmental Management Systems: An Integrated Approach

Learn how to successfully and strategically integrate environmental sustainability within existing OHS&W and Quality Management Systems as a basis to maximise organisational buying, improve efficiency and reduce any duplication and/or system conflicts. This course provides participants with an understanding of the commonalities between environmental sustainability and other types of management systems (i.e. OHS&W, Quality, HACCP, etc.) and the opportunities available to incorporate environmental sustainability within such management systems.

At the end of the workshop, participants will be able to:

- **Define the purpose of international standards such as ISO14001:2004**
- **Explain what an integrated approach to environmental sustainability means**
- **Describe the benefits (and pitfalls) of an integrated approach**
- **Manage the change process**

Recommended for: Organisation's seeking ISO14001, Quality staff/OHS&W staff involved with environmental responsibilities, HSE representative/coordinator, environmental officer/coordinator, line manager and supervisors with management system related responsibilities, organisations who possess numerous stand-alone management systems.

Member: \$374

Non Member: \$495

Metro: 23 March, 22 June 2012

Duration: 1 day



CERTIFICATES AND DIPLOMAS

Training Standards

As a Registered Training Organisation (RTO), Business SA is committed to meeting the highest standards of delivery and service to its clients as required by the Australian Quality Training Framework (AQTF 2010). Business SA has a range of services, delivery processes and procedures to support the principles of AQTF 2010.

Nationally Recognised Training

Business SA's nationally recognised programs provide formal recognition of quality training based on nationally agreed standards and principles. The Australian National Training Framework is the national system of Vocational Education and Training (VET).

Programs displaying the symbol below are nationally recognised and GST free:



Traineeships

As a Registered Training Organisation, Business SA provides business, business administration, retail, frontline management and occupational health and safety traineeships.

Through Business SA, your trainees will benefit from our professional training and, as an employer, you may be eligible for significant Federal and/or State Government financial incentives.

For further information, contact us on 08 8300 0034 or email traineeships@business-sa.com.

Traineeship Subsidy

Train your staff on the job and you may be eligible to receive a government incentive of up to \$4,000 per trainee towards the cost of the course.

Traineeships are a Federal Government incentive available for selected nationally recognised and accredited programs offered at Business SA.

They may attract substantial financial incentives to assist your business to build a more skilled workforce with long term benefits.

Contact us for more information.

Programs displaying the symbol below may attract traineeship subsidies for eligible candidates.



Australian Apprenticeships Centre

Business SA's Australian Apprenticeships Centre provides a range of free services including:

- Information, administration services and support to employers and Australian Apprentices
- Assistance and advice on completing the 'Contract of Training' (including the legal responsibilities)
- Assess, approve and process the payment of Australian Government employer incentives as well as payments for eligible Australian Apprentices
- Access to the 'Australian Direct' portal. This is a free web portal exclusive to our employers, providing the opportunity to review and manage registrations and claims for all registered Apprentices and Trainees within your organisation.

We have offices in Unley, Berri, Mount Gambier, Murray Bridge, Port Augusta, Port Lincoln, Port Pirie and Tanunda offering a complete state-wide service.

For more information contact Business SA's Australian Apprenticeships Centre on 08 8300 0255.

How to gain a qualification

Recognition of prior learning (RPL)

Recognition of prior learning is available to participants who can demonstrate competence in any of the units within our nationally accredited programs. RPL is the acknowledgment of skills and knowledge acquired or learned through formal training, work and life experience.

Contact us on 08 8300 0034 or email assess@business-sa.com for further information.

Recognition of Prior Learning (RPL) process

At Business SA, we will work with you to ensure the RPL process is easy and streamlined.

Step 1

Contact Business SA to discuss the RPL process and requirements.

Step 2

A Business SA Assessor works with you to match your skills with the qualification and discuss evidence to be collected.

Step 3

Gather the required evidence for your RPL portfolio.

Step 4

Present evidence to your Assessor.

Step 5

Assessor provides feedback and advises if more evidence is required or RPL is granted.

National Recognition

Business SA recognises and accepts AQTF 2010 qualification parchments and statements of attainment issued by other registered training organisations in Australia.

Online and self-paced training

Business SA offers a range of learning options from class attendance to self paced and online learning. These convenient and flexible modes of study allow you to complete your studies in your own time and at your own pace. On registering, you will receive a comprehensive study pack and a student services coordinator. No matter which way you choose to complete your studies, Business SA will assist you every step of the way.

With our user friendly online learning system, you have a flexible way to undertake training. You will have 24/7 access to all of your units online, allowing you to complete them at your convenience. Assistance is available to ask questions, submit your assessment for comment, or to ensure you are simply on the right track.

By undertaking your studies at your own pace, you will receive all your hard copy workbooks and relevant study materials.



CERTIFICATE III QUALIFICATIONS

Certificate III in Business BSB30107

This entry level course is designed to develop and enhance the administration skills for participants in a wide range of administrative and office support positions. Acquire the necessary skills of customer service, record keeping and time management and become more proficient in creating business documentation and electronic presentations.

To achieve this nationally recognised qualification, 12 units of competency (1 core and 11 elective) must be successfully completed:

Core unit:

- Participate in OHS processes

Elective units (select 11 from the following):

- Deliver and monitor a service to customers
- Work effectively with diversity
- Produce spreadsheets
- Promote innovation in a team environment
- Recommend products and services
- Design and produce business documents
- Maintain financial records
- Maintain business resources
- Organise workplace information
- Process customer complaints
- Create electronic presentations
- Organise personal work priorities and development

Investment:

Option 1 – For participants who are eligible under an approved contract of training, the following training and materials fee applies:

Member: \$500

Non Member: \$600

Option 2 – For participants who are completing this qualification as a Fee for Service student:

Member: \$2,000

Non Member: \$2,500

Contact us for more information in regards to traineeships and delivery options.



Certificate III in Business Administration BSB30407

This nationally recognised qualification provides beneficial skills for those wishing to enter a business administration/support role including generating and maintaining business documentation, maintenance of financial records and accounts payable/receivable. Learn how to deliver a service to a customer, prioritise workload, participate in occupational health and safety practices and contribute to an effective workplace environment.

To achieve this certificate, 13 units of competency (2 core plus 7 administration units plus 4 elective units) must be successfully completed:

Core units:

- Develop keyboarding speed and accuracy
- Participate in OHS processes

Administration units:

- Process payroll
- Process accounts payable and receivable
- Organise schedules
- Create electronic presentations
- Produce spreadsheets
- Design and produce business documents
- Write simple documents

Elective units:

Business SA will work with you to select 4 elective units appropriate to your workplace

Investment:

Option 1 – For participants who are eligible under an approved contract of training, the following training and materials fee applies:

Member: \$500

Non Member: \$600

Option 2 – For participants who are completing this qualification as a Fee for Service student:

Member: \$2,000

Non Member: \$2,500

Contact us for more information in regards to traineeships and delivery options.



Certificate III in Retail SIR30207

This nationally recognised qualification enables you to gain the skills and knowledge required to be proficient in retail operations and/or supervision in various retail store settings. Develop the skills necessary to have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team. Become competent in areas such as customer service, selling, merchandising, inventory, security, finance, employee relations, team coordination and administration.

To achieve this certificate, 10 units of competency (3 core plus 7 elective units) must be successfully completed:

Core units:

- Coordinate interaction with customers
- Maintain store safety
- Maintain store security

For the extensive list of electives and unit descriptors please contact us.

Investment:

Option 1 – For participants who are eligible under an approved contract of training, the following training and materials fee applies:

Member: \$500

Non Member: \$600

Option 2 – For participants who are completing this qualification as a Fee for Service student:

Member: \$2,000

Non Member: \$2,500

Contact us for more information in regards to traineeships and delivery options.



CERTIFICATE IV QUALIFICATIONS

Certificate III in Accounts Administration FNS30310

This nationally recognised qualification is designed to reflect the role of entry-level employees who perform routine duties such as accounts payable/accounts, receivable, payroll, preparation of trial balance, bookkeeping and preparation of financial reports.

To achieve this certificate, 11 units of competency (7 core plus 4 electives) must be successfully completed:

Core units:

- Work effectively in the financial services industry
- Use business technology
- Write simple documents
- Perform financial calculations
- Process financial transactions and extract interim reports
- Administer subsidiary accounts and ledgers
- Contribute to OHS hazard identification and risk assessment

Elective units:

- Produce spreadsheets
- Work effectively with diversity
- Set up and operate a computerised accounting system
- Establish and maintain a payroll system

Member: \$2,000

Non Member: \$2,500

Contact us for more information in regards to traineeships, delivery options and schedules.



NATIONALLY RECOGNISED
TRAINING

Certificate IV in Business BSB40207

This nationally recognised qualification is ideal for individuals who want to further develop their business skills and acquire the proficiency to apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources. Gain the ability to provide leadership, guidance and take on limited responsibility for the output of others.

To achieve this certificate, 10 units of competency (1 core plus 9 electives) must be successfully completed.

Recommended units include:

Core Units:

- Monitor a safe workplace

Elective units:

- Report on financial activity
- Organise meetings
- Address customer needs
- Analyse and present research information
- Promote products and services
- Write complex documents
- Identify risk and apply risk management processes
- Manage projects
- Establish networks
- Develop teams and individuals

Member: \$2,400

Non Member: \$3,000

Contact us for more information in regards to traineeships, delivery options and schedules.



NATIONALLY RECOGNISED
TRAINING

Certificate IV in Business Administration BSB40507

This nationally recognised qualification is ideal for individuals who are employed or are seeking to be employed as an administrative professional within small, medium or large organisations. Acquire well-developed administrative skills and a broad knowledge base in a wide variety of administrative contexts.

To achieve this certificate, 9 units of competency (5 specialist and 5 electives) must be successfully completed.

Recommended units include:

Specialist units:

- Prepare financial reports
- Organise meetings
- Design and develop complex text documents
- Develop and use complex spreadsheets
- Write complex documents

Elective units:

- Address customer needs
- Analyse and present research information
- Monitor a safe workplace
- Administer projects
- Promote innovation in a team environment

Member: \$2,400

Non Member: \$3,000

Contact us for more information in regards to traineeships, delivery options and schedules.



NATIONALLY RECOGNISED
TRAINING

 Eligible for Traineeship subsidies

 Nationally Recognised Training

Certificate IV in Frontline Management BSB40807

This nationally recognised qualification is suited for individuals who are in the first line of management, responsible for others in the workplace or for aspiring managers/leaders. Achieve the skills and/or recognition needed for supervisory functions, including leadership and guidance to others, promotion of team effectiveness and responsibility of work outcomes.

To achieve this certificate, 10 units of competency (4 core and 6 electives) must be successfully completed.

Recommended units include:

Core units:

- Show leadership in the workplace
- Implement operational plan
- Promote team effectiveness
- Monitor a safe workplace

Elective units:

- Coordinate implementation of customer services strategies
- Implement continuous improvement
- Manage projects
- Identify risk and apply risk management processes
- Develop work priorities
- Establish effective workplace relationships

Member: \$2,400

Non Member: \$3,000

Contact us for more information in regards to traineeships, delivery options and schedules.



Certificate IV in Human Resources BSB41007

This nationally recognised qualification is designed for those who work in a range of support positions in human resource management or across human resource functions in the workplace. Obtain the skills and knowledge to implement various human resource functions such as workplace planning, recruitment and induction and establish effective workplace relationships and performance management processes.

To achieve this certificate, 10 units of competency (4 core and 6 electives) must be successfully completed.

Recommended units include:

Core units:

- Review human resource functions
- Recruit, select and induct staff
- Support performance management process
- Implement industrial relations procedures

Elective units:

- Address customer needs
- Monitor a safe workplace
- Analyse and present research information
- Establish effective working relationships
- Identify risk and apply risk management processes
- Develop team and individuals

Member: \$2,400

Non Member: \$3,000

Contact us for more information in regards to delivery options and schedules.



Certificate IV in Occupational Health and Safety BSB41407

This nationally recognised qualification is designed for OHS officers or coordinators who work under the supervision of an OHS manager or anyone wanting to make OHS their profession. It provides vital skills and knowledge to contribute to the implementation, coordination and follow-through of OHS practices in the workplace.

To achieve this certificate, 9 units of competency (6 core and 3 electives) must be successfully completed.

Recommended units include:

Core units:

- Contribute to the implementation of a systematic approach to managing OHS
- Contribute to the implementation of the OHS consultation process
- Identify hazards and OHS risks
- Contribute to the implementation of strategies to control OHS risk
- Contribute the implementation of emergency procedures
- Assist with compliance with OHS and other relevant laws

Elective units:

- Monitor a safe workplace
- Analyse and present research information
- Implement operational plan

Member: \$2,400

Non Member: \$3,000

Contact us for more information in regards to delivery options and schedules.



Certificate IV in Training and Assessment TAE40110

This nationally recognised qualification reflects the roles of individuals delivering training and assessment services in the vocational education and training (VET) sector. Achievement of this qualification or an equivalent by trainers and assessors is a requirement of the Australian Quality Training Framework Essential Standards for Registration. This qualification is also suitable preparation for those engaged in the delivery of training and assessment of competence in the workplace.

Note – if you have previous training qualifications, (i.e. BSZ40198 or TAA40104) you may be eligible for RPL or credit transfer towards this qualification

To achieve this certificate, 10 units of competency (7 core and 3 electives) must be successfully completed.

Core units:

- Design and develop learning programs
- Use training packages and accredited courses to meet client needs
- Plan, organise and deliver group-based learning
- Plan, organise and facilitate learning in the workplace
- Plan assessment activities and processes
- Assess competence
- Participate in assessment validation

Elective units:

- Mentor in the workplace
- Provide workskill instruction
- Contribute to assessment

Member: \$2,400

Non Member: \$3,000

Contact us for more information in regards to delivery options and schedules.



Certificate IV in Accounting FNS40610

This nationally recognised qualification reflects job roles in financial services and other industries requiring accounting support functions. Key skills covered include completing Business Activity Statements (BAS) and other office taxes, operational reporting, maintaining inventory records and ensuring relevant legal requirements are adhered to.

Note – persons providing a BAS service must be registered by the Tax Practitioners Board and this qualification is currently cited as meeting some of the educational requirements for registration.

To achieve this certificate, 13 units of competency (9 core plus 4 electives) must be successfully completed.
Recommended units include:

Core Units:

- Process financial transactions and extract interim reports
- Set up a computerised accounting system
- Apply principles of professional practice to work in the financial services industry
- Prepare financial reports
- Prepare financial statements for non reporting entities
- Carry out business activity statement and instalment activity statement
- Design and produce business documents
- Contribute to the OHS hazard identification and risk assessment
- Make decisions in a legal context

Elective units:

- Administer subsidiary accounts and ledgers
- Maintain inventory records
- Establish and maintain a payroll system
- Prepare operational budgets
- Administer subsidiary accounts and ledgers

Member: \$3,120

Non Member: \$3,900

Contact us for more information in regards to delivery options and schedules.



Certificate IV in Bookkeeping FNS40210

This nationally recognised qualification reflects job roles of contract bookkeepers and employees performing bookkeeping tasks for organisations in a range of industries. Key skills covered include completing Business Activity Statements (BAS) and other financial statements, developing bookkeeping management systems, establishing and maintain accounting system and general administration.

Note – persons providing a BAS service must be registered by the Tax Practitioners Board and this qualification is currently cited as meeting the educational requirements for registration.

To achieve this certificate, 13 units of competency (9 core plus 4 electives) must be successfully completed.
Recommended units include:

Core Units:

- Apply principles of professional practice to work in the financial industry
- Prepare financial reports
- Develop and implement policies relevant to bookkeeping activities
- Establish and maintain a cash accounting system
- Establish and maintain an accrual accounting system
- Carry out business activity statement and instalment activity statement
- Establish and maintain a payroll system
- Design and produce business documents
- Contribute to the OHS hazard identification and risk assessment

Elective units:

- Monitor and manage a small business
- Deliver and monitor a service to customers
- Develop and use complex spreadsheet
- Manage personal work priorities and professional development

Member: \$3,120

Non Member: \$3,900

Contact us for more information in regards to delivery options and schedules.



DIPLOMA QUALIFICATIONS

Diploma of Business BSB50207

This nationally recognised qualification is designed for supervisors, frontline managers, team leaders or for those looking to further develop their current management skills. Ideal if you have little or no vocational experience but possess sound theoretical business skills and knowledge that you would like to further develop to advance educational and employment opportunities.

To achieve this certificate, 8 units of competency must be successfully completed.

Recommended units include:

- Manage meetings
- Plan or review administration systems
- Manage business document design and development
- Manage programs that promote personal effectiveness
- Interpret market trends and development
- Manage projects
- Manage risk
- Manage personal work priorities and professional development

Member: \$3,200

Non Member: \$4,000

Contact us for more information in regards to traineeships, delivery options and schedules.



Diploma of Management BSB51107

This nationally recognised qualification is designed for managers who have considerable experience in their respective industry, a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate their own work and the work of a team.

To achieve this certificate, 8 units of competency must be successfully completed.

Recommended units include:

- Manage quality customer service
- Manage people performance
- Facilitate continuous improvement
- Develop a workplace learning environment
- Manage risk
- Manage budgets and financial plans
- Manage operational plans
- Manage projects

Member: \$3,200

Non Member: \$4,000

Contact us for more information in regards to traineeships, delivery options and schedules.



Diploma of Occupational Health and Safety BSB51307

This nationally recognised qualification is designed for OHS practitioners and OHS supervisors or managers at a senior management level who coordinate and maintain the OHS systems within an organisation. Gain a sound theoretical knowledge base and discover how to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate your own work and the work of others with safety responsibilities.

To achieve this certificate, 8 units of competency must be successfully completed.

Recommended units include:

- Participate in the investigation of incidents
- Participate in the coordination and maintenance of a systematic approach to managing OHS
- Participate in the management of the OHS information and data systems
- Assist in the design and development of OHS participative arrangements
- Apply principles of OHS risk management
- Manage hazards in the work environment
- Monitor and facilitate the management of hazards associated with plant
- Facilitate the application of principles of occupational health to control OHS risk

Member: \$3,200

Non Member: \$4,000

Contact us for more information in regards to delivery options and schedules.



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Registration Form

To register online visit www.business-sa.com/training-courses

Program Details	Program name		
	Program date		Program time
Participant Details	Title Mr/Mrs/Ms	First Name	Surname
	Position		
	Organisation		Membership No.
	Telephone		Facsimile
	Email		
Participant Two Details	Title Mr/Mrs/Ms	First Name	Surname
	Organisation		
	Telephone		Facsimile
	Email		
Contact/Invoice Details	Title Mr/Mrs/Ms	First Name	
	Invoice Address		Postcode
	Telephone		Facsimile
	Email		

Payment Details	Total cost \$		
	<input type="checkbox"/> Invoice the organisation/contact person above		
	<input type="checkbox"/> Mastercard	<input type="checkbox"/> Visa	<input type="checkbox"/> AMEX
	<input type="checkbox"/> Diner's	<input type="checkbox"/> Cheque	
	Card number	<input type="text"/>	Expiry
Cardholder's Name		Signature	

How did you hear about this training?	<input type="checkbox"/> Manager	<input type="checkbox"/> Advertising	<input type="checkbox"/> Business SA Training Program	<input type="checkbox"/> Flyer
	<input type="checkbox"/> Website	<input type="checkbox"/> Email	<input type="checkbox"/> Google Ad	<input type="checkbox"/> Business SA Staff
<input type="checkbox"/> Other				

I declare our organisation and this program is eligible for the SafeWork SA OHS subsidies. Please tick the subsidy category(ies) below.
 Small Business High Risk Occupation/Industry — type:

Cancellations and conditions

- Special conditions apply to cancellations for Certificates and Diplomas. These conditions can be found within the relevant Certificate or Diploma program information on our website www.business-sa.com, or for further information call Customer Service on 08 8300 0103 or email customerservice@business-sa.com.
- All cancellations must be notified in writing to customerservice@business-sa.com. Registrations may be cancelled up to five (5) working days prior to the program and receive a full refund.
- Registrations cancelled less than five (5) working days prior to the program will be non refundable.
- Non-attendance will result in the full program fee being charged.
- Notification is required to substitute another participant, no later than two (2) working days prior to the program, should the nominated person be unable to attend.
- Payment must be made fourteen (14) days from receipt of invoice. Registrations made within fourteen (14) days of the program require payment prior to commencement.
- Registrations received within five (5) working days prior to the commencement of the program are non refundable.

- Business SA endeavours to deliver every program. However, Business SA also reserves the right to cancel or postpone a program to an alternative date. All registered participants affected by such a cancellation will receive a refund or be offered the opportunity to transfer to the next available program.
- A participant can be transferred to another program date once free of charge, provided written notification to customerservice@business-sa.com is received no later than two (2) working days prior to the start of the program. If a participant is unable to attend after being transferred once and no substitute is made, the booking will be cancelled, the fees forfeited and any re-registration will incur the full program fee.
- Business SA reserves the right to amend its cancellation policy at any time and will amend its registration forms and processes accordingly.

NOTE: The cancellation policy of refunds granted up to five (5) working days prior to the program does not apply when participants have transferred once.

I have read and understood the terms and conditions above.

Signature

Privacy statement

Business SA has a commitment to privacy in accordance with the Privacy Act of 1988 and its amendments. The information you provide is voluntary, however, we may be unable to process your booking successfully without all relevant data fields completed. Business SA would like to keep you informed about other training courses, seminars, information forums, events. If you would **NOT** like to join the Business SA mailing list then please tick this box: . To read Business SA's full Privacy statement please visit www.business-sa.com or contact the Business SA Privacy Officer on 08 8300 0000. Business SA is the trading name of the South Australian Employers' Chamber of Commerce and Industry Inc.

Office Use Only

Date
Amount

Invoice Number
Customer Number.

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