

Approved Individual Training Courses

Provider	Course Name	Course Length	Description
AVE	Aboriginal & Torres Strait Islander Cultural Awareness	1.50 hours	Gain awareness and a basic understanding of the history and the cultural values, beliefs and practices of Aboriginal and Torres Strait Islander peoples. This course touches on the basic protocols and behaviours to follow when working and interacting with Aboriginal and Torres Strait Islander people.
TCP	Anti Bullying	1 hour	This Anti Bullying Training Online is a non-accredited course designed to teach students about the effects that bullying and harassment can have in the workplace.
AVE	Business Ethics and Code of Conduct	1.50 hours	This course looks at the ethical measures that businesses take to ensure that their behaviour aligns with their values. We cover a broad range of concepts including codes of conduct, accountability, ethical decision-making, corporate gifts and conflicts of interest.
ADA	Conducting Internal Audits	4 hours	In this course you will learn about conducting a pre-audit meeting, gathering and reviewing relevant information, assessing and reviewing findings, developing audit reports, conduct exit meetings, reviewing actions taken post audit.
ADA	Conducting Interviews	4 hours	In this course you will learn the correct processes to follow to conduct effective recruitment interviews, appraisal interviews, grievance interviews, disciplinary interviews, termination interviews and exit interviews. Emphasis is placed on thorough processes and communication strategies.
TCP	Conflict Resolution	40 mins	The Conflict Resolution Training Online is designed to teach students how to understand, manage and resolve conflict in situations that arise within the workplace.
ADA	Continuous Improvement	4 hours	In this course you will learn about the importance of continuous improvement, the continuous improvement cycle, how to identify areas for improvement, continuous improvement and change, and implementing and monitoring improvements.
ADA	Customer Complaints (Dealing effectively with)	4 hours	In this course you will learn about causes of complaints and turning them around; systems that help customers to complain; complaint handling policies; using communication skills; complaint records and registers; deciding what to do; resolving or escalating complaints.
ADA	Customer Service (Effective)	4 hours	In this course you will learn how to communicate with customers, determine the customer's needs as well as the importance of ongoing service.
AVE	Customer Service Skills	1 hour	Good customer service is an integral part of any successful business. Not only will your customers feel great about doing business with you, you can strengthen your company reputation and opening up opportunities for repeat business. Learn the fundamentals of customer service, with tips on how to provide excellent customer service to boost your bottom line.
ADA	Delivering Training At Work	4 hours	In this course you will learn about planning, designing and conducting training programs and conducting assessment.
ADA	Developing a Learning Organisation	4 hours	In this course you will learn about learning opportunities, the learning needs of individuals, enhancing performance, the importance of recognition and introducing improvements.
AVE	Developing a Mentally Healthy Workplace	1.50 hours	This course is designed to help employers and employees to understand what mental health is and how to develop a mentally healthy workplace.
TCP	Disciplinary Action	1.20 hours	The Disciplinary Action Training Online is designed to teach leaders how to deal with an employee who isn't performing inline with the expectations of the business.
TCP	EEO Compliance	1 hour	The EEO Compliance Training Online is designed to teach leaders equal employment opportunity and anti-discrimination in the workplace as a manager or supervisor.
TCP	EEO for Employees	45 mins	The EEO Training for Employees Online is designed to teach students about equal employment opportunity and anti-discrimination in the workplace as an employee.
ADA	Emotional Intelligence	4 hours	In this course you will learn about signs of high emotional intelligence (IE); using IE in relationships, the effect of emotionally intelligent employees in a workplace; controlling and expressing emotions; stress and resilience.
AE	Excel Course - Introductory (CURRENTLY \$75.00)	6 hours	A beginner's course that covers the basics of creating and working with workbooks and worksheets using Microsoft Excel. Learn basic formulas and functions, formatting techniques, how to filter your data, plus much more.
AE	Excel Course - Intermediate (CURRENTLY \$75.00)	6 hours	Expand on your knowledge of Excel and learn how to create more productive workbooks with more complex formulas and functions. Learn to apply a range of number formatting and conditional formatting techniques.
AE	Excel Course - Advanced (CURRENTLY \$75.00)	6 hours	Perform advanced data operations including lookup and reference functions, creating summaries, and import and export data. Work with PivotTables and PivotCharts, create scenarios and use a variety of data validation techniques.
ADA	Excel Course - Beginner & Intermediate	4 hours	This course covers spreadsheet design; using automatic functions; using formulae; creating charts & tables; using beginner and intermediate level features.

AVE	Fire Training Awareness	1 hour	Learn the fundamentals of fire theory and the core knowledge of how to use firefighting equipment. This course also provides guidance about fire prevention.
TCP	Fire Warden	1.20 hours	The Fire Warden Training Online is designed to teach students how to plan for emergencies and the roles and responsibilities of Wardens and Floor or Area Wardens.
AVE	First Aid Awareness	1 hour	In this course, you will begin by looking at first aid equipment, facilities and training required. You will then look at a number of different scenarios involving accidents and injuries, and how you should respond to each of these.
AVE	Forklift Safety Awareness	1.50 hours	The use of forklifts in the workplace can pose considerable danger to workers. While those who operate forklifts require a specific licence, it is also important for other workers to have knowledge of their operation in the workplace.
AVE	General Health & Safety Responsibilities Awareness	40 mins	With workplace health and safety laws regularly being updated or implemented, it can be hard for everyone in the workplace (including employers, PCBUs and workers) to know the latest regulatory requirements and responsibilities. This course is applicable to all states and territories in Australia.
TCP	Incident Investigation	1 hour	The Incident Investigation Training Online is designed to teach students the knowledge and practical advice needed to conduct an incident investigation efficiently.
TCP	Injury Coordinator	1.05 hours	The Injury Management Coordinator Course Online is designed to teach managers and supervisors with a comprehensive understanding of injury management, what it is, their responsibilities and what they are required to do.
TCP	Injury Management	40 mins	The Injury Management Course Online is designed to teach students how to identify hazards that could be the cause of incidents that could lead to illness or injury and supporting a workers recovery.
ADA	Innovation In The Workplace	4 hours	In this course you will learn about interpreting the need for innovation; change and innovation; supporting innovation; and providing information and learning opportunities.
ADA	Leadership In The Workplace	4 hours	In this course you will learn about leadership roles, characteristics of a good leader, cultural competence, leadership styles and organisation health.
ADA	Managing Change	4 hours	In this course you will learn about change, identifying opportunities for change, change leadership, innovation and change as well as monitoring and evaluation.
ADA	Managing Meetings	4 hours	In this course you will learn about : organising meetings, preparing for meetings, meeting roles, conducting meetings, closing meetings and minute taking.
ADA	Managing Work Stress	4 hours	In this course you will learn about: what is stress; excess stress reactions; managing work to prevent excess stress; managing stress; strategies to achieve balance.
AVE	Manual Handling & Ergonomics for the Office	1 hour	When working in an office, it's easy to assume you are exempt from the considerable dangers present in work environments such as construction sites or warehouses. Don't be fooled however - by doing simple tasks such as typing at a desk or lifting files onto a shelf, you are putting your physical health at risk if these tasks are not undertaken with the correct Ergonomic and manual handling principles.
AVE	Manual Handling for Retail & Warehouse	1 hour	The Manual Handling for Retail course will teach you how to properly identify, plan and perform manual handling tasks to help make sure your workplace remains safe and injury-free.
TEW	Maximise Opportunities in Work & Life (COMING SOON)	TBA	If you're ready to create moment and be on track with your life then this is a great place to start.
TCP	Mental Health	1 hours	This online mental health course has been designed to make you aware of the varying aspects of mental health such as what defines mental health and how it affects the workplace. On top of this, it will show you how to provide the correct support within the workplace as well as the challenges and strategies that come with maintaining a healthy work environment.
AVE	Mental Health Awareness (CURRENTLY FREE OF CHARGE)	1 hour	Mentally healthy workplaces are productive and positive places to work. Businesses that actively promote good mental health can attract and retain top talent, and get the best out of people, because employees feel supported and encouraged.
ADA	Mentoring	4 hours	In this course you will learn about the types of mentoring relationships, establishing and developng a mentoring relationship, supporting and developing a mentoree, providing feedback, evaluating a mentoring relationship and closure.
ADA	Networking	4 hours	In this course you will learn about establishing relationships; identifying networking opportunities; maintaining business relationships; and professional netwroks and associations.
TCP	Occupations Health & Safety Fundamentals	45 mins	This course has been developed to provide an understanding of some of the issues relation to health and safety that employees may face in the workplace.
TCP	OHS	40 mins	The OHS Course Online is designed to teach students the responsibilities and risk management process of applying occupational health and safety in the workplace.
ADA	Online Meetings	4 hours	In this course you will learn the "Do's and Don'ts" of participating in online meetings; online meeting etiquette; strategies to better engage in online meetings and effectively using common online meeting platform features.
TCP	Performance Management	1 hour	The Performance Management Training Online is designed to teach leaders to identify performance issues, misconduct and absenteeism and manage them effectively.
TCP	Positive Workplace Culture	25 mins	This course has been developed to provide an awareness of what a positive workplace culture is, as well as how to proactively identify and reduce risks that negatively impact on workplace culture.
AE	Power Point	6 hours	The Microsoft PowerPoint course will give you the skills and knowledge to be able to create real-world slideshows. Create, print and publish presentations with ease.
ADA	Prioritising Work	4 hours	In this course you will learn about planning a schedule; factors affecting objective; tools for scheduling; monitoring your progress; seeking feedback on performance; reporting variations; developiing your skills and knowledge.

TCP	Risk Assessment	1 hour	The Risk Assessment Training Online is designed to teach students how to identify hazards, assess risk potential and apply risk controls to avoid workplace issues.
AVE	Risk Management - AVE	1 hour	Workplace accidents occur every day and can result in injuries that are severe, long term and costly. Most accidents should be preventable, particularly when the correct risk management procedures are used. This course equips participants with the skills to apply management procedures and policies which will assist in managing risk and maintaining an injury-free workplace.
TCP	Risk Management - TCP	1.25 hours	The Risk Management Course Online is designed to teach students how risk should be managed and the responsibilities of managers and supervisors to minimize risk.
TCP	Sexual Harrassment	25 mins	This course has been developed to provide the learner with an understanding of how to recognise and avoid behaviour that could be considered sexual harassment, and what to do if they are being subjected to or witness this type of behaviour.
ADA	Skills For Influencing & Negotiating	4 hours	In this course you will learn about the relationship between power, influence and negotiation, how to use influencing behaviours, advanced communication techniques, and negotiating techniques.
ADA	Supervising	4 hours	In this course you will learn about planning work, balancing management tasks and operational tasks, leadership and supervision, supporting staff, managing team conflicts, training, coaching and mentoring, communication and feedback.
AVE	Time Management	1.50 hours	It is estimated that 80% of results are derived from only 20% of our work activities and this is due to the fact that most of us don't prioritise and focus our time and energy on the most critical and important tasks at hand. This course will assist you to productively plan, pace and prioritise your daily tasks and to triumph over procrastination and workplace distractions.
ADA	Time Management At Work	4 hours	In this course you will learn about identifying your objectives; planning; managing yourself; strategies to prioritise and manage tasks more effectively; managing interruptions and other barriers; effective meeting.
ADA	Understanding And Managing Conflict At Work	4 hours	In this course you will learn about conflict and its causes, the cost and stages of conflict, strategies for dealing with conflict, problem solving and negotiation, responding to conflicts that cannot be resolved.
AE	Word (Microsoft) - Introductory (CURRENTLY \$75.00)	6 hours	A beginner's course that covers the basics of creating and working with business documents. Learn to navigate in Microsoft Word and use features such as formatting, tables, printing and even using the mail merge function.
AE	Word (Microsoft) - Intermediate (CURRENTLY \$75.00)	6 hours	Improve your Microsoft Word skills by taking them to the next level. Learn key concepts and tools such as Styles and building blocks, as well as the correct usage of features. Learn to use Word's more advanced features to confidently operate the software at an advanced level. Create more complex documents using automated functions, create a table of contents, build interactive fields and forms, work with macros and more. Ensure efficient use of the program when working with documents.
AE	Word (Microsoft) - Advanced (CURRENTLY \$75.00)	6 hours	Learn to use Word's more advanced features to confidently operate the software at an advanced level. Create more complex documents using automated functions, create a table of contents, build interactive fields and forms, work with macros and more.
TCP	Work Health & Safety	1 hour	The Work Health & Safety Course Online is designed to teach students strategies for managing health and safety in the workplace in line with legislative requirements.
TCP	Working at Heights Hazard Guide	15 mins	This course has been developed to provide the learner with an understanding of the risk controls that should be applied to working at heights in the workplace.
AVE	Working at Heights Safety Awareness	1 hour	This course covers the "ground rules" for working at heights, duty of care responsibilities for workers and PCBUS, the hierarchy of control for managing the risk of falls, and key equipment and components of fall-prevention devices, work positioning systems and fall-arrest systems, as well as basic ladder safety and administrative control measures. Please note: This is an awareness course only and you may need other qualifications before you can do various types of work at heights.
ADA	Working From Home (Setting up a home office)	4 hours	In this course you will learn about WHS legislation, risk management, setting up a safe work environment; ergonomics and maintaining a safe work environment.
TCP	Workplace Bullying	1 hour	The Workplace Bullying Training Online is designed to teach students how to identify the effects and behaviour that would be considered as bullying or harassment.
AVE	Workplace Bullying & Harrassment Awareness	1 hour	Learn how to deal with bullying and harassment in the workplace by educating your team on what is bullying (and what isn't) and how to create a safer and more inclusive work environment. A critical part of providing a safe workplace is the provision of appropriate anti-bullying, harassment and discrimination training.