2015 Course Library

Workplace Health and Safety ►
- General Health and Safety -
  - Advanced Health and Safety
  - Alcohol and Other Drugs in the Workplace
  - Contractor Management
  - Driver Safety
  - Electrical Safety
  - Emergency Procedures
  - Ergonomics
  - Fatigue Management
  - Fire Safety
  - First Aid Refresher
  - Hazard Identification
  - Health and Safety Committees
  - Health and Safety Representatives
  - HSE Awareness (NZ)
  - HSE for Managers (NZ) - NEW
  - HSE Hazard Management (NZ) - NEW
  - Incident Investigation
  - Injury Management - NEW
  - Manual Tasks
  - Office Safety
  - OHS Awareness (Vic)
  - OHS for Managers (Vic)
  - OSH Awareness (WA)
  - OSH for Managers (WA)
  - Stress Management
  - Stress Management for Managers
  - Warden Instruction
  - WHS Awareness
  - WHS for Managers
  - WHS Risk Management
  - Work / Life Balance
  - Workplace Inspections

- Chemicals and Hazardous Substances Management -
  - Hazardous Chemicals
  - Labels and Safety Data Sheets
  - Laboratory Safety - Biological Hazards
  - Laboratory Safety - Chemical Hazards
  - Solvents
  - Spill Prevention and Control
  - Working with Silica Dust

- Retail and Food Industries -
  - Armed Robbery Survival Skills
  - Food Handling and Hygiene Procedures
  - Food Safety Standards
  - HSE for the Retail Industry (NZ) - NEW
  - WHS for the Retail Industry

- High Risk / Construction Industry -
  - Asbestos Awareness
  - Confined Space Entry
  - Construction Safety Orientation
  - Forklift Safety
  - Hand Hazard Awareness
  - Hearing Conservation
  - Hot Work
  - Lock Out / Tag Out
  - Manual Tasks for Construction Workers - NEW
  - Personal Protective Equipment
  - Plant Safety
  - Safe Work Planning (SWMSs and JSAs)
  - Working at Heights
  - Working near Services
  - Working Outdoors

- Chain of Responsibility -
  - Chain of Responsibility Code of Practice
  - Dimensions and Indivisible Loads
  - Fatigue Management Duties of Off-Road Parties
  - Heavy Vehicle Driver Fatigue
  - Introduction to Chain of Responsibility
  - Load Restraint
  - Transporting Dangerous Goods
  - Weight of Loads

EEO ►
- Disability Awareness
- Disability Awareness (NZ) - NEW
- Discrimination and EEO
- Discrimination and EEO (NZ)
- Discrimination and EEO for Managers
- Discrimination and EEO for Managers (NZ) - NEW
- Diversity in the Workplace
- Diversity in the Workplace (NZ) - NEW
- Mental Health Awareness
- Mental Health Awareness (NZ)
- Mental Health Disclosure - NEW
- Mental Health Disclosure (NZ) - NEW
- Sexual Harassment Prevention
- Sexual Harassment Prevention (NZ) - NEW
- Sexual Harassment Prevention for Managers
- Sexual Harassment Prevention for Managers (NZ) - NEW
- Workplace Bullying and Occupational Violence
- Workplace Bullying and Occupational Violence (NZ) - NEW
- Workplace Bullying and Occupational Violence for Managers
- Workplace Bullying and Occupational Violence for Managers (NZ) - NEW
Induction
- Contractor Induction (High Risk)
- Contractor Induction (Low Risk)
- Employee Induction
- Health Services Induction
- Laboratory Induction
- Manager Induction
- Site Induction

Ethics and Conduct
- General
  - Business Continuity Management
  - Business Travel Arrangements
  - Code of Conduct
  - Competition and Consumer Act Awareness
  - Competition and Consumer Law (NZ)
  - Conflict of Interest
  - Corporate Governance
  - Fraud and Corruption Awareness
  - Fraud and Corruption Awareness (NZ)
  - Global Anti-Bribery and Corruption
  - Privacy Awareness
  - Privacy Awareness (NZ)
  - Records Management
  - Records Management (NZ)
  - Risk Management
  - Understanding Workplace Rights
- Government Sector
  - Accountable and Ethical Decision Making (WA)
  - Freedom of Information (ACT)
  - Freedom of Information (SA)
  - Freedom of Information (Vic)
  - Freedom of Information (WA)
  - Information Privacy Awareness (ACT)
  - Information Privacy Awareness (Qld)
  - Information Privacy Awareness (NT)
  - Personal Information Protection (Tas)
  - Privacy and Personal Data Protection (Vic)
  - Privacy and Personal Information Protection (NSW)
  - Protected Disclosures (NSW)
  - Protected Disclosures (Vic)
  - Public Access to Government Information (NSW)
  - Public Interest Disclosures (ACT)
  - Public Interest Disclosures (NT)
  - Public Interest Disclosures (Tas)
  - Public Interest Disclosures (WA)
  - Recordkeeping Awareness (WA)
  - Right to Information (Qld)
  - Right to Information (Tas)
  - Victorian Charter of Human Rights and Responsibilities
  - Whistleblower Protection (Qld)
  - Whistleblower Protection (SA)

Health Care and Education Sector
- Health Information Privacy (Qld)
- Health Records and Information Privacy (NSW)
- Health Records Privacy (ACT)
- Health Records Privacy (Vic)
- Mandatory Reporting (ACT)
- Mandatory Reporting (NSW)
- Mandatory Reporting (Qld)
- Mandatory Reporting (SA)
- Mandatory Reporting (Vic)
- Mandatory Reporting (WA)

Health Care / Clinical
- Chronic Disease Awareness
- Client Risk Management
- Death Procedures
- Decision Making and Consent
- Dementia
- Hand Hygiene
- Infection Control
- Invasive Procedures
- Manual Tasks for Health Care Workers
- Medication Management
- Nutrition and Swallowing
- Positive Behaviour Support
- Preceptorship

Sustainability / Environment
- Air Emissions Management
- Corporate Social Responsibility
- Environmental Awareness
- Resource Efficiency
- Sustainability Awareness
- Sustainable Energy Practices
- Waste Management
- Water Conservation

Quality Assurance
- Contributing to Innovation
- Good Manufacturing Practice
- Lean Manufacturing
- Quality Management
- Six Sigma

ICT
- Acceptable Internet Use
- Electronic Communication and Social Media
- Information Security Management
2015 Course Library

Soft Skills ➤

- Communication and Personal Development -
  - Business Etiquette
  - Business Writing Skills
  - Conflict Resolution for Employees
  - Creating eLearning Modules
  - Designing and Delivering Presentations - NEW
  - How to Communicate Effectively
  - Problem Solving
  - Running Effective Face-to-Face Training - NEW
  - Time and Priority Management
  - Understanding Body Language - NEW
  - Understanding Interpersonal and Behavioural Styles - NEW
  - Writing Effective Emails - NEW

- Customer Service -
  - Customer Service
  - Developing Client Relationships
  - Handling Angry and Upset Customers - NEW
  - Managing Complaints - NEW
  - Professional Telephone Etiquette - NEW

- Leadership and Management -
  - Building and Managing Teams - NEW
  - Change Management
  - Emotional Intelligence in Leadership
  - Engaging and Motivating Employees
  - Leadership
  - Making Decisions
  - Managing Difficult Situations
  - Managing the Discipline Process
  - Managing Workplace Conflict
  - Running Effective Meetings - NEW

- Project Management -
  - Planning and Running Events - NEW
  - Project Management

- Sales -
  - Creating Business Blogs - NEW
  - Introduction to Sales - NEW
  - Networking Skills - NEW
  - Prospecting and Leads Generation - NEW
  - Telephone Sales - NEW

- Talent Management -
  - Interviewing Skills and Techniques
  - Mentoring Others
  - Onboarding
  - Performance Management for Employees - NEW
  - Performance Management for Managers
  - Recruitment and Selection
  - Strategic Talent Management

Finance ➤

- Anti-Money Laundering and Counter-Terrorism Financing
- Finance for Non-financial Professionals
- Insider Trading Awareness
- Managing Budgets - NEW
- National Consumer Credit Protection Act Awareness
- National Credit Code Awareness
- Procurement Guidelines
- Procurement Guidelines for ACT Government - NEW
- Procurement Guidelines for NSW Government - NEW
- Procurement Guidelines for Queensland Government - NEW
- Procurement Guidelines for Victorian Government - NEW
- Procurement Guidelines for WA Government - NEW
- Securing Payment Card Data

Microsoft Office ➤

- Microsoft Excel - Introduction
- Microsoft Excel - Intermediate
- Microsoft Excel - Advanced
- Microsoft Outlook
- Microsoft PowerPoint - Introduction
- Microsoft PowerPoint - Intermediate
- Microsoft PowerPoint - Advanced
- Microsoft Word - Introduction
- Microsoft Word - Intermediate
- Microsoft Word - Advanced