

## Equal Employment Opportunity (EEO)

- Disability Awareness (AU, NZ)
- » [Discrimination and EEO \(AU, NZ\)](#) «
- » [Discrimination and EEO for Managers \(AU, NZ\)](#) «
- Diversity in the Workplace (AU, NZ)
- Managing Unconscious Bias
- » [Mental Health Awareness \(AU, NZ\)](#) «
- Mental Health Disclosure (AU, NZ)
- » [Sexual Harassment Prevention](#) «
- » [Sexual Harassment Prevention for Managers](#) «
- Supporting Colleagues with Anxiety
- Supporting Colleagues with Depression
- » [Workplace Bullying and Occupational Violence](#) «
- » [Workplace Bullying and Occupational Violence for Managers](#) «

## Ethics and Conduct

### - General -

- Business Ethics
- Business Travel Arrangements
- Child Protection (NZ)
- Closing the Gap (Cth, WA)
- » [Code of Conduct](#) «
- Competition and Consumer Act Awareness (AU)
- Competition and Consumer Law Awareness (NZ)
- » [Conflict of Interest](#) «
- Copyright (AU, NZ)
- Corporate Governance (AU, NZ)
- Domestic Violence (AU, NZ)
- » [Effective Practices When Working from Home](#) «
- » [Fraud and Corruption Awareness](#) «
- Global Anti-bribery and Corruption (AU, NZ)
- Information Disclosures for Corporate Whistleblowers (AU)
- Mandatory Reporting (ACT, NSW, NT, QLD, SA, TAS, VIC, WA)
- Modern Slavery Act
- » [National Principles for Child Safe Organisations](#) «
- » [Privacy Awareness \(AU, NZ\)](#) «
- Protected Disclosures (NZ)
- Records Management
- Spam Act Awareness (AU)
- » [The European Union General Data Protection Regulation](#) «
- Understanding and Working with the Board
- Understanding Employee Rights (NZ)
- Understanding Workplace Rights (AU)
- Working from Home

### - Education and Universities -

- Animal Research Ethics (AU)
- Disability Standards for Education (AU)
- ESOS Framework Awareness (AU)
- Human Research Ethics (AU)
- Intellectual Property (AU, NZ)
- International Students in New Zealand (NZ)
- Research Integrity (AU)
- Sexual Assault and Sexual Harassment at Universities (AU)
- Student Code of Conduct

### - Government Sector -

- Access to Official Information (NZ)
- Accountable and Ethical Decision Making (WA)
- Delegation of Authority (QLD)
- Freedom of Information (ACT, NT, SA, VIC, WA)
- Human Rights Act (ACT)
- » [Human Rights Act \(QLD\)](#) «
- Information Privacy Awareness (ACT, NT, QLD)
- Personal Information Protection (TAS)
- Privacy and Data Protection Awareness (VIC)
- Privacy and Personal Information Protection (NSW)
- » [Procurement Guidelines for Australian Federal Government \(AU\)](#) «
- » [Procurement Guidelines for New Zealand Government \(NZ\)](#) «
- Procurement Guidelines for State Government (ACT, NSW, QLD, VIC, WA)
- Public Access to Government Information (NSW)
- Public Interest Disclosures (Cth, ACT, NSW, NT, QLD, SA, TAS, VIC, WA)
- Recordkeeping Awareness (WA)
- Right to Information (QLD, TAS)
- Victorian Charter of Human Rights and Responsibilities (VIC)

## Induction

- Contractor Induction (High Risk) (AU, NZ)
- Contractor Induction (Low Risk) (AU, NZ)
- Directors' Induction
- » [Employee Induction](#) «
- Health Services Induction
- Laboratory Induction
- Manager Induction
- » [Site Induction](#) «

## Health and Safety

### - General Health and Safety -

- Advanced Health and Safety (AU, NZ)
- » Alcohol and Other Drugs in the Workplace «
- » COVID-19 Awareness (AU, NZ) «
- » COVID-19 Safe Workplace Plan (AU) «
- Driver Safety
- Electrical Safety (AU, NZ)
- Emergency Procedures
- Fatigue Management
- Fire Safety
- First Aid Refresher
- Hazard Identification
- » Health and Safety Awareness (NZ) «
- Health and Safety Committees
- Health and Safety for Managers (NZ)
- Health and Safety Representatives (AU, NZ)
- Health and Safety Risk Management (NZ)
- Incident Investigation
- » Infection Control in the Workplace «
- Injury Management (AU, NZ)
- Mental Health and Safety for Managers (AU, NZ)
- Manual Tasks (AU, NZ)
- Manual Tasks for Farming (NZ)
- Natural Disaster Emergency Procedures (NZ)
- » Office Ergonomics «
- Office Safety
- OHS Awareness (VIC)
- OHS for Managers (VIC)
- OSH Awareness (WA)
- OSH for Managers (WA)
- Return to Work Programs (NSW)
- » Safe Working Practices During COVID-19 Alert Level 1 (NZ) «
- Sharps Safety (AU, NZ)
- » Stress Management «
- » Stress Management for Managers «
- Understanding the Health and Safety at Work Act (NZ)
- Warden Instruction
- » WHS Awareness (AU) «
- » WHS for Managers (AU) «
- WHS Risk Management (AU)
- Work / Life Balance (AU, NZ)
- Working Alone Safety
- Workplace Inspections (AU, NZ)
- Writing for Health and Safety (NZ)

### - Mining and Resources Industry -

- Managing Safety and Health for Appointed Persons (WA)
- Mining Health and Safety Awareness (AU)

### - Retail and Food Industries -

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

### - Chemical and Laboratory Safety -

- Hazardous Chemicals (AU)
- Hazardous Substances (NZ)
- Labels and Safety Data Sheets (AU, NZ)
- Laboratory Safety - Biological Hazards
- Laboratory Safety - Chemical Hazards (AU, NZ)
- Laser Safety
- Radiation Safety (AU)
- Solvents
- Spill Prevention and Control
- Working with Silica Dust

### - High Risk / Construction Industry -

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

### - Chain of Responsibility -

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

## Leadership and Management

- » Building and Managing Teams «
- » Change Management «
- » Change Management for New Systems «
  - Contractor Management
- » Emotional Intelligence in Leadership «
- » Engaging and Motivating Employees «
- » Leadership «
- » Leading Virtual Teams «
- Making Decisions
- » Managing Difficult Situations «
  - Managing the Discipline Process
  - Managing Workplace Conflict
  - Running Effective Meetings
- » Running Effective Virtual Meetings «

## Finance

- » Anti-Money Laundering and Counter-Terrorism Financing (AU) «
- Anti-Money Laundering and Countering Financing of Terrorism (NZ)
- Cash Handling
- Conduct and Disclosure Obligations for Financial Advisers (AU)
- Credit Assessment Fundamentals (AU, NZ)
- Credit Contracts and Consumer Finance Act Awareness (NZ)
- Credit Risk Management
- The Debt Collection Guideline: For Collectors and Creditors (AU)
- Finance for Non-financial Professionals
- Financial Product Advice and Dealing Guide (AU)
- » General Insurance Code of Practice (AU) «
- Insurance Brokers Code of Practice (AU)
- Insider Trading Awareness (AU, NZ)
- » Knowledge Requirements for Financial Product Advisers (AU) «
- Managing Budgets
- National Consumer Credit Protection Act Awareness (AU)
- National Credit Code Awareness (AU)
- » Professional Standards for Financial Advisers «
- Securing Payment Card Data
- » Supporting Vulnerable Customers in the Finance Industry (AU) «

## Customer Service

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

## Talent Management

- Coaching
- » Developing an Employee Recognition Program «
- » Interviewing Skills and Techniques «
  - Managing Probation
  - Mentoring Others
- » Offboarding «
- » Onboarding «
- » Performance Management for Employees «
  - Performance Management for Managers
  - Recruitment and Selection
  - Remuneration and Rewards (AU, NZ)
  - Strategic Talent Management
  - Writing Position Descriptions and Job Advertisements

## Communication and Personal Development

- Business Etiquette
- » Business Writing Skills «
- » Conflict Resolution For Employees «
- » Coping with Change in the Workplace «
  - Creating eLearning Modules
  - Cross-Cultural Communication
  - Cultural Awareness (AU, NZ)
  - Designing and Delivering Presentations
- » Developing Resilience «
- » How to Communicate Effectively «
- Improving Your Listening Skills
- » Influencing and Negotiating with Others «
  - Problem Solving
  - Running Effective Face-to-Face Training
- » Time and Priority Management «
  - Understanding Body Language
  - Understanding Different Behavioural Styles
- » Writing Effective Emails «
  - Writing Minutes Effectively

## Health Care / Clinical

- Abuse and Neglect
- Chronic Disease Awareness
- Client Risk Management
- Dealing with Difficult and Aggressive Patients
- Death Procedures
- Decision Making and Consent
- Dementia
- Hand Hygiene
- Health Information Privacy (QLD)
- Health Records and Information Privacy (NSW)
- Health Records Privacy (ACT, VIC)
- Incontinence
- Infection Control for Health Care Workers
- Invasive Procedures
- Managing Food Allergies and Intolerances
- Manual Tasks for Healthcare Workers (AU, NZ)
- Medication Management (AU, NZ)
- Nutrition and Swallowing (AU, NZ)
- Positive Behaviour Support
- Preceptorship (AU)
- Safe Patient Handling

## Sustainability / Environment

- Air Emissions Management
- Corporate Social Responsibility
- Environmental Awareness
- Environmental, Social and Governance Disclosure Reporting (NZ)
- Resource Efficiency
- Sustainability Awareness
- Sustainable Energy Practices
- Waste Management (AU, NZ)
- Water Conservation

## Business Management

- Business Continuity Management
- Introduction to Workplace Data
- Risk Management
- Workforce Planning

## ICT

- » Acceptable Internet Use «
- Cyber Security Awareness (AU, NZ)
- Electronic Communication and Social Media
- » Information Security Management «
- » Password Management «

## Project Management

- Planning and Running Events
- Project Management
- Writing Effective Business Cases

## Quality Assurance and Production

- Contributing to Innovation
- Good Manufacturing Practice (AU, NZ)
- Lean Manufacturing
- Quality Management
- Six Sigma

## Sales

- Creating Business Blogs
- Handling Objections
- Introduction to Sales
- Networking Skills
- Sales Prospecting
- Telephone Sales
- » The Do Not Call Register (AU) «

## Microsoft Office (2010, 2013, 2016, Online)

- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word

» Course Title « Indicates updated course design