

deliver.

PROJECTS

SAFETY

SYSTEMS AND PROCESSES

RISK MANAGEMENT

CONTINUOUS IMPROVEMENT

Project Management, Quality and OHS

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Project Management Fundamentals

Program Overview:

If you are new to project management this program provides an introduction to the discipline and what is required to manage projects from a project team member's perspective. The program will introduce the nine project management knowledge areas and the project lifecycle.

Using a supporting case study you will work through the basic project management processes and discuss how these processes relate back to your own workplace experiences.

Designed for:

People who are new to project management, including project team members, operational people with project management as part of their role or team leaders.

Content:

- Project purpose, Project Charter and developing a project management plan
- Stakeholder identification and communication needs analysis
- Project performance management
- Verifying and controlling scope, including dealing with scope creep
- Defining scheduling and allocating resources to activities
- Acquiring goods and services
- Simple estimating and budgeting
- Defining and monitoring quality requirements
- Closing the project.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Plan the different stages of a project
- Use simple project management tools and techniques to deliver solutions.

Program No:	109
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	January 28-29 March 22-23 May 3-4 June 21-22 July 5-6 September 2-3 October 18-19 November 29-30
Fees:	\$965.00 \$795.00 Corporate/Professional Members



Note: For Microsoft Office Project Training, see pages 125-127

Applied Project Management Certificate IV in Project Management

Program Overview:

In this program managers and project team leaders will learn the critical processes required to plan, implement and review projects. Using a supporting case study you will develop a Project Charter, project management plans and subsidiary project plans.

This program is a broad and deep exploration of the project management knowledge areas including essential tools and techniques such as integrated baselines, cost management tools, earned value and the WBS dictionary. It will also explore the project lifecycle, including pre and post-project activities such as business context analysis and benefits realisation.

Designed for:

People who have had some experience of projects, including managers, project team leaders, project managers or project team members.

Content:

- Project management framework
- Project management Body of Knowledge
- Initiating the project
- Planning the project
- Executing the project
- Monitoring and controlling the project
- Closing the project.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Assess the organisational context for the project and apply project management principles to workplace initiatives
- Develop a project strategy which will lead to an effective overall project plan
- Build a suitable project structure and team
- Manage the relationships with all stakeholders in the project
- Develop techniques for monitoring, controlling and reporting project progress
- Successfully deliver a completed project and evaluate project outcomes
- Understand the link between project outcomes and business benefits.

Relationship to Competency Standards:

- BSBPMG401A Apply project scope management techniques
- BSBPMG402A Apply time management techniques
- BSBPMG403A Apply cost management techniques
- BSBPMG404A Apply quality management techniques
- BSBPMG405A Apply human resources management approaches
- BSBPMG406A Apply communications management techniques
- BSBPMG407A Apply risk management techniques
- BSBPMG408A Apply contract and procurement procedures.

Recognised and approved by the Australian Institute of Project Management.

Assessment:

The Assessment for the Certificate IV qualification includes submission and comparison of two completed projects.

Program No:	106	
Duration:	3 days	
Times:	9.00am - 4.30pm	
Dates:	January 18-20 February 17-19 March 8-10 April 7-9 May 12-14 June 9-11	July 26-28 August 16-18 September 8-10 October 11-13 November 3-5 December 6-8
Fees:	\$1360.00 \$1135.00 Corporate/Professional Members	
Additional fee applies for Assessment, see page 7.		



Note: For Microsoft Office Project Training, see pages 125-127



This program can be linked to Diploma of Project Management on page 66.

Workshop for Diploma of Project Management

Workshop Overview:

This workshop forms part of the Diploma of Project Management. The Diploma comprises:

1. The three day Applied Project Management program.
2. Prior to attending the Workshop for Diploma of Project Management prepare a presentation on your personal involvement in project management in your workplace, including an analysis of processes used and recommendations for improvement with justification/rationale (a detailed guide will be provided).
3. Attendance at a two day Workshop for Diploma of Project Management. The workshop includes delivery of your prepared presentation and guidance on developing your project portfolio (the major focus of your assessment).
4. Submission of your project portfolio after the Diploma of Project Management workshop.

The focus of this program is project leadership, trouble shooting, problem solving and getting projects back on track. Project integration, project governance, program and portfolio management are also explored.

Designed for:

People with experience of working on projects and **who have completed Applied Project Management**. People with responsibility for multiple projects or projects of high value or high risk, including project managers, project leaders, or highly experienced project team members.

Content:

- Project manager as leader
- Project vision, context, priorities and strategic fit
- Strategic planning and management of project
- Meet legal/statutory requirements, monitoring for changes in governance structure/requirements
- Establish and monitor supporting systems and processes including Project Management Office
- Manage relationships with organisations/industry bodies, oversight committees and complex network of stakeholders, as well as staff
- Troubleshooting projects – getting projects back on track.

Learning Outcomes:



As a result of attending this workshop and the assessment tasks, participants should be able to:

- Apply project management competencies within the workplace to multiple, complex, high value projects
- Identify the strategic fit between projects and the organisation's strategic and business plans
- Implement appropriate processes to facilitate the achievement of planned business benefits through the successful planning and execution of projects
- Demonstrate effective project and organisational leadership, including effective communication and people management
- Use appropriate techniques and strategies to identify problems and get projects back on track.

Relationship to Competency Standards:

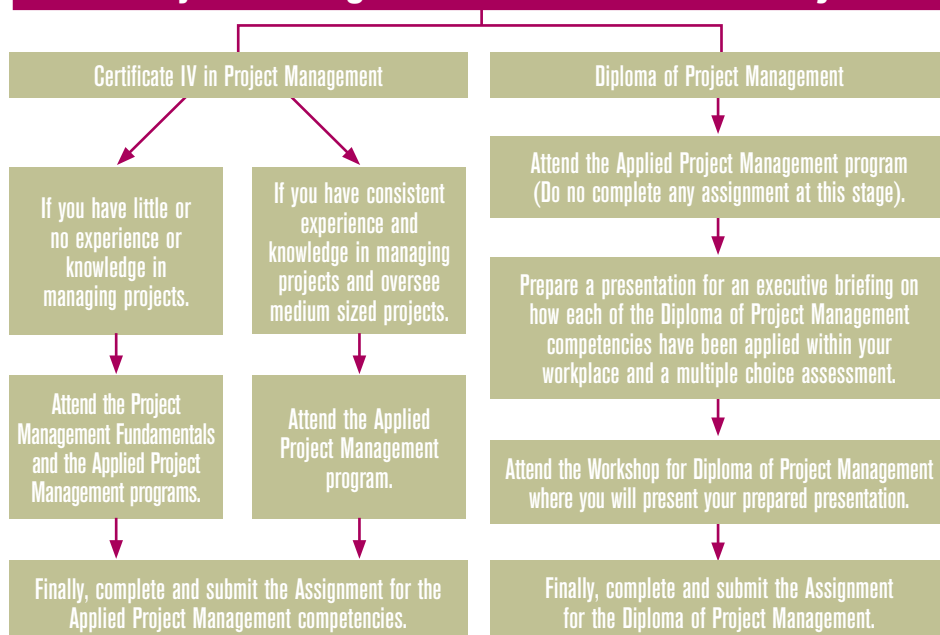
- BSBPMG501A Manage application of project integrative processes
- BSBPMG502A Manage project scope
- BSBPMG503A Manage project time
- BSBPMG504A Manage project costs
- BSBPMG505A Manage project quality
- BSBPMG506A Manage project human resources
- BSBPMG507A Manage project communications
- BSBPMG508A Manage project risk
- BSBPMG509A Manage project procurement.

Recognised and approved by the Australian Institute of Project Management.

Program No:	108		
Duration:	2 days		
Times:	9.00am - 4.30pm		
Dates:	March 29-30 July 12-13 October 25-26		
Fees:	\$3080.00 \$2775.00 Corporate/Professional Members		

Note: Fee includes the cost of Assessment.
For Microsoft Office Project Training, see pages 125-127

Project Management Qualification Pathways



Understanding ISO 9001

Program Overview:

This program provides an introduction to the basic requirements of management systems with specific reference to the most common management system standards in widespread use in Australia and overseas – for quality, occupational health and safety, environment and information security management systems.

Designed for:

People responsible for initiating, generating, implementing and maintaining management systems within their own organisation. As well as people who may be responsible for evaluating the management systems of external organisations such as suppliers, contractors, partners, or joint venturers.

Content:

- What is a management system?
- What types of management systems are the most popular?
- Why should an organisation have a formal management system?
- Benefits of management systems
- Pitfalls to avoid
- Typical structures of management systems
- Typical components of a management system
- Staff involvement
- Implementation
- Monitor, review and improve.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Understand the need for management systems
- Determine areas of compliance relevant to their scope of operations
- Identify a system structure suitable for their organisation
- Understand organisational responsibilities and authorities for management systems
- Identify the scope of their management system
- Determine mechanisms for system review and improvement.

Program No:	156
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	March 17 August 23
Fees:	\$565.00 \$470.00 Corporate/Professional Members

A Manager's Guide to Lean and Six Sigma

Program Overview:

Modern managers are exposed to a range of business improvement tools and techniques. Although open to the potential of these techniques, they are often not sufficiently aware of the key ingredients to maximise on this potential. This short one day program provides a snapshot into two of the most commonly used and successful business improvement tools and offers guidance on how to implement the techniques inside an organisation.

Designed for:

All managers who see an opportunity for business improvement within their organisation or business unit and wish to learn more about the potential offered by the Lean and Six Sigma methodologies.

Content:

- Overview of the Lean philosophy
- Overview of the Six Sigma methodology
- Deciding when and where to use Lean or Six Sigma
- Identifying seven wastes in your business processes
- The cost of rework vs getting it right the first time
- How Six Sigma is used to find the true root cause of rework
- How to implement a business improvement strategy using Lean or Six Sigma
- Sustaining business improvement.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Understand the differences between Lean and Six Sigma
- Diagnose the main areas of waste in their business processes
- Decide if Lean or Six Sigma should be used in their business improvement situation
- Devise an implementation plan for using Lean or Six Sigma.

Program No:	164
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	March 22 May 14 September 1 November 10
Fees:	\$565.00 \$470.00 Corporate/Professional Members

QUALITY VENUE,
GREAT FOOD

Lean

Program Overview:

A Lean organisation replaces transactional leadership with transformational leadership. Lean systems improve process flow, eliminate waste, reduce delays and improve productivity. Effective implementation of the lean concepts can help your organisation achieve just-in-time delivery and shorten lead times.

Designed for:

Business process owners, production and operational personnel, and other managers responsible for overseeing processes and operations that need improvement. The principles of Lean apply across all industries and within both the public and private sectors.

Content:

- 5 principles of Lean
- Stability tools, foundation for improvement
- Standardised work
- 5s
- Visual workplace
- Total productive maintenance
- Define value from the customer perspective
- Mapping the value stream
- Improving the flow
- Pull systems, Kanban
- Just-in-time
- Takt time
- Quick changeover
- Lean metrics.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Diagnose the main areas of waste in their business processes
- Develop practical approaches to eliminate the waste
- Speed up the delivery of goods and services to the market
- Reduce time delays in responding to customers.

Program No:	166
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	April 22-23 July 1-2 October 7-8
Fees:	\$965.00 \$795.00 Corporate/Professional Members

Yellow Belt – Six Sigma

Program Overview:

The Yellow Belt program is the first stage on your Six Sigma journey. Participants explore the well regarded DMAIC (Define, Measure, Analyse, Improve and Control) philosophy, and the essentials of continuous improvement.

Designed for:

Business improvement managers and other managers looking to generate a culture of continuous quality improvement in their team or organisation. Also suitable for business improvement analysts, production, technical and administrative staff, as well as process owners.

Content:

- Why Six Sigma - what is it?
- Evolution of CI methodologies
- Overview of the Six Sigma methodology – DMAIC
- Role of the manager
- Define phase
- Measure phase
- Analyse phase
- Improve phase
- Control phase.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Understand the Six Sigma methodology and how it applies to their day-to-day work
- Provoke thought by offering a framework to 'challenge the process' to see if there is a better way of doing things
- Base decisions on fact, not a gut feeling or opinion
- Demonstrate the ability to define, measure, analyse, improve and control processes leading to measurable financial results.

Program No:	141
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	February 25-26 May 13-14 August 12-13 November 1-2
Fees:	\$965.00 \$795.00 Corporate/Professional Members

I TOOK AWAY NINE
IDEAS THAT I
CAN IMPLEMENT
IMMEDIATELY IN
MY ROLE

Green Belt – Six Sigma

Program Overview:

This challenging learning experience is a full blown Six Sigma program and part one of the Black Belt program. It will enable participants to complete Six Sigma projects, saving hundreds of thousands of dollars from the costs of poor quality.

Designed for:

Team leaders, business improvement managers, and other managers looking to generate a culture of accelerated quality improvement in their organisation. Also suitable for business improvement analysts, production, technical and administrative staff, as well as process owners.

Content:

- Customer focus and Voice of the Customer (VoC)
- Principles of Six Sigma
- Project team leadership
- Selecting Six Sigma projects
- Problem and goal statements
- SIPOC and process mapping to understand your process
- Data collection to measure the problem
- How to measure process variation using standard deviation
- Measuring process capability – what is the Sigma level of your process
- Brainstorming possible root causes
- 5 Why Analysis
- Testing possible root causes
- Generating solutions
- Risk assessment
- Implementing changes.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Facilitate improvement projects in small teams and work with business areas to assure profits
- Deliver significant benefits to business using DMAIC tools to improve quality
- Know which tools to use for measuring and reducing process variation
- Learn how to find true root cause of quality problems
- Sustain new process improvement.

Program No:	147
Duration:	5 days
Times:	9.00am - 4.30pm
Dates:	March 15-19 May 31 - June 4 September 6-10 November 15-19
Fees:	\$2620.00 \$2220.00 Corporate/Professional Members
Optional/Additional Certification Fee:	\$570.00 \$515.00 Corporate/Professional Members

Black Belt – Six Sigma

Program Overview:

The Black Belt program represents the culmination of the Six Sigma journey from a formal learning perspective, but demands a high level of mastery in the implementation of the methodology. Participants focus heavily on the ownership of the change process and are required to demonstrate their successful implementation of the Six Sigma approach with a presentation at the Black Belt Accreditation Day.

Designed for:

Business improvement managers with full responsibility for the implementation of the process improvement and the demonstrable return on investment from the improvement initiatives.

Pre-requisite:

Participants must have previously completed a Green Belt program.

Content:

- Facilitating organisational change
- Develop creative and flexible approaches and solutions
- Advanced facilitation skills
- Design for Six Sigma
- Design of Experiments (DoE).

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Oversee a Six Sigma program for a business
- Mentor Green Belts throughout their Six Sigma project
- Assess successful implementation of Six Sigma at Tollgate reviews
- Use DoE to find true root cause of complex problems
- Design new Six Sigma processes.

Program No:	163
Duration:	5 days (4 days plus 1 day accreditation)
Times:	9.00am - 4.30pm
Dates:	June 14-17 and September 17 November 8-11 and February 11, 2011
Fees:	\$3055.00 \$2600.00 Corporate/Professional Members

Note: This fee includes the Certification fee.

Introduction to Risk Management

Program Overview:

Risk management is essential for good management practice. This practical guide to risk management will provide managers with effective skills and tools to enable them to identify, analyse, evaluate and manage risks.

Designed for:

Managers, senior executives and business owners who wish to improve risk management in their organisations and in project management. The risk management tools are applicable to both normal business operations and project management.

Content:

- What is risk management?
- Establishing the context
- Identifying risks
- Analysing risks
- Evaluating risks
- Treating risks
- Risk management plans
- Monitoring and reviewing risks
- Communication and consultation
- Case study.


Learning Outcomes:

As a result of attending this program, participants should be able to:

- Prepare a risk management plan
- Analyse risks for an organisation or project
- Apply risk management processes
- Identify strategies to improve risk management.

Relationship to Competency Standards:

- BSBRSK501A Manage risk
- BSBOHS403B Identify hazards and assess OHS risks.

Program No:	112	
Duration:	1 day	
Times:	9.00am - 4.30pm	
Dates:	March 26 September 8	
Fees:	\$565.00 \$470.00 Corporate/Professional Members	
	Additional fee applies for Assessment, see page 7.	



This program can be linked to Certificate IV in Business on page 42, Certificate IV in Occupational Health and Safety on page 79, Diploma of Quality Auditing on page 80.

Quality Management and Process Improvement

Program Overview:

Effective businesses manage the quality of their outputs, products, services and processes as part of an integrated management approach. Through a commitment to quality management and continuous improvement, organisations can position themselves to respond quickly to the changing external environment and build internal practices that produce better customer service and systems. This program provides participants with tools to implement work practices which focus on continuous improvement and support quality management.

Designed for:

People looking to improve the outputs and productivity within their work area, including, frontline managers, supervisors, managers, leading hands or people seeking to acquire the skills involved in these roles.

Content:

- Quality management and continuous improvement – definitions and relationship
- Principles of quality management and continuous improvement
- Approaches to quality management and continuous improvement
- Working with teams to meet quality benchmarks and standards
- Process thinking, creative thinking and decision making
- DMAIC model: Define, Measure, Analyse, Improve, Control.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Contribute to quality planning
- Lead their team in applying quality management and process improvement approaches
- Implement policies and procedures which support quality management and continuous improvement
- Identify and apply continuous improvement systems and processes.

Relationship to Competency Standards:

- BSBPMG404A Apply quality management techniques.

Program No:	406	 
Duration:	2 days	
Times:	9.00am - 4.30pm	
Dates:	March 2-3 June 22-23 September 9-10	
Fees:	\$965.00 \$795.00 Corporate/Professional Members	
	Additional fee applies for Assessment, see page 7.	

Introduction to Asset Management

Program Overview:

Capital Intensive organisations, particularly in government and regulated industries, are being required to implement whole of organisation asset management policies, strategies, systems and processes. Increasingly organisations in other industries, such as mining, mineral processing, oil and gas, petrochemicals and heavy manufacturing are also adopting asset management techniques. This program provides technical staff with an overview of asset management and how this may impact them and their work.

Designed for:

Technical personnel involved in specifying, designing, constructing, procuring, operating or maintaining physical assets. This includes engineers, maintainers, operators and supply personnel and their supervisors.

Content:

- What is asset management?
- The asset lifecycle
- PAS-55
- Decision making in an asset management environment
- Technical considerations
- Financial considerations
- Risk assessment
- Where does the data for effective decision making come from?
- Implications for technical staff
- Operations
- Maintenance
- Engineering
- Supply.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Describe the main features of an asset management approach to managing physical assets
- Understand the implications of a change towards an Asset Management approach for them and their organisation
- Be aware of some tools and techniques that may assist them in implementing an asset management approach within their organisation.

Note: The program will draw on case studies and examples from organisations that are already implementing Asset Management approaches. Participants are encouraged to bring along their own examples and unresolved issues so that these may be discussed as part of this workshop.

Program No:	411
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	April 19 July 7 October 22
Fees:	\$565.00 \$470.00 Corporate/Professional Members

Contract Management

Program Overview:

This program provides an understanding of the contract management process for those involved in the procurement of goods and services. A variety of practical activities, including: exercises, a case study and a negotiation role play enables participants to practice the concepts and techniques of planning and managing a contract through to a successful conclusion. Development of the interpersonal skills required to build sustainable relationships through a collaborative approach forms a vital component of this program.

Designed for:

Anyone involved in the process of buying or selling goods and services. Managers, team leaders, supervisors, sales and account managers, project, contract and change managers.

Content:

- Fundamentals of a contract
- Basic contract terms and conditions
- Roles and responsibilities for contract management
- Contract and procurement management planning
- Contract pricing
- Risk management
- The supplier selection process
- Contract administration and performance management
- Negotiating the contract
- Contract variation and valuation
- Resolving contract disputes
- Closing out the contract.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Describe the fundamental elements of a contract, including basic terms and conditions
- Describe the roles and responsibilities of contract management
- Analyse the importance of planning, measurement and control and their implications for contract performance management
- Describe the process for managing contract variations
- Identify negotiation and dispute resolution techniques
- Identify and manage contract risk.

Relationship to Competency Standards:

- BSBPMPG509A Manage project procurement.

Program No:	117
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	March 8-9 July 1-2 November 16-17
Fees:	\$965.00 \$795.00 Corporate/Professional Members
Additional fee applies for Assessment, see page 7.	



Process Mapping for Improvement

Program Overview:

Process mapping is a powerful way of organising and managing work activities to create value for your customers and other interested parties. The process approach introduces horizontal management, crossing the barriers between different functional units and unifying their focus to the main goals of the organisation. Process mapping is an effective improvement tool that will help you better understand, simplify and improve your business activities.

Designed for:

All managers, frontline managers, supervisors and employees involved in quality assurance and business improvement.

Content:

- Process mapping tools for Six Sigma, ISO 9001 and continuous improvement
- Flow charting
- How to select the right process to map
- How to identify team members and responsibilities
- Eliminating unnecessary activities.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Construct organisational process maps and flowcharts
- Identify continual improvement opportunities.

Program No:	414
Duration:	½ day
Times:	9.00am - 12.30pm
Dates:	May 21 September 28
Fees:	\$280.00 \$240.00 Corporate/Professional Members

Environmental Auditing ISO 14001

Program Overview:

Increasingly, organisations are seeking to introduce policies and practices that reflect their concern for the environment and for sustainability. This program adds discipline to environmental management focus by equipping participants with the skills and knowledge to implement and audit the environmental practices in accordance with ISO 14001.

Designed for:

People with some skills and knowledge of the auditing process, who want to apply those skills to the environmental management practices of their organisation. Participants may come from any industry or sector as the underlying principles of environmental systems apply across all areas.

Content:

- Organisational commitment to Environmental Management Systems (EMS)
- Legal requirements
- Environmental aspects and impacts
- Risk assessment
- Establishing control measures
- Setting objectives, targets and performance measures
- Documentation and records
- Monitoring and measuring
- Internal audit
- Non-conformity, preventative and corrective action
- Management review
- Implementing an EMS.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Describe the key elements within ISO 14001
- Complete a risk assessment of current practices
- Complete an internal audit of the EMS
- Set and agree EMS objectives, targets and performance measures
- Outline the stages of implementing an EMS
- Make recommendations for changes through a management review.

Note: Following successful completion of the program activities, participants may be eligible to receive a Certificate of Attainment in RABQSA – EM (Environment Management Systems). Certification fees apply.

Program No:	159
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	May 11-12 October 21-22
Fees:	\$965.00 \$795.00 Corporate/Professional Members
Optional/Additional Certification Fee:	\$570.00 \$515.00 Corporate/Professional Members



KNOWLEDGE

Internal and External Auditor Training

Program Overview:

This program provides the knowledge and competencies for internal and external auditors from "what is an audit?" through to practical operational improvements as a direct consequence of the audit. This is not solely for auditors as it provides the skills for anyone to assess the way they do business, evaluate whether it is working for them, and determine better ways of doing it.

Designed for:

People at all levels who need to assess operational practice, verify compliance, and identify improvements. Those with direct responsibility for management system implementation, maintenance and verification. Specifically relevant for people conducting external audits of suppliers or subcontractors and members of regulatory bodies or official authorities conducting audits or assessments for compliance or licensing requirements.

Content:

- What is an audit?
- Competencies for auditors
- Scheduling audits
- Planning and preparing audits
- Risk assessment
- Conducting audits
- Communication skills
- Evaluation of audit findings
- Audit reporting
- Feedback meeting with auditees
- Follow-up activities.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Initiate an audit
- Preparing for the audit
- Conducting the audit on-site
- Capture pertinent information
- Evaluate and reporting on the findings
- Conduct follow-up activities subsequent to the audit.

Relationship to Competency Standards:

- BSBAUD501B Initiate a quality audit
- BSBAUD402B Participate in a quality audit
- BSBAUD504B Report on a quality audit.

Program No:	157
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	February 22-23 May 25-26 September 2-3
Fees:	\$1670.00 \$1455.00 Corporate/Professional Members



Note: Fee includes cost of Assessment. Assessment occurs in-class.



This program can be linked to Diploma of Quality Auditing on page 80.

Lead Auditor Training

Program Overview:

This program provides specific auditing skills enabling participants to operate as a lead auditor/team leader for audits of management systems at all levels throughout an organisation.

Designed for:

Those wishing to upgrade their qualification as an auditor to achieve the competencies necessary to qualify as a lead auditor/team leader. Auditors wishing to enhance existing skills and those people who are responsible for leading teams or pools of auditors.

Pre-requisite:

Participants must complete Internal and External Auditor Training before attending this program.

Content:

- Managing an audit program
- Auditor competencies and qualifications
- Audit roles and responsibilities
- Leading the audit team
- Audit findings evaluation
- Preparing the audit report
- Presenting audit findings
- Conducting audit follow-up.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Identify the interpersonal skills and characteristics for auditors
- Select appropriate audit team members to facilitate effective and factual reporting
- Demonstrate appropriate personal and professional traits of lead auditors and audit team leaders.

Relationship to Competency Standards:

- BSBAUD503B Lead a quality audit.

Program No:	158
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	April 14 October 1
Fee:	\$910.00 \$785.00 Corporate/Professional Members



Note: Fee includes cost of Assessment. Assessment occurs in-class.



This program can be linked to Diploma of Quality Auditing on page 80.

OHS for Managers, Supervisors and Team Leaders

Program Overview:

This program is designed to provide an introduction and overview of risk management as part of the strategic OHS risk management plan for an organisation. More and more in the workplace, people are becoming aware of their responsibility as managers for the safety and health of their staff or people who may be contracted into their workplace. Each manager now is required to not only identify the OHS issues relating to their workplace, but also understand the legislation that pertains to their organisation and the implications if this is not adhered to.

This program will be helpful in assisting participants to develop a total business risk management plan incorporating OHS risks.

Designed for:

Senior and middle managers, supervisors and team leaders who wish to extend their knowledge and experience in the field of OHS and learn how to incorporate strategic risk management principles and practice.

Content:

- Understanding applicable legislation
- Understanding the legislation as a basis for risk management in OHS
- Identify how to apply Strategic Risk Management (SRM) principles to OHS in the organisation
- Understand SRM principles as part of the overall business risk management plan
- Develop and include OHS strategies in your risk management plan.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Develop an understanding of the legislative basis for Risk Management in OHS
- Apply Strategic Risk Management principles to OHS as part of the overall business risk management plan
- Develop, evaluate and monitor a total business risk management plan incorporating OHS risks.

Relationship to Competency Standards:

- BSBOHS401B Contribute to the implementation of a systematic approach to managing OHS
- BSBOHS402B Contribute to the implementation of the OHS consultation process
- BSBOHS404B Contribute to the implementation of strategies to control OHS risk.

Program No: 321

Duration: 2 days

Times: 9.00am - 4.30pm

Dates: March 29-30

May 27-28

August 16-17

November 18-19

Fees: \$965.00

\$795.00 Corporate/Professional Members

Additional fee applies for Assessment, see page 7.



This program can be linked to Certificate IV in Occupational Health and Safety on page 79.

Duty of Care

Program Overview:

Every employee and every manager has a duty of care to provide a safe working environment. During this short program participants will be presented with details of their responsibilities and with practical examples of how these responsibilities should be enacted in the workplace.

Designed for:

The content of this program is applicable to all employers and employees, but will have particular relevance for those in a supervisory, team leader or management role.

Content:

- Reasonable foreseeability
- The three conditions of duty of care
- Vicarious liability
- Contributory negligence
- Management and supervisory practice to avoid breaches
- Case studies.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Understand their legal and practical responsibilities for providing a safe working environment
- Apply this knowledge to their own workplace
- Bring about changes in their own workplace to make it safer.

Relationship to Competency Standards:

- BSBOHS408A Assist with compliance with OHS and other relevant laws.

Program No: 188

Duration: ½ day

Times: 9.00am - 12.30pm

Dates: May 31

August 27

November 15

Fees: \$280.00

\$240.00 Corporate/Professional Members

Additional fee applies for Assessment, see page 7.



This program can be linked to Certificate IV in Occupational Health and Safety on page 79.

Safety Representatives Course

Course Overview:

Fulfilling the requirements of the Occupational Safety and Health Act 1984 is more than just appointing a Safety and Health Representative. A Safety and Health Representative needs to be skilled and confident to engage everyone in meaningful communication about the risks and remedies for accidents and injuries in the workplace.

Participants attending this course, to be recognised by WorkSafe, MUST be a Safety Representative. A 'representative' means a Safety and Health Representative duly elected in accordance with the OSH Act.

Designed for:

Safety Representatives who wish gain the skill and knowledge to manage the current risks and minimise any future injury or harm to the people who have contact with your organisation.

Note: It is a requirement of Western Australian Occupational Safety & Health Legislation that employers permit duly elected Safety & Health Representatives to attend, with pay, the 5 day training course.

Content:

The key objectives of the course are:

- To understand current OSH legislation and its application
- To understand hazard identification, risk assessment and control practices and tools
- To understand how to conduct workplace inspections
- To understand how to conduct incident investigations
- To understand the processes in place for conflict resolution
- To understand how to issue Provisional Improvement Notices (PINS)
- To understand the responsibilities and functions of an OSH Representative and an OSH Committee.

Program No: 319

Duration: 5 days

Times: 9.00am - 4.30pm

Dates: February 1-5
April 19-23
June 21-25
August 23-27
November 1-5

Fees: \$1385.00
\$1210.00 Corporate/Professional Members

Additional fee applies for Assessment, see page 7.

I WILL BE TAKING ALL
THIS INFORMATION
AND KNOWLEDGE
INTO MY OHS ROLE

Safety Representatives

– Refresher Program

NEW PROGRAM

Program Overview:

This program is aimed at ensuring you remain current in your knowledge of what is required by a recognised Safety Representative in the workplace. The program will revisit main points learned on the five day Safety Representatives Course as well as discuss any recent or new legislation you are required to know.

Designed for:

Please note this program should only be used as a refresher for those who have already attended the Safety Representatives Course and are already a Safety Representative elected to that position, and does not replace the need to attend the Safety Representatives Course.

Content:

- Revisit objectives and strategies identified in the Safety Representatives Course
- Refresh current OSH Legislation (and any updates)
- Revisit workplace inspections, incident investigations and PINS
- Check understanding of conflict resolution processes
- Confirm responsibilities and functions of an OSH Representative and Committee.

Learning Outcomes:

In attending this program, participants will revisit the core principles of being a Safety Representative and refresh the OSH Legislation and responsibilities as an OSH Representative in the workplace and on an OSH Committee.

As a result of attending this program, participants will refresh themselves in how to:

- Identify current legislation changes to the OSH Act
- Ensure workplace inspections are correctly carried out
- Ensure incident investigations, workplace inspections and risk assessments are carried out correctly
- Identify the issues behind conflict resolution.

Program No:	318
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	March 12 June 11 September 15
Fees:	\$565.00 \$470.00 Corporate/Professional Members

Learning from Accident/Incident Investigations

Program Overview:

Injury and loss from an accident or incident is bad enough. What is really tragic is if the organisation fails to learn and act on the outcomes of the event. Systematic processes to learn from such events are the focus of this intensive one day program. Participants will walk through the process from start to finish in a way that is easily repeatable in their workplace.

Designed for:

Anyone currently involved in accident/incident investigation or who is likely to be called upon to undertake this task in the future. Participants need not have had previous investigation or OHS experience.

Content:

- Creating a learning culture
- What constitutes an accident or incident?
- Gaining key quick access to key issues
- Investigation and interviewing techniques
- Sifting important issues from details
- Injury and damage assessment
- Developing recommendations
- Reporting and communicating learnings.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Investigate an accident or incident effectively
- Use a range of techniques to interview key staff involved
- Diagnose the key issues and recommend alternative approaches
- Report the outcomes of the investigation in a meaningful way.

Program No:	322
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	May 3 November 17
Fees:	\$565.00 \$470.00 Corporate/Professional Members

Program Overview:

This program covers the development, implementation and evaluation of a risk management plan for the organisation as part of its strategic plan. It incorporates an assessment of potential risks facing the organisation and the development of plans to mitigate risk situations through elimination, isolation and protection.

Participants will receive a copy of Australian/New Zealand Standard: Risk Management 2004, (AS/NZS 4360:2004 Risk Management) and its companion Risk Management Guidelines (HB 436:2004 Risk Management Guidelines).

Designed for:

Managers who wish to extend their knowledge and experience in the field of managing risk or people seeking to acquire the skills involved in risk management.

Content:

- Introduction and overview of risk management as part of the organisation's strategic plan
- Policies and procedures for effective risk management including:
 - conducting a risk audit
 - developing a risk register
 - developing policies, procedures and training for the organisation
 - accessing external specialist risk management consultants to facilitate the development of the risk management program
- Methods for implementing and monitoring the risk management plan
- Methods for continually evaluating and improving the risk management plan, policies and procedures.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Develop a risk management plan
- Identify and analyse risk, and select appropriate treatments
- Implement, monitor and evaluate the risk management plan.

Relationship to Competency Standards:

- BSBRSK501A Manage risk.

Program No:	121
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	May 6-7 August 30-31
Fees:	\$1100.00 \$940.00 Corporate/Professional Members
	Additional fee applies for Assessment, see page 7.



CUSTOMISED TRAINING

GET YOUR COMPETITIVE ADVANTAGE

Customised training returns more for your training investment dollar. Every aspect of the program will be relevant to your organisation's business and the skills enhancement needs of your employees.

Throughout the training program, your staff will readily relate the content of the program to their own job and working environment. Customised training offers relevant, tangible scenarios, simulations and case studies. When your employees return to work, they will find it easier to transfer their new-found learning to the job.

With Customised training you can "mix and match" parts of programs from this Directory, and this may still lead to accredited, Nationally Recognised Qualifications.

YOU CHOOSE THE TIME AND PLACE

AIM Customised Training offers flexible delivery options. You can choose to send your staff to AIM for training, or we'll come and deliver the program in your workplace. You can also choose the times that suit you best, including weekends or evenings.

For further information contact us on (08) 9383 8000.

Advanced Diploma of Project Management

(Pending Endorsement and Accreditation)

Qualification Overview:

Project managers and project leaders will learn the critical techniques required to analyse, design and execute judgments using wide-ranging technical, creative, conceptual or managerial competencies as related to directing a suite of projects.

The qualification provides an overview of the nine areas of directing projects and their management and relates them in practical ways to the field of project management.

Designed for:

Those with experience in project management who already understand the major principles of project management. A typical project manager or leader at this level would be managing and overseeing multiple interrelated projects and ensuring they achieve common organisational objectives.

Content:

- Identifying projects that reflect the organisation's objectives
- Managing conflicting priorities between projects
- Directing internal environment against the expectations and needs of the external environment
- Managing project authorisations and defining, planning and managing program scope
- Ensuring key deliverables meet project and program schedules
- Analyse, co-ordinate and refine budgets of multiple projects
- Developing quality requirements, quality assurance management and reviewing projects' quality
- Directing HR and staffing across multiple projects
- Providing the links between people, ideas and information throughout the life of the projects
- Identifying, assessing and managing risk
- Directing the management of contract and procurement processes.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Direct multiple projects to achieve acceptable organisational outcomes
- Ensure projects are managed to time, budget and agreed quality
- Manage HR issues on multiple projects
- Identify, assess and manage risks associated with multiple projects
- Identify and manage the procurement and contracting processes involved in multiple projects to ensure time, quality and costs are met to agreed standards.

Relationship to Competency Standards:

- BSBPMG601A Direct the integration of projects
- BSBPMG602A Direct the scope of a project program
- BSBPMG603A Direct time management of a project program
- BSBPMG604A Direct cost management of a project program
- BSBPMG605A Direct quality management of a project program
- BSBPMG606A Direct human resources management of a project program
- BSBPMG607A Direct communications management of a project program
- BSBPMG608A Direct risk management of a project program
- BSBPMG609A Direct procurement and contracting for a project program.

Requirements to Receive the Advanced Diploma of Project Management:

Attendance at intakes listed. Assessment for the Advanced Diploma Qualification includes the submission and comparison of a Portfolio of multiple completed projects the participant has directed. Each of the above competencies must be clearly identified.

Program No:	179
Duration:	5 days (3 days + 2 days)
Times:	9.00am - 4.30pm
Dates:	Intake 1: June 16-18 and July 29-30 Intake 2: October 6-8 and November 4-5
Fees:	\$4805.00 \$4270.00 Corporate/Professional Members

Note: Fee includes the cost of assessment.
Intakes are not transferable.
For Microsoft Office Project Training, see pages 125-127.

ENGAGING

Certificate IV in Occupational Health and Safety

(Pending Endorsement and Accreditation)

Qualification Overview:

Having staff who are qualified occupational health and safety practitioners is essential in every modern organisation. This qualification equips participants with the skills and knowledge to support the OHS objectives of their organisation and to be a champion for ensuring people remain safe in the workplace.

Designed for:

Anyone who wants to gain qualifications in OHS to support their organisation's objectives for creating a safe workplace.

Requirements to Receive the Certificate IV in Occupational Health and Safety:

- Participants must complete the five (5) programs listed in the table below and the assessment requirements or apply for Skills Recognition. Programs can be attended in any order.

Program	Program No	Days	Non Members	Corporate/ Professional Members	Page
Introduction to Risk Management	112	1	\$565.00	\$470.00	70
<ul style="list-style-type: none"> BSBR501A Manage risk BSBOHS403B Identify hazards and assess OHS risks 					
Professional Presentations	130	2	\$965.00	\$795.00	25
<ul style="list-style-type: none"> BSBCMM401A Make a presentation 					
Manage Projects	612	1	\$565.00	\$470.00	53
<ul style="list-style-type: none"> BSBPMG510A Manage projects 					
OHS for Managers, Supervisors and Team Leaders	321	2	\$965.00	\$795.00	74
<ul style="list-style-type: none"> BSBOHS401B Contribute to the implementation of a systematic approach to managing OHS BSBOHS402B Contribute to the implementation of the OHS consultation process BSBOHS404B Contribute to the implementation of strategies to control OHS risk 					
Duty of Care	188	½	\$280.00	\$240.00	74
<ul style="list-style-type: none"> BSBOHS408A Assist with compliance with OHS and other relevant laws 					
<i>The additional Unit of Competency below is addressed through a practical project</i>					
<ul style="list-style-type: none"> BSBOHS405B Contribute to the implementation of emergency procedures 					
Assessment fee for practical project covering 6 BSBOHS units of competency			\$1140.00	\$1050.00	
Assessment fee per unit of competency (3 units of competency remaining)			\$190.00	\$175.00	7
Total		6½	\$5050.00	\$4345.00	

Assessment:

Participants are required to complete a detailed Project showing how they are applying the six (6) BSBOHS Units of Competencies in their workplace.

- BSBOHS403B Identify hazards and assess OHS risks
- BSBOHS401B Contribute to the implementation of a systematic approach to managing OHS
- BSBOHS402B Contribute to the implementation of the OHS consultation process
- BSBOHS404B Contribute to the implementation of strategies to control OHS risk
- BSBOHS408A Assist with compliance with OHS and other relevant laws
- BSBOHS405B Contribute to the implementation of emergency procedures.

This project must be completed and submitted within twelve months from when the participant's application has been processed.

PLUS Assignments for the remaining 3 Units of competency.

These are assessed through an assignment that participants will receive on each of the programs.

- Professional Presentations (BSBCMM401A Make a presentation)
- Manage Projects (BSBPMG510A Manage projects)
- Introduction to Risk Management (BSBR501A Manage risk)

Enrolment:

For an Information Kit, please contact the Client Service Centre on (08) 9383 8000 or visit www.aimwa.com.



Diploma of Quality Auditing

Qualification Overview:

The Diploma Qualification draws together the skills, knowledge and practice of people requiring recognition in their role as auditors. The programs together will provide an overview of preparing, managing, conducting, and reviewing audits and then presenting the results of the audit to senior management. An opportunity to practice these skills is part of this program and forms part of the assessment.

Designed for:

Personnel responsible for internal and/or external auditing of organisational management systems. Auditors who wish to enhance their existing auditing skills and those conducting inspections and/or audits on behalf of regulatory or licensing bodies would also benefit from attending.

Learning Outcomes:

As a result of attending this series of modules, participants should be able to:

- Assess the audit scope and objectives
- Identify resources required to conduct the quality audit
- Review auditee documentation
- Identify and gather information
- Compile audit reports
- Report on audit findings and conduct follow-up where appropriate
- Maintain infrastructure and processes for managing risk management system
- Manage people and evaluate performance
- Understand how a team works
- Lead a team successfully
- Identify and implement improvement processes.

Requirements to Receive the Diploma of Quality Auditing:

Participants are required to complete the six (6) programs listed and successfully fulfil all relevant assessment requirements.

Program	Program No	Days	Non Members	Corporate/ Professional Members	Page
1. Introduction to Risk Management • BSBR501A Manage risk	112	1	\$565.00	\$470.00	70
2. Internal and External Auditor Training • BSBAUD501B Initiate a quality audit • BSBAUD402B Participate in a quality audit • BSBAUD504B Report on a quality audit	157	2	\$965.00	\$795.00	73
3. Lead Auditor Training • BSBAUD503B Lead a quality audit	158	1	\$675.00	\$565.00	73
Manage People Performance • BSBMGT502B Manage people performance	611	1	\$565.00	\$470.00	57
Team Effectiveness • BSBWOR502A Ensure team effectiveness	618	1	\$565.00	\$470.00	54
Continuous Improvement • BSBMGT516A Facilitate continuous improvement	625	1	\$565.00	\$470.00	58
Assessment fee per unit of competency (Total x 8)			\$235.00	\$220.00	7
Total		7	\$5780.00	\$5000.00	

Assessment:

There are a number of steps involved in achieving your qualification:

1. Following attendance at Introduction to Risk Management, participants are to submit an assignment documenting a risk assessment of an area of their workplace. This must consist of identifying, analysing and evaluating risks, and the resultant risk management plan including proposed risk treatment.
2. Participants complete an in-class assessment at the Internal and External Auditor Training program, which provides the assessor the opportunity to identify your knowledge of the audit process.
3. Having attended Lead Auditor Training, participants complete and submit an audit report and complete an in-class assessment.

Three (3) extra units of competency are achieved by attending the additional programs listed in the table. Assessments for each of these programs will also need to be completed, assignments are handed out at the individual training programs.

Enrolment:

For an Information Kit, please contact the Client Service Centre on (08) 9383 8000 or visit www.aimwa.com.

