

# training CALENDAR 2010

ROCKHAMPTON January - June 2010

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## Business Compliance

COURSE NAME	Days	Standard	Member	JAN	FEB	MAR	APR	MAY	JUN
Anti-Discrimination and Harassment Awareness	0.5	\$250	\$225	21 (AM)		31 (AM)		24 (AM)	
Dismissals - Fair and Reasonable	0.5	\$250	\$225	21 (PM)		31 (PM)		24 (PM)	
Industrial Relations - Your Business and the Law	1	\$355	\$325		23		30		



## eLearning Courses – [www.cciqlearning.com.au](http://www.cciqlearning.com.au)

eLearning is fast, flexible and convenient, saving businesses time, money and resources by enabling learners to complete courses at a time and place convenient to the business and learner. Log onto [www.cciqlearning.com.au](http://www.cciqlearning.com.au) to access our full range of courses, available from just \$35.00.

### Compliance courses

Equal Employment Opportunity (2009)  
Equal Employment Opportunity Refresher  
Sexual Harassment Prevention (2009)  
Sexual Harassment Prevention Refresher  
Privacy (2009)  
Trade Practices – An Introduction (2009)  
Trade Practices – An Introduction Refresher  
Trade Practices and Consumer Protection  
Trade Practices and Consumer Protection (Financial Services)  
Ethics and Conduct (2009)  
Emergency Management

### Corporate Governance

Applied Corporate Governance  
Corporate Governance – An Induction  
Duties of Officers and Directors  
Financial Analysis for Officers and Directors  
Not-for-Profit Board Secretary

### Management & Business Courses

Project Management – An Introduction  
Project Management – Essentials  
MDT Managing and Developing Teams  
Contracts – The Essentials  
Key Accounts – How to Strengthen Client Relationships  
Green Office  
How to Manage Workplace Conflict  
Recruitment and Selection

### Professional Self Development

Business Writing Skills  
Group Problem-Solving and Decision-Making  
How to Communicate Effectively in the Workplace  
How to Manage Priorities  
How to Manage Stress  
How to Write Effective Business Emails  
Innovation – An Introduction  
MT Meetings – The Essentials

### IT and Computing Applications Courses

CISCO Networking  
Windows Vista  
Microsoft Office – including Word, Excel, Access, PowerPoint, Outlook, Project and Frontpage

A range of courses are available for various versions and levels as both individual modules and bundles.

## Customised training

All units are available for in-house delivery tailored to client specifications. Terms and Conditions apply, visit [www.cciq.com.au](http://www.cciq.com.au) for more details.

Access to all courses is subject to:

- > availability of classes
- > course entry requirements being met
- > sufficient enrolments to viably proceed with the course
- > payment of course prior to attendance



CCIQ is a Nationally Recognised Training Organisation offering courses that are Nationally Accredited, as well as a comprehensive range of courses for professional development.

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CHAMBER OF  
COMMERCE &  
INDUSTRY  
QUEENSLAND

ROCKHAMPTON January – June 2010

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Welcome to Chamber of Commerce & Industry Queensland's training calendar for Rockhampton. Each year over 10,000 people attend our courses statewide and take advantage of the opportunity to ensure they have the right tools, solutions, information and leadership skills to reach personal and company goals. Gain an edge over your competitors by using CCIQ to build a learning culture within your organisation.

## Business Safety

COURSE NAME	Days	Standard	Member	JAN	FEB	MAR	APR	MAY	JUN
<b>30596QLD COURSE IN FUNCTIONING AS A WORKPLACE HEALTH &amp; SAFETY OFFICER*</b>									
Core Units	5	\$995	\$895	18-22		8-12	19-23	24-28	21-25
<b>30596QLD COURSE IN FUNCTIONING AS A WORKPLACE HEALTH &amp; SAFETY OFFICER – ELECTIVE UNITS*</b>									
Elective Unit - Manage WHS in Construction Workplaces	4	\$775	\$700		15-18			17-20	
Elective Unit - Manage WHS in Industrial Workplaces	3	\$645	\$580			15-17			28-30
Elective Unit - Manage WHS in Services Workplaces	2	\$475	\$430		8-9		15-16		17-18
<b>OTHER WHS TRAINING</b>									
30523QLD Course in Recertification to Function as a Workplace Health & Safety Officer*	2	\$515	\$465	28-29		18-19		10-11	
30630QLD Course in functioning as a WHS Representative* Includes WHSR04A - Issuing Workplace Health and Safety Provisional Improvement Notices (PINS)	3	\$595	\$535		10-12		12-14		22-24
WHSR04A - Issuing Workplace Health and Safety Provisional Improvement Notices (PINS)	3 hours	Available inhouse - prices and dates on application.							
WHS Essentials for Committee Members	1	\$385	\$345		22			13	
Safety Essentials for Leaders	1	\$385	\$345			22			7
<b>REHABILITATION &amp; RETURN TO WORK COORDINATOR TRAINING</b>									
30782QLD Rehabilitation & Return to Work Coordinator	3	\$595	\$535		1-3		19-21		2-4
Rehabilitation & Return to Work Coordinator Recertification	1	\$320	\$290		4		22		1

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## Business Skills

COURSE NAME	Standard	Member
CERTIFICATE II IN CUSTOMER CONTACT BSB20207 (Full course cost upfront)	\$2900	\$2600
CERTIFICATE IV IN TRAINING & ASSESSMENT TAA40104 (Full course cost upfront)	\$1925	\$1750
CERTIFICATE IV IN FRONTLINE MANAGEMENT BSB40807 (10% discount applies for payment upfront) If enrolling into a second Certificate IV qualification, the following pricing applies: Two additional units Each additional unit	\$4000  \$720 \$360	\$3600  \$648 \$324
CERTIFICATE IV IN HUMAN RESOURCES BSB41007 (10% discount applies for payment upfront) If enrolling into a second Certificate IV qualification, the following pricing applies: Two additional units Each additional unit	\$4000  \$720 \$360	\$3600  \$648 \$324
CERTIFICATE IV IN BUSINESS ADMINISTRATION BSB40507 (10% discount applies for payment upfront) If enrolling into a second Certificate IV qualification, the following pricing applies: Two additional units Each additional unit	\$4000  \$720 \$360	\$3600  \$648 \$324
CERTIFICATE IV IN BUSINESS BSB40207 (10% discount applies for payment upfront) If enrolling into a second Certificate IV qualification, the following pricing applies: Two additional units Each additional unit	\$4000  \$720 \$360	\$3600  \$648 \$324
CERTIFICATE IV IN SMALL BUSINESS MANAGEMENT BSB40407 (10% discount applies for payment upfront) If enrolling into a second Certificate IV qualification, the following pricing applies: Two additional units Each additional unit	\$4000  \$720 \$360	\$3600  \$648 \$324
CERTIFICATE IV IN OCCUPATIONAL HEALTH & SAFETY BSB41407 (Includes WHSO Core)	\$1499	\$1080
DIPLOMA OF BUSINESS BSB50207 (10% discount applies for payment upfront) If enrolling into a second Diploma qualification, the following pricing applies: Two additional units Each additional unit	\$4000  \$720 \$360	\$3600  \$648 \$324
DIPLOMA OF MANAGEMENT BSB51107 (10% discount applies for payment upfront) If enrolling into a second Diploma qualification, the following pricing applies: Two additional units Each additional unit	\$4000  \$720 \$360	\$3600  \$648 \$324

1. All units of competence can be undertaken as a one-off Professional Development course.
2. A Statement of Attainment will be issued upon successful completion of accredited Units of Competence including assessment.
3. A Statement of Attendance will be issued upon completion of the unit as a Professional Development course.

## Business Skills

UNITS OF COMPETENCE/PROFESSIONAL DEVELOPMENT COURSES	Days	Standard	Member	JAN	FEB	MAR	APR	MAY	JUN
BSBITU404A Produce complex desktop published documents	Take home	\$350	\$300						
BSBCUS401A Coordinate implementation of customer service strategies <i>Best practice customer service</i>	1	\$400	\$360	22					
BSBMGT402A Implement operational plan	1	\$400	\$360						30
BSBHRM401A Review human resources functions <i>Review your most 'valuable asset' - HR explained</i>	1	\$400	\$360						7
BSBMGT401A Show leadership in the workplace <i>Show workplace leadership - next generation leaders</i>	1	\$400	\$360		11				
BSBWOR402A Promote team effectiveness or BSBWOR502A Ensure team effectiveness <i>Winning with your cross-functional successful team</i>	1	\$400	\$360		12				
BSBHRM402A Recruit, select and induct staff or BSBHRM506A Manage recruitment selection and induction processes <i>Recruit and keep the right people</i>	1	\$400	\$360						8
BSBWRT401A Write complex documents <i>Writing persuasive documents, tenders and proposals</i>	1	\$400	\$360				12		
BSBFIA401A Prepare financial reports <i>Effective financial reporting</i>	1	\$400	\$360				13		
BSBADM405B Organise meetings	1	\$400	\$360				29		
BSBHRM403A Support performance management process	1	\$400	\$360					18	
BSBINM401A Implement workplace information system or BSBINM501A Manage an information or knowledge management system <i>Information control - managing the big black hole</i>	1	\$400	\$360						
BSBOHS407A Monitor a safe workplace <i>OH&amp;S law &amp; some common hazards and controls</i>	1	\$400	\$360					19	
BSBWRK410A Implement industrial relations procedures <i>Manage and minimise IR conflict</i>	1	\$400	\$360						29
BSBWOR501A Manage personal work priorities and professional development <i>Balance work and organisational priorities</i>	1	\$400	\$360			22			
BSBFIM501A Manage budgets and financial plans Make your budget work	2	\$800	\$720			23			
BSBRISK501A Manage risk <i>Uncovering and averting risk</i>	1	\$400	\$360				27		
BSBLED502A Manage programs that promote personal effectiveness <i>Developing future stars for your business</i>	1	\$400	\$360				28		
BSBMKG514A Implement and monitor marketing activities <i>Market to win customers</i>	1	\$400	\$360					25	
BSBPMG510A Manage projects <i>Successful project management</i>	2	\$800	\$720					26-27	
BSBADM504B Plan or review administration systems <i>Streamline your administration</i>	1	\$400	\$360						21
BSBLED401A Development Teams & Individuals	1	\$400	\$360			9			
BSBMGT403A Implement Continuous Improvement	1	\$400	\$360					20	
BSBWOR404A Develop Work Priorities	1	\$400	\$360			8			
BSBWOR401A Establish effective workplace relationships	1	\$400	\$360						29
BSBRISK401A Identify Risk	1	\$400	\$360				4		

## Business Skills

UNITS OF COMPETENCE/PROFESSIONAL DEVELOPMENT COURSES	Days	Standard	Member	JAN	FEB	MAR	APR	MAY	JUN
<b>Certificate II in Customer Contact BSB20207</b>									
BSBITU101A Operate a personal computer	Take home								
<b>Cluster 1</b> - BSBWOR203A Work effectively with others BSBCMM201A Communicate in the workplace BSBWOR301A Organise personal work priorities and development BSBOHS201A Participate in OHS processes	2					4-5			
<b>Cluster 2</b> - BSBCO201A Action customer contact BSBCMM301A Process customer complaints BSBCCO301A Use multiple information systems BSBCUS301A Deliver and monitor a service to customers	2						8-9		
<b>Cluster 3</b> - BSBIND101A Work effectively in a contact centre environment	1							12	
<b>Certificate IV in Training &amp; Assessment TAA40104*</b>									
Cluster 1	5	\$1060	\$965		1-5				
Cluster 2	3	\$635	\$580			15-17			
Cluster 3	2	\$425	\$385				22-23		