

training CALENDAR 2010

TOOWOOMBA January - June 2010

t > 1300 138 470

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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			30 (AM)		27 (AM)	
Dismissals - Fair and Reasonable	0.5	\$250	\$225			30 (PM)		27 (PM)	
Industrial Relations - Your Business and the Law	1	\$355	\$325		12		27		



eLearning Courses – 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 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 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.

invigorating

training CALENDAR 2010



CHAMBER OF
COMMERCE &
INDUSTRY
QUEENSLAND

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Welcome to Chamber of Commerce & Industry Queensland's training calendar for Toowoomba. 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
30596QLD COURSE IN FUNCTIONING AS A WORKPLACE HEALTH & SAFETY OFFICER*									
Core Units	5	\$995	\$895		22-26	22-26	19-23	17-21	21-25
30596QLD COURSE IN FUNCTIONING AS A WORKPLACE HEALTH & SAFETY OFFICER – ELECTIVE UNITS*									
Elective Unit - Manage WHS in Construction Workplaces	4	\$775	\$700		1-4		12-15		8-11
Elective Unit - Manage WHS in Industrial Workplaces	3	\$645	\$580			1-3		24-26	
Elective Unit - Manage WHS in Services Workplaces	2	\$475	\$430			15-16		27-28	
OTHER WHS TRAINING									
30523QLD Course in Recertification to Function as a Workplace Health & Safety Officer*	2	\$515	\$465		8-9		6-7		28-29
30630QLD Course in functioning as a WHS Representative* Includes WHSR04A - Issuing Workplace Health and Safety Provisional Improvement Notices (PINS)	3	\$595	\$535	27-29		17-19		24-26	16-18
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		19		9		9
Safety Essentials for Leaders	1	\$385	\$345			5		31	
REHABILITATION & RETURN TO WORK COORDINATOR TRAINING									
30782QLD Rehabilitation & Return to Work Coordinator	3	\$595	\$535		8-10		27-29		2-4
Rehabilitation & Return to Work Coordinator Recertification	1	\$320	\$290		11		30		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					10	
BSBMGT402A Implement operational plan	1	\$400	\$360		25				
BSBHRM401A Review human resources functions <i>Review your most 'valuable asset' - HR explained</i>	1	\$400	\$360			17			
BSBMGT401A Show leadership in the workplace <i>Show workplace leadership - next generation leaders</i>	1	\$400	\$360			15			
BSBWOR402A Promote team effectiveness or BSBWOR502A Ensure team effectiveness <i>Winning with your cross-functional successful team</i>	1	\$400	\$360	21					
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			18			
BSBWRT401A Write complex documents <i>Writing persuasive documents, tenders and proposals</i>	1	\$400	\$360				6		
BSBFIA401A Prepare financial reports <i>Effective financial reporting</i>	1	\$400	\$360				7		
BSBADM405B Organise meetings	1	\$400	\$360		26				
BSBHRM403A Support performance management process	1	\$400	\$360						29
BSBINM401A Implement workplace information system <i>Information control - managing the big black hole</i>	1	\$400	\$360			16			
BSBOHS407A Monitor a safe workplace <i>OH&S law & some common hazards and controls</i>	1	\$400	\$360					11	



Business Skills

UNITS OF COMPETENCE/PROFESSIONAL DEVELOPMENT COURSES	Days	Standard	Member	JAN	FEB	MAR	APR	MAY	JUN
Certificate II in Customer Contact BSB20207									
BSBITU101A Operate a personal computer	Take home								
Cluster 1 - BSBWOR203A Work effectively with others BSBCMM201A Communicate in the workplace BSBWOR301A Organise personal work priorities and development BSBOHS201A Participate in OHS processes	2						6-7		
Cluster 2 - BSBCCO201A Action customer contact BSBCMM301A Process customer complaints BSBCCO301A Use multiple information systems BSBCUS301A Deliver and monitor a service to customers	2							6-7	
Cluster 3 - BSBIND101A Work effectively in a contact centre environment	1								7
Certificate IV in Training & Assessment TAA40104*									
Cluster 1	5	\$1060	\$965			22-26			
Cluster 2	3	\$635	\$580				27-29		
Cluster 3	2	\$425	\$385					27-28	