

TP3 SERVICES

TRAINING

2011-2012

Contents

| | | | |
|-----------------------------------|-----------|-----------------------------------|-----------|
| TECHNOLOGY | 3 | | |
| Access | 4 | | |
| Access Introduction: 1 day | 4 | | |
| Access Introduction: 2 day | 4 | | |
| Access Advanced: 1 day | 5 | | |
| Access Advanced: 2 day | 5 | | |
| Access VBA | 6 | | |
| Adobe | 7 | | |
| Acrobat Introduction | 7 | | |
| Dreamweaver Introduction | 7 | | |
| Flash Introduction | 8 | | |
| Illustrator Introduction | 8 | | |
| InDesign Introduction | 9 | | |
| Photoshop Introduction | 9 | | |
| Computer Essentials | 10 | | |
| Computer Fundamentals | 10 | | |
| Windows 7 Upgrade from Windows XP | 10 | | |
| Office Upgrade | 11 | | |
| Excel | 12 | | |
| Excel Introduction: 1 day | 12 | Excel Focus on Formulas | 15 |
| Excel Introduction: 2 day | 12 | Excel PivotTables | 15 |
| Excel Intermediate: 1 day | 13 | Excel VBA Introduction | 16 |
| Excel Intermediate: 2 day | 13 | Excel VBA Advanced | 16 |
| Excel Advanced: 1 day | 14 | Excel 2010 Upgrade from 2003 | 17 |
| Excel Advanced: 2 day | 14 | Outlook | 18 |
| | | Outlook Introduction | 18 |
| | | PowerPoint | 19 |
| | | PowerPoint Introduction: 1 day | 19 |
| | | PowerPoint Introduction: 2 day | 19 |
| | | PowerPoint Intermediate | 20 |
| | | PowerPoint 2010 Upgrade from 2003 | 20 |
| | | PowerPoint Advanced | 21 |
| | | Project | 22 |
| | | Project Introduction | 22 |
| | | Project Advanced | 22 |
| | | Publisher | 23 |
| | | Publisher Introduction | 23 |
| | | SharePoint | 24 |
| | | SharePoint Introduction | 24 |
| | | SharePoint Designer Introduction | 24 |
| | | Visio | 26 |
| | | Visio Introduction | 26 |
| | | Visio Advanced | 26 |
| | | Word | 27 |
| | | Word Introduction | 27 |
| | | Word Intermediate: 1 day | 28 |
| | | Word Intermediate: 2 day | 28 |
| | | Word Advanced: 1 day | 29 |
| | | Word Advanced: 2 day | 29 |
| | | Word 2010 Upgrade from 2003 | 30 |

In-House Courses for Your Organisation

All of our Training Courses can be delivered as In-House sessions for your organisation.

Choose the content, course date and location that best suits your training needs.

PROFESSIONAL DEVELOPMENT 33

| | |
|---|-----------|
| Business Writing | 34 |
| Business Writing Skills | 34 |
| Writing Reports, Proposals & Business Cases | 34 |
| Communication | 35 |
| Business Etiquette and Professionalism | 35 |
| Communication: Making Connections | 35 |
| Consulting | 36 |
| Enhancing Consulting Effectiveness | 36 |
| Leadership | 37 |
| Building High Performing Teams | 37 |

| | | | |
|--|-----------|---|-----------|
| Leadership Essentials | 37 | Assessing Skills at Work | 50 |
| Leadership: Managing People | 38 | Workplace Challenges | 51 |
| Leading Change | 38 | Difficult Situations at Work | 51 |
| Leading Workplace Innovation | 39 | Growing Resilience | 51 |
| Performance Coaching | 39 | Influencing Skills | 52 |
| Strategic Thinking and Planning | 40 | Negotiation Skills | 52 |
| Management and Operations | 41 | Power of Positive Perspective | 53 |
| Continuous Improvement | 41 | INFORMATION MAPPING® WORKSHOPS | 55 |
| Finance for Non-Finance Managers | 41 | Information Mapping® Foundation Workshop | 56 |
| Operational Planning | 42 | Developing Effective Business Documents | 56 |
| Project Management Fundamentals | 42 | Policies, Procedures & Documentation | 57 |
| Safety in the Workplace | 43 | Writing Web Content | 57 |
| Presentation Skills | 44 | QUALIFICATIONS | 59 |
| Dynamic Presentations Using PowerPoint | 44 | Diploma of Management | 60 |
| Facilitation Skills | 44 | Certificate IV in Frontline Management | 60 |
| From Preparation to Presentation | 45 | Certificate III in Frontline Management | 61 |
| Sales and Customer Service | 46 | Diploma of Government | 61 |
| Customer Service: Reaching for Remarkable | 46 | Diploma of Business | 62 |
| Sales: Strategies for Success | 46 | Certificate IV in Business | 62 |
| Time Management | 47 | Certificate IV in Training and Assessment | 63 |
| Increasing Productivity Using Outlook | 47 | Certificate II in Information Technology | 64 |
| Improving Productivity Using Outlook 07/10 | 47 | Certificate I in Information Technology | 64 |
| Time Management | 48 | | |
| Training and Assessment | 49 | | |
| Designing Effective Learning | 49 | | |
| Delivering Dynamic Training | 49 | | |

Training Consulting and Customisation

If you are inspired by the variety and quality of our training topics and content but can't find the right one to meet your need then speak to us about our training consulting and customisation.

With a pool of talented learning designers at the ready, every element of a training program can be customised for you: needs analysis, design, development, delivery and review.

Our training methodologies provide you with a range of delivery options, including:

- Facilitator-led workshops
- Self-paced learning
- eLearning
- Virtual classrooms and webinars
- Coaching
- Blended solutions

To discuss how TP3 can help your organisation through training consulting and customised, call 1300 658 388 or email info@TP3.com.au

TP3 was created in 2008 when TACTICS Consulting and Pollak Learning Alliance united to combine expertise gained over a total of 50 years of delivering organisational and individual improvement.

With over 6,700 consulting assignments in the areas of Information and Technology, and with more than a quarter of a million people having been trained in Technology and Management skills, TP3 leads in improving productivity and performance when Information, Technology, Management and People connect or combine.

This guide to TP3 Services provides information on the many Training Courses delivered, with most available on scheduled dates at TP3 Training Venues or In-House at client specific locations.

All of TP3's training is built on tested and proven processes and principles of learning, designed by expert Instructional Designers, and delivered by talented facilitators. TP3's approach and delivery of training is recognised and endorsed externally, by its status as a Registered Training Organisation, its Microsoft Gold Partnership, and it being the sole and exclusive provider and trainer of the world-renowned Information Mapping methodology.

Please consult the Training Course Schedule for course dates and venues and other TP3 Services guides for more information on TP3's range of consulting and other services. Information is always available at www.TP3.com.au, by calling 1300 658 388, and email to info@TP3.com.au

TP3: Talented People – Tested Processes – Targeted Practitioners

We are continuously improving... are you?



TECHNOLOGY

People are continually being asked to do more with less. Technology improvements can help us, but sometimes they can actually make life harder. Our Technology programs focus on 'user-ability'.

We aim to give learners valuable skills that enable them to use office applications more productively, thus saving time. The courses are delivered by qualified trainers, using innovative courseware. You can enjoy the experience on-site at your premises or in our custom designed rooms that allow for a wide variety of learning activities.

TP3 can take care of your Technology training from start to finish, from training needs analysis to post-course support, and Return on Investment reports.



Recommended learning path for Access training courses.

Access Introduction: 1 day

This course is designed for those who want a quick introduction to developing simple databases in Access but don't need to delve into more complex customisations. Learn how to use Access to create a simple database for storing business information. You will get to know the main components of the application as you build your database.

Duration: One Day

Versions: Access 2010

Learning Outcomes

- Create a database and tables
- Create fields
- Enter and edit data
- Create forms and reports
- Filter information
- Import and export information

Access Introduction: 2 day

This introductory course is designed for anyone who works with complex data. You will learn the correct procedures for creating a database. Learn how to create tables, forms and reports from which you will extract information using filters and queries.

Duration: Two Days

Versions: Access 2002/2003 and 2007

Optional assessment towards one unit of competency for:

- Certificate I in Information Technology (Unit ICAU1131A)

Learning Outcomes

- Create a database and tables
- Create fields
- Enter and edit data
- Create forms and reports
- Use Filters and Queries
- Create relationships between tables

Access Advanced: 1 day

This advanced course is the next step for those participants who have completed our Access Introduction 1 day course. Participants will build on the skills gained in the introduction course and learn how to use the advanced features and tools in Access for working with complex tables, queries, forms and reports.

Duration: One Day
Versions: Access 2010
Pre-requisite Course: Access Introduction

Learning Outcomes

- Manage the type of data allowed in your database
- Create and use custom forms to collect data
- Customise forms
- Create and use complex queries to quickly find information
- Create reports
- Secure and manage your database
- Distribute your database to make it available to others

Access Advanced: 2 day

This advanced course is the next step if you have previously created databases and would like to customise the functionality of your databases. Learn to fine-tune queries and reports to extract very specific information from your databases. You will also learn how to insert calculations in forms, create charts, write macros and VBA code to perform routine tasks and procedures.

Duration: Two Days
Versions: Access 2002/2003 and 2007
Pre-requisite Course: Access Introduction

Learning Outcomes

- Create Action Queries
- Use Advanced Queries
- Customise Forms
- Perform calculations within Forms
- Create reports
- Use Macros to automate repetitive tasks

Access VBA

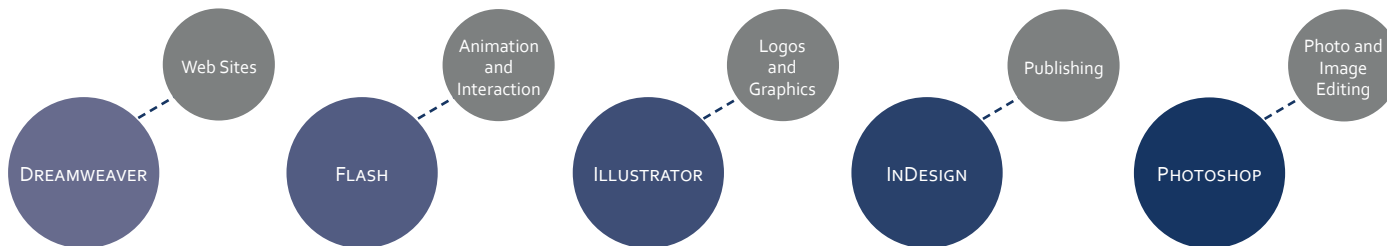
The Access Visual Basic for Applications (VBA) course takes you through macros, modules and procedures - perfect for those who want to push the boundaries of Access even further! You will be able to develop and debug automated applications, control applications and write your own functions in Access using VBA programming code.

Duration: Two Days

Pre-requisite Course: Access Advanced

Learning Outcomes

- Create macros, modules and functions
- Work with objects
- Use properties, methods, events and collections
- Use the Object Browser
- Create message boxes and input boxes
- Make decisions using IF statements
- Create Expressions
- Use control structures
- Debug program code
- Become familiar with error handling
- Use Data Access Objects (DAO)



Guideline to the Adobe Creative Suite offerings.

Acrobat Introduction

This course will enable you to create secure PDF documents that you can share with internal and external parties safe in the knowledge that they can be viewed on any system or platform. You will also learn how to convert and modify PDF documents.

Duration: One Day

Versions: Acrobat 8 and 9

Learning Outcomes

- Access information in a PDF document
- Create PDF documents in Acrobat and other programs
- View and Print PDF documents
- Modify PDF documents
- Create navigation elements using Bookmarks and Links
- Search PDF documents for specific content
- Secure a PDF document with passwords and Digital Signatures

Dreamweaver Introduction

This course is a must for anyone who wants to learn how to build web pages and websites using Dreamweaver. Find out how to apply text formatting, work with site maps and templates, insert different types of links and upload sites.

Duration: One Day

Versions: Dreamweaver CS5

Learning Outcomes

- Prepare to use the Dreamweaver environment
- Create a website
- Add and format text on web pages with CSS
- Create Hyperlinks for easy navigation
- Insert and edit images
- Use tables to display information
- Publish your website

Flash Introduction

This course is a great introduction to anyone who needs to create and deliver rich interactive content for use in web design or Flash online learning content. You will learn how to create animations, work with objects, shapes and layers and create interactive elements.

Duration: One Day

Versions: Flash CS5

Learning Outcomes

- Work in the Flash environment
- Use drawing and painting tools
- Work with layers and frames
- Create animation and apply shape tweening
- Create symbols and instances
- Create, modify and animate text
- Publish your Flash files

Illustrator Introduction

This course offers an introduction to the Illustrator environment and explores how to manipulate simple shapes and create logos. You will be able to create complex graphics, understand how to print your documents without any errors or colour mismatches and prepare illustrations for the web.

Duration: Two Days

Versions: Illustrator CS3 and CS5

Learning Outcomes

- Start Illustrator and explore the Illustrator environment, navigate a document and use Help
- Draw basic shapes using the shapes tool
- Apply colour to object fills and strokes
- Apply and edit gradients and patterns
- Arrange objects and use layers to manage artwork
- Work with text and apply character and paragraph formatting
- Work with images and draw objects using the Pen tool
- Save and export in a variety of file formats to suit different purposes and print an Illustrator document
- Apply a range of file saving options

InDesign Introduction

Adobe InDesign is a program that is used to produce high quality publications. This course introduces you to the tools and techniques you need to work confidently with text, graphics, colour and layout for professional publications.

Duration: Two Days

Versions: InDesign CS3 and CS5

Learning Outcomes

- Describe basic graphic design principles
- Work with the features in the InDesign window
- Select and work with tools
- Create new documents
- Add text to documents
- Format text using a variety of techniques
- Add graphics to a document
- Create and work with layers
- Work with and apply colour
- Create and work with objects
- Prepare your document for printing

Photoshop Introduction

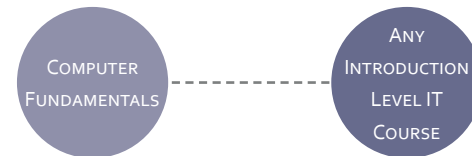
Photoshop Introduction is for people with little or no Photoshop experience who want to learn the basics of photo editing and image manipulation. You will learn how to use layers and filters to create special effects including lighting and texture effects.

Duration: Two Days

Versions: Photoshop CS3 and CS5

Learning Outcomes

- Open and create new images and work with the Photoshop workspace
- Understand the factors that affect file size and know several methods for resizing images
- Flip, rotate, straighten and transform photos
- Make and work with selections
- Perform several colour correction functions
- Use various retouching and repairing techniques to correct images
- Navigate images in Photoshop
- Create new layers and perform other basic layer functions
- Work effectively with layers and layer masks
- Create, edit and apply numerous effects to text
- Print, save and share images with others



Recommended learning path for Computer Fundamentals and Introduction level training courses.

Computer Fundamentals

If you are new to working with computers, the Computer Fundamentals course is the best place to familiarise yourself with the features of Microsoft Office and the Windows Operating System.

Duration: One Day

Versions: Any Windows platform, and Office 2007 specific

Optional assessments towards units of competency for:

- Certificate I in Information Technology (Units ICAU1128A, ICAU1133A)

Learning Outcomes

- Describe the difference between hardware and software
- Identify different areas of the keyboard
- Use basic mouse techniques
- Understand the Windows environment
- Open, close, maximise and minimise windows
- Create, save and print a Word document
- Navigate and manage files and folders
- Search for information online
- Read, reply to and send emails
- Send and open emails with attachments

Windows 7 Upgrade from Windows XP

This hands-on course is a must for anyone who has recently upgraded or is considering upgrading to Windows 7. You will get an overview of the exciting new changes, learn about the new desktop features and how to get the most out of the great new ways to work with applications. The course also covers Internet Explorer 8 and new and better ways of securing data. While the course is aimed at people upgrading from Windows XP, it is also suitable for people upgrading from earlier versions.

Duration: One Day

Learning Outcomes

- Use the new and enhanced features on the Windows 7 desktop
- Manage files and folders
- Work with the new and improved programs in Windows 7
- Secure the computer using the enhanced and new features in Windows 7

Office Upgrade

This hands-on course provides you with an overview of the exciting new elements of Office. It contains essential information that will enable you to perform your daily tasks effectively and make use of the new functionality without losing productivity. This course is essential for anyone who is either contemplating upgrading to a new version of Office or has recently upgraded and wants to get a quick start.

Duration: One Day

Versions: Office 2007 and 2010

Office 2007

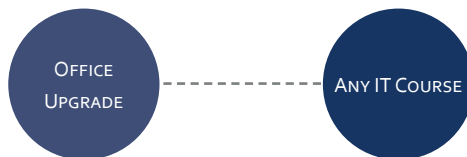
Learning Outcomes

- Work with the new Office 2007 interface
- Work with the new features of Word 2007
- Work with the new features of Excel 2007
- Work with the new features of PowerPoint 2007
- Work with the new features of Outlook 2007

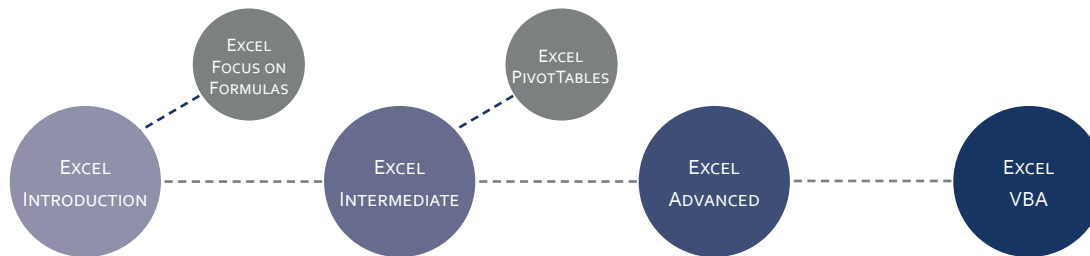
Office 2010

Learning Outcomes

- Learn to use the new Ribbon command sets effectively
- Get creative with Live Previews and Galleries
- Learn to use new data analysis tools in Excel
- Communicate and collaborate more effectively by using Outlook and SharePoint
- Work on your files away from the office with Office Web Apps
- Learn tips, tricks and shortcuts to work more efficiently
- Learn to use the new features in Windows 7



Recommended learning path for Office Upgrade training courses.



Excel Introduction: 1 day

This course is designed to give you the basic tools that you will need to develop and present professional Excel worksheets. You will benefit from this course if you are new to Excel and want to quickly get up to speed with the basics of spreadsheets. The course includes topics such as entering, editing and moving data and creating simple formulas using AutoSum and AutoFill.

Duration: One Day
Versions: Excel 2002/2003, 2007 and 2010

Learning Outcomes

- Navigate confidently within Excel
- Enter and edit data manually as well as with Autocomplete and Autofill
- Manipulate information by moving and copying data and worksheets
- Create and edit simple formulas to calculate totals
- Apply formatting to worksheet data
- Preview and print a professional looking worksheet

Excel Introduction: 2 day

During this course you will learn all the basic skills covered in the 1 day course as well as covering a range of additional topics to help you work more effectively with Excel. You will learn to modify existing spreadsheets as well as to create your own. Using Excel's great time-saving features like AutoFill and AutoSum, you will be up and running with your own spreadsheets in no time. Learn how to calculate with Excel and create professional looking worksheets.

Duration: Two Days
Versions: Excel 2002/2003 and 2007
Optional assessments towards units of competency for:

- Certificate I in Information Technology (Units ICAU1130A)

Learning Outcomes

- Navigate confidently within Excel
- Enter and edit data in a spreadsheet
- Manipulate data in workbooks
- Create and use simple formulas
- Apply formatting to worksheet data
- Use Comments and Textboxes
- Use Absolute cell references in formulas
- Use the Insert Function wizard
- Sort and filter data
- Customise the Excel screen
- Create and modify charts
- Prepare a worksheet for printing

Excel Intermediate: 1 day

This short course focuses on the most important intermediate level topics and is aimed at those who are not able to attend the two day course. The course includes the most commonly used formulas and functions in business. You will also learn to use database tools for finding, filtering and managing lists of data, and develop skills to create and edit complex charts.

Duration: One Day
Versions: Excel 2002/2003, 2007 and 2010
Pre-requisite Course: Excel Introduction

Learning Outcomes

- Create and use formulas that link data across worksheets and files
- Create and use absolute and mixed cell references
- Create If functions and conditional formatting
- Create Lookup functions
- Sort, Filter and find data and create Subtotals of data contained in tables and lists
- Create and edit complex charts including 3D charts and charts with Trendlines

Excel Intermediate: 2 day

This course has additional content to the 1 day course and covers topics in more detail. It also provides more activities and time to practise what you learn. You will gain knowledge of important tools within Excel. These will help you create better charts, work with conditional and lookup functions, manage long lists of data, analyse information more effectively and work better with shared workbooks.

Duration: Two Days
Versions: Excel 2002/2003 and 2007
Pre-requisite Course: Excel Introduction

Learning Outcomes

- Create and use 3D and Link formulas
- Use Absolute and Relative references in formulas
- Create If Functions and apply Conditional formats
- Name Cells and Ranges
- Use Lookup Functions
- Use functions to test for data types and errors
- Audit Formulas and create Validation rules
- Outline a Worksheet
- Share and Protect a workbook
- Use Database tables
- Create and edit complex Charts
- Use Hyperlinks

Excel Advanced: 1 day

This short course covers the key 'must have' skills for anyone who is short on time but wants to quickly take their expertise to an advanced level in key areas of Excel. You will learn how to work with data from other sources, perform modelling on your spreadsheets and analyse information to make sound decisions. You will also learn how to use powerful What-if Analysis tools, display important information using PivotTables and automate routine tasks.

Duration: One Day

Versions: Excel 2002/2003, 2007 and 2010

Pre-requisite Course: Excel Intermediate

Learning Outcomes

- Use Lookup Functions
- Modify Excel Options
- Use Labels and Names with Formulas
- Protect Worksheet data and Workbooks
- Summarise and Subtotal lists
- Create and use PivotTables and PivotCharts
- Record and run Macros

Excel Advanced: 2 day

Excel Advanced is for experienced spreadsheet users seeking to create advanced formulas and functions, perform What-If Analysis, use PivotTables and safeguard data within workbooks. This course has additional content to the 1 day course and covers topics in more detail. This course also looks at how to automate workbooks using macros, and import data from other applications.

Duration: Two Days

Versions: Excel 2002/2003 and 2007

Pre-requisite Course: Excel Intermediate

Learning Outcomes

- Create customised number formats
- Use and create template workbooks
- Consolidate data from different worksheets
- Create Array formulas and Situational Analysis
- Use Excel as a manipulative database
- Create and use PivotTables and PivotCharts
- Create and run macros
- Create Web Queries

Excel Focus on Formulas

This course provides experienced Excel users with an understanding of common formulas and functions used in business. You will develop knowledge of complex formulas, including conditional and lookup functions. Participants should have completed Excel Introduction, or have equivalent knowledge and skills prior to attending this course.

Duration: One Day
Versions: Excel 2002/2003 and 2007
Pre-requisite Course: Excel Introduction

Learning Outcomes

- Create and use simple mathematical formulas
- Create and use absolute and mixed cell references
- Create and use common functions
- Use If functions and conditional formatting
- Use Lookup functions and test for data types
- Use Auditing tools to locate errors and Validation rules to prevent them occurring

Excel PivotTables

PivotTables and PivotCharts provide you with a way of displaying your data to enable you to make more informed decisions. This course is for anyone who needs to analyse large sets of data or produce reports. Participants should have completed Excel Intermediate, or have equivalent knowledge and skills prior to attending this course.

Duration: One Day
Versions: Excel 2002/2003 and 2007
Pre-requisite Course: Excel Intermediate

Learning Outcomes

- Sort, filter, subtotal and outline
- Use advanced database functions
- Create and modify PivotTables and PivotCharts
- Undertake effective data analysis
- Use advanced Pivot Table features

Excel VBA Introduction

This course provides you with the skills to automate routine processes in Excel and create interactive applets using the Visual Basic programming environment in Excel. You will learn to create push button solutions for common spreadsheet functions. Participants should have completed Excel Advanced, or have equivalent knowledge and skills prior to attending this course.

Duration: Two Days

Versions: Excel 2002/2003, 2007 and 2010

Pre-requisite Course: Excel Advanced

Learning Outcomes

- Understand the fundamentals of VBA
- Record, test and run macros
- Access Help
- Make macros interactive
- Assign macros to buttons
- Create User-defined functions
- Declare and use Variables
- Create UserForms

Excel VBA Advanced

This advanced course is the next step up for those participants who have completed our Excel VBA course or for those people who have equivalent knowledge. In this course, you will discover how to create string functions, manipulate charts and work with control and UserForm events. You will also learn to create Excel applications that interact with other programs.

Duration: Two Days

Versions: Excel 2002/2003, 2007 and 2010

Pre-requisite Course: Excel VBA Introduction

Learning Outcomes

- Work with functions
- Name Ranges
- Interact with charts using VBA
- Interact with Userform controls
- Handle data using arrays
- Create complex userforms
- Explain the relations of applications/ objects
- Work with errors

Excel 2010 Upgrade from 2003

This course is designed for anyone who wants to quickly upgrade their existing skills to Excel 2010. Participants will learn about all the great tools and features introduced in this new release that are designed to save time and help people work more efficiently with Excel. While the course is aimed at people upgrading from Excel 2003, it is also suitable for people upgrading from earlier versions.

Duration: One Day

Learning Outcomes

- Identify the elements of the Excel 2010 environment
- Organise data in tables
- Analyse data with Conditional Formatting and Formulas
- Present data with Charts, Illustrations and PivotTables
- Use Office Web Apps

Excel Half Day Courses

Delivered as In-House courses only

BEGINNERS
GUIDE TO
WORKING WITH
EXCEL

FAMOUS
FUNCTIONS

USING MACROS
TO AUTOMATE
PROCESSES

WORKING
EFFICIENTLY
WITH DATA

WORKING WITH
CHARTS AND
EXTERNAL DATA



OUTLOOK
INTRODUCTION

*For additional skills and
knowledge, take a look at...*



INCREASING
PRODUCTIVITY
USING OUTLOOK

Outlook Introduction

This course is for anyone interested in learning how to use Outlook to communicate with colleagues and clients. You will learn how to work with email, use the calendar to schedule appointments and create tasks to manage your time.

Duration: One Day

Versions: Outlook 2003, 2007 and 2010

Learning Outcomes

- Become familiar with the Outlook screen
- Create and respond to email messages
- Organise and manage email messages
- Prioritise Tasks
- Use Calendar to schedule appointments
- Create and work with contacts

TP3 FlexiVouchers - Save Time and Money

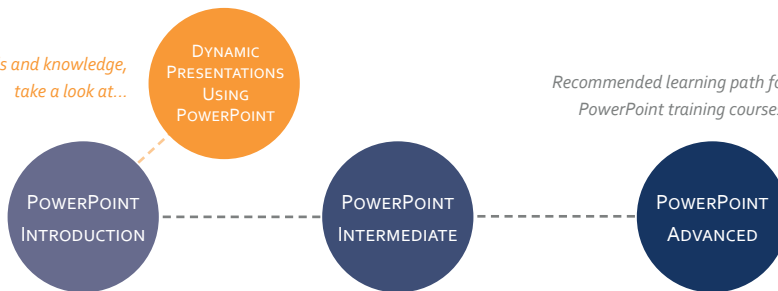
The TP3 FlexiVoucher system allows you to purchase 'pre-paid' FlexiVouchers that can be used on a wide variety of TP3 training courses. They not only provide savings of up to 20%, but simplify the administration typically associated with managing training and development programs.

Why use FlexiVouchers?

- You automatically increase the return on your training investment, with 10% to 20% saving off the normal course price
- FlexiVouchers can be used up to 12 months from the date of purchase
- FlexiVouchers can be used for all your training solutions, including public and in-house training courses
- FlexiVouchers can be used across your whole organisation, allowing them to be centralised under one account for simple administration
- FlexiVouchers are managed by your dedicated TP3 Client Manager
- Reports on FlexiVoucher allocation and usage will be sent you on a regular basis

For more information on FlexiVouchers, contact TP3 on 1300 658 388 or email info@TP3.com.au

For additional skills and knowledge, take a look at...



Recommended learning path for PowerPoint training courses.

PowerPoint Introduction: 1 day

PowerPoint Introduction is a fantastic initiation to the world of electronic presentations. You will learn how to create presentations that include text, tables and ClipArt. Learn how to add effects that make your presentation dynamic and engaging.

Duration: One Day

Versions: PowerPoint 2007 and 2010

Learning Outcomes

- Create a presentation from scratch
- Format presentations
- Use the Outline pane
- Use Themes and ClipArt
- Run a slide show presentation
- Use design principles that work
- Plan an effective delivery of your presentation

PowerPoint Introduction: 2 day

This 2 day introduction course will help you to learn all the basic skills covered in the 1 day course as well as covering a range of additional topics to help you create more engaging presentations. The course will take your skills to a level where you will be able to create professionally formatted presentations complete with animation, transitions and a range of graphical components to make your presentation more engaging and effective.

Duration: Two Days

Versions: PowerPoint 2002/2003 and 2007

Optional assessment towards one unit of competency for:

- Certificate I in Information Technology (Unit ICAU1132A)

Learning Outcomes

- Create a presentation from scratch
- Format presentations
- Use the Outline pane
- Use Themes and ClipArt
- Create Slide Shows and apply animations
- Add text effects using WordArt
- Manipulate drawing objects
- Create and modify Tables, Charts and Organisation Charts

PowerPoint Intermediate

This intermediate course is the next step up for those participants who have completed our PowerPoint 07 Introduction 1 day course. Participants will build on the skills gained in the introduction course and learn how to introduce elements to make engaging and effective presentations. Participants will learn to use animation and transitions, graphics and WordArt as well as a wide range of tables and charts.

Duration: One Day

Versions: PowerPoint 2007

Learning Outcomes

- Create Slide Shows and apply animations
- Add text effects using WordArt
- Create and manipulate drawing objects
- Create and modify Tables, Charts and Organisation Charts
- Print options and Speaker Notes
- Use Transitions, Slide Sorter View and hide slides
- Design principles that work
- The planning process

PowerPoint 2010 Upgrade from 2003

This course is designed for participants who want to quickly upgrade their existing skills to PowerPoint 2010. Participants will learn about all the great tools and features introduced in this new release that are designed to save time and help people work more efficiently with PowerPoint. While the course is aimed at people upgrading from PowerPoint 2003, it is also suitable for people upgrading from earlier versions.

Duration: One Day

Learning Outcomes

- Identify the elements of the PowerPoint environment
- Build the framework of a presentation
- Add visual elements to a presentation
- Prepare to deliver a presentation
- Work with shared presentations

PowerPoint Advanced

This course helps you to build skills to design and develop unique presentation templates. You will learn how to create presentations that include hyperlinks, multimedia, animation, special effects and much more.

Duration: One Day

Versions: PowerPoint 2002/2003, 2007 and 2010

Learning Outcomes

- Apply objects and text to Masters
- Create design templates
- Group and re-colour Clip Art
- Add motion clips in presentations
- Add sound files in presentations
- Link and embed objects
- Create Animation and transition effects
- Animate text, word or paragraph
- Create Action buttons
- Add hyperlinks and action settings
- Create Summary slides
- Create Custom Shows

*Recommended learning path for
Project training courses.*

PROJECT
INTRODUCTION

PROJECT
ADVANCED

*For additional skills and
knowledge, take a look at...*

PROJECT
MANAGEMENT
FUNDAMENTALS

Project Introduction

You will discover how to set up projects and tasks, assign task relationships and enter resources. You will also examine how to track projects and display data in a variety of forms.

Duration: Two Days

Versions: Project 2002/2003, 2007 and 2010

Learning Outcomes

- Become familiar with the Project environment
- Create a project and project calendar
- Enter tasks and assign task durations
- Create relationships between tasks
- Introduce leads and lags
- Modify the Gantt chart
- Handle resources and create resource calendars
- Use the Gantt chart to reduce critical paths and costs
- Track the project
- Print reports

Project Advanced

This course builds on your basic Project skills by exploring how to resolve scheduling conflicts, modify resource assignments, track project costs, combine projects, share resources among projects and design custom reports. You will learn how to share information with stakeholders more effectively and how to customise the project environment. This advanced course is the next step up for those participants who have completed our Project Introduction course or for those people who have equivalent knowledge.

Duration: One Day

Versions: Project 2002/2003, 2007 and 2010

Pre-requisite Course: Project Introduction

Learning Outcomes

- Solve scheduling conflicts
- Modify resource scheduling
- Use advanced techniques for managing projects
- Work with multiple projects
- Design custom reports
- Connect projects with the related documentation
- Exchange project data with other MS applications
- Design your own custom views, fields and filters

Publisher Introduction

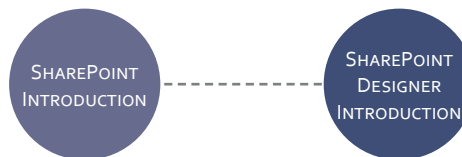
Discover how you can use Microsoft Publisher to create single or multipage publications. In this course you will learn how to apply formatting to text, insert tables and graphics as well as draw objects to enhance the quality and professionalism of your publications.

Version: Publisher 2007
Duration: One Day

Version: Publisher 2010
Duration: Two Days

Learning Outcomes

- Navigate the Publisher interface, customise the workspace and use Help
- Create a new publication
- Create a facing-pages layout, insert pages, move items between publications and work with master pages
- Flow text between text boxes, create continuation notices and apply formatting
- Create and modify tables
- Arrange text in text boxes, modify picture frames, adjust the stacking order of page elements and group and ungroup items
- Proof, print and export publications and prepare publications for commercial printing



Recommended learning path for SharePoint training courses.

SharePoint Introduction

This course is intended as an introduction for anyone who is new to SharePoint and wants to learn about its capabilities. You will learn to create, manage and publish work to SharePoint sites. You will also learn how to set up and manage team sites to communicate in a collaborative online environment.

Duration: One Day
Versions: SharePoint 2007 and 2010

Learning Outcomes

- Customise a site
- Add information to a team site
- Work with a personal site
- Work with subsites and forms
- Log into a SharePoint site and read information
- Share information with team members
- Search the SharePoint sites
- Integrate external data in a SharePoint site

SharePoint Designer Introduction

These courses provide web and SharePoint developers with the skills to use the tools and features of SharePoint Designer that are necessary to design, develop and customise SharePoint sites.

Duration: One Day
Versions: SharePoint Designer 2007 and 2010

Learning Outcomes

- Add content to a web page
- Create a new subsite
- Add SharePoint components to the site
- Use Cascading Style Sheets to format a SharePoint site
- Familiarise yourself with the SharePoint Designer environment
- Add basic functionality to web pages
- Automate business processes with workflows

MAKING SHAREPOINT WORK FOR YOU

Many organisations have SharePoint but are still exploring how to get real value from it.

One of the appeals of SharePoint is that it can provide a social computing platform within a secure space. This allows people to network, share and manage business knowledge effectively. Like all systems, the SharePoint environment needs to be well designed and implemented so that it is embraced by end users.

TP3 can help make SharePoint work for you by providing expertise and services in:

- Business and user requirements
- Needs analysis
- Process mapping
- Information architecture and design
- Usability testing and evaluation
- Content development
- Effective training of end users

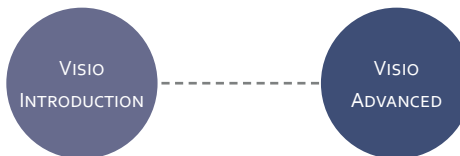
TP3 is quality assured. As a Microsoft Gold Partner for Learning Solutions and Business Intelligence, our quality is independently measured against the highest industry benchmarks.

TP3 can work with you on your SharePoint solutions, enabling you to:

- Increase effectiveness continually
- Reduce risk through improved compliance and governance of business information
- Increase efficiency of your SharePoint solution

To find out how we can help make SharePoint work for you, contact TP3 on 1300 658 388 or email info@TP3.com.au.

Recommended learning path for
Visio training courses.



Visio Introduction

Visio is used to create a wide variety of business diagrams and technical drawings. In this course you will learn techniques to manipulate Visio master shapes, create connections between shapes and apply styles to shapes, text and pages. You will also learn how to generate an organisation chart and edit custom properties.

Duration: One Day

Versions: Visio 2007 and 2010

Learning Outcomes

- Create and navigate in a file, use Visio Help, manipulate windows and stencils and select, scale, and resize objects
- Plan a flowchart, use master shapes, connect shapes in a diagram, use basic text features and create a simple organisation chart
- Use various text formatting options, format text blocks and format shapes and lines
- Set file properties for a new drawing, create background pages, work with detail pages and links, use Print Preview mode and print a diagram
- Create network, rack, and brainstorming diagrams
- Use advanced connection and layout techniques, set custom properties for shapes and create and modify property reports
- Draw and reshape objects, work with compound lines, duplicate objects and align, distribute, group, and rotate objects

Visio Advanced

This course is for people who are familiar with the basics of Visio and want to learn to use the more complex tools available. You will learn how to work with layers and complex shapes, add shape behaviours and create project management diagrams and network diagrams.

Duration: One Day

Versions: Visio 2007 and 2010

Learning Outcomes

- Create and customise layers drawing scales and dimension lines
- Create and work with complex shapes
- Create block diagrams, flowcharts, organisation charts, and project management diagrams and generate a Web site map and a report of Web site links
- Create program-window prototypes and system diagrams, create database model diagrams and reverse engineer a table from a database
- Create and assign a background page, create and apply styles, create a custom template and create a drawing based on a custom template
- Integrate Visio drawings with other programs such as Word, PowerPoint and Outlook and work with Web-enabling features
- Use Themes for quick formatting

Word Introduction

This course provides the basic skills for using Word effectively in the workplace. By the end of the course, you will be able to create, edit and modify documents.

Duration: One Day

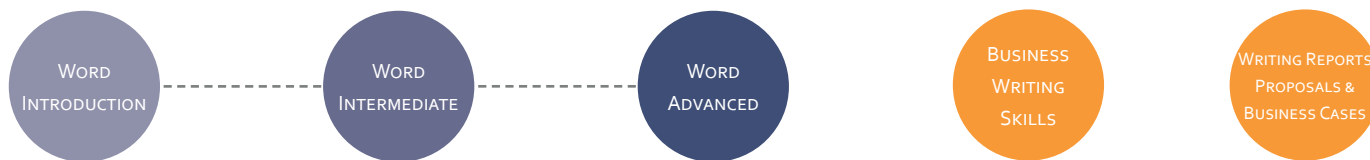
Versions: Word 2002/2003, 2007 and 2010

Optional assessment towards one unit of competency for:

- Certificate I in Information Technology (Unit ICAU1129A)

Learning Outcomes

- Navigate around the Word screen
- Copy, move and delete text
- Create new documents from scratch or from templates
- Apply character, paragraph and page formatting
- Create and modify tables
- Proof and print your document



Recommended learning path for Word training courses.

For additional skills and knowledge, take a look at...

Word Intermediate: 1 Day

This intermediate course is the next step up for those participants who have completed our Word 2010 Introduction 1 day course. Participants will build on the skills gained in the introduction course and learn how to work with more specific documentation creation aspects such as formatting in tables, tabs, lists, mail merge, section breaks, templates, and working with pictures and illustrations.

Duration: One Day
Versions: Word 2010
Pre-requisite Course: Word Introduction

Learning Outcomes

- Modify Word options
- Create and use building blocks
- Create and apply styles
- Create and work effectively with themes
- Create and use templates
- Work with section breaks
- Insert headers and footers into a document
- Perform mail merges
- Work with the Navigation pane
- Work with multiple documents
- Use a range of formatting techniques to position text and paragraphs
- Create and work with various types of tabs
- Define and modify lists

Word Intermediate: 2 Day

This course will give you the skills to create professional documents. You will learn to use lists, tables, graphics, shading, headers, footers and tables of contents. Participants should have completed Word Introduction, or have equivalent knowledge and skills prior to attending this course.

Duration: Two Days
Versions: Word 2002/2003 and 2007
Pre-requisite Course: Word Introduction

Learning Outcomes

- Create and modify bulleted and numbered lists
- Change the layout and orientation of your document
- Set tabs
- Create and apply formatting to tables
- Create and modify character and paragraph styles
- Insert graphics, pictures and Word Art into your document
- Use mail merge
- Link data
- Generate a table of contents
- Create, modify and attach a template to a document
- Add a watermark to your document

Word Advanced: 1 day

This course is a must for those wanting to create professional looking documents that are also highly functional. You will learn how to use Word's advanced features and tools to create and edit complex documents quickly and effectively. Participants should have completed Word 2010 Intermediate, or have equivalent knowledge and skills prior to attending this course.

Duration: One Day
Versions: Word 2010
Pre-requisite Course: Word Intermediate

Learning Outcomes

- Create and use bookmarks
- Create and work with a table of contents and an index in a document
- Create and use interactive fields
- Create and use master documents to manage long and complex documents
- Track changes in a document
- Protect documents
- Create and use electronic forms
- Automate procedures with Macros

Word Advanced: 2 day

Word Advanced is a must if you want to create professional looking documents that are also highly functional. Learn how to automate long documents and forms, enabling you to work more efficiently. Participants should have completed Word Intermediate, or have equivalent knowledge and skills prior to attending this course.

Duration: Two Days
Versions: Word 2002/2003 and 2007
Pre-requisite Course: Word Intermediate

Learning Outcomes

- Create and insert fields into a document
- Create, move and delete bookmarks
- Use the RD field to generate an index and table of contents for multiple documents
- Work in outline view
- Create and update crossreferences
- Use Fillin fields
- Add AutoText and styles to a template
- Use Form fields
- Create custom toolbars and buttons
- Work with macros and templates
- Track changes made to a document
- Perform an Advanced Mail Merge

Word 2010 Upgrade from 2003

This course is designed for participants who want to quickly upgrade their existing skills to Word 2010. Participants will learn about all the great tools and features introduced in this new release that are designed to save time and help people work more efficiently with Word. While the course is aimed at people upgrading from Word 2003, it is also suitable for people upgrading from earlier versions.

Duration: One Day

Learning Outcomes

- Identify the elements of the Word 2010 environment
- Add images, styles, and themes to documents
- Use the advanced features to add building blocks, equations, citations, and bibliography to a document
- Finalise documents
- Use Office Web Apps

Word Half Day Courses

Delivered as In-House courses only

BEGINNERS
GUIDE TO
WORKING WITH
WORD

FASTER
FORMATTING
USING STYLES

INDEXES
AND TOCS

USING MACROS
TO AUTOMATE
PROCESSES

WORKING
EFFICIENTLY WITH
LARGE
DOCUMENTS

MANAGE YOUR LEARNING QUICKLY AND EASILY

TP3 can provide the Enterprise Knowledge Platform (EKP), a powerful Learning Management System (LMS), that helps meet your organisation's learning needs.

EKP is quick to implement, reliable, robust and secure.

It gives managers and administrators complete control over the learning process, including managing online learning, tracking participation, monitoring compliance, assessing students and defining learning pathways.

The benefits of using EKP include:

- Easy administration with automated reporting and tracking
- Centralised global knowledge into one system
- Increased organisational interaction and exchange of knowledge
- Tracked regulatory compliance
- Ability to access, monitor, review and update materials anytime, anywhere

If you want the benefits of an LMS but don't have the hardware or support for implementation, TP3 can manage and maintain EKP for you on our servers. This makes it easy for you to quickly gain the benefits of an LMS without having to worry about its launch and ongoing maintenance. This approach is a low risk, low cost alternative to implementing your own LMS.

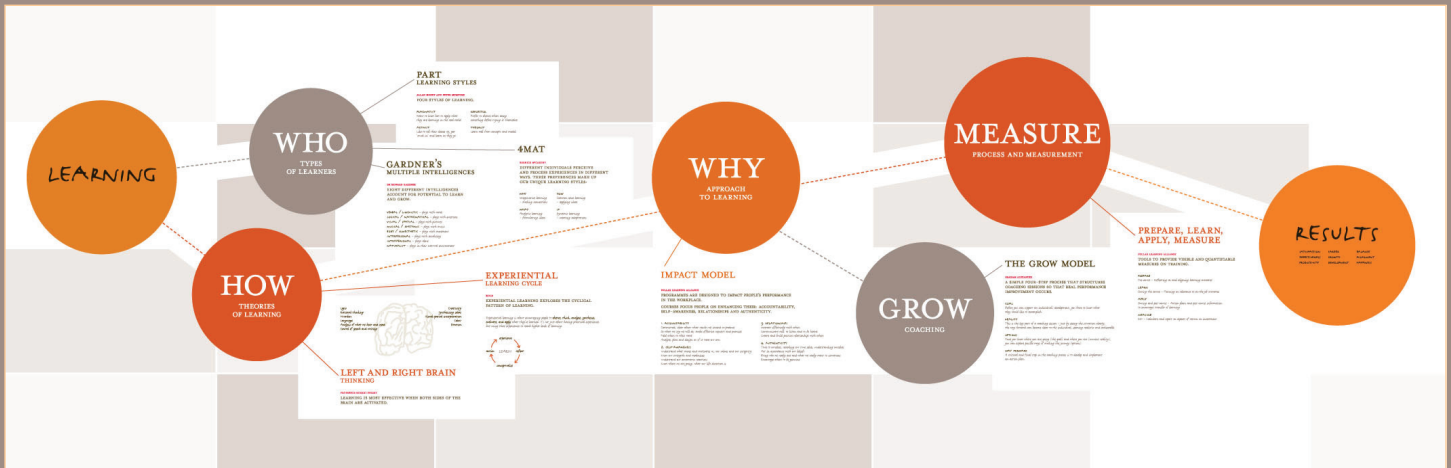
To find out how EKP can increase the efficiency of your learning efforts, call 1300 658 388 or email info@TP3.com.au.

LEARNING THE TP3 WAY

At TP3 we aim to maximise the learning experience for participants by creating a dynamic, engaging and supportive learning environment. This is achieved through the:

- integration of adult learning principles in the design of our training programs, and
- careful selection of the right facilitator to deliver the course.

We favour practices such as learning from experience and combining a range of learning activities that integrate both logic and creative thinking. During any course this can range from juggling to stimulate left-right brain thinking, to group-based work capturing the outcomes of a passionate and action oriented discussion on a flip-chart. We also offer the deliberate opportunity for participants to reflect and plan the integration of the learning into their day-to-day work practices. Through the expert guidance of our facilitators, learning is brought to life and participants leave our courses feeling prepared, positive and practised for success.

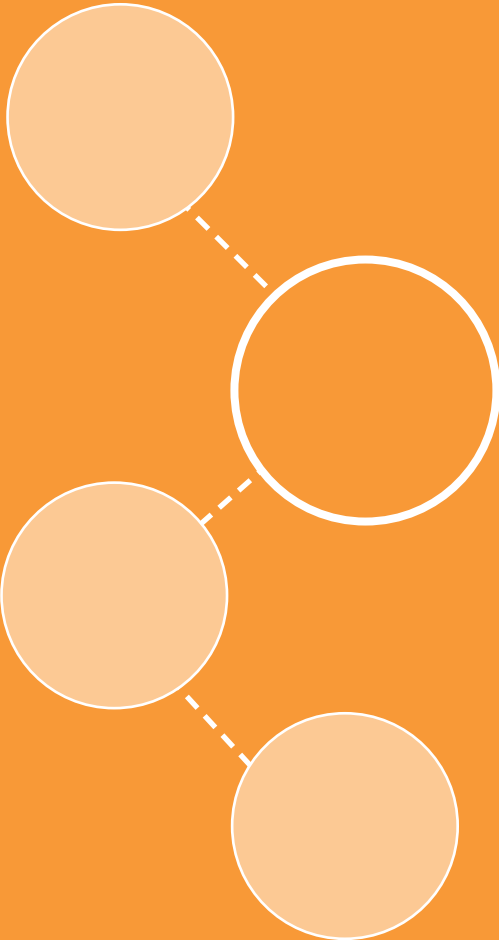


PROFESSIONAL DEVELOPMENT

Maintaining high levels of performance and engagement are essential to building a strong business. Our professional development programs enable individuals and work groups to build skills to be more effective and productive in their roles.

TP3 Professional Development courses are built through the careful selection of well-known theories and models as the basis for knowledge and developing critical skills for success in any organisation. With a strong emphasis on behavioural change, each course encourages participants to develop a personal action plan ready for implementation back at work.

TP3 uses blended learning and the latest adult learning principles to help participants learn quickly.



For more writing courses, see our Information Mapping® section on page 55

Business Writing Skills

The ability to communicate clearly in writing is one of the most important skills in business today. In this course you will learn techniques and tips that can be applied to any type of business writing. You will learn how to plan, write and edit your documents so they are well structured, well written and achieve their purpose.

Duration: One Day

Optional assessment towards one unit of competency for:

- Diploma of Management (Unit BSBWRT401A)
- Certificate IV in Frontline Management (Unit BSBWRT401A)

Learning Outcomes

- Take a structured approach to business writing
- Determine the purpose and outcomes of a document
- Develop an appropriate structure for a document
- Write using plain English, the active voice and an appropriate tone
- Create an effective document layout
- Edit a document for accuracy, brevity and clarity
- Write specifically for email and the internet

Writing Reports, Proposals and Business Cases

When writing reports, proposals and business cases, good communication prompts action. This is true of both the simplest memo and the most complex report. This course will provide you with techniques to write reports, proposals and business cases that are persuasive and inspire action.

Duration: One Day

Learning Outcomes

- Develop a systematic approach to writing
- Write complex information in plain English
- Identify different report structures
- Use techniques to guide your reader through the report
- Write persuasively
- Identify the different proposal types and formats
- Identify the difference between a business case and a proposal
- Use case studies and examples to write reports and proposals
- Outline effective techniques to polish your documents for presentation

Business Etiquette and Professionalism

Business etiquette is much more than knowing which fork to use at a business lunch. It's about knowing how to handle yourself in any work situation. This course explores a behavioural code of conduct that will ensure you will act in a professional and appropriate manner no matter what business situation you find yourself in.

Duration: One Day

Learning Outcomes

- Use IMPACT to assess your professional conduct
- Implement techniques to manage your time effectively
- Employ techniques to introduce people correctly
- Apply effective networking techniques
- Convey a professional image while using the telephone
- Write effective, professional emails with a clear purpose and outcomes
- Recall the factors to consider when communicating with people from other cultures
- Conduct meetings effectively

Communication: Making Connections

Effective communication allows you to build and maintain successful, lasting working relationships. This course will provide you with techniques to communicate effectively and help make the most of your interactions with others.

Duration: One Day

Optional assessment towards one unit of competency for:

- Diploma of Management (Unit BSBWOR401A)
- Certificate IV in Frontline Management (Unit BSBWOR401A)

Learning Outcomes

- Describe the filters and fears that affect and restrict your communications
- Identify and describe different communication styles
- Outline the impact of cultural differences on effective communication
- Manage your own perceptions and the perceptions of others during interactions
- Outline the Three V's of communication and their impact on how you are perceived by others
- Apply empathic listening techniques and questioning to ensure understanding
- Articulate the benefits of communicating assertively
- Apply techniques for making effective requests and promises

Enhancing Consulting Effectiveness

In today's workplace extraordinary results can be achieved when experts work collaboratively with others to define, develop and deliver solutions that address specific business needs. During this course you will learn the skills and techniques used by successful consultants to help their clients produce outstanding results.

Duration: Two Days

Learning Outcomes

- Explain and understand the consulting life cycle
- Demonstrate how to prepare an initial client meeting
- Gather required information from meetings, workshops or focus groups
- Explain a range of information analysis tools
- Demonstrate how to prepare and make a successful presentation to ensure commitment
- Develop an action plan to strengthen your skills

Building High Performing Teams

Even the best laid plans and strategies aren't achieved if the team driving the plan is not well developed. In this course we examine how to build and maintain a high performing team that works as one to achieve organisational results.

Duration: Two Days

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBWOR402A)
- Certificate IV in Frontline Management (Unit BSBWOR402A)
- Diploma of Management (Unit BSBWOR502A)

Learning Outcomes

- Identify the stages of team development in your own work teams
- Evaluate your interpersonal skills as both a team member and a team leader and enhance relationships within your work teams
- Apply a range of tools to manage individual and team performance
- Evaluate, apply and refine your team skills in the workplace
- Give and receive feedback with greater confidence and effectiveness
- Recognise the indicators of high-performing teams

Leadership Essentials

The transition into a leadership position is an exciting step; having strong leadership skills is vital to making that transition a success. In this course you will gain an understanding of leadership and your own leadership style and capabilities.

Duration: One Day

Optional assessment towards one unit of competency for:

- Certificate IV in Frontline Management (Unit BSBMGT401A)

Learning Outcomes

- Distinguish between a manager and a leader
- Evaluate various perspectives to gain a big picture view
- Set SMARTIES goals in your action plan
- Make effective requests and set clear expectations
- Identify tasks to be delegated and delegate appropriately
- Outline the 5 leadership competencies and their benefits
- Define leadership and a leader's responsibilities
- Use active listening techniques to build relationships
- Create a leadership development plan

Leadership: Managing People

Managers today are expected to role model the corporate culture, demonstrate vision, communicate effectively, manage their people well, build an environment that is invigorating and enjoyable, and maintain a work-life balance. This is no small task! This course will help you develop the skills and techniques to be a successful people manager and leader.

Duration: Two Days

Optional assessment towards one unit of competency for:

- Diploma of Management (Unit BSBMGT502B)
- Certificate IV in Frontline Management (Unit BSBMGT502B)

Learning Outcomes

- Analyse your natural leadership style and identify areas for development
- Explain the concept of Emotional Intelligence and its importance for leadership
- Create a leadership development plan
- Evaluate your team to ascertain differences in communication and personality
- Use strategies to communicate effectively with people who have different styles
- Formulate a plan and goals to create results
- Use strategies to enhance employees' performance
- Coach an individual through a performance management session
- Create and commit to a personal leadership vision

Leading Change

Leading and initiating change is vital to the life and success of businesses. The way that change is managed can have a dramatic effect on the outcome of change initiatives. In this course, you will discover strategies to generate change, and techniques to lead your team successfully through times of change.

Duration: Two Days

Optional assessment towards one unit of competency for:

- Diploma of Management (Unit BSBINN601A)

Learning Outcomes

- Use an 8-step change process model to lead change in your organisation
- Identify ways to increase the urgency to change
- Define the important elements required when creating a team to guide change
- Prepare a compelling vision for the change process
- Create strategic plans to promote the introduction of change
- Adapt your communications to secure people's buy-in to change
- Apply techniques to increase participation in change initiatives
- Build a work environment that encourages creativity and innovation
- Develop monitoring processes to provide evidence of the success of the change
- Implement ongoing processes that help you to continue to seek opportunities to improve and change

Leading Workplace Innovation

In this course you will explore the world of creativity and the logical process of turning creativity into innovation. You will learn practical skills to develop your creative ability and assist others to unlock theirs. You will also discover a process to help generate valuable ideas and turn them into reality.

Duration: Two Days

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBINN301A)
- Certificate IV in Frontline Management (Unit BSBINN301A)
- Diploma of Management (Unit BSBINN502A)

Learning Outcomes

- Define the difference between creativity and innovation
- Identify any creative blocks and demonstrate strategies to remove them
- Identify techniques to exercise creativity
- Use creative methods to generate ideas and determine the value of an idea
- Analyse innovative organisations
- Identify innovation opportunities and list steps to implement innovation
- Identify challenges to innovation in the workplace and create solutions to address this

Performance Coaching

Coaching is a core skill required to enhance the performance of a team or an individual. This course enables you to capitalise on the potential of your team and provide opportunities for their personal development. Learn key models and develop your skills so you can effectively coach others.

Duration: One Day

Optional assessment towards one unit of competency for:

- Certificate IV in Frontline Management (Unit PSPGOV415A)

Learning Outcomes

- Define coaching and articulate its benefits
- Identify the characteristics of an effective coach and review your own performance
- Define and apply essential coaching skills such as questioning, listening and establishing trust
- Apply a range of models to structure coaching sessions
- Discover tips to maximise the effectiveness of your coaching sessions

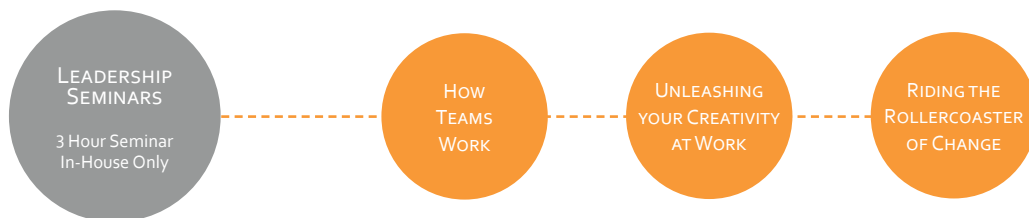
Strategic Thinking and Planning

Crafting the future direction of your organisation, division or team can be a daunting task. By taking a structured and planned approach you are more likely to succeed and embrace your work with clarity and confidence. This course explores the key skills and techniques you need to take a strategic approach to achieving your goals and objectives.

Duration: One Day

Learning Outcomes

- Explain the concept of strategic thinking
- Create a unified vision, purpose and mission
- Analyse the current situation to establish areas of need
- Facilitate creative techniques to generate strategies
- Implement a decision making process to identify the best strategies
- Develop a strategic plan document



Continuous Improvement

This course provides you with the skills to lead and manage continuous improvement systems and processes. You will examine techniques to encourage, guide and empower people to participate in the continuous improvement process. You will also consider how systems and analysis can inform your continuous improvement strategy.

Duration: One Day

Self-Paced Learning Module available

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBMGT403A)
- Certificate IV in Frontline Management (Unit BSBMGT403A)
- Diploma of Management (Unit BSBMGT516A)

Learning Outcomes

- Lead and implement continuous improvement systems and processes
- Monitor, report and adjust performance strategies
- Manage and consolidate opportunities for further improvement

Finance for Non-Finance Managers

This course provides you with an understanding of the role of financial information in planning and responding to changing business conditions. You will gain the knowledge and skills required to read and interpret financial reports and achieve financial objectives.

Duration: Two Days

Optional assessment towards one unit of competency for:

- Certificate IV in Frontline Management (Unit BSBFIM501A)
- Diploma of Management (Unit BSBFIM501A)

Learning Outcomes

- Describe the key principles underlying financial information and accounting systems
- Analyse and interpret financial statements
- Develop, interpret and monitor budgets to improve financial management
- Describe the impact of business decisions can have upon the financial results of your organisation



Operational Planning

Planning provides purpose and direction for action. The Operational Planning course helps you ensure that your team has sufficient people and physical resources to achieve team and organisational objectives. In this course you will explore techniques to develop, implement and monitor operational plans.

Learning Outcomes

- Plan resource use in consultation with colleagues and organisational objectives
- Acquire people and physical resources
- Monitor and review operational performance

Duration: One Day

Self-Paced Learning Module available

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBMGT402A)
- Certificate IV in Frontline Management (Unit BSBMGT402A)
- Diploma of Management (Unit BSBMGT516A)

Project Management Fundamentals

Successful project management involves having a clear vision and practical tools to assist through all stages of the project life cycle. Based on world renowned project management concepts and principles, this course provides you with the tools and knowledge necessary for planning and controlling projects.

Learning Outcomes

- Identify useful tools for determining a project scope and deliverables
- Use the process of risk management to develop a risk management plan
- Develop a project communications plan by using a communications matrix and techniques for effectively communicating change
- Determine how to create a positive project team environment and recognise strategies to empower individual team members
- Identify a clear schedule and specific project budget from a 'Work Breakdown Structure'
- Outline the major features of Microsoft Project in project planning
- Use tools to track a project and create strategies to monitor deliverables
- Use project templates to support your project management practices

Duration: Two Days

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBPMG501A)
- Certificate IV in Frontline Management (Unit BSBPMG501A)
- Diploma of Management (Unit BSBPMG501A)

Safety in the Workplace

This course focuses on establishing, maintaining and evaluating Occupational Health and Safety policies, procedures and programs. You will learn about relevant legislation and explore how this important business information can be effectively communicated to your team.

Duration: One Day

Self-Paced Learning Module available

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBOHS407A)
- Certificate IV in Frontline Management (Unit BSBOHS407A)

Learning Outcomes

- Establish and maintain an occupational health and safety system
- Establish and maintain participative arrangements for the management of Occupational Health and Safety
- Establish and maintain procedures for identifying hazards and assessing and controlling risks
- Establish and maintain a quality occupational health and safety management system

Complete the learning at a time and place that best suits you

TP3 offers Self-Paced Learning Modules available for the following courses:

- Operational Planning
- Safety in the Workplace
- Continuous Improvement.

Self-paced learning provides a flexible distance learning option for completing courses. Enrol in the course and we'll send you everything you need to be able to commence the course enabling you to complete the learning at a time and place that best suits you.

These Self-Paced Learning Modules can form part of the following the following qualifications:

- Certificate IV in Frontline Management
- Certificate IV in Business
- Diploma of Management

To find out more about the Self-Paced Learning Modules, contact TP3 on 1300 658 388 or email info@TP3.com.au

Dynamic Presentations Using PowerPoint

It is easy to over rely on PowerPoint presentations creating 'Death by PowerPoint'. In this course you will learn how to captivate your audience through dynamic presentations using your presentation as a supporting aid. In this course you will learn how to plan and design a presentation, enhance text, add media features, set up a slide show, and more.

Duration: One Day

Learning Outcomes

- Apply effective techniques to communicate ideas when presenting
- Apply the K.I.S.S. principle to PowerPoint presentations
- Use the top 5 tips to creating a great PowerPoint presentation
- Create a presentation that uses 2007 or 2010s Layouts, Sounds and Animation functionality
- Use supporting websites for inspiration when designing presentations
- Identify different learning styles and adapt your presentation to suit

Facilitation Skills

Do you find that group discussions go round and round without resolution? Do you need to guide group discussion to a positive result? This course will provide you with an understanding of key models and skills to effectively facilitate group discussions. You will complete a number of interactive activities to practise those skills in a dynamic group environment.

Duration: Two Days

Learning Outcomes

- Discuss the key characteristics of an effective facilitator
- Apply the process for 'contract' formulation and agreement
- Describe and apply numerous structures for conducting an effective group session
- Apply key facilitation skills, such as questioning and listening, to create alignment and produce results
- Learn tips and tricks to keep a facilitated session on track

From Preparation to Presentation

Powerful presenters can entertain, inform, persuade and motivate people to action. In this course you will gain the knowledge and skills required to successfully prepare and deliver polished presentations. Learn how to captivate your audience, increase your confidence and communicate effectively. You will receive individual feedback and coaching to improve your presentation performance during the course.

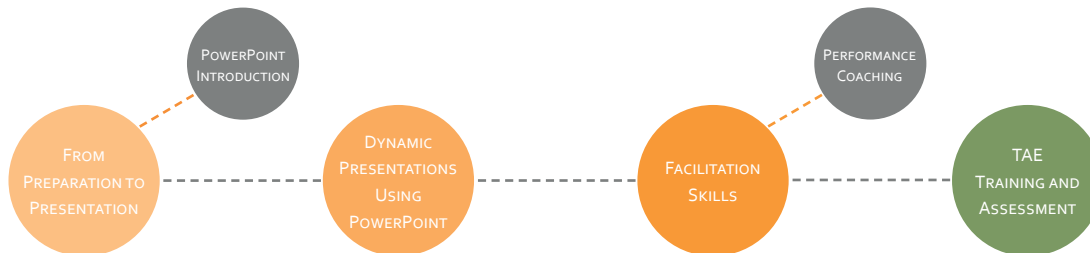
Duration: Two Days

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBCMM401A)
- Certificate IV in Frontline Management (Unit BSBCMM401A)

Learning Outcomes

- Plan a presentation with a clear understanding of your purpose and audience
- Use slide shows as an effective support tool
- Be dynamic, authentic and compelling in voice and body language during a presentation
- Harness nerves and use them to your advantage
- Avoid the key traps with unexpected situations and questions
- Identify your own personal style as a presenter



Suggested learning path and related courses for Presentation Skills

SALES &
CUSTOMER SERVICE
SEMINAR

3 Hour Seminar
In-House Only

CREATING
REMARKABLE
CUSTOMER
SERVICE

Customer Service: Reaching for Remarkable

This course draws together the basics of excellent customer service with the concepts of customer engagement and creating remarkable experiences. You will appreciate the importance of creating a memorable experience to enhance customer loyalty and learn how to deal with difficult customers.

Duration: One Day

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBCUS401A)
- Certificate IV in Frontline Management (Unit BSBCUS401A)
- Diploma of Management (Unit BSBCUS501A)

Learning Outcomes

- Recall current trends in customer service and identify your customers
- Identify your service strengths and improvement opportunities using feedback from your workplace
- Apply skills to engage your customers
- Respond to difficult customers assertively and with empathy
- Apply techniques to make your team more customer focused
- Describe the concept of "remarkable" customer service
- Identify areas where you and your organisation can be more memorable

Sales: Strategies for Success

This course focuses on what your customers want and not just the products or services you have to offer. You will learn how to identify sales opportunities and prepare and present solutions that meet customer needs. You will gain skills to build rapport with customers and examine tools and techniques to maintain lasting relationships.

Duration: Two Days

Learning Outcomes

- Define what makes a successful salesperson
- Choose to adopt a successful sales attitude
- Explain the concepts and importance of solution selling
- Implement planning strategies to meet the buyer's needs
- Apply techniques to identify new sales opportunities
- Use great questions to create solutions valued by the customer
- Deal with customer objections and turn them into solutions
- Use strategies to create long-term relationships
- Create tools to enhance your sales ability

Increasing Productivity Using Outlook

This course won't help you find more time in the day but it will help you take control of it! Learn how to identify goals, priorities and delegate tasks to others. You will discover how to use Outlook to keep tasks on track, filter your emails and manage your schedule.

Duration: One Day

Optional assessment towards one unit of competency for:

- Certificate IV in Frontline Management (Unit BSBWOR404A)
- Diploma of Management (Unit BSBWOR501A)

Learning Outcomes

- Manage your email communication
- Apply the 3D filter to process and action emails
- Create folders and rules to automate the filing of messages
- Identify the difference between urgent and important activities
- Prioritise work using the ABC system
- Plan your week using Outlook calendar tools
- Prioritise and track your to-do list by creating and categorising tasks
- Identify key techniques for handling interruptions and saying no
- Identify what prevents you from managing time and email effectively

Improving Productivity Using Outlook 07/10

Being productive is a blend of good time management practices and using technology to support your day-to-day activities. This course helps you take control through setting priorities, recognising obstacles and handling interruptions. Use Microsoft Outlook 07/2010 more effectively to manage your email and calendar, organise your mailbox and keep tasks on track.

Duration: One Day

Optional assessment towards one unit of competency for:

- Diploma of Management (Unit BSBWOR501B)

Learning Outcomes

- Manage your email communication
- Identify the difference between urgent and important activities
- Create folders and rules to automate the filing of messages
- Prioritise work using the ABC system
- Plan your week using Outlook calendar tools
- Identify key techniques for handling interruptions and saying "no"
- Prioritise and track your to-do list by creating and categorising tasks
- Identify what prevents you from managing time and email effectively



Time Management

In this course you will examine the way you work and discover techniques to translate your personal and professional vision into long-term objectives and short-term goals. You will be equipped to manage your life more effectively.

Duration: One Day

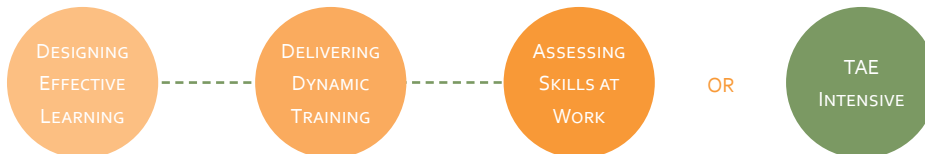
Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBWOR404A)
- Certificate IV in Frontline Management (Unit BSBWOR404A)
- Diploma of Management (Unit BSBWOR501A)

Learning Outcomes

- Recognise the consequences of ineffective time management
- Identify what prevents you from being an effective time manager
- Discover some of your notions, opinions and concerns about time management
- Understand the difference between urgent and important tasks and use it to prioritise and plan your time
- Identify strategies to effectively schedule your time

*Recommended learning path for
Certificate IV in Training and Assessment (TAE)*



Designing Effective Learning

In this course you will gain the knowledge required to conceptualise, design, develop and review learning programs to meet an identified need for a group of learners. Learn to use training packages and accredited courses as tools to support organisational and individual competency development needs.

Duration: Three Days

Optional assessments towards units of competency for:

- Certificate IV in Training and Assessment (Units TAEDES401A, TAEDES402A)

Learning Outcomes

- Use training packages and accredited courses to meet learner needs
- Analyse and interpret the qualification's framework and units of competency
- Develop program content
- Design a structured learning program
- Analyse risks in the learning environment

Delivering Dynamic Training

In this course participants learn how to deliver high quality, dynamic training. Learn to plan, organise and deliver individual and group-based learning in a safe learning environment. Focus on presentation strategies and delivery methods that meet a targeted audience's need through persuasive and polished communication techniques.

Duration: Four Days

Optional assessments towards units of competency for:

- Certificate IV in Training and Assessment (Units TAEDEL301A, TAEDEL401A, TAEDEL402A, BSBCMM401A)

Learning Outcomes

- Confirm training needs
- Plan, organise and facilitate learning in the workplace
- Use presentation strategies and delivery methods that match the characteristics of the audience
- Monitor and review the effectiveness of learning
- Plan, organise and deliver group-based learning in the workplace

Assessing Skills at Work

This course will enable you to become a skilled workplace assessor. You will gain the knowledge and skills to contribute to the assessment process, plan assessment activities, assess competence and participate in assessment validation.

Duration: Three Days

Optional assessments towards units of competency for:

- Certificate IV in Training and Assessment (Units TAEASS301A, TAEASS401A, TAEASS402A, TAEASS403A)

Learning Outcomes

- Contribute to assessment
- Plan assessment activities and processes
- Assess competency levels
- Participate in assessment validation
- Deliver clear and concise feedback with rapport

Difficult Situations at Work

In this course, you will examine how you and others react to difficult situations. You will learn techniques that create positive outcomes for everyone involved. The skills you gain will allow you to engage in a more empathetic and assertive communication style that leads to issue resolution.

Duration: Two Days

Optional assessment towards one unit of competency for:

- Certificate IV in Frontline Management (Unit PSPGOV508A)
- Diploma of Management (Unit PSPGOV508A)

Learning Outcomes

- Identify the elements of a difficult situation
- Analyse what works and doesn't work when dealing with difficult situations
- Describe your reactions to difficult situations and how they shape outcomes
- Use listening, paraphrasing and questioning to ensure you understand the other persons; perspective
- Apply assertive techniques to respond to difficult workplace situations
- Apply techniques to effectively process criticism
- Define conflict and identify your style in conflict situations
- Apply a process for resolving workplace conflicts

Growing Resilience

Most of us experience problems and challenges on a daily basis. How we respond and bounce back from situations will greatly affect the results and how they impact your overall life. In this course you will assess your level of natural resilience and learn how to use tools and strategies to further develop and strengthen your resilience.

Duration: Two Days

Learning Outcomes

- Assess your resilience
- Discover tools and strategies to develop your resilience
- Use resilient strategies in challenging situations
- Employ resilient communication in difficult situations
- Develop an action plan to demonstrate resilience
- Identify resilient behaviours within yourself and colleagues
- Recognise your Emotional Intelligence (EI)

Influencing Skills

Power is gained from your ability to intentionally influence others at work. This course equips you with skills to persuade others. You will learn how to adapt your behaviour and communication to effectively influence others.

Duration: One Day

Optional assessment towards one unit of competency for:

- Diploma of Management (Unit PSPGOV605A)

Learning Outcomes

- Gain insights into your natural influencing style
- Understanding your responsibility as an influencer and clarify your commitment to exercising influence
- Set clear objectives for exercising influence and build confidence to drive your goal forward
- Use techniques to build rapport
- Adapt your behavioural style to create greater influence
- Learn and practise key influencing behaviours for use in the workplace
- Construct and deliver a persuasive message

Negotiation Skills

Whether you are negotiating a major contract with a supplier or the price of a car with a dealership, your negotiation skills directly influence the result you get. This course examines how you can apply a collaborative approach to negotiation to produce better outcomes for yourself and your organisation. Using fun activities and realistic scenarios, you will learn negotiation skills that will achieve positive and long-term results.

Duration: Two Days

Optional assessment towards one unit of competency for:

- Certificate IV in Frontline Management (Unit FNSICGEN402B)

Learning Outcomes

- Define negotiation and where it occurs in your workplace
- Thoroughly plan to achieve your desired outcomes in negotiation
- Outline a process to follow when conducting a negotiation
- Identify challenges in negotiation and demonstrate strategies for dealing with resistance and tough negotiators
- Identify different types of negotiation tactics and create strategies for dealing with them
- Describe and use different negotiation styles
- Explore the differences between principled and positional negotiations
- Identify the characteristics of effective negotiations
- Demonstrate the fundamental skills used by expert negotiators

Power of Positive Perspective

We all experience some degree of stress each day. How you react to it greatly influences the impact that stress has on your life, both professionally and personally. A positive perspective can dramatically change the way you live your life. In this course you will assess the levels, sources and symptoms of stress in your life. You will explore tools and techniques to create balance in the way you react to stress and gain more control over your personal and professional life.

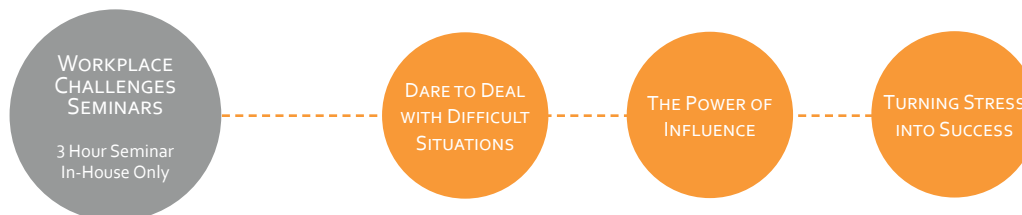
Duration: One Day

Optional assessment towards one unit of competency for:

- Certificate IV in Business (Unit BSBWOR403A)
- Certificate IV in Frontline Management (Unit BSBWOR403A)

Learning Outcomes

- Identify possible internal and external stressors
- Articulate the specific sources of stress in your life
- Describe the fight or flight response
- Distinguish between acute, chronic and episodic stress
- Recognise the difference between real and perceived threats
- Identify the relationship between stress and performance
- Recall the difference between eustress and distress
- Describe the Yerkes Dodson Curve
- Identify possible indicators of stress
- Select techniques to help manage physical, emotional and mental stress
- Analyse the impacts of stress on your work and personal life





TP3-2-1 | EARLY BIRD INCENTIVES THE TP3 WAY

TP3 is revolutionising the way 'Early Bird' booking incentives are provided with TP3-2-1!

Each and every month you will have the opportunity to purchase Training Courses with a reduction of 30%, 20% and 10% off standard prices*... and, it's easy!

Each month courses from our Technology and Professional Development ranges will be selected to feature in TP3-2-1. Simply purchase any number of places on the featured course 3 months before and receive 30% off the standard price, 2 months before 20% and 1 month before 10% off!

For more information on TP3-2-1, contact TP3 on 1300 658 388 or email info@TP3.com.au. Visit www.TP3.com.au to take a look at the latest TP3-2-1 featured courses and upcoming dates.

30%

20%

10%

* Terms and Permissions apply. Please see the website for details.

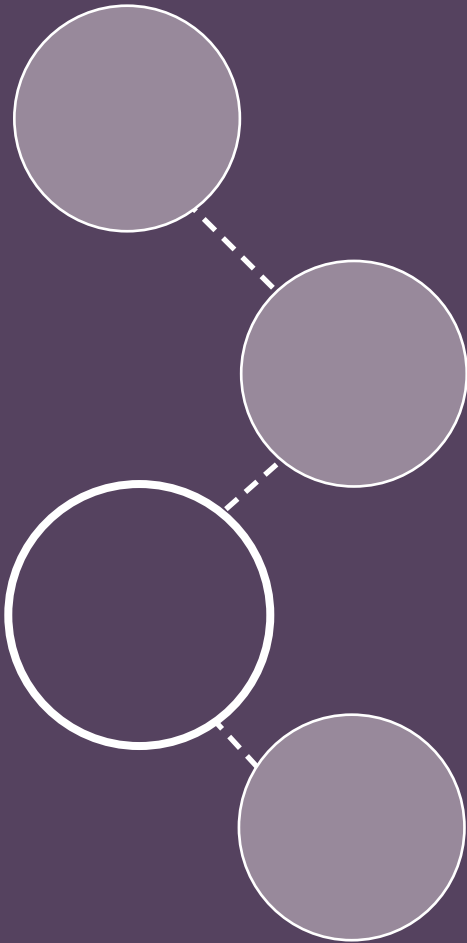
INFORMATION MAPPING®

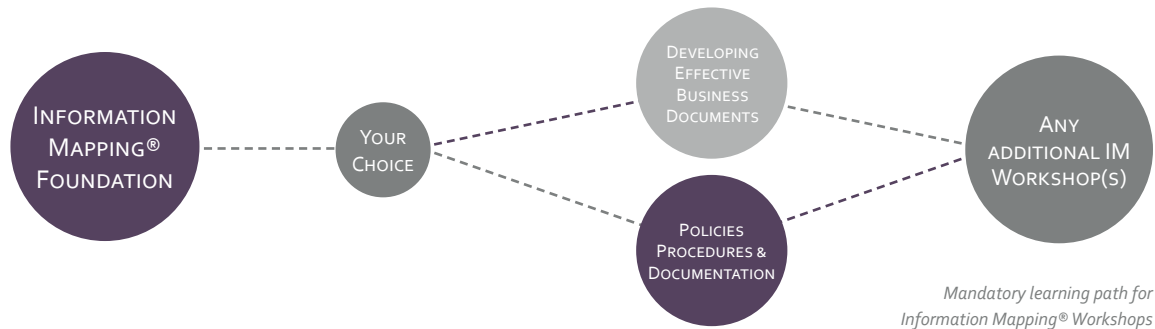
Information Mapping® is a systematic approach to analysing, organising and presenting information, based on audience needs and the purpose of the information.

The Information Mapping® methodology is taught in a series of hands-on workshops. The courses equip you with the essential skills to write clear, concise content so your readers can easily find and use the information they need.

Information Mapping® is used to produce all kinds of written information including user and reference guides, policy and procedure manuals, sales and business proposals, letters, reports, online reference, online help and email, as well as training materials and desk-top or job aids.

This methodology is exclusive to TP3, as the sole Australian provider of Information Mapping® training.





Information Mapping® Foundation

Information Mapping® Foundation Workshop is the first step to writing better business documents, web content and complex reference material. This workshop teaches you the fundamentals of the Information Mapping® methodology, including communication design and development principles.

Duration: One Day

Note: This workshop is the prerequisite for all other Information Mapping® workshops.

Learning Outcomes

- Describe the Information Mapping® structured writing methodology
- Understand and apply Integrated Graphics and Accessible Detail principles
- Write Blocks of content that are clear, concise and reusable
- Organise related Blocks into Maps, and relate Maps into documents
- Identify the six Information Types
- Understand and apply Chunking, Relevance, Labelling and Consistency principles

Developing Effective Business Documents

This workshop is designed for anyone who is expected to write effective business documents on a day-to-day basis. It will equip you with a proven, structured methodology to produce reports, memos, job aids, basic documents, policy statements and briefing papers.

Duration: One Day

Note: Completion of the Information Mapping® Foundation workshop is required before attending this workshop.

Learning Outcomes

- Communication design and development principles
- Create a document outline and organise your content
- Sequence topics for your audience
- Provide context-setting information
- Present the six information types in everyday business documents
- Edit for clarity and the Information Mapping® principles

Policies, Procedures and Documentation

This workshop will guide you through analysing, organising and presenting complex content that is user-focused, task-oriented, accessible and easy to revise. This workshop is appropriate for anyone designing or developing in-depth information or reference material such as policy and procedure manuals, user guides, systems documentation and standard procedures.

Duration: Two Days

Note: Completion of the Information Mapping® Foundation workshop is required before attending this workshop.

Learning Outcomes

- Apply the Information Mapping® three phase Document Development Process
- Create a procedure and knowledge (P&K) topics list
- Structure and sequence your documentation using different techniques
- Analyse, organise and present Principles, Processes, Procedures, Concepts, Structures and Facts
- Use Overview Maps, Introduction Blocks and other context-setting tools
- Analyse your project, purpose and audience

Writing Web Content

This workshop teaches you to write effective online content to ensure your users find what they need quickly. It is designed for those who write, edit or maintain online content.

Duration: One Day

Delivered as In-House only

Note: Completion of the Information Mapping® Foundation workshop is required before attending this workshop.

Learning Outcomes

- Analyse and organise content for the web using Information Mapping®
- Write scannable, plain English content
- Present information types online
- Convert paper documents into online content
- Create a content hierarchy
- Understand guidelines for using media such as podcasts, video and graphic on the web

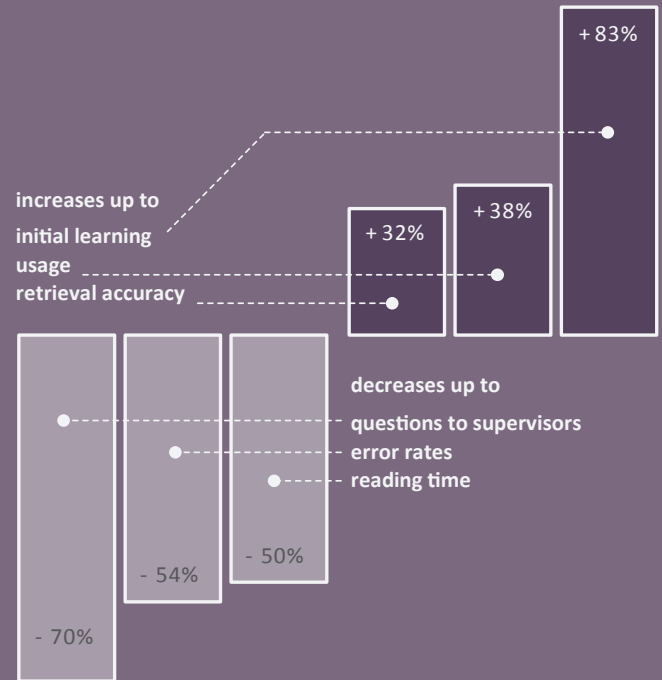
A PROVEN METHODOLOGY TO GET YOUR DOCUMENTS READ AND REMEMBERED

When the principles of Information Mapping® are applied, concrete results and significant savings are achieved, including:

- 83% increase in initial learning*
- 54% decrease in error rates*
- 50% decrease in reading time*
- 32% increase in retrieval accuracy*

A number of benefits are immediately evident when Information Mapping® principles are used for analysing, organising and presenting information, including:

- greater consistency between multiple writers
- improved accessibility and reusability of information
- faster transition from paper to online
- faster development, reduced writing time and easier maintenance of content
- lower information life-cycle costs
- faster retrieval, reading and comprehension and increased usage of content
- lower costs of training and support staff as content improves and is used more
- more efficient and easier maintenance and updating
- improved regulatory compliance as policy, procedures and work instructions are clearly documented and easy to follow.



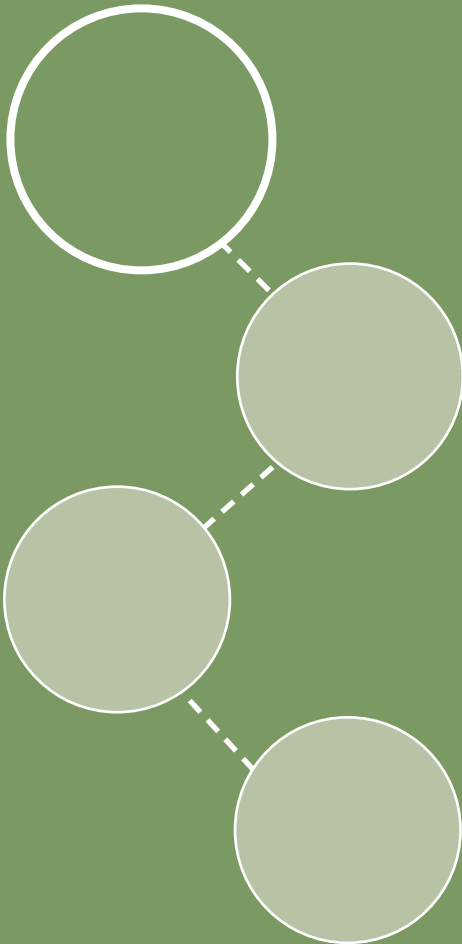
* Source: "How High Can it Fly" by Robert E Horn containing the results of over 100 quantitative & qualitative research studies into the effectiveness of the Information Mapping® method

QUALIFICATIONS

As a Registered Training Organisation (RTO) with over 14 years experience in vocational education, TP3 provides a range of nationally recognised qualifications. The pathways we provide for your people to complete their qualifications include:

- **Public courses** - Attend the accredited courses from our public schedule and submit assessments at your own pace.
- **In-house qualification** - Devise a qualification program specifically for your people, delivered over a few months or a year, at your premises or ours.
- **RTO partnership** - Partner with us and enable your people to achieve a qualification using your existing internal training, saving you the cost and hassle of becoming an RTO.

By completing a qualification with TP3, your people are supported every step of the way. We motivate and support them to successful completion.



BSB51107 Diploma of Management

BSB51107 Diploma of Management provides industry-benchmarked skills for those required to manage the work of others, add value to or review management practices. It provides new and existing leaders with the opportunity to improve their management capability.

BSB51107 Diploma of Management consists of 8 units of competency.



Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Facilitate continuous improvement
- Manage quality customer service
- Manage budgets and financial plans
- Manage people performance
- Manage operational plans
- Manage projects
- Manage personal work priorities and professional development
- Persuade and influence opinion.

*You can choose the elective units that best suit you, which will affect the learning outcomes.

BSB40807 Certificate IV in Frontline Management

BSB40807 Certificate IV in Frontline Management provides essential skills to be an effective frontline manager. You may have existing qualifications and technical skills yet require specific supervisory skills.

BSB40807 Certificate IV in Frontline Management consists of 10 units of competency.



Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Show leadership in the workplace
- Implement operational plans
- Monitor a safe workplace
- Promote team effectiveness
- Coordinate implementation of customer service strategies
- Promote innovation in a team environment
- Write complex documents
- Develop work priorities
- Establish effective workplace relationships.

*You can choose the elective units that best suit you, which will affect the learning outcomes.

BSB31207 Certificate III in Frontline Management

BSB31207 Certificate III in Frontline Management provides the foundation skills of supervision, preparing you to step into a supervisory role. You may be an expert in your field preparing to take on a people management role in the future.

BSB31207 Certificate III in Frontline Management consists of 6 units of competency.
This qualification is delivered as an In-House program only.

Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Maintain workplace safety
- Contribute to effective workplace relationships
- Contribute to team effectiveness
- Organise personal work priorities and development
- Support continuous improvement
- Deliver and monitor customer services.

* You can choose the elective units that best suit your organisation, which will affect the learning outcomes.



PSP50104 Diploma of Government

PSP50104 Diploma of Government is for people working as a team leader or manager in the public sector, particularly those who have a range of responsibilities. You can formalise and enhance your existing skills and develop a new your understanding of government process, legislation, finance and management skills.

PSP50104 Diploma of Government consists of 11 units of competency.
This qualification is delivered as an In-House program only.

Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Promote the values and ethos of the public service
- Undertake research and analysis
- Promote diversity
- Use complex workplace communication strategies
- Promote compliance with legislation in the public sector
- Monitor and maintain workplace safety
- Manage performance.

* You can choose the elective units that best suit your organisation, which will affect the learning outcomes.



BSB50207 Diploma of Business

BSB50207 Diploma of Business is designed for those with substantial experience who wish to further develop their skills across a wide range of business functions.

BSB50207 Diploma of Business consists of 8 units of competency. This qualification is delivered as an In-House program only.



Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Write persuasive copy
- Plan and manage conferences and meetings
- Manage business document design and development
- Manage programs that promote personal effectiveness
- Manage projects
- Manage risk
- Manage personal work priorities and professional development.

*You can choose the elective units that best suit your organisation, which will affect the learning outcomes.

BSB40207 Certificate IV in Business

BSB40207 Certificate IV in Business provides essential skills for business managers. The course develops knowledge, understanding and skills for those people who are seeking a qualification with a general business focus.

BSB40207 Certificate IV in Business consists of 10 units of competency.



Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Monitor a safe workplace
- Make a presentation
- Coordinate implementation of customer service strategies
- Promote innovation in a team environment
- Promote team effectiveness
- Implement operational plans
- Implement continuous improvement
- Manage projects
- Establish effective workplace relationships
- Manage stress in the workplace
- Develop work priorities
- Write complex documents
- Design and develop complex text documents
- Develop and use complex spreadsheets.

*You can choose the elective units that best suit you, which will affect the learning outcomes.

TAE40110 Certificate IV in Training and Assessment

Our Training Secrets Revealed

TP3 is known for delivering high quality training. Our trainers are renowned for their remarkable facilitation skills and their ability to connect with diverse training groups. You will get to share in our secrets while you attain your qualification. Our TAE40110 Certificate IV in Training and Assessment program supports you in developing the very skills that TP3 is famous for creating- well-designed, practical and enjoyable learning experiences.

TAE40110 Certificate IV in Training and Assessment is designed for people engaged in training and education environments. It is designed for those who deliver training and assess competence in a workplace context using a variety of learning methods. Our program incorporates the following courses:

- Design Effective Learning
- Delivering Dynamic Training
- Assessing Skills at Work

TAE40110 Certificate IV in Training and Assessment consists of 14 units of competency.



Following the successful completion of all units of competency and all assessment tasks, students are able to:

- Foster and promote an inclusive learning culture
- Ensure a healthy and safe learning environment
- Use Training Packages to meet client learning needs
- Design and develop learning programs
- Plan and organise group training delivery
- Facilitate group-based learning, work-based learning and individual learning
- Provide training through instruction and demonstration of work skills
- Plan and organise assessment
- Assess competence
- Develop and use assessment tools
- Plan and participate in assessment validation.

To complete the face to face training component of TAE40110 Certificate IV in Training and Assessment you can attend either:

- 10 days of training over a minimum of 3 months
- 7 days of training over 3 weeks through our INTENSIVE program (for experience trainers and assessors only).

ICA20105 Certificate II in Information Technology

ICA20105 Certificate II in Information Technology provides foundation computing skills to be effective in an IT environment. It is specifically for those at a junior level, such as working at a help desk or an IT department.

ICA20105 Certificate II in Information Technology consists of 14 units of competency.
This qualification is delivered as an In-House program only.



Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Follow workplace safety procedures
- Design organisational documents using computer packages
- Operate computer hardware and computer packages
- Integrate commercial computer packages
- Use a computer operating system
- Work effectively in an IT environment
- Communicate in the workplace and interact with clients
- Create user documentation
- Work individually or as a team member to achieve organisational goals
- Access and use the Internet
- Use advanced features of computer applications.

* You can choose the elective units that best suit your organisation, which will affect the learning outcomes.

ICA10105 Certificate I in Information Technology

ICA10105 Certificate I in Information Technology provides you with basic knowledge of the Microsoft Office suite. Designed for PC users, you will acquire skills to complete basic computing activities in the workplace.

ICA10105 Certificate I in Information Technology consists of 6 units of competency.



Following the successful completion of all units of competency and all assessment tasks, students are able to:

- Send and retrieve information using web browsers and email
- Operate a personal computer
- Operate a word processing application
- Operate a spreadsheet application
- Operate a database
- Operate a presentation application.



THOUGHT PROVOKING

With over 50 years of expertise of delivering improvement from individual to organisational level, TP3 is always looking at practices, processes and capabilities from different points of view.

TP3's Thought Provoking Series offers industry professionals the chance to experience new and different points of view in an intimate and open environment.

TP3's Thought Provoking Series consist of three sessions per series, each providing the catalyst to explore business approaches and processes from new and different points of view.

Each session, within a series, will consist of targeted content aimed at three specific audiences:

Thinking People

For those responsible for people and human resources

Transition & Progression

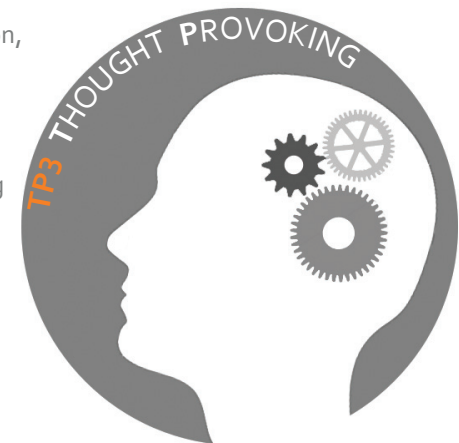
For those responsible for change and planning

Technology & Process

For those responsible for technology implementation, application, processes and practice

Each audience will experience targeted presentations from a variety of industry key speakers. Opportunities to network follow each and every session and further ongoing networking is facilitated through TP3's Thought Provoking social media profiles.

If you would like the opportunity to be part of our Thought Provoking Series please call or email your Client Manager 1300 658 388, or email info@TP3.com.au





TP³

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