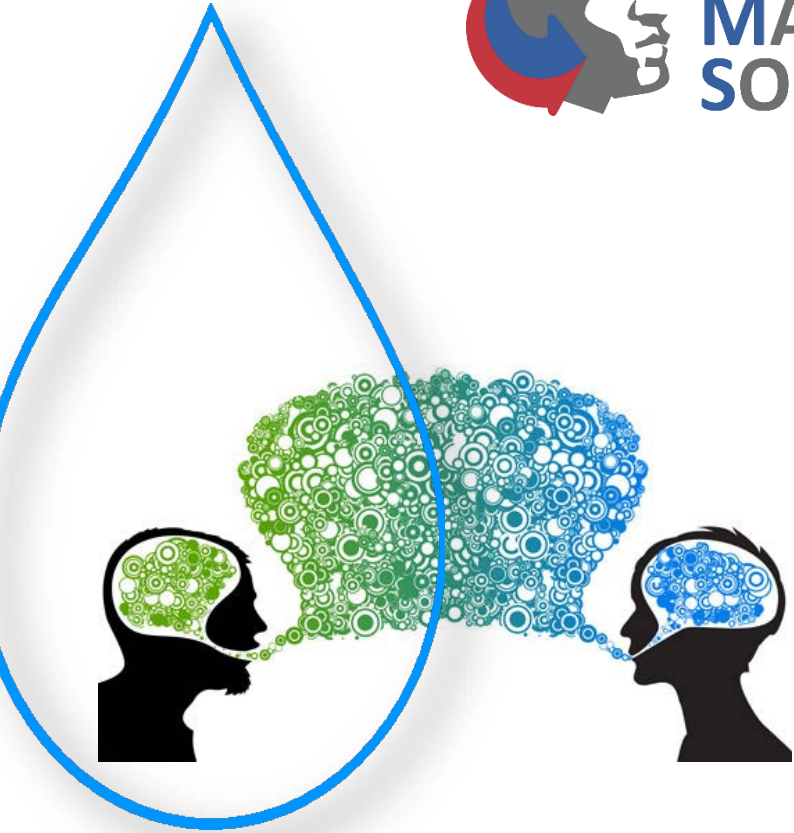


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ACCREDITED  
COURSE  
CATALOGUE

**2026**

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## Structured approach

Focusing on safety through the lens of *Safe People*, *Safe Sites*, and *Safe Companies* gives organisations a practical way to improve performance at every level. This three-tiered model helps individuals build personal responsibility for safety, strengthens team-based practices, and reinforces the systems and leadership needed to support long-term success. By using the four-question personal challenge—"What is dangerous with this task?", "What controls do I have?", "Are those controls working?", and "How do I know they're working?"—this approach develops critical thinking, encourages proactive behaviour, and ensures accountability. The skills learned are not only essential for workplace safety but are also widely transferable across industries, roles, and environments, making this a smart, scalable method for improving how work gets done safely and effectively.

### Safe People

When we think at the Safe People level, we look at the first question of the 4-question personal challenge.

1. **What is dangerous with this task?**
2. What Controls do I have that will keep me safe?
3. Are those controls working?
4. How do I know that they are working?

These skills are highly transferrable and used in many environments. From literacy, language and numeracy capabilities to the performance of work across different environments, they provide the foundation to safe workplace performance and include:

1. **Communication Skills.** Communication skills are fundamental to improving organizational performance as they facilitate clear and effective exchange of information, ensuring that everyone is on the same page. Good communication helps in resolving conflicts, fostering collaboration, and enhancing productivity. These skills are highly transferable across different roles and industries, making them essential in any work environment. At the company level, evaluating the effectiveness of communication involves asking if the controls in place, such as regular meetings and feedback mechanisms are working and how we know they are effective through performance metrics and employee feedback.
2. **Hazard Awareness and Identification.** Hazard awareness and identification are crucial for maintaining a safe workplace. Recognizing potential hazards before they cause harm helps in preventing accidents and ensuring compliance with safety regulations. These skills are transferable across various sectors, from construction to mining, where safety is paramount. At the safe people level, the primary concern is identifying what is dangerous with a task and implementing controls to mitigate those dangers. Regular training and safety audits help ensure these controls are effective.
3. **Decision Making Processes.** Decision-making processes improve organizational performance by enabling timely and informed decisions that align with the company's goals. Effective decision-making involves analyzing data, considering alternatives, and choosing the best course of action. These skills are transferable across different levels of an organization and various industries. At the company level, it is important to assess whether the decision-

making processes are working by evaluating outcomes and seeking feedback to ensure continuous improvement.

4. **Individual Responses Emergency Situations.** Individual responses to emergency situations are critical for minimizing harm and ensuring quick recovery. Training employees to respond effectively to emergencies enhances organizational resilience and safety. These skills are transferable across different environments, from office settings to industrial sites. At the safe people level, understanding what is dangerous with a task and having controls in place, such as emergency response plans and drills, are essential. Regular reviews and updates of these plans ensure they remain effective.
5. **Risk Assessment and Management.** Risk assessment and management are vital for identifying potential risks and implementing measures to mitigate them. This proactive approach helps in protecting the organization from financial losses, legal issues, and reputational damage. These skills are transferable across various industries and roles, making them essential for any organization. At the company level, it is important to regularly evaluate whether the risk management controls are working and how we know they are effective through audits, reviews, and performance metrics.

### Safe Sites

When we think at the Safe Site level, we look at the second question of the 4-question personal challenge.

1. What is dangerous with this task?
2. **What Controls do I have that will keep me safe?**
3. Are those controls working?
4. How do I know that they are working?

These skills are highly important to how the team performs (collectively) and relate to systems that require practice and implementation to achieve operational demands and include:

1. **Team Management.** Team management is crucial for improving organizational performance as it involves coordinating and guiding team members towards achieving common goals. Effective team management fosters collaboration, enhances communication, and ensures that tasks are completed efficiently. The skills involved in team management, such as leadership, conflict resolution, and strategic planning, are highly transferable across different departments and industries, making them valuable in any organizational context.
2. **Workplace Mentoring.** Workplace mentoring enhances organizational performance by providing employees with guidance, support, and knowledge transfer from more experienced colleagues. This practice helps in developing skills, boosting morale, and increasing job satisfaction. Mentoring skills, such as active listening, coaching, and feedback, are transferable across various roles and sectors, making them essential for fostering a culture of continuous learning and development.
3. **Safe Work Systems.** Safe work systems are integral to maintaining a safe and healthy work environment, which directly impacts organizational performance. Implementing safe work systems reduces the risk of accidents and injuries, ensuring compliance with safety

regulations and promoting employee well-being. The skills required to develop and maintain safe work systems, such as risk assessment, hazard identification, and safety training, are transferable across different industries and roles, ensuring a consistent approach to workplace safety.

4. **Reporting.** Reporting is a key component of organizational performance as it involves the systematic documentation and communication of important information. Effective reporting ensures transparency, accountability, and informed decision-making. The skills involved in reporting, such as data analysis, communication, and attention to detail, are transferable across various functions and industries, making them essential for maintaining accurate and reliable records.
5. **Risk Control.** Risk control is vital for improving organizational performance by identifying, assessing, and mitigating potential risks. Effective risk control measures protect the organization from financial losses, legal issues, and reputational damage. The skills required for risk control, such as risk assessment, problem-solving, and strategic planning, are transferable across different sectors and roles, ensuring a proactive approach to managing risks.
6. **Collective Training.** Collective training enhances organizational performance by ensuring that all employees are equipped with the necessary skills and knowledge to perform their tasks effectively. This practice promotes consistency, improves productivity, and fosters a culture of continuous improvement. The skills involved in collective training, such as instructional design, facilitation, and evaluation, are transferable across various roles and industries, making them essential for developing a competent and capable workforce.

## Safe Companies

When we think at the Company level, we look at the last two questions of the 4-question personal challenge.

1. What is dangerous with this task?
2. What Controls do I have that will keep me safe?
3. **Are those controls working?**
4. **How do I know that they are working?**

These skill sets directly target your organizational improvement efforts. They are considered as mandatory for every organization.

1. **Foundation Skills for Investigators and Auditors.** This comprehensive 3-day training course is designed specifically to enhance the critical skillsets essential for both incident investigators and auditors. As professionals tasked with maintaining high standards in safety, compliance, and operational efficiency, your role is crucial in ensuring that organizations function smoothly, ethically, and within legal frameworks. This course is more than just a series of lectures and exercises; it is an immersive experience aimed at equipping you with the tools and techniques needed to excel in your professional roles.
2. **Internal Auditor training.** Internal auditor training improves organizational performance by identifying and mitigating risks, ensuring compliance with regulations and internal policies,

streamlining processes by identifying inefficiencies and recommending improvements, and enhancing transparency and accountability within the organization. These skills are transferable across departments, ensuring consistent standards and practices, and across different industries, as auditing principles are universal.

3. **Incident Investigation training.** Incident investigation training enhances workplace safety by identifying root causes of incidents and preventing future occurrences, ensures compliance with safety regulations and standards, and promotes a culture of continuous improvement through lessons learned from incidents. These skills are transferable across roles, such as safety officers, HR, and management, and across various sectors, including manufacturing, Mining, Oil and Gas and construction.
4. **Leadership.** Leadership improves organizational performance by inspiring and motivating employees, leading to higher productivity and morale, providing clear direction and vision, aligning team efforts with organizational goals, and enhancing decision-making capabilities, ensuring timely and effective solutions. Leadership skills are essential at all organizational levels, from team leaders to executives, and are crucial in any industry, making these skills highly transferable.
5. **Change Management.** Change management helps organizations adapt to changes smoothly, minimizing disruptions, engages employees in the change process, reducing resistance and increasing buy-in, and ensures changes are sustainable and integrated into the organizational culture. These skills are applicable across various functions, such as IT, HR, and operations, and are valuable in any organization undergoing change, regardless of location or industry.
6. **Project Management.** Project management ensures projects are completed on time and within budget, optimizing resource use, maintains high standards of quality through structured planning and execution, and enhances collaboration and communication among team members. Project management skills are needed in virtually every industry, from construction to IT, and are applicable to projects of any size, from small initiatives to large-scale programs.

## Relationship Diagram

Can't find the exact course or service you need? Give us a call. We work closely with clients to understand their challenges and develop practical, tailored solutions that meet real-world needs. Whether it's adjusting delivery to suit your site, combining multiple units into a single program, or helping you meet compliance requirements, we're here to make it work.

Safe People	Safe Sites	Safe Company	Safe Systems of Work
<ul style="list-style-type: none"> <li>•CPCWHS1001 Prepare to work safely in the construction industry</li> <li>•Oilfield Induction (aligned with IADC)</li> <li>•BSBPEF202 Plan and Apply Time Management</li> <li>•BSBCMM411 Make Presentations</li> <li>•BSBCMM211 Apply Communication Skills</li> <li>•BSBTEC201 Use business software applications</li> <li>•BSBTEC202 Use digital technologies to communicate in a work environment</li> <li>•BSBTEC302 Design and produce spreadsheets</li> <li>•BSBWRT311 Write simple documents</li> <li>•BSBINS302 Organise workplace information</li> <li>•BSBCRT311 Apply critical thinking skills in a team environment</li> <li>•BSBPEF201 Support personal wellbeing in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>•RIIHAN201E Operate a forklift</li> <li>•RIIHAN304E Conduct slewing crane operations</li> <li>•RIIHAN208E Perform dogging</li> <li>•RIIHAN209E Perform basic rigging</li> <li>•CPCCCM3002 Operate a truck-mounted loading crane</li> <li>•CPCCCM3001 Operate elevated work platforms up to 11 metres</li> <li>•RIIVEH305F Operate and maintain a four wheel drive vehicle</li> <li>•TAEASS412 Assess Competence (Workplace assessor)</li> <li>•BSBLDR411 Demonstrate Leadership in the Workplace</li> <li>•BSBXTW401 Lead and Facilitate a Team</li> <li>•RIIHAN211D Conduct basic scaffolding operations</li> <li>•BSBWHS311 Assist with maintaining workplace safety</li> </ul>	<ul style="list-style-type: none"> <li>•Organisational Training needs analysis service</li> <li>•Workplace compliance auditing service</li> <li>•Foundation Skills for Investigators and Auditors</li> <li>•BSBLDR601 Lead and Manage Organisational Change</li> <li>•BSBWHS414 Contribute to WHS risk management</li> <li>•BSBWRT411 Write complex documents</li> <li>•BSBWHS418 Assist with managing WHS compliance of contractors</li> <li>•BSBLDR413 Lead effective workplace relationships</li> <li>•BSBPMG430 Undertake Project Work</li> <li>•BSBTWK301 Use inclusive work practices</li> <li>•BSBCRT411 Apply critical thinking to work practices</li> <li>•BSBOPS402 Coordinate business operational plans</li> </ul>	<ul style="list-style-type: none"> <li>•RIIWHS204D Work Safely at Heights</li> <li>•MSMWHS212 Undertake First Response to Fire</li> <li>•HLTWHS005 Conduct Manual Handling Tasks</li> <li>•TLIA1001 Secure Cargo (Load Restraint)</li> <li>•MSMPER200 Work in accordance with a Permit</li> <li>•MSMWHS217 Gas Test Atmosphere</li> <li>•RIIWHS202D Confined Space Entry</li> <li>•MSMWHS216 Breathing Apparatus</li> <li>•RIIRTM203E Work as a Safety Observer /Spotter</li> <li>•MSMPER300 Issue Work Permits</li> </ul>

## Safe People

# CPCWHS1001 – Prepare to Work Safely in the Construction Industry

Planning to work on a construction site? Before you pick up any tools, you'll need the right foundation – and that starts with understanding how to work safely. Our **CPCWHS1001 – Prepare to Work Safely in the Construction Industry** course (commonly known as the White Card course) is your entry ticket to construction work in PNG. It's a recognised unit that gives you the essential safety knowledge and awareness needed to work on-site with confidence.

### Course Overview

This one-day course is mandatory for anyone entering the construction industry. It focuses on identifying and managing common hazards, understanding your rights and responsibilities under WHS laws, and learning how to keep yourself and others safe on the job. Whether you're just starting out or switching industries, this course gives you the knowledge to work responsibly in a high-risk environment.

Led by experienced trainers who know the ins and outs of construction, you'll take part in practical discussions, real-world scenarios, and assessments that ensure you're ready to hit the ground running – safely.

## Learning Outcomes:

By the end of this course, you will be able to:

- **Recognise common construction hazards:** Identify unsafe work practices and learn how to respond appropriately to risks on site.
- **Understand WHS legislative requirements:** Know your duties under Work Health and Safety laws, including how to raise issues and report incidents.
- **Follow safe work procedures:** Apply standard safety protocols and use personal protective equipment (PPE) correctly.
- **Respond to workplace incidents:** Understand the basic steps to take in the event of an accident or emergency.
- **Contribute to a safe work environment:** Develop the mindset and habits needed to work as part of a safety-conscious team.



## 2-Day Oilfield Induction (IADC RigPass Aligned)

---

Thinking of working in the oil and gas sector? Before you set foot on site, it's essential to understand the unique risks and safety expectations of this high-hazard environment. Our **2-Day Oilfield Induction** is designed to meet the core safety standards outlined in the **IADC RigPass** program and prepare new workers for life on the rig, offshore platform, or oilfield operation.

### Course Overview

Delivered over two days, this induction provides the essential knowledge and skills required to work safely in oilfield operations. It covers the fundamental safety, communication, and operational standards expected across the oil and gas industry. Whether you're heading to your first role in drilling, support services, or production, this program ensures you understand the rules of the game – and how to play your part in keeping everyone safe.

Our experienced trainers bring real-world experience and deliver practical, scenario-based sessions that help you connect the training to what actually happens in the field.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Understand Oilfield Safety Culture:** Grasp the high-risk nature of oil and gas work and the personal responsibility each worker has in maintaining a safe site.
- **Identify Hazards and Apply Controls:** Learn to spot hazards common to oilfield environments – from high-pressure systems to confined spaces – and apply the right control measures.
- **Follow Life-Saving Rules and Safe Work Practices:** Get clear on industry safety protocols including Permit to Work systems, Lockout/Tagout, and working at heights.
- **Respond to Emergencies:** Know how to react to incidents including fire, gas release, spills, and injuries – and understand emergency response systems on site.
- **Use PPE and Safety Equipment Effectively:** Understand the proper selection, fit, and use of PPE, including hearing, eye, and respiratory protection.
- **Work Safely in a Team Environment:** Communicate clearly, report hazards, and participate in Job Safety Analysis (JSA) and toolbox talks with confidence.

# BSBPEF202 Plan and Apply Time Management

Are you struggling to keep up with your workload? Do you find yourself constantly racing against the clock? It's time to take control of your schedule and boost your productivity with our comprehensive Time Management Mastery Course!

## Course Overview

Our Time Management Mastery Course is designed to equip you with the essential skills and strategies needed to effectively manage your time and achieve your personal and professional goals. This course is perfect for individuals working under direct supervision who want to enhance their productivity and efficiency in a broad range of work settings.

## Learning Outcomes:



By the end of this course, you will be able to:

- **Develop a Personalized Time Management Plan:** Create a tailored action plan that outlines your tasks, priorities, and deadlines, ensuring you stay on track and focused.
- **Master Time Management Techniques:** Explore proven strategies such as the Pomodoro Technique, Eisenhower Matrix, and priority matrices to optimize your daily schedule.
- **Enhance Communication and Collaboration:** Learn how to effectively communicate your progress and seek assistance from colleagues, fostering a collaborative work environment.
- **Adapt to Changing Circumstances:** Build the flexibility to adjust your time management approach in response to unexpected changes and feedback, ensuring continuous improvement.
- **Evaluate and Improve Performance:** Gain the ability to assess your time management skills, identify areas for improvement, and implement changes for better efficiency.

## Benefits of the Course

- **Enhanced Productivity:** Learn how to prioritize tasks and manage your workload efficiently, ensuring you meet deadlines without compromising quality.
- **Goal Alignment:** Discover how to set SMART goals that align with both your personal aspirations and organizational objectives, fostering a sense of purpose and motivation.
- **Stress Reduction:** By mastering time management techniques, reduce the stress and anxiety that come with last-minute rushes and missed deadlines.
- **Improved Work-Life Balance:** Gain the skills to allocate time effectively, allowing you to enjoy more free time for personal pursuits and relaxation.
- **Career Advancement:** Demonstrating strong time management skills can set you apart in the workplace, opening doors to new opportunities and career growth.

# BSBCMM411 Make Presentations

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Are you ready to elevate your communication skills and captivate your audience? Our course, BSBCMM411 - Make Presentations, is designed to equip you with the essential skills and knowledge to prepare, deliver, and review impactful presentations for a variety of purposes, including marketing, training, and promotions.

## Course Overview

In this dynamic course, you will learn how to craft presentations that not only inform but also persuade and engage your audience. You'll explore various presentation structures, such as storytelling and persuasive frameworks, to effectively convey your message. Our expert instructors will guide you through the process of understanding your audience's needs, organizing your content logically, and maintaining their interest with well-paced and entertaining delivery.

## Learning Outcomes:

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By the end of this course, you will be able to:

1. **Plan and Structure Presentations:** Identify the main idea and goals of your presentation and organize your content in a logical and engaging manner.
2. **Deliver with Confidence:** Build rapport with your audience, maintain their interest, and convey your message with clarity and impact.
3. **Utilize Effective Aids:** Incorporate visual aids, case studies, and other materials to enhance understanding and persuasion.
4. **Evaluate and Improve:** Review your presentations to identify areas for improvement and apply feedback to refine your skills.



## Benefits of the Course

- **Enhanced Communication Skills:** Develop well-rounded communication abilities to present a range of concepts and ideas clearly and effectively.
- **Audience Engagement:** Learn strategies to adapt your presentation style to suit different audiences, ensuring your message resonates and achieves the desired outcomes.
- **Practical Tools and Techniques:** Gain access to a variety of presentation materials and aids, including instructional guides, reports, and analytical tools, to support your message.
- **Feedback and Improvement:** Understand how to gather and implement feedback to continuously improve your presentation skills and effectiveness.

# BSBCMM211 Apply Communication Skills

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Are you ready to elevate your communication skills and enhance your professional capabilities? Enroll in our comprehensive course, BSBCMM211 - Apply Communication Skills, and discover the power of effective communication in the workplace. This course is designed for individuals working under direct supervision who are eager to develop foundational communication skills essential for success in any industry.

## Course Overview:

BSBCMM211 focuses on equipping you with the skills and knowledge required to apply basic communication techniques in the workplace. Through engaging modules, you will learn to identify communication requirements, utilize verbal and non-verbal communication skills, and draft professional written communications. Our course is structured to provide you with practical insights and hands-on experience, ensuring you can confidently navigate various communication scenarios.

## Learning Outcomes:



By the end of this course, you will be able to:

1. **Identify Communication Requirements:** Understand the specific communication needs of your workplace and tailor your approach accordingly.
2. **Utilize Verbal and Non-Verbal Skills:** Effectively use language, tone, and body language to convey messages and engage with colleagues and clients.
3. **Draft Professional Written Communications:** Create clear, concise, and well-structured written documents that meet organizational standards.
4. **Seek and Respond to Feedback:** Develop the ability to seek constructive feedback and use it to enhance your communication skills.
5. **Plan and Execute Communication Strategies:** Learn to plan your communication efforts to achieve desired outcomes and improve workplace interactions.

## Benefits of the Course

- **Enhanced Communication Skills:** Master the art of conveying information clearly and effectively, whether through spoken, written, or non-verbal methods.
- **Improved Workplace Relationships:** Learn to identify and engage with relevant stakeholders, fostering better collaboration and teamwork.
- **Increased Professional Confidence:** Gain the confidence to express your ideas and opinions assertively, while respecting the perspectives of others.
- **Career Advancement:** Equip yourself with essential communication skills that are highly valued across all industries, opening doors to new career opportunities.

## BSBTEC201 Use Business Software Applications

Are you ready to enhance your career prospects and boost your productivity in the workplace? Enroll in our BSBTEC201 course, "Use Business Software Applications," and gain the essential skills needed to excel in today's digital business environment.

### Course Overview

The BSBTEC201 course is designed to equip you with the knowledge and practical skills required to effectively use business software applications. Whether you're a beginner or looking to refine your existing skills, this course offers comprehensive training on selecting and using the right technology to accomplish various work tasks. You'll learn to navigate word-processing, spreadsheet, and email applications, ensuring you can handle any business challenge with confidence.

### Learning Outcomes:

By the end of this course, you will be able to:

1. **Select Appropriate Technology:** Identify and choose the right software applications to meet specific work tasks and organizational requirements.
2. **Organize and Process Information:** Enter, process, and format data accurately using word-processing and spreadsheet applications.
3. **Communicate Effectively:** Use email applications to create, send, and organize professional communications.
4. **Ensure Data Accuracy:** Check and amend information to ensure it meets organizational standards and task requirements.
5. **Implement Ergonomic Practices:** Adjust your workspace to suit ergonomic needs, enhancing your productivity and well-being.
6. **Troubleshoot Common Issues:** Utilize help functions within software applications to overcome simple technical challenges.



### Benefits of the Course

- **Practical Skills:** Gain hands-on experience with popular software applications like Microsoft Word, Excel, and Outlook, as well as cloud-based tools like Google Docs and Sheets.
- **Increased Productivity:** Learn to streamline your work processes, manage data efficiently, and communicate effectively using digital tools.
- **Ergonomic Awareness:** Discover how to set up your workspace ergonomically to enhance comfort and prevent workplace injuries.
- **Career Advancement:** Enhance your resume with a recognized qualification that demonstrates your proficiency in essential business software applications.

# BSBTEC202 Use Digital Technologies to Communicate

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Are you ready to enhance your workplace communication skills and stay ahead in the digital age? Enroll in our comprehensive course, BSBTEC202 - Use Digital Technologies to Communicate in a Work Environment, and transform the way you connect with colleagues, clients, and stakeholders.

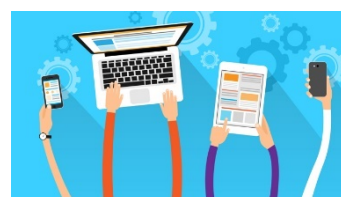
## Course Overview

BSBTEC202 is designed to equip you with the essential skills and knowledge to effectively use digital technologies for communication in a professional setting. This course covers a wide range of digital communication tools, including email, instant messaging, and emerging platforms, ensuring you are well-versed in the latest technologies.

## Learning Outcomes:

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By the end of this course, you will be able to:



1. Identify and utilize the most effective digital communication methods for various workplace scenarios.
2. Create and manage digital communications with accuracy and adherence to organizational policies.
3. Implement security measures to safeguard digital communications and sensitive information.
4. Develop strategies for managing and archiving digital communications efficiently.
5. Communicate effectively with targeted stakeholder groups using appropriate digital platforms.

## Benefits of the Course

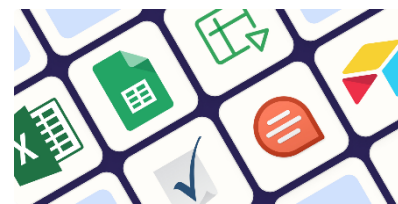
- **Enhanced Communication Skills:** Learn to identify the purpose, audience, and content of your messages, ensuring clear and effective communication.
- **Master Digital Tools:** Gain proficiency in popular digital communication applications like Microsoft Outlook, Gmail, Skype, and Slack.
- **Boost Productivity:** Discover how to select the most appropriate communication tools and streamline your workflow.
- **Stay Secure:** Understand the importance of digital security, learn to set security levels, and manage filters to protect sensitive information.
- **Professional Etiquette:** Develop net ethics and etiquette to maintain professionalism and respect in all digital interactions.

# BSBTEC302 Design and Produce Spreadsheets

## Course Overview

Unlock the power of spreadsheets with our comprehensive course, "Mastering Spreadsheet Design and Production." This course is meticulously crafted to equip you with the skills and knowledge necessary to design and produce professional-grade spreadsheets tailored to meet specific business needs. Whether you're a beginner or looking to refine your skills, this course will guide you through the essentials of spreadsheet creation, from understanding your audience to delivering a polished final product.

## Learning Outcomes:



By the end of this course, you will be able to:

1. **Audience and Purpose Identification:** Develop the ability to identify the target audience and purpose of your spreadsheet, ensuring it meets the intended objectives.
2. **Requirements Analysis:** Learn to review and analyze task and organizational requirements to create spreadsheets that align with business goals.
3. **Design and Layout:** Master the art of designing spreadsheets that are both readable and aesthetically pleasing, using templates and custom layouts.
4. **Data Management:** Acquire skills in data entry, formatting, and presentation to produce clear and concise spreadsheets.
5. **Finalization and Delivery:** Understand the process of finalizing your spreadsheet and delivering it effectively to your audience, ensuring it meets all presentation requirements.

## Benefits of the Course

- **Practical Skills:** Gain hands-on experience in designing spreadsheets that are not only functional but also visually appealing and easy to navigate.
- **Efficiency and Accuracy:** Learn to use advanced spreadsheet features such as formulas, charts, and macros to enhance productivity and ensure data accuracy.
- **Professional Development:** Enhance your professional toolkit with skills that are highly valued in business environments, improving your career prospects.
- **Organizational Compliance:** Understand and apply organizational policies and procedures to ensure your spreadsheets meet all necessary standards and requirements.

# BSBWRT311 Write Simple Documents

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## Course Overview

Unlock the power of spreadsheets with our comprehensive course, "Mastering Spreadsheet Design and Production." This course is meticulously crafted to equip you with the skills and knowledge necessary to design and produce professional-grade spreadsheets tailored to meet specific business needs. Whether you're a beginner or looking to refine your skills, this course will guide you through the essentials of spreadsheet creation, from understanding your audience to delivering a polished final product.

## Learning Outcomes:

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By the end of this course, you will be able to:

6. **Audience and Purpose Identification:** Develop the ability to identify the target audience and purpose of your spreadsheet, ensuring it meets the intended objectives.
7. **Requirements Analysis:** Learn to review and analyze task and organizational requirements to create spreadsheets that align with business goals.
8. **Design and Layout:** Master the art of designing spreadsheets that are both readable and aesthetically pleasing, using templates and custom layouts.
9. **Data Management:** Acquire skills in data entry, formatting, and presentation to produce clear and concise spreadsheets.
10. **Finalization and Delivery:** Understand the process of finalizing your spreadsheet and delivering it effectively to your audience, ensuring it meets all presentation requirements.

## Benefits of the Course

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- **Efficiency and Accuracy:** Learn to use advanced spreadsheet features such as formulas, charts, and macros to enhance productivity and ensure data accuracy.
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- **Organizational Compliance:** Understand and apply organizational policies and procedures to ensure your spreadsheets meet all necessary standards and requirements.

# BSBINS302 Organise workplace information

Are you ready to enhance your career by mastering the art of managing workplace information? Our BSBINS302 - Organise Workplace Information course is designed to equip you with the essential skills and knowledge needed to efficiently handle information in any organizational setting. Whether you're looking to improve your current role or seeking new opportunities, this course is your gateway to success.

## Course Overview

This comprehensive course covers the critical aspects of organizing workplace information, including receiving, acquiring, organizing, and distributing data. You'll learn how to navigate and apply organizational policies and procedures, ensuring compliance with legal standards. With a focus on practical skills, you'll gain hands-on experience in using various methods and technologies to manage information effectively.

## Learning Outcomes:

By the end of this course, you will be able to:

1. **Receive and Acquire Information:** Master various methods for gathering workplace information, ensuring it is clear, accurate, current, and relevant.
2. **Organize Information:** Learn to present data in suitable formats for analysis and interpretation, using tables, graphs, and other visual aids.
3. **Store and Distribute Information:** Understand how to use relevant systems and technology to store and share information securely and efficiently.
4. **Collaborate with Stakeholders:** Work effectively with colleagues and other stakeholders to improve information handling processes.
5. **Seek and Utilize Feedback:** Use feedback to enhance the clarity, accuracy, relevance, and sufficiency of the information you manage.



## Benefits of the Course

- **Enhanced Efficiency:** Learn to organize information in a way that boosts productivity and streamlines operations.
- **Compliance and Security:** Understand the importance of privacy and confidentiality, ensuring your practices meet legal requirements.
- **Technological Proficiency:** Gain proficiency in using modern tools like cloud storage and Customer Relationship Management Systems (CRMS) to manage data.
- **Problem-Solving Skills:** Develop the ability to identify and resolve issues related to information access, organization, and storage.

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## BSBCRT311 Apply critical thinking skills in a team environment

Are you ready to elevate your problem-solving skills and enhance your workplace effectiveness? Join our comprehensive course, "Apply Critical Thinking Skills in a Team Environment," designed to equip you with the tools and techniques needed to tackle workplace challenges head-on.

### Course Overview

This course is tailored for individuals seeking to develop and extend their critical and creative thinking abilities within a team setting. You'll learn how to identify, analyze, and resolve workplace problems using a structured approach that incorporates both organizational and legislative frameworks.

### Learning Outcomes:

By the end of this course, you will be able to:

- Identify and select workplace problems within the scope of your job role.
- Utilize organizational and legislative frameworks to approach problem-solving methodically.
- Develop and evaluate solutions using critical and creative thinking techniques.
- Collaborate effectively with team members to generate and implement solutions.
- Present solutions to stakeholders and respond to their feedback constructively.
- Reflect on feedback to continuously improve your critical thinking processes.



### Benefits of the Course:

- **Enhanced Problem-Solving Skills:** Learn to distinguish between minor issues and significant problems, and develop effective strategies to address them.
- **Improved Team Collaboration:** Discover the power of teamwork and collaboration in generating innovative solutions.
- **Critical Thinking Mastery:** Gain proficiency in critical thinking techniques, such as asking probing questions and considering diverse perspectives.
- **Practical Application:** Apply your learning in real-world scenarios, ensuring you can implement these skills immediately in your workplace.
- **Stakeholder Engagement:** Learn how to present solutions effectively and incorporate feedback to refine your approach.

# BSBPEF201 Support Personal Wellbeing in the Workplace

Are you ready to transform your work life and enhance your personal wellbeing? Our "Support Personal Wellbeing in the Workplace" course is designed to equip you with the essential skills and knowledge to thrive in any professional environment. Whether you're just starting your career or looking to improve your current work-life balance, this course offers invaluable insights and practical strategies to support your wellbeing.

## Course Overview:

This comprehensive course delves into the factors that impact personal wellbeing, both in and out of the workplace. You'll learn to recognize and manage stress, communicate effectively with supervisors, and access a variety of wellbeing resources. Our expert instructors will guide you through interactive modules, real-world scenarios, and engaging activities to ensure you gain a holistic understanding of personal wellbeing.

## Learning Outcomes:

By the end of this course, you will be able to:

1. Recognize personal and workplace factors that impact wellbeing and develop strategies to address them.
2. Communicate effectively with supervisors and colleagues to advocate for your wellbeing.
3. Access and utilize a range of wellbeing resources tailored to your individual needs.
4. Create a personalized action plan to maintain and enhance your wellbeing in the workplace.



## Benefits of the Course

- **Enhanced Wellbeing:** Learn to identify and mitigate stressors, leading to improved mental and physical health.
- **Effective Communication:** Master the art of assertive communication to express your needs and concerns confidently.
- **Resource Utilization:** Discover formal and informal resources to support your wellbeing and how to access them effectively.
- **Career Advancement:** Boost your productivity and job satisfaction, paving the way for career growth and success.

## RIIHAN201E – Operate a Forklift (5-Day Course)

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Looking to get your forklift licence and open up more job opportunities? Our **5-Day RIIHAN201E – Operate a Forklift** course is designed to give you the skills, knowledge, and confidence to operate a forklift safely and legally in a range of work environments. From warehouses to construction sites, forklift operators play a key role in keeping materials moving – and safety is everything.

Whether you're starting a new career or adding to your skill set, this nationally recognised course is the place to start.

### Course Overview:

This course provides a thorough introduction to forklift operations, combining classroom learning with practical, hands-on training. Over five days, you'll cover both the theory and the real-world application needed to operate a forklift competently and in line with current safety regulations.

It's more than just learning to drive – we cover load handling, hazard awareness, site rules, and how to work as part of a safe team. The course includes all preparation needed for assessment and High Risk Work (HRW) licensing.



### Learning Outcomes:

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By the end of this course, you will be able to:

- **Conduct Pre-Start Inspections and Safety Checks:** Learn to inspect forklifts before use and ensure they're safe to operate.
- **Plan Work and Understand Load Handling Principles:** Know how to assess loads, understand weight limits, and apply safe lifting techniques.
- **Operate the Forklift Safely:** Get hands-on experience driving and manoeuvring a forklift under different site conditions.
- **Stack and Unstack Goods with Precision:** Master the control and accuracy needed to work efficiently in tight spaces.
- **Identify Hazards and Minimise Risk:** Apply safe work procedures, respond to site hazards, and understand your responsibilities under WHS laws.

## RIIHAN304E – Conduct Slewing Crane Operations (5-Day C2 Course)

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Working with a slewing crane is high-stakes, high-skill work. Whether you're lifting steel, containers, or structural components, precision and safety are non-negotiable. Our **RIIHAN304E – Conduct Slewing Crane Operations** course gives you the practical skills, technical understanding, and safety knowledge required to operate a slewing crane on civil, construction, and resource industry sites.

If you're aiming to become a licensed crane operator or expand your lifting capabilities, this five-day course delivers the foundation you need.

### Course Overview:

Delivered over five intensive days, this nationally recognised course focuses on the safe and effective operation of slewing cranes with a capacity of up to 20 tonnes (unless otherwise specified). It includes planning lifts, setting up equipment, executing crane movements, and following workplace procedures.

Training is a mix of classroom learning and hands-on crane operation using real-world scenarios. You'll gain an understanding of load dynamics, lifting gear, communication methods, and the responsibilities of a crane operator under WHS legislation.



### Learning Outcomes:

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By the end of this course, you will be able to:

- **Plan Lifts According to Load and Site Conditions:** Interpret load charts, select lifting gear, and conduct pre-operational planning based on the job's requirements.
- **Perform Risk Assessments and Safety Checks:** Identify site hazards, apply control measures, and inspect equipment prior to operation.
- **Set Up and Stabilise the Crane:** Position the crane correctly and use outriggers and packing to establish a safe working platform.
- **Operate the Crane Safely and Precisely:** Perform a range of crane operations including lifting, slewing, and placing loads using appropriate communication methods.
- **Shut Down and Secure Equipment Post-Operation:** Follow post-use procedures to ensure the crane and site are left in a safe condition.

# RIIHAN208E – Perform Dogging (5-Day Course)

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Every safe lift starts with the right plan – and that’s where the dogman comes in. If you're ready to take on a critical role in crane operations, our **RIIHAN208E – Perform Dogging** course is your pathway to a great career in load movement and crane support.

This five-day course equips you with the knowledge and hands-on skills needed to safely sling loads, direct crane operators, and play a frontline role in lifting operations across construction, resources, infrastructure, and logistics.

## Course Overview

Delivered over five days, this nationally recognised course is all about mastering the fundamentals of **dogging work** – including slinging techniques, load weight estimation, lift planning, and the use of communication methods like hand signals and radios. It combines classroom instruction with practical exercises using real loads and lifting gear.

## Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify and Assess Loads:** Accurately assess load weight, centre of gravity, and stability to ensure the right slinging method is used.
- **Select and Inspect Lifting Equipment:** Choose suitable slings, shackles, and lifting gear and carry out pre-use inspections.
- **Sling Loads Safely:** Apply safe slinging techniques for different load types and configurations.
- **Direct Crane Operators Using Approved Signals:** Communicate clearly using hand signals and radio systems to guide lifting operations.
- **Apply Risk Control Measures:** Conduct hazard assessments, implement safe work procedures, and work within site safety systems.

## RIIHAN209E – Perform Basic Rigging (5-Day Course)

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Rigging is more than lifting – it’s about understanding loads, balance, and safety from the ground up. If you’re ready to take the next step in crane operations, scaffolding, or structural steel work, our **RIIHAN209E – Perform Basic Rigging** course gives you the core skills to rig safely and legally on any licensed worksite.

### Course Overview

This five-day course builds on dogging skills and introduces the essential principles of **basic rigging**, including the use of mechanical load shifting equipment, setting up for crane lifts, erecting hoists, installing safety nets and static lines, and working with structural steel and precast concrete elements.

It’s ideal for workers in construction, civil, shutdowns, or maintenance who want to step into more complex load and structure handling.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Plan Rigging Work Safely:** Read lift plans and rigging drawings, and prepare for the job with proper risk assessment and gear selection.
- **Inspect and Set Up Rigging Equipment:** Safely assemble and disassemble equipment like chain blocks, slings, sheaves, gin poles, and static lines.
- **Perform Basic Rigging Tasks:** Carry out structural steel erection, placement of precast panels, and set up of safety nets or catch platforms.
- **Install Hoists and Load Support Systems:** Understand and rig materials and personnel hoists in line with industry requirements.
- **Work Within Legal and Site Safety Requirements:** Apply WHS practices, tagging systems, and permit procedures relevant to high-risk rigging work.

# CPCCCM3002 – Operate a Truck-Mounted Loading Crane (3-Day Course)

Whether you're working in construction, logistics, or delivery operations, being able to safely operate a truck-mounted loading crane is a valuable and versatile skill. Our **CPCCCM3002 – Operate a Truck-Mounted Loading Crane** course is designed to give you the practical training and knowledge needed to handle vehicle-loading cranes (VLCs) with confidence and care.

If you're responsible for loading and unloading equipment or materials using a crane mounted to a truck or trailer, this course is the right fit – and may also reduce the need for a separate High Risk Work licence, depending on crane capacity.

## Course Overview

This 3-day course provides the essential training to safely operate a **vehicle-loading crane with a capacity of less than 10 metre-tonnes**. It includes everything from pre-operational checks and hazard identification to lifting procedures and safe load placement.

You'll learn through a combination of theory, demonstrations, and hands-on training using real equipment in a controlled environment. The course focuses on ensuring compliance with safety standards and practical skill development for real work situations.



## Learning Outcomes:

By the end of this course, you will be able to:

- **Conduct Pre-Start and Safety Checks:** Inspect the crane and lifting gear for operational safety before each use.
- **Set Up the Crane Safely:** Position stabilisers, assess ground conditions, and prepare the crane and load site.
- **Safely Lift and Place Loads:** Operate the crane using correct procedures to lift, move, and set down loads without incident.
- **Estimate Load Weights and Understand Load Charts:** Know how to stay within the crane's rated capacity and avoid overloads.
- **Use Communication Techniques:** Work effectively with a spotter or team using hand signals, radios, or pre-task communication.
- **Apply WHS and Site Safety Requirements:** Understand and follow legal responsibilities, site rules, and safe work procedures relevant to crane operations.

# CPCCCM3001 – Operate Elevated Work Platforms up to 11m (4-Day Course)

If your job takes you off the ground, make sure you're equipped to do it safely. Our **CPCCCM3001 – Operate Elevated Work Platforms up to 11m** course is designed for workers who use scissor lifts, boom lifts, and other mobile elevated work platforms (EWPs) under 11 metres.

This nationally recognised course gives you the skills, knowledge, and confidence to operate EWPs safely, legally, and efficiently on worksites across construction, maintenance, and infrastructure projects.

## Course Overview

Delivered over four days, this course focuses on the safe and effective use of **elevated work platforms with a reach of under 11 metres**, including vertical lifts, scissor lifts, and smaller boom lifts. It includes both theory and practical training in a controlled environment to prepare you for real-world use.

Whether you're a tradesperson, labourer, or maintenance worker, this course ensures you're ready to operate access equipment safely and comply with all relevant work health and safety (WHS) requirements

## Learning Outcomes:

By the end of this course, you will be able to:

- **Conduct Pre-Start Checks and Set-Up:** Inspect EWP machinery, work area conditions, and safety equipment before use.
- **Operate EWPs Safely:** Lift, manoeuvre, and lower platforms with control while managing risks related to movement and height.
- **Identify Hazards and Apply Risk Controls:** Recognise common height-related hazards such as powerlines, ground instability, or weather, and apply control measures.
- **Use Fall Protection Equipment:** Understand when and how to use harnesses and fall arrest systems while working at height.
- **Communicate and Coordinate Safely:** Work effectively with others using site communication methods like radios or hand signals.
- **Comply with WHS and Site Safety Requirements:** Follow safe work practices, permits, and site-specific rules for elevated work.



# RIIVEH305F – Operate and Maintain a Four-Wheel Drive Vehicle (7-Day Course)

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Remote work means unpredictable terrain. Whether you're driving in mining, construction, exploration, or emergency services, the ability to confidently operate and maintain a four-wheel drive (4WD) vehicle is essential. Our **7-Day RIIVEH305F – Operate and Maintain a Four-Wheel Drive Vehicle** course delivers the knowledge, skill, and awareness you need to handle off-road conditions with control and safety.

This course is ideal for workers heading into regional and remote sites, where road conditions can change quickly and self-sufficiency is critical.

## Course Overview

This 7-day program goes beyond basic 4WD operation. It combines classroom instruction, practical driving in a variety of off-road environments, and real-world vehicle maintenance. The course is designed to ensure you're capable of safely operating 4WD vehicles across sand, mud, water, rocks, and steep terrain — and that you know how to troubleshoot and maintain your vehicle in the field.

You'll also cover the environmental and workplace responsibilities that come with operating vehicles in remote and sensitive areas.

## Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify 4WD Components and Operating Systems:** Understand how 4WD systems work, including transfer cases, hubs, suspension, and traction control.
- **Pre-Start Checks and Fault Identification:** Conduct thorough inspections and diagnose common mechanical issues before they become a problem.
- **Operate a 4WD in a Range of Conditions:** Safely handle uphill/downhill driving, soft sand, water crossings, loose gravel, and muddy or rutted tracks.
- **Use Recovery Techniques and Equipment:** Learn to recover a bogged vehicle using winches, snatch straps, and recovery boards — safely and correctly.
- **Minimise Environmental Impact:** Apply sustainable driving techniques to protect sensitive terrain and meet environmental compliance.
- **Perform Basic Maintenance and Field Repairs:** Learn how to maintain your 4WD vehicle in remote settings where professional help isn't available.
- **Apply Workplace Safety Procedures:** Use personal protective equipment (PPE), follow site protocols, and manage vehicle-related risks under WHS requirements.

# TAEASS412 – Assess Competence (2-Day Workplace Assessor Course)

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Workplace assessors play a vital role in developing capable teams and maintaining high standards. If you're responsible for evaluating skills on the job or verifying that someone can perform to industry standards, our **TAEASS412 – Assess Competence** course gives you the tools to do it fairly, accurately, and within compliance.

This course is ideal for supervisors, team leaders, experienced tradespeople, or anyone tasked with confirming whether others are competent to carry out specific tasks in the workplace.

## Course Overview

Delivered over two days, this nationally recognised unit focuses on how to assess competence in a real or simulated work environment. You'll learn how to plan and conduct assessments, make sound judgements, and provide clear feedback — all while meeting organisational and regulatory standards.

The course is hands-on and practical. It's focused on real-world assessment scenarios, with guidance on how to collect and evaluate evidence in line with competency frameworks, including training package units.

## Learning Outcomes:

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By the end of this course, you will be able to:

**Plan and Prepare for Competency Assessments:** Understand what's required, gather assessment tools, and get your candidates ready for the process.

**Conduct Assessments in the Workplace:** Observe work performance, review documentation, and ask questions that check understanding.

**Make Judgements Against Clear Criteria:** Use workplace standards or units of competency to make fair and consistent decisions.

**Collect Valid and Reliable Evidence:** Ensure the evidence you gather meets assessment principles – valid, sufficient, authentic, and current.

**Provide Constructive Feedback:** Offer clear, respectful feedback that supports learning and development, even when outcomes aren't yet achieved.

**Meet Compliance and Documentation Requirements:** Keep accurate records, complete assessment reports, and support audit readiness.



## BSBLDR411 Demonstrate Leadership in the Workplace

Are you ready to take the next step in your career and become an effective leader? Our BSBLDR411 course, "Demonstrate Leadership in the Workplace," is designed to equip you with the essential skills and knowledge to transition from a team member to a leader who inspires and drives success.

### Course Overview

This comprehensive course focuses on developing your leadership capabilities by aligning your behaviour with organisational values, setting performance standards, and fostering a positive work environment. You'll learn how to lead teams and individuals by modelling high standards of conduct that reflect your organisation's values and goals.

### Learning Outcomes:



By the end of this course, you will be able to:

1. Demonstrate leadership by aligning your actions with organisational values and standards.
2. Develop and implement performance plans that drive individual and team success.
3. Apply various leadership styles to influence and motivate your team effectively.
4. Facilitate active participation in team decision-making processes.
5. Conduct thorough risk assessments and make informed decisions that benefit your organisation.
6. Gather and organise relevant information to address workplace issues efficiently.
7. Build integrity and credibility through trust and open communication.

### Benefits of the Course

- **Enhanced Leadership Skills:** Gain a deep understanding of various leadership styles and learn how to apply them effectively in different workplace scenarios.
- **Improved Decision-Making:** Master the art of decision-making with techniques like brainstorming, risk assessment, and SWOT analysis to ensure successful outcomes.
- **Performance Management:** Learn to create Individual and Team Performance Plans that align with organisational objectives and measure progress through Key Performance Indicators (KPIs).
- **Conflict Resolution:** Develop the skills to identify and resolve workplace issues, ensuring a harmonious and productive work environment.
- **Professional Growth:** Build trust and credibility within your team by modelling positive behaviours and maintaining professionalism.

# BSBXTW401 Lead and Facilitate a Team

## Course Overview

Unlock the potential of your team with our comprehensive course on Team Leadership and Development. Designed for aspiring and current leaders, this course provides you with the essential skills and knowledge to effectively guide your team towards achieving organizational goals. Through a blend of theoretical insights and practical applications, you will learn to navigate the complexities of team management, enhance communication, and foster a productive work environment.

## Learning Outcomes:

By the end of this course, you will be able to:

- **Provide Clear Instructions:** Learn to give precise and actionable instructions, supplemented with examples and illustrations, to ensure team members understand their tasks.
- **Set and Achieve Objectives:** Understand how to set clear objectives and align them with organizational goals, ensuring your team remains focused and productive.
- **Monitor and Evaluate Performance:** Gain the ability to monitor team progress, evaluate learning opportunities, and implement necessary improvements.
- **Foster a Collaborative Environment:** Discover techniques for promoting cross-collaboration within and outside your organization, building trust, and maintaining transparency.
- **Celebrate Success:** Recognize and celebrate team achievements to boost morale and encourage continued excellence.



## Benefits of the Course

- **Enhanced Leadership Skills:** Gain a deep understanding of leadership dynamics and learn how to inspire and motivate your team.
- **Effective Communication:** Master the art of clear and effective communication to ensure your team understands objectives and responsibilities.
- **Strategic Planning:** Learn to plan and coordinate team activities, set achievable goals, and monitor progress to ensure success.
- **Resource Management:** Acquire skills in logistical planning and resource allocation to support team development and project execution.
- **Continuous Improvement:** Develop strategies for implementing improvements and evaluating team performance to drive continuous growth.

# RIIHAN211D Conduct Basic Scaffolding Operations

## Course Overview

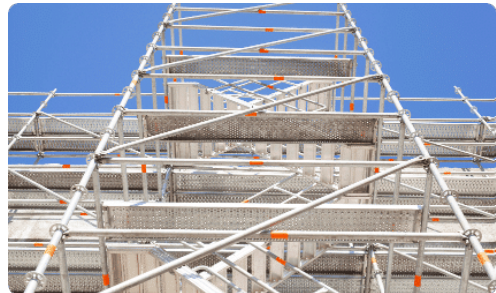
Scaffolding is the backbone of safe access on worksites — and it starts with trained, competent workers who know how to do it right. Our **RIIHAN211D – Conduct Basic Scaffolding Operations** course is designed for those looking to gain the essential skills to erect, alter, and dismantle basic scaffolding structures in a safe, compliant, and controlled manner.

Whether you're entering the scaffolding trade or adding new capability to your site team, this course builds a strong foundation for safe and effective scaffold work. Delivered over four days, this nationally recognised course introduces participants to **basic scaffolding work**, including modular scaffolds, fall protection systems, hoists, and cantilevered materials platforms. It covers both theory and hands-on training using industry-standard equipment and practices.

## Learning Outcomes:

By the end of this course, you will be able to:

- **Plan and Prepare for Scaffold Tasks:** Interpret work instructions, identify hazards, and ensure the site and materials are ready.
- **Erect Basic Scaffolding Structures:** Build modular scaffolding systems up to 4 metres, including straight runs, returns, and working platforms.
- **Install Supporting Components:** Work with bracing, guard rails, toe boards, ladders, planks, and tie-ins to create safe access systems.
- **Use and Maintain Scaffold Tools and Equipment:** Safely operate spanners, levels, harnesses, and scaffolding-specific hand tools.
- **Follow Work Health and Safety Requirements:** Understand fall prevention, exclusion zones, manual handling, and PPE relevant to scaffolding.
- **Dismantle and Store Scaffolding Components Safely:** Take down structures methodically and return components to safe storage.



# BSBWHS311 Assist with Maintaining Workplace Safety

Are you ready to take your career to the next level by becoming a key player in workplace safety? Enroll in our BSBWHS311 course and gain the essential skills and knowledge to assist in maintaining a safe and compliant work environment. This course is designed for individuals who are passionate about promoting health and safety in the workplace and want to make a tangible impact on their organization.

## Course Overview

The BSBWHS311 course provides comprehensive training on implementing and monitoring work health and safety (WHS) policies, procedures, and programs. You will learn how to effectively incorporate WHS practices into work team processes, contribute to consultative arrangements, and participate in hazard identification and risk assessment. This course is aligned with the Australian Qualifications Framework (AQF) and is ideal for those looking to enhance their safety management skills.

## Learning Outcomes:



By the end of this course, you will be able to:

- Assist in the implementation and monitoring of WHS policies and procedures within your organization.
- Identify and assess workplace hazards and risks, and contribute to the development of effective control measures.
- Facilitate consultative processes to engage work teams in managing WHS, ensuring a collaborative approach to safety.
- Support the development of WHS competence within your team through training and mentoring.
- Maintain accurate WHS records and reports, contributing to continuous improvement in workplace safety.

## Benefits of the Course

- **Enhance Your Career Prospects:** Equip yourself with the skills that are highly sought after in various industries, making you an invaluable asset to any organization.
- **Comprehensive Learning:** Gain a deep understanding of WHS legislation, risk management, and safety procedures, ensuring you are well-prepared to handle safety challenges in the workplace.
- **Practical Application:** Engage in hands-on activities and real-world scenarios that allow you to apply your learning in practical settings, ensuring you are job-ready.
- **Expert Guidance:** Learn from experienced trainers who bring a wealth of industry knowledge and insights, providing you with the best learning experience.

## Safe Companies

# Training Needs Analysis Services

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Every team has skills gaps — the key is knowing where they are before they affect safety, performance, or compliance. Our **Training Needs Analysis (TNA) service** helps organisations take a clear, structured look at workforce capability, so training investments are targeted, relevant, and effective.

If you're unsure whether your people have the skills they need to meet operational demands, regulatory requirements, or future project goals, a professional TNA can give you the clarity and direction to move forward with confidence.

### Service Overview

Our TNA process is tailored to suit your business, industry, and workforce structure. It typically includes a mix of **document review, interviews, job role profiling, competency mapping, and gap analysis**. The result is a detailed report that outlines current capability, areas for development, and recommended training solutions.

This service is ideal for companies undergoing change (new contracts, restructures, compliance updates), expanding operations, or trying to get more value from existing training budgets.

## Key Benefits:

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By engaging us to complete a TNA, you will:

- **Identify Skill Gaps Before They Impact Productivity:** Understand where performance risks exist due to insufficient training or outdated qualifications.
- **Align Training with Business Goals:** Ensure that training supports operational needs, safety targets, client expectations, and compliance obligations.
- **Streamline Training Plans:** Cut back on unnecessary training and prioritise the programs that deliver real value to your business.
- **Support Workforce Development:** Build clear learning pathways for employees, improving retention, morale, and job satisfaction.
- **Improve Audit Readiness and Compliance:** Meet regulatory training standards with a clear record of who's trained, to what level, and where gaps remain.
- **Make Informed Budget Decisions:** Justify your training spend with evidence-based recommendations and avoid investing in the wrong areas.

# Workplace Compliance Auditing Services

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When it comes to workplace compliance, guesswork is a risk you can't afford. Our Workplace Compliance Auditing service gives businesses a clear and objective assessment of whether their operations, documentation, and behaviours meet regulatory and internal standards — before an incident or regulator finds the gaps.

This service is ideal for businesses in high-risk industries, companies preparing for certification, or organisations that want confidence their systems are not just in place, but actually working.

## Service Overview

We conduct structured audits across a range of compliance areas — including Work Health and Safety (WHS), training and competencies, risk controls, environmental obligations, and operational procedures. Each audit is tailored to your industry, size, and legal requirements.

Our team brings practical experience from both operational and regulatory perspectives, helping you identify what's working, what needs fixing, and how to get it done without disrupting your business.

## Key Benefits:

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By engaging us to carry out a compliance audit, you will:

- **Identify Compliance Gaps Before They Lead to Penalties:** Spot issues with documentation, systems, or unsafe practices early — before they become fines, injuries, or stop-work orders.
- **Test the Effectiveness of Risk Controls:** Confirm whether policies and procedures are actually being followed and whether they're still fit for purpose.
- **Strengthen Safety Culture and Accountability:** Send a clear message that compliance and safety aren't optional — they're part of the job.
- **Support Internal Improvement and Planning:** Use audit findings to set priorities, allocate resources, and target areas where better systems or training are needed.
- **Prepare for External Audits or Certification:** Be audit-ready for client inspections, regulatory visits, or third-party certification by finding and fixing problems beforehand.
- **Build a Defensible Position:** Demonstrate due diligence with documented actions and findings that support your compliance position if an issue ever arises.

# Foundation workshop for Investigators and Auditors

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Are you ready to elevate your career and master the essential skills needed for effective incident investigation and auditing? Our comprehensive 3-day training course is designed to equip you with the critical abilities that both roles demand. Whether you're an aspiring professional or looking to refine your expertise, this course offers a unique blend of theoretical knowledge and practical application.

## Why Attend?

1. **Expert-Led Sessions:** Learn from industry experts with years of experience in incident investigation and auditing.
2. **Interactive Workshops:** Engage in hands-on activities that reinforce key concepts and skills.
3. **Real-World Case Studies:** Analyze and discuss real-world scenarios to understand the complexities of ethical dilemmas and risk assessment.
4. **Networking Opportunities:** Connect with like-minded professionals and expand your professional network.

## Workshop Objectives:

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By the completion of this 3-day course, trainees will be able to:

- **Analytical and Critical Thinking:** Develop the ability to analyze data and identify patterns and discrepancies.
- **Attention to Detail:** Hone your skills in meticulous document review and error identification.
- **Effective Communication:** Master the art of presenting findings clearly and concisely to stakeholders.
- **Ethical Judgment and Integrity:** Understand the importance of maintaining high ethical standards in your professional role.
- **Problem-Solving Strategies:** Learn to develop effective solutions and recommend corrective actions.
- **Risk Assessment:** Gain insights into evaluating potential risks and their impacts.
- **Technical Proficiency:** Get hands-on experience with relevant tools and technologies.
- **Interpersonal Skills:** Build and maintain effective relationships with stakeholders.

## BSBLDR601 Lead and Manage Organisational Change

Are you ready to lead and manage organizational change with confidence and expertise? Our Change Management Course, developed by Compliant Learning Resources, is designed to equip you with the essential skills and knowledge to drive successful transformations within your organization. Whether you're a manager, HR professional, or strategic planner, this course will empower you to navigate the complexities of change and emerge as a valuable leader in your field.

### Course Overview

This course is structured into three dynamic phases: Developing, Implementing, and Evaluating Change Management Strategies. You'll learn to identify major operational change requirements, assess risks, and consult with stakeholders to confirm change management opportunities. Our expert instructors will guide you through creating a robust Change Management Project Plan, ensuring you have the tools to communicate effectively and engage stakeholders throughout the process.



### Learning Outcomes:

By the end of this course, you will be able to:

1. **Develop Change Management Strategies:** Identify and analyze organizational objectives, performance gaps, and business opportunities to create effective change management plans.
2. **Implement Change Initiatives:** Assign resources, develop communication and education plans, and manage activities to ensure seamless transitions.
3. **Evaluate and Adapt Strategies:** Assess the performance of change initiatives, identify barriers, and modify plans to align with organizational goals.
4. **Engage Stakeholders:** Communicate effectively with stakeholders, specialists, and experts to foster a supportive environment for change.
5. **Lead with Confidence:** Apply best practices in change management to lead your organization through successful transformations.

### Benefits of the Course

- **Practical Skills:** Gain hands-on experience in developing and implementing change management strategies tailored to your organization's needs.
- **Expert Guidance:** Learn from industry experts who bring real-world insights and practical knowledge to the classroom.
- **Career Advancement:** Enhance your leadership capabilities and position yourself as a change management expert within your organization.
- **Networking Opportunities:** Connect with like-minded professionals and expand your professional network.

## BSBWHS414 – Contribute to WHS Risk Management

Every worker has a role to play in health and safety — but some need the extra skills to lead from within. Our **BSBWHS414 – Contribute to WHS Risk Management** course is designed for team leaders, supervisors, safety reps, and frontline workers who support the ongoing identification and control of risk in the workplace.

This nationally recognised unit builds practical risk management skills that are essential in any high-risk environment. It’s ideal for those who are involved in day-to-day safety decisions and who need to contribute confidently to WHS processes.

### Course Overview

Delivered over two days, the course focuses on **identifying hazards, assessing risks, applying controls, and contributing to ongoing WHS improvements**. It includes practical activities, group discussions, and examples drawn from real workplaces — all aligned with current legislation and best practice.

Participants will gain a clear understanding of how to play an active role in WHS and support their employer’s legal obligations without getting lost in red tape.

### Learning Outcomes:



By the end of this course, you will be able to:

- **Identify Hazards in the Workplace:** Spot physical, psychosocial, and operational hazards through observation, consultation, and task analysis.
- **Assess WHS Risks Effectively:** Use basic risk assessment tools to evaluate likelihood, consequence, and the need for action.
- **Apply Risk Control Measures:** Recommend and support practical controls that align with the hierarchy of control and site-specific procedures.
- **Support Monitoring and Review of Controls:** Assist with regular checks on how controls are working and suggest improvements.
- **Participate in Consultation and Reporting:** Engage with your team and safety reps to ensure safety concerns are heard and acted on.
- **Work Within WHS Laws and Organisational Procedures:** Understand your legal duties and the role of policies and procedures in maintaining compliance.

# BSBWRT411 Write Complex Documents

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Are you ready to elevate your professional writing skills and stand out in the business world? Our expertly designed course, "BSBWRT411 - Write Complex Documents," is your gateway to mastering the art of crafting sophisticated and impactful documents. Whether you're a seasoned professional or just starting your career, this course is tailored to equip you with the essential skills needed to excel in any business environment.

## Course Overview:

This course delves into the intricacies of planning, drafting, and finalizing complex documents. You'll learn how to effectively communicate your ideas, ensuring clarity and precision in every piece of writing. Our comprehensive curriculum covers everything from understanding your audience and purpose to mastering organizational policies and formatting requirements.

## Learning Outcomes:

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By the end of this course, you will be able to:

1. **Plan and Structure Documents:** Understand the importance of planning and learn to organize your content effectively to meet specific objectives.
2. **Draft with Precision:** Develop drafts that align with organizational standards and effectively communicate your message.
3. **Refine and Finalize:** Master the art of reviewing and revising your work, ensuring your documents are error-free and meet all requirements.
4. **Apply Design Elements:** Incorporate basic design elements to enhance readability and professionalism in your documents.
5. **Utilize Feedback:** Learn to seek and incorporate feedback, improving your writing through constructive criticism.



## Benefits of the Course

- **Enhanced Communication Skills:** Learn to convey your ideas clearly and persuasively, making your documents more impactful and professional.
- **Increased Efficiency:** Discover techniques to streamline your writing process, saving time and reducing stress.
- **Professional Growth:** Stand out in your workplace with polished writing skills that demonstrate your attention to detail and commitment to excellence.
- **Adaptability:** Gain the ability to tailor your writing to various audiences and purposes, ensuring your message is always well-received.

# BSBWHS418 – Assist with Managing Workplace Compliance of Contractors

Bringing contractors onto your site introduces new risks — and managing those risks starts before they arrive. The **BSBWHS418 – Assist with Managing Workplace Compliance of Contractors** course gives frontline supervisors, HSE reps, project leads, and site coordinators the tools they need to support safe, compliant contractor engagement from induction to job completion.

This course is ideal for anyone responsible for overseeing contractors and ensuring they follow site rules, safety procedures, and legal requirements while on your premises.

## Course Overview

Delivered over two days, this nationally recognised course focuses on **how to monitor and manage contractor safety, compliance, and behaviour on site**. Participants will explore real-world scenarios and learn how to apply their knowledge through practical tools such as checklists, site access procedures, and contractor audits.

The course links directly to WHS laws, duty of care obligations, and contractor management systems, helping you support safer work across multiple parties.

## Learning Outcomes:

By the end of this course, you will be able to:

- **Understand Contractor Compliance Requirements:** Learn what’s expected under WHS laws and site policies when engaging contractors.
- **Assist in Pre-Qualification and Induction:** Support the collection of licences, insurances, SWMS, and other compliance documents before work begins.
- **Monitor On-Site Behaviour and Safety:** Observe contractor activities and ensure they’re working in line with agreed procedures and site rules.
- **Support the Implementation of Control Measures:** Assist in applying and checking risk controls specific to contractor tasks.
- **Report and Escalate Non-Compliance:** Know when and how to act if a contractor fails to follow WHS requirements or endangers others.
- **Contribute to Auditing and Continuous Improvement:** Help identify gaps in contractor compliance and participate in reviews that improve systems and outcomes.



## BSBLDR413 Lead Effective Workplace Relationships

Are you ready to elevate your leadership skills and foster a harmonious workplace environment? Enroll in the BSBLDR413 course, designed to empower team leaders, supervisors, and emerging managers across various industries. This course is your gateway to mastering the art of leading effective workplace relationships, ensuring your team thrives in a collaborative and inclusive setting.

### Course Overview

BSBLDR413 is a comprehensive training program that focuses on the essential skills needed to lead and manage workplace relationships effectively. This course is tailored for individuals who aspire to enhance their leadership capabilities and drive team success through motivation, mentoring, and dynamic team development.

### Learning Outcomes:



By the end of this course, you will be able to:

- **Build Strong Workplace Relationships:** Understand interpersonal styles and build trust among team members.
- **Effective Communication Strategies:** Employ various communication methods tailored to your audience, ensuring clarity and understanding.
- **Collaborative Problem Solving:** Analyze and combine information to develop innovative solutions to workplace challenges.
- **Legislative Awareness:** Gain knowledge of relevant legislative requirements, such as the Equal Employment Opportunity Act and the Disability Discrimination Act, to promote a fair and equitable workplace.
- **Self-Evaluation and Growth:** Learn to evaluate personal performance through feedback, identifying areas for improvement and integrating these insights into your work tasks.

### Benefits of the Course

- **Enhanced Leadership Skills:** Learn to inspire and guide your team towards achieving organizational goals.
- **Improved Communication:** Master the art of clear and inclusive communication, avoiding jargon and ensuring your message is understood by all.
- **Conflict Resolution:** Gain the skills to manage and resolve conflicts swiftly, fostering a positive work environment.
- **Cultural Competence:** Develop the ability to work effectively with culturally and socially diverse teams.
- **Performance Management:** Learn strategies to address and improve poor performance, ensuring every team member contributes to their fullest potential.

# BSBPMG430 Undertake Project Work

Are you ready to elevate your project management skills and lead successful projects with confidence? Our BSBPMG430 - Undertake Project Work course is designed to equip you with the essential skills and knowledge needed to excel in the dynamic world of project management. Whether you're a budding project manager or looking to enhance your existing skills, this course offers a comprehensive learning experience tailored to your needs.

## Course Overview

The BSBPMG430 course provides a deep dive into the fundamentals of project management, focusing on practical skills and real-world applications. Over two intensive days, you'll explore key concepts such as project planning, risk management, stakeholder engagement, and quality assurance. Our expert trainers will guide you through interactive sessions, hands-on activities, and assessments to ensure you gain a thorough understanding of each topic.

## Learning Outcomes:

By the end of this course, you will be able to:

- **Define and Establish Project Parameters:** Learn how to create a clear project scope and identify key stakeholders to ensure project alignment with organizational goals.
- **Develop Comprehensive Project Plans:** Master the art of budgeting, scheduling, and resource allocation to keep your projects on track and within budget.
- **Implement Effective Risk Management Strategies:** Identify potential risks and develop strategies to mitigate them, ensuring project success even in the face of uncertainty.
- **Utilize Project Management Tools:** Gain proficiency in using tools like Gantt charts and Critical Path Analysis to streamline project timelines and enhance efficiency.
- **Communicate and Collaborate Effectively:** Enhance your communication skills to engage stakeholders and lead project teams with confidence.
- **Evaluate and Review Project Outcomes:** Conduct thorough project evaluations to identify lessons learned and apply them to future projects for continuous improvement.



# BSBTWK301 Use Inclusive Work Practices

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Are you ready to transform your workplace into a hub of inclusivity and diversity? Enroll in our BSBTWK301 course, "Use Inclusive Work Practices," and gain the skills and knowledge needed to foster a welcoming and productive environment for all.

## Course Overview:

This comprehensive course is designed to equip you with the tools to recognize and effectively interact with diverse groups in the workplace. You'll learn to establish practices that support individual differences, work effectively with these differences, and assess the use of inclusive practices to ensure continuous improvement.

## Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify and Embrace Diversity:** Understand the various dimensions of diversity, including cultural, gender, age, and ability differences, and learn how to accommodate these in the workplace.
- **Develop and Implement Inclusive Practices:** Gain the ability to create and execute plans that incorporate inclusive practices into daily work tasks, aligning with both organizational and legislative standards.
- **Effective Communication:** Master the art of communication, including active listening and cultural awareness, to interact respectfully and effectively with diverse groups.
- **Continuous Improvement:** Learn to assess and refine inclusive practices through feedback and evaluation, ensuring your workplace remains a leader in diversity and inclusion.

## Benefits of the Course

1. **Enhanced Workplace Harmony:** Learn to create a supportive environment where all employees feel valued and respected, leading to improved morale and collaboration.
2. **Increased Productivity:** By leveraging diverse perspectives, your team can drive innovation and problem-solving, boosting overall productivity.
3. **Legal Compliance:** Gain a thorough understanding of relevant anti-discrimination laws and standards, ensuring your organization meets all legal requirements.
4. **Leadership Development:** Develop leadership skills that promote inclusivity, setting a positive example for others to follow.
5. **Career Advancement:** Stand out in your field by mastering inclusive work practices, a highly sought-after skill in today's globalized workforce.

## BSBCRT411 Apply Critical Thinking to Work Practices

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Are you ready to take your critical thinking skills to the next level and make a significant impact in your workplace? Our advanced course, "BSBCRT411 - Apply Critical Thinking to Work Practices," is designed for individuals who have completed "BSBCRT311 - Apply Critical Thinking Skills in a Team Environment" and are eager to deepen their expertise in critical thinking within a professional setting.

### Course Overview

This course is tailored for professionals seeking to enhance their ability to evaluate and improve work practices using advanced critical thinking skills. You'll learn to apply sophisticated methods of analysis, synthesis, and evaluation to both existing and proposed work processes, ensuring that you can contribute effectively to organizational goals.

### Learning Outcomes:

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By the end of this course, you will be able to:

- Analyze and critique existing work practices to identify areas for improvement.
- Develop comprehensive solutions to workplace limitations using advanced critical thinking concepts.
- Lead critical thinking processes and foster a culture of innovation within your team.
- Utilize decision-making frameworks to propose and implement effective solutions.
- Engage with stakeholders to present and justify your decision-making processes.
- Reflect on and refine your critical thinking practices for continuous improvement.



### Benefits of the Course

- **Advanced Problem-Solving Skills:** Move beyond basic problem identification to develop strategic solutions that address complex workplace challenges.
- **Leadership in Critical Thinking:** Learn to lead and inspire your team in adopting critical thinking practices that drive innovation and efficiency.
- **Enhanced Decision-Making:** Master decision-making frameworks like the Eisenhower Matrix and SPADE model to prioritize tasks and make informed choices.
- **Stakeholder Communication:** Gain expertise in presenting solutions and engaging with stakeholders to ensure buy-in and successful implementation.
- **Continuous Improvement:** Develop a mindset of ongoing self-evaluation and improvement, ensuring your skills remain relevant and impactful.

# BSBOPS402 Coordinate Business Operational Plans

## Course Overview:

Are you ready to elevate your business operations to new heights of efficiency and effectiveness? Our comprehensive course on Coordinating Business Operational Plans is designed for professionals eager to refine their planning, implementation, monitoring, and reviewing skills in business operations. This course offers practical, real-world insights into creating robust operational plans that align with organizational objectives and ensure their successful execution.

## Learning Outcomes:

By the end of this course, you will be able to:

1. **Operational Plan Development:** Understand how to prepare operational plans by consulting stakeholders, identifying resource needs, and developing effective implementation methods.
2. **Effective Implementation:** Learn the steps for recruiting and onboarding employees, acquiring resources, and ensuring their cost-effective and safe use. Gain insights into adjusting plans dynamically to address contingencies.
3. **Performance Monitoring:** Develop skills in tracking operational performance through relevant data and KPIs, and learn how to take corrective actions to address performance issues.
4. **Stakeholder Communication:** Enhance your ability to address stakeholder concerns and ensure smooth implementation through effective communication and engagement strategies.
5. **Continuous Improvement:** Learn to record operational performance, develop recommendations for plan variations, and present these to decision-makers, fostering a culture of continuous improvement.



## Benefits of the Course

- **Enhanced Operational Efficiency:** Learn to streamline operations through effective resource management and implementation strategies.
- **Improved Decision Making:** Gain the skills to monitor and evaluate operational performance using key performance indicators (KPIs), leading to better decision-making.
- **Stakeholder Engagement:** Master the art of consulting and engaging stakeholders, ensuring plans are well-supported and effectively executed.
- **Risk Management:** Equip yourself with the knowledge to plan for and manage contingencies, minimizing risks to your operations.
- **Compliance and Alignment:** Ensure that your operational plans comply with organizational policies and contribute to the overall strategic objectives.

# BSB40920 Certificate IV in Project Management Practice

This qualification reflects the role of individuals who apply project management skills and knowledge in a wide variety of contexts.

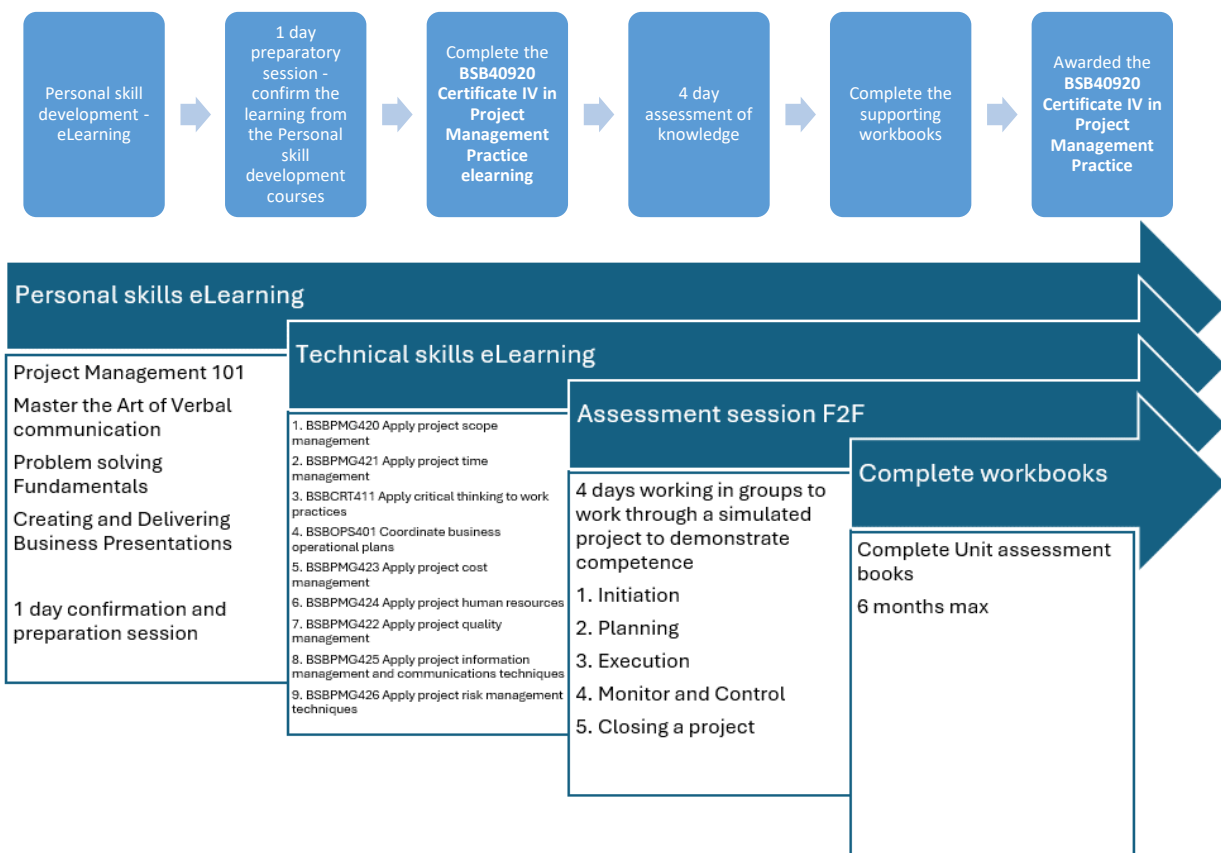
The job roles that relate to this qualification may include Contracts Officer, Project Administrator and Quality Officer.

Individuals in these roles work autonomously, and might be members of a project team, with no direct responsibility for overall project outcomes. Primarily, these roles would support wider project operations.

This blended approach to the Cert IV in PMP allows the majority of the learning to be attained electronically, and then assessed in the face-to-face session.



## Qualification Plan:



# BSB50820 Diploma of Project Management

This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across several industry sectors.

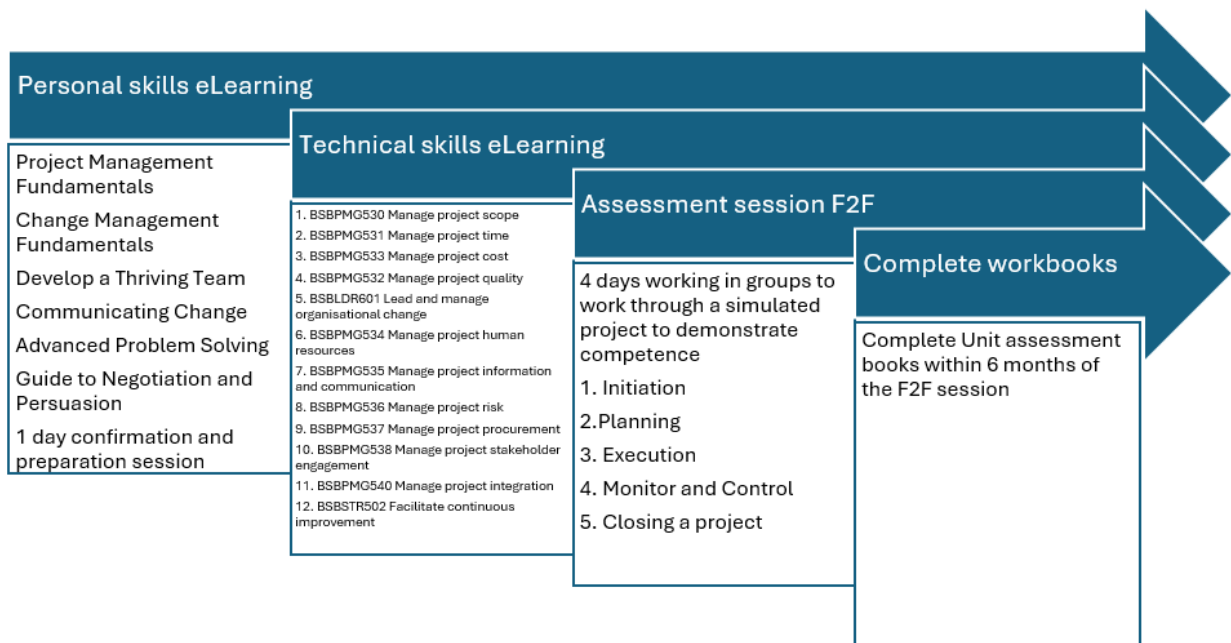
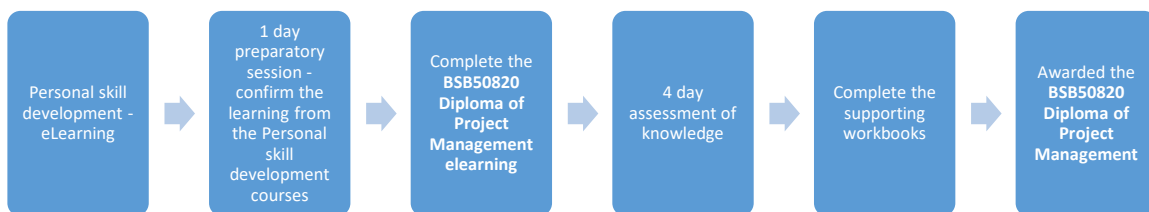
The job roles that relate to this qualification may include Project Manager and Project Team Leader.

Individuals in these roles have project leadership and management roles and are responsible for achieving project objectives.

Pre-requisites: The Certificate IV in Project Management Practice or substantial experience in managing projects successfully.



## Qualification Plan:



## Safe Work Systems

# RIIWH5204D – Work Safely at Heights (1-Day Course)

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Working at height is one of the most high-risk activities on any site — and the consequences of getting it wrong are serious. Our **RIIWH5204D – Work Safely at Heights** course is designed to give workers the knowledge and practical skills they need to perform tasks at height safely, using the correct equipment and procedures.

Whether you're working on scaffolds, ladders, roofs, platforms, or in EWP baskets, this nationally recognised course is essential for anyone exposed to the risk of a fall.

### Course Overview

Delivered in a single day, this hands-on course combines theory with practical training using industry-standard fall prevention and protection equipment. Participants will learn how to assess the risks, choose the right gear, and carry out work at height with confidence and control.

The course aligns with current WHS legislation and is suitable for workers across construction, mining, energy, maintenance, and other industries where working at height is common.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify Height-Related Hazards:** Recognise risks such as unprotected edges, fragile surfaces, weather, and incorrect equipment use.
- **Apply Site-Specific Safety Procedures:** Follow safe work method statements (SWMS), permits, and workplace instructions relevant to height work.
- **Select and Inspect Equipment:** Check harnesses, lanyards, anchor points, fall arrest systems, and other height safety gear before use.
- **Use Fall Prevention and Protection Systems:** Set up and operate equipment properly to minimise the risk of falling.
- **Perform Work at Height Safely:** Complete tasks while maintaining three points of contact, controlling tools, and following correct procedures.
- **Respond to Incidents and Emergencies:** Understand what to do if there is a fall, equipment failure, or near miss.

## MSMWHS212 – Undertake First Response to Fire (1-Day Course)

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A small fire can become a major emergency in seconds. Having the confidence and skill to respond immediately can prevent injuries, protect property, and save lives. Our **MSMWHS212 – Undertake First Response to Fire** course equips workers with the knowledge and practical ability to take safe and effective action when a fire breaks out in the workplace.

This course is ideal for anyone working in environments with fire risk — from offices and workshops to industrial plants, warehouses, and construction sites.

### Course Overview

Delivered in just one day, the course focuses on **how to recognise fire hazards, raise the alarm, and safely use fire extinguishers and other response equipment**. Participants will complete both theory and hands-on fire extinguisher drills using real equipment in a controlled environment.

It's a practical, nationally recognised unit that meets general workplace requirements and forms part of broader emergency preparedness.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Recognise Common Workplace Fire Hazards:** Identify ignition sources, combustible materials, and poor housekeeping practices that increase fire risk.
- **Understand Fire Classes and Extinguishers:** Match the type of fire (A, B, C, etc.) to the correct extinguisher (water, CO<sub>2</sub>, foam, dry chemical).
- **Respond Safely to an Outbreak of Fire:** Follow workplace emergency procedures, activate alarms, and assess whether safe response is possible.
- **Operate Firefighting Equipment:** Use portable fire extinguishers, fire blankets, and hose reels correctly and safely.
- **Understand Personal Safety and Evacuation:** Know your limits, prioritise safety, and evacuate when a fire is beyond first-response control.
- **Contribute to Workplace Fire Readiness:** Support basic fire safety awareness and compliance through good daily practices.

## HLTWHS005 – Conduct Manual Handling Tasks (1-Day Course)

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Manual handling is one of the most common causes of workplace injury — but the good news is that most of these injuries are preventable. Our **HLTWHS005 – Conduct Manual Handling Tasks** course gives workers the knowledge and practical skills to move loads safely, reduce strain, and apply correct lifting techniques on the job.

This nationally recognised course is essential for anyone who lifts, carries, pushes, pulls, or positions items as part of their work, especially in health, aged care, warehousing, cleaning, logistics, and construction.

### Course Overview

Delivered in one day, this course combines practical training with clear, relevant theory. Participants will learn how to identify hazardous manual tasks, assess the risks, and apply safe handling methods tailored to their work environment.

Training includes live demonstrations, hands-on practice, and real-world scenarios to ensure the learning is relevant and immediately useful in the workplace.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify Hazardous Manual Tasks:** Understand what makes a task high risk, including posture, force, repetition, and duration.
- **Assess Manual Handling Risks:** Apply a basic risk assessment process to decide when and how a task can be safely performed.
- **Apply Safe Work Practices:** Use correct techniques for lifting, carrying, lowering, and team handling, reducing the risk of musculoskeletal injuries.
- **Use Manual Handling Equipment:** Understand the use of aids like trolleys, hoists, and slide sheets, and when to apply them.
- **Follow Workplace Procedures:** Work within site-specific guidelines and report issues or injuries promptly.
- **Contribute to a Safer Workplace:** Recognise early signs of strain or injury and support safer ways of working with others.

## TLIA1001 – Secure Cargo (Load Restraint) (1-Day Course)

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Unsecured loads aren't just a transport issue — they're a safety risk, a legal liability, and a threat to your business reputation. Our **TLIA1001 – Secure Cargo** course delivers the practical skills and knowledge needed to safely secure loads for road transport, prevent load shift, and comply with Chain of Responsibility (CoR) requirements.

This course is essential for drivers, freight handlers, yard workers, warehouse teams, and anyone involved in loading or securing cargo on utes, trucks, trailers, or plant.

### Course Overview

Delivered in just one day, this hands-on course combines theory with practical activities that reflect real work situations. Participants will learn how to use tie-downs, chains, webbing straps, gates, tarps, and restraint equipment in line with the **Load Restraint Guide (National Transport Commission)** and relevant workplace procedures.

Training covers everything from planning load placement to final checks before hitting the road.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify Cargo Types and Load Risks:** Understand how load weight, size, shape, and movement affect how it must be restrained.
- **Apply Restraint Principles:** Use the correct methods for tie-down, containment, and direct restraint to keep loads stable during transit.
- **Select and Inspect Restraint Equipment:** Check chains, ratchets, webbing, ropes, and other tools for defects and suitability.
- **Secure Loads Safely:** Position and fasten loads in line with regulations, worksite policies, and vehicle specifications.
- **Follow Chain of Responsibility Obligations:** Understand your legal duties in the transport supply chain and how to meet them.
- **Complete Documentation and Checks:** Fill out load restraint forms, pre-start checklists, and record any hazards or load issues.

## MSMPER200 – Work in Accordance with a Permit

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High-risk work activities require more than just the right tools — they require the right authorisations. Our **MSMPER200 – Work in Accordance with a Permit** course equips workers with the skills and understanding to follow permit-to-work systems correctly, helping reduce risks, meet compliance requirements, and keep everyone on site safe.

This nationally recognised unit is essential for workers in industries such as oil and gas, mining, manufacturing, utilities, and construction — where confined spaces, hot work, energy isolation, and other high-risk tasks are routine.

### Course Overview

Delivered over one day, the course covers the purpose, types, and processes involved in permit-controlled work. It includes practical training and scenarios where participants read, interpret, and act on different permit types in line with workplace procedures and safety systems.

Participants leave with the knowledge to work safely under a permit and understand their responsibilities within the permit process.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Understand Permit Types and Their Purpose:** Identify when permits are required and the specific controls attached to each type (e.g., hot work, confined space, working at heights).
- **Interpret Permit Requirements:** Read and confirm details such as scope of work, timeframes, isolations, controls, and personal protective equipment.
- **Prepare for Permit Work:** Ensure all conditions are met, required approvals are in place, and equipment or isolation procedures are followed.
- **Follow Safe Work Instructions:** Carry out tasks strictly within the boundaries of the permit and workplace procedures.
- **Respond to Changing Conditions:** Recognise when work must be stopped or reauthorised due to changes in conditions or scope.
- **Close Out Permits Appropriately:** Understand how and when to sign off, return, or cancel permits once work is complete.

## MSMWHS217 – Gas Test Atmosphere

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Before anyone enters a confined space, tank, or hazardous area, you need to be sure the air is safe. Toxic gases, low oxygen, or explosive atmospheres can't be seen — but they can be deadly. The **MSMWHS217 – Gas Test Atmosphere** course teaches workers how to test, monitor, and respond to potentially dangerous atmospheric conditions using the correct tools and procedures.

This course is critical for workers across oil and gas, mining, water treatment, construction, and any industry where atmospheric testing is required for confined spaces, hot work, or maintenance tasks.

### Course Overview

Delivered over a ½ day, the course combines classroom learning with hands-on training using real gas detection equipment. Participants will gain an understanding of atmospheric hazards, learn how to conduct gas testing safely, and interpret readings to make informed decisions before and during work.

This nationally recognised unit is often completed alongside confined space or permit-to-work training.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify Atmospheric Hazards:** Understand the risks of oxygen deficiency, flammable gases, and toxic contaminants.
- **Use Gas Testing Equipment Correctly:** Pre-start check, calibrate, and operate portable gas detectors according to manufacturer instructions.
- **Conduct Pre-Entry and Continuous Monitoring:** Test the atmosphere in confined spaces and other work areas before and during work to maintain safety.
- **Interpret and Act on Results:** Recognise unsafe readings and apply site procedures — such as evacuation, ventilation, or stopping work.
- **Understand Legislative and Site Requirements:** Follow WHS laws, site policies, and permit conditions related to gas testing and atmospheric safety.
- **Complete Documentation and Reporting:** Accurately record gas test results, equipment checks, and incidents for compliance and traceability.

## RIIWH202D – Enter and Work in Confined Spaces (1-Day Course)

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Confined spaces present serious risks — from toxic gases and low oxygen to restricted movement and limited exits. That’s why no one should ever enter without the proper training. The **RIIWH202D – Enter and Work in Confined Spaces** course gives workers the skills, knowledge, and practical experience to enter and work safely in these high-risk environments.

This nationally recognised course is a must for anyone working in tanks, pits, vessels, pipes, shafts, or any space classified as confined under WHS regulations. It’s commonly required in mining, construction, energy, water, and manufacturing sectors.

### Course Overview

Delivered in one day, the training blends theory with extensive hands-on activities. Participants will learn how to plan and prepare for entry, use gas testing equipment, wear and check safety gear, enter and exit safely, and respond appropriately in emergencies.

This unit can be completed on its own or paired with **MSMWHS217 – Gas Test Atmospheres** and **MSMPER200 – Work in Accordance with a Permit** for a full confined space competency set.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify and Assess Confined Spaces:** Recognise what constitutes a confined space and the hazards associated with entry and work.
- **Plan Work and Obtain Permits:** Read and follow entry permits, work instructions, and emergency procedures.
- **Use Gas Detection and Safety Equipment:** Conduct atmospheric testing and wear harnesses, tripods, escape sets, and PPE properly.
- **Enter, Work and Exit Safely:** Follow procedures for controlled entry, continuous monitoring, and safe exit.
- **Communicate and Monitor from Outside:** Maintain contact with the stand-by person and work as part of a safe entry team.
- **Respond to Emergencies:** Follow site procedures in the event of an incident, unsafe conditions, or equipment failure.

# MSMWHS202D – Operate Breathing Apparatus (1-Day Course)

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Toxic air, smoke, low oxygen, or hazardous gases — these aren't just risks, they're life-threatening conditions. When the air around you can't be trusted, you need to rely on breathing apparatus to get the job done safely. The **MSMWHS216 – Operate Breathing Apparatus** course trains workers to wear, operate, and maintain self-contained or airline breathing apparatus in hazardous environments.

This nationally recognised unit is essential for workers in emergency response teams, confined space operations, fire watch roles, shutdowns, hazardous materials handling, or any situation where clean air supply is critical.

## Course Overview

Delivered in a practical, hands-on format over one day, this course covers both theory and live exercises wearing breathing apparatus under realistic conditions. Participants will learn how to inspect, don, operate, and maintain BA sets — while managing time, air supply, and communication under pressure.

The training meets both WHS and site requirements and can be tailored to reflect specific workplace risks or emergency procedures.

## Learning Outcomes:

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By the end of this course, you will be able to:

- **Identify When and Where BA Is Required:** Understand how environmental hazards affect air quality and when breathing protection is mandatory.
- **Inspect and Check Equipment:** Perform pre-operational checks, identify faults, and ensure BA is safe and ready to use.
- **Safely Don and Doff Breathing Apparatus:** Wear and remove BA following correct procedures and under time pressure.
- **Operate BA in Simulated Hazard Conditions:** Navigate obstacles and perform tasks in low-visibility or restricted environments while monitoring air supply.
- **Communicate Effectively in BA:** Use radio or hand signals and maintain contact with support personnel.
- **Follow Emergency Procedures:** Respond to alarm activations, low air situations, or other BA failures with control and calm.

## RIIRTM203E – Work as a Safety Observer/Spotter (1-Day Course)

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High-risk work like operating mobile plant near powerlines, excavating around underground services, or working in confined spaces often relies on one critical control — the safety observer. The **RIIRTM203E – Work as a Safety Observer/Spotter** course gives workers the skills and awareness to monitor high-risk work environments, identify hazards in real-time, and act immediately to prevent incidents.

This nationally recognised course is ideal for anyone performing spotter duties around live electrical lines, mobile plant, cranes, or other hazardous work areas — especially where “no-go” or “approach” zones apply.

### Course Overview

Delivered over one day, this course combines safety theory with practical activities and simulations. Participants will learn how to work effectively as part of a team, observe and communicate clearly, and take immediate action to manage risks. The training also aligns with utility asset protection and regulatory requirements, including those from energy network providers.

It’s an essential course for construction, civil, mining, and infrastructure workers where proximity to services or plant operation is part of the job.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Understand the Role of a Safety Observer:** Recognise your legal responsibilities and the importance of being a proactive and alert observer.
- **Identify and Monitor Hazards in Real Time:** Watch for changes in conditions, unsafe behaviour, or entry into exclusion zones.
- **Apply No-Go Zone and Safety Distance Principles:** Maintain safe working distances around powerlines, utilities, and mobile plant according to site procedures and local regulations.
- **Use Effective Communication Techniques:** Provide clear, timely instructions and signals to plant operators and workers.
- **Stop Work When Conditions Become Unsafe:** Act with authority and confidence to prevent incidents when risks escalate.
- **Complete Relevant Documentation:** Accurately record observations, incidents, or deviations from safe work procedures.

## MSMPER300 – Issue Work Permits (1-Day Course)

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Every high-risk job needs more than just the right tools — it needs the right approvals, checks, and controls in place before work begins. The **MSMPER300 – Issue Work Permits** course trains frontline leaders, supervisors, and authorised personnel to correctly issue and monitor work permits in line with workplace systems and WHS requirements.

Whether it's for confined space entry, hot work, working at heights, or isolation of plant, this nationally recognised course ensures permits are issued accurately and that the risks are clearly identified and controlled.

The permit-to-work system is only as strong as the people managing it. This course ensures those issuing permits do so with diligence, confidence, and full understanding of the risks involved. Speak with us about scheduling training for your supervisors or combining this course with permit receiver and risk assessment training for a complete high-risk work compliance package.

### Course Overview

Delivered over one day, this course combines structured theory with practical activities that simulate real workplace scenarios. It covers how to assess permit applications, verify control measures, communicate conditions to workers, and follow through with inspections and close-out procedures.

It's ideal for permit issuers in mining, oil and gas, utilities, construction, and processing facilities — or anyone involved in managing high-risk work.

### Learning Outcomes:

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By the end of this course, you will be able to:

- **Understand the Purpose and Types of Work Permits:** Know when permits are required and which permit type applies to different tasks.
- **Verify Permit Applications and Work Details:** Check that the job scope, risk controls, isolations, and authorisations meet organisational and legislative standards.
- **Issue and Communicate Permit Conditions:** Clearly explain responsibilities, conditions, and timeframes to workers and contractors.
- **Monitor Work for Ongoing Compliance:** Conduct spot checks and monitor for changes to ensure controls remain effective during the job.
- **Handle Permit Amendments and Suspensions:** Make safe and compliant decisions when work conditions change or stop.
- **Close Out Permits Correctly:** Follow final inspection and documentation processes to complete and archive the permit safely.