



# The Skills Institute



## Compliance Training Short Course Guide 2010

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# A Cool Change

## Certificate II in Air Conditioning – Split Systems UEE20107



The law requires that any person who handles refrigerant gases must hold a National Refrigerant Handling Licence. Handling refrigerant gases without a licence is an offence. Persons who install split system air conditioners must possess the Restricted Split System Air Conditioning Installation and Decommissioning Licence, issued by the Australian Refrigeration Council (ARC). To obtain the licence, applicants must have a Certificate II in Air Conditioning – Split Systems. In this course participants will develop the knowledge, understanding and skills to successfully complete installing, commissioning and decommissioning a split system air conditioner up to 18kw capacity.

### The four main types of National Refrigerant Handling Licences are:

- Full Refrigeration and Air Conditioning Licence.
- Restricted Split System Air Conditioning Installation and Decommissioning Licence.
- Restricted Domestic Refrigeration and Air Conditioning Appliances Licence.
- Automotive Air Conditioning Licence.

### Course requirements:

- You should possess a Trade Certificate i.e. electrician, plumber, mechanic etc.
- Be currently working within the industry.
- Provide satisfactory evidence of your practical competencies.

### Course includes:

- Refrigeration and air conditioning fundamentals as applicable to air conditioning split systems.
- Refrigeration procedures for joining/connecting copper tube as applicable to air conditioning split systems.
- Refrigerants - including ozone depletion, codes of good practice and R410A certification.
- Refrigeration system components as applicable to air conditioning split systems.
- Residential air conditioning including installation, commissioning and decommissioning as applicable to air conditioning split systems.

**Outcome:** Certificate II in Air Conditioning – Split Systems.

**When:** Contact us for available dates.

**Duration:** The time taken to complete may vary for individual participants depending on their level of knowledge, understanding and skills which will be determined at the commencement of the qualification.

**Where:** At your workplace or at Claremont.

**Cost:** \$1600 per person.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Switchboard Awareness

## Short Course (1 Day)



This short course covers the layout of functions in switchboards. Participants will also gain an awareness of potential risks and emergency isolation procedures to facilitate rescue of an electric shock victim.

**Course requirements:** Specific training for operational personnel who may be required to reset electrical plant and equipment in their workplace.

**Course includes:**

- Occupational health and safety.
- Hazard identification.
- Behind the switchboard door.
- Motor room control.
- Switchboard reset.

**Outcome:** Statement of Attendance.

**When:** Contact us for available dates.

**Duration:** One day.

**Where:** At your workplace.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Class size:** Minimum of 10.

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# National Broadband Network (NBN) Induction Training Program



This course inducts participants as required by Aurora Energy to work safely on Aurora Energy's assets as part of the Tasmanian rollout of the National Broadband Network. You may also need to complete the Aurora Energy component of the National Broadband Network (NBN) induction training program before commencing work on their assets.

**Course requirements:**

- Sound physical condition.
- Literacy and numeracy skills.
- CPR.

**Course includes:**

- White Card training – Work Safely in the Construction Industry (CPCCOHS1001A).
- High Risk Licence to Operate an Elevated Work Platform (EWP).
- Power system safety rules instructed person.
- Electrical awareness.

**Optional addition:**

- Traffic Management – Control Traffic with Stop-Slow Bat

**Duration:** Additional one day.

**Cost:** \$135 per person.

**Class size:** Minimum 8 people.

**National Broadband Network (NBN) Induction Training Program:**

**When:** Contact us for available dates.

**Duration:** 3 days (24 hrs).

**Where:** At your workplace or Hobart, Burnie, Alanvale or Mornington.

**Cost:** \$750 ex GST per person.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Class size:** Minimum 10 people per group.

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# Restricted Electrical Training

## Short Course



This course focuses on how to disconnect and reconnect fixed wired electrical equipment connected to a low voltage supply. This may be incidental to, or a primary part of a principle work function. It includes safely testing and reporting. Participants must also obtain a Statement of Attainment for “Perform CPR”, “Provide Basic Emergency Life Support” and “Fire Safety” training. This training is available for an additional fee.

**Course requirements:** Preference will be given to workers who can demonstrate the need for a restricted electrical licence to perform their primary role.

**Course includes:**

- Working safely.
- Identifying supply arrangements.
- Following isolation procedures.
- Selecting and using testing and measuring devices.
- Terminating and connecting cables and conductors.

**Course excludes:**

- Disconnecting or reconnecting circuits at a switchboard or to general electrical accessories (including switches, socket outlets and circuit protective devices).
- Installation or alteration to any part of a fixed electrical wiring system (defined as electrical installation work).

**Program format:** Training can be held on-the-job or off-the-job. After successfully completing off-the-job training you will practice your skills under the direct supervision of a suitably qualified person and log your experience. After successfully completing on-the-job training, contact us to arrange an on-the-job final assessment when you are ready.

**Outcome:** Statement of Attainment. Selected unit from the Electrotechnology Training Package.

**When:** Contact us for available dates.

**Duration:** 80 hours. Night courses also available.

**Where:** At your workplace or Burnie, Hobart or Alanvale.

**Cost:** \$995 per person. CPR, First Aid and Fire Safety are available for an additional fee.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Note:** While the Skills Institute provides training in restricted electrical work, licences must be obtained through the regulator – Electrical Standards and Safety. Please contact your state licensing body to confirm eligibility requirements for a Restricted Electrical Licence.

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# Testing and Tagging

## Short Course (3 Days)



This short course enables people to be trained in the inspection and testing of single phase electrical appliances as well as single and 3-phase extension cords. Equipment found to be in safe working order is then tagged to comply with current Australian Standards. This enables employers to meet duty of care obligations under current state legislation.

This course does not include testing of RCDs or the repair of appliances.

People with this qualification work in areas such as construction, manufacturing, mining, maintenance, equipment hire, accommodation and stores management.

**Course requirements:** Preference will be given to those employed in an industry requiring routine testing and tagging of electrical equipment for safe operation.

**Course includes:**

- The units of voltage, current, resistance and power and their relationship to each other.
- The methods that are used to reduce the risk of fire and electric shocks in electrical appliances.
- The effects of electric shock on the body.
- Testing electrical appliances, identifying insulation resistance and earth continuity faults.
- Applying the requirements of AS3760 to the participant's workplace situation.

**Outcome:** Statement of Attendance, with assessment.

**When:** Contact us for available dates.

**Duration:** Three days.

**Where:** At your workplace or Hobart, Alanvale or Burnie.

**Cost:** \$380 (GST inclusive).

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Asbestos Awareness Licensed Skills



This program enables participants to develop the skills and knowledge required to identify possible asbestos containing materials. Understand the regulations for safe removal and disposal of asbestos, including adhering to the National Occupational Health and Safety Commission Code of Practice (2005).

**Course includes:**

- What is asbestos and where does it come from?
- The potential health effects of asbestos.
- Where asbestos containing materials (ACM) are commonly found.
- Proper precautions and work practices when working around asbestos.
- How to recognize asbestos hazards due to damage or deterioration.
- Appropriate removal & disposal methods for ACM.
- What OH&S regulations apply to workers who work with or work around asbestos and what aspects of those regulations affect you?

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Chemical Safety Awareness

## Licensed Skills



This course is designed to increase employees' awareness of the risks and hazards of chemicals in the work environment. Participants will also gain an understanding of basic chemical risk management and personal protection strategies. Training can be customised to your needs and held on site.

### Who should do this course?

Anybody that handles chemicals of any nature (such as pesticides, fuels, chemicals and paints) in their workplace.

### Course includes:

- Chemical basics.
- Product labels.
- Human health and personal safety.
- Transport, storage and handling.
- Environmental safety.
- Pesticide record keeping.
- Legislation.

Participants will receive relevant course materials.

**Outcome:** Statement of Attainment. Selected unit Follow Basic Chemical Safety Rules (RTC1701A) from Certificate I in Rural Operations. Successful completion will count towards Chemcert accreditation.

**When:** Contact us for available dates.

**Duration:** One day.

**Where:** At your workplace or Burnie, Alanvale or Clarence.

**Cost:** \$1400 per group (maximum of 12 participants). \$130 per person.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Confined Space Entry

## Licensed Skills



This nationally recognised course provides participants with the knowledge and practical skills to work in, on or around confined spaces. To successfully complete the course you must provide a written assessment.

**Course requirements:** You must already have completed Work in Accordance with an Issued Permit (MSAPMPER200C).

**Course includes:**

- The respective State or Territory legislation relevant to confined spaces.
- The health effects relating to confined space work.
- The correct use of respiratory protection, CABA, SCBA.
- Atmospheric testing techniques using specified devices.
- Confined space safe work practices and standby functions.
- Rescue equipment. Tripods, entry and retrieval system.
- The Safety Observer role as covered by Observe Permit Work (MSAPMPER202A).

This course includes a balanced content of theory and class participation through open discussion and practical application.

**Course materials:**

Course folder covering:

- OH&S Legislation Act 1995, Regs 1998, As2865:2009.
- Risk assessment.
- Personal protective equipment (PPE).
- Atmospheric hazards.
- Safe work in confined spaces.
- Emergency response.

**Outcome:** Certificate of Competency Card and Statement of Attainment for Enter Confined Spaces (MSAPMPER205B) & Observe Work Permit (MSAPMPER200C).

**When:** Contact us for available dates.

**Course duration:** 8 hours.

**Where:** At your workplace or Launceston, Hobart or Devonport.

**Cost:** Full Course (1 Day): \$150. Refresher Program (1/2 Day): \$100. Minimum cost for 10 students: \$1800.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Recognition period:** Persons shall be reassessed at **appropriate intervals** to ensure their ongoing competence to perform activities relevant to their entry and work associated with confined spaces.

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## Dogging Licensed Skills



This course will develop the skills necessary for safe performance in dogging activities. It will prepare the participant for Worksafe Australia certification requirements, and is a pre-requisite for those who wish to undertake rigging.

### **Course requirements:**

- Participants must be 18 years of age or over for Worksafe Australia accreditation.
- Practical assessment requires protective work wear (safety boots and gloves). You must bring your own HiVis clothing and hard hat.

### **Course includes:**

- Inspection of equipment.
- Fibre ropes.
- Plan and prepare work.
- Slings techniques.
- Load and movement.
- Signals.
- Load placement.

**Outcome:** Statement of Attendance, enabling participants to apply for a Licence to Perform High Risk Work “Dogging” as issued by the state regulator under the Workplace Health and Safety Regulations 1998.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Dogging & Rigging Combo

## Licensed Skills



This course will develop the skills necessary for safe performance in dogging and rigging activities. It will prepare the participant for Worksafe Australia certification requirements.

**The scope for this certificate class is dogging and rigging work associated with:**

- Movement of plant and equipment.
- Steel erection.
- Particular hoists (cantilevered platform hoist - 500kg max materials only).
- Placement of pre-cast concrete.
- Safety nets and static lines.
- Mast climbers.
- Perimeter safety screens and shutters.
- Cantilevered crane loading platforms.

**Dogging includes:**

- Inspection of equipment.
- Fibre ropes.
- Plan and prepare work.
- Slings techniques.
- Load & movement.
- Signals.
- Load placement.

**Rigging includes:**

- Plan and prepare work.
- Select equipment.
- Connect gear.
- Move and position load.
- Remove slings and lifting accessories.

**Course requirements:**

**As this is a condensed course participants must be experienced in dogging and rigging.**

- Dogging is a pre-requisite for Rigging.
- Participants must be 18 years of age or over for Worksafe Australia accreditation.
- Practical assessment requires protective work wear (safety boots and gloves). You must bring your own HiVis clothing and hard hat.

**Outcome:** Statement of Attendance, enabling participants to apply for a Licence to Perform High Risk Work “Dogging” and “Rigging” as issued by the state regulator under the Workplace Health and Safety Regulations 1998.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Asbestos Removal

## Encapsulate and Remove Asbestos



This course enables participants to develop the skills and knowledge required to safely remove, encapsulate and dispose of asbestos products whilst adhering to regulations and procedures for air monitoring plus personal and site decontamination as described in the National Occupational Health and Safety Commission Code of Practice (2002).

**Dress:** Comfortable clean (workshop) clothing and safety shoes/boots. Disposable overalls provided.

**Assessment:**

Participants will be required to successfully complete:

- Construction of a practical simulation of an asbestos removal enclosure.
- A written assignment regarding asbestos removal plans.

**Outcome:** Statement of Attainment. Selected units from qualification Certificate III in Demolition (General Construction) (BCG30403): Follow OH&S Policies and Procedures (BCGCM1001B) and Encapsulate and Remove Asbestos (BCGDE3002B).

Successful participants will be able to apply for an Asbestos Removalist's Licence through the state regulator.

**When:** Contact us for available dates.

**Duration:** Two days.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Elevated Work Platforms

## Licensed Skills



The purpose of this course is to provide underpinning knowledge and skills to achieve national certification for the safe operation of a boom type elevated work platform, in compliance with safe work practices and the National Occupational Health and Safety Certification (NOHSC) Standards for Users and Operators of Industrial Equipment.

### Course requirements:

- Participants must be 18 years of age or over for Worksafe Australia accreditation.
- Practical assessment requires protective work wear (safety boots and gloves).
- You must bring your own HiVis clothing and hard hat.

### Course includes:

- Pre-operation checks.
- Site job planning.
- Set up EWP.
- Operate EWP.
- Shutting down EWP.

**Outcome:** Statement of Attendance, enabling participants to apply for a Licence to operate a boom type elevated work platform as issued by the state regulator under the Workplace Health and Safety Regulations 1998.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Forklift Licensed Skills



The purpose of this unit is to provide underpinning knowledge and skills to achieve a national licence for the safe operation of a forklift truck.

**Course requirements:**

- Participants must be 18 years of age or over for Worksafe Australia accreditation.
- Appropriate PPE clothing and footwear.

**Course includes:**

- Pre-operation checks.
- Planning the work.
- Checking controls on equipment.
- Shifting and stacking load.
- Loading and unloading.
- Shutting down equipment.
- Securing the site.

**Course details:**

Choose from two delivery models:

1. Two day course  
One day training and one day assessment.
2. Assessment only (if you trained in your workplace or currently operate a forklift under direct supervision).

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Gas Test Atmosphere Licensed Skills



This nationally recognised course provides participants with the skills and knowledge to carry out gas testing of an atmosphere and interpreting these results prior to entering a specified area or workplace.

**Course includes:**

- Prepare for gas testing.
- Test gas.
- Maintain equipment.

The course includes a balanced content of theory and class participation through open discussion and practical application.

**Requirements for successful course completion:**

- Written assessment including case study.
- Ongoing assessment review during course.
- Practical assessment on testing.

**Outcome:** Statement of Attainment for Gas Test Atmosphere (MSAPMOHS217A).

**When:** Contact us for available dates.

**Where:** At your workplace (for groups of 7 or more) or our training facilities.

**Cost:** Full course (1 day): \$250 per person. Minimum cost for 7 students: \$1,700.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Issue Work Permits

## Licensed Skills



This nationally recognised course enables participants who issue work permits to:

- Understand the permit system.
- Know the limitations of each permit.
- Make decisions regarding the need for and correct use of each permit.

This course is specific to the issue of hot work and confined space work permits, however sufficient knowledge regarding all work permits is required to ensure the correct permit is issued.

The course includes a balanced content of theory and class participation through open discussion and practical application.

**Course requirements:** Participants must have already completed the following training.

- Conduct Local Risk Assessment (MNNMC205A).
- Day 1 (Confined Space Entry).

**Course includes:**

- Identify need for work permit.
- Prepare work site.
- Raise and issue work permits.
- Monitor work for compliance.
- Receive end of day report.
- Close work permit.

**Requirements for successful course completion:**

- Written assessment including case study.
- Ongoing assessment review during course.
- Practical assessment.

**Outcome:** Statement of Attainment for Issue Work Permits (MSAPMPER300B).

**When:** Contact us for available dates.

**Where:** At your workplace (for groups of 12 or more) or our training facilities.

**Cost:** Full course (1 day): \$150 per person. Refresher program (half day): \$100 per person.  
Minimum cost for 12 students: \$1,800.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Manual Handling Licensed Skills



This course provides you with the knowledge to evaluate and assess your working environment to allow work tasks to be carried out in a S.A.F.E manner.

**Spot the hazard    Assess the risk    Fix the problem    Evaluate results**

Manual handling is any activity involving the use of muscular force (or effort) to lift, move, push, pull, carry, hold or restrain any object, including a person or animal.

It covers more than lifting heavy weights and affects more than the back.

**Course includes:**

- Repetitive activity seen in assembly work.
- Sustained muscle exertion required to restrain or support a load.
- The effort needed to maintain the fixed postures that occur in the back and neck while typing.

**Awareness course:**

**Outcome:** Statement of Attendance.

**Duration:** 4 hours.

**Full course:**

**Outcome:** Statement of Attainment.

**Duration:** 7 hours.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Operation of Plant and Equipment Licensed Skills



Does your business use plant and equipment? Investing in training with the Skills Institute will equip you with the skills and knowledge necessary to operate plant and equipment safely and efficiently.

**Our experienced and professional trainers offer training in machinery such as:**

- Excavators.
- Backhoes.
- Front end loaders.
- Skid steer loaders.
- Multi tool carriers (telehandlers).

**We offer:**

- Training and assessment or assessment only. All training is nationally recognised.
- All training provided meets relevant statutory licensing requirements.
- Advanced operator training.

**We have:**

- A team of experienced trainers.
- Up to date training resources.

**We can:**

- Deliver training and assessment at your workplace.
- Visit you on site to discuss your needs.
- Give a presentation on our training and assessment methods, resources etc.

We also offer many other skills and courses such as OHS Site Inductions, Tractor, Mower, Working at Heights, Traffic Control and Forklift Licensing.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Please note:** While the Skills Institute provides the training/assessment required, licences must be obtained through the appropriate agencies.

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# Rigging

## Licensed Skills



This course will develop the skills necessary for safe performance in basic rigging activities. It will prepare the participant for Worksafe Australia certification requirements.

**The scope for this certificate class is dogging and rigging work associated with:**

- Movement of plant and equipment.
- Steel erection.
- Particular hoists (cantilevered platform hoist - 500kg max materials only).
- Placement of pre-cast concrete.
- Safety nets and static lines.
- Mast climbers.
- Perimeter safety screens and shutters.
- Cantilevered crane loading platforms.

**Course requirements:**

- Dogging is a pre-requisite for Basic Rigging.
- Satisfactory level of literacy and numeracy skills.
- Participants must be 18 years of age or over for Worksafe Australia accreditation.
- Practical assessment requires protective work wear (safety boots and gloves). You must bring your own HiVis clothing and hard hat.

**Course includes:**

- Plan and prepare work.
- Select equipment.
- Connect gear.
- Move and position load.
- Remove slings and lifting accessories.

**Outcome:** Statement of Attendance, enabling participants to apply for a Licence to Perform High Risk Work “Rigging” as issued by the state regulator under the Workplace Health and Safety Regulations 1998.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Please note:** Intermediate and Advanced Rigging is also available.

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# Safe Working at Heights

## Licensed Skills



This nationally recognised course is designed to assist employers and employees in understanding the characteristics, hazards and legislative requirements needed to operate safely at height.

**Course includes:**

- Definitions and terminology as per Australian Standard 1891.1:2007.
- Industrial Fall Arrest Systems.
- Relevant legislation and Code of Practice.
- Case studies of unsafe work practices.
- Types of fall prevention equipment.
- Inspection of fall prevention equipment.
- Risk assessment of a work area and selection of required equipment.
- Use of fall prevention equipment.
- Suspension trauma.
- Roles and responsibilities of key personnel.
- Written and practical assessment.

The course includes a balanced content of theory and class participation through open discussion and practical application.

**Requirements for successful course completion:**

- Written assessment.
- Ongoing assessment review during course.
- Practical assessment.

**Course materials:**

Course folder covering:

- OH&S Legislation - WHS Act 1995, WHS Regulations 1998 and AS/NZ standards.
- Risk assessment, work method statement.
- Personal protective equipment (PPE) & (PFPE).

**Outcome:** Certificate of Competency Card and Statement of Attainment for Safe Working at Heights (MNMG237A).

**When:** Contact us for available dates.

**Course duration:** 8 hours.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Scaffolding Licensed Skills



This course will develop the competencies necessary for safe performance in basic scaffolding activities. It will prepare participants for Worksafe Australia certification requirements.

**The scope for this certificate is associated with the following:**

- Prefabricated scaffolds.
- Cantilevered hoists (max. WLL 500kg materials only).
- Ropes.
- Gin wheels.
- Safety nets and static lines.
- Bracket scaffolds (tank and formwork).

**Course requirements:**

- Satisfactory level of literacy and numeracy skills.
- Participants must be 18 years of age or over for Worksafe Australia accreditation.
- Practical assessment requires protective work wear (safety boots and gloves). You must bring your own HiVis clothing and hard hat.

**Course includes:**

- Plan and prepare work.
- Erect scaffolding/equipment.
- Inspect, repair and alter scaffolding/equipment.
- Dismantle scaffolding/equipment.
- Clean up.

**Outcome:** Statement of Attendance, enabling participants to apply for a Licence to Perform High Risk Work “Scaffolding” as issued by the state regulator under the Workplace Health and Safety Regulations 1998.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Please note:** Intermediate and Advanced Scaffolding is also available.

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## Scissor Lift Licensed Skills



The purpose of this course is to provide underpinning knowledge and skills to achieve national certification for the safe operation of a scissor lift, in compliance with safe work practices and the National Occupational Health and Safety Certification (NOHSC) Standards for Users and Operators of Industrial Equipment.

### **Course requirements:**

- Participants must be 16 years of age or over for Worksafe Australia accreditation.
- Practical assessment requires protective work wear (safety boots and gloves). You must bring your own HiVis clothing and hard hat.

### **Course includes:**

- Pre-operation checks.
- Site job planning.
- Set up scissor lift.
- Operate scissor lift.
- Shutting down scissor lift.

**Outcome:** Statement of Attainment.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Tasmanian Industry & Mining Induction (TIMI) Licensed Skills



With many industrial and mining worksites having a transient workforce, TIMI was born out of a need to provide a consistent general and safety induction across multiple work sites.

TIMI provides a low cost, flexible induction program based on a generic core. It can be customised to suit third party specific (organisation or site) induction or various industry sectors.

It is envisaged that TIMI will revolutionise the way new employees are inducted into industry.

### Course includes:

- On-line induction.
- Self paced learning & assessment (can be completed in stages).
- Can include:
  - Industry sector.
  - Enterprise specific inductions.
- SMART card (enterprises can utilise smart card technology by accessing data such as site access or HR information).

### Training resources:

- On-line.
- Learning workbook.

### Assessment:

Participants can undertake 'generic' induction, 'underground' induction and 'site specific' induction assessments. Assessment features are:

- Extensive question database.
- On-line assessment graded immediately.
- System allows for 3 assessment attempts.

### TIMI testimonial

We have found the TIMI Induction Program to be a huge help by being able to fully induct personnel from day one of their employment and not having to wait for courses to be held by external training providers. By using the TIMI system we have updated our site specific induction and placed it online to complement the TIMI induction. This removed the need to duplicate information between the two inductions, saving time and frustration for those completing the inductions.

### Rex Johnson

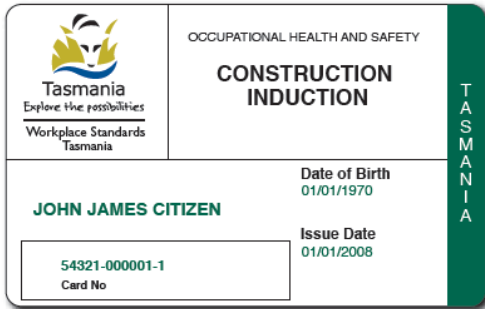
OHS Manager  
Beaconsfield Mine Joint Venture



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# Construction Industry White Card

## The law has changed. Are you compliant?



- The *National Code of Practice for Induction for Construction Work* requires that **all construction workers** undertake training to receive the new national 'White Card'.
- **The Skills Institute will customise training to meet the needs of your business and your industry.**

**Work Safely in the Construction Industry – (CPCCOHS1001A)**

### Who needs to do the White Card training?

- Existing workers – less than 5 years experience – by 19 August 2010.
- Existing workers – more than 5 years experience – by 19 August 2011.
- Existing and new apprentices – from 2010, this unit is a pre-requisite to working on a construction site.

### Course includes:

- Workplace health and safety.
- Legislation requirements and responsibilities (employer and employee).
- Emergency procedures including evacuation procedures and first aid response requirements.
- Basic risk management.
- Physical building and construction hazards.
- The OHS hierarchy of controls.

### Delivery options:

- Full training and assessment (funding assistance may be available through the TBCITB on (03) 6223 7804).
- Assessment only – for those able to demonstrate competence through their existing skills and knowledge.
- Customised solution – speak to us about tailoring the training for your needs in your workplace or ours.

### Outcome:

- Statement of Attainment and the White Card.
- This course may be eligible for CPD points, subject to approval by the state regulator.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Small Firefighting Equipment Licensed Skills



The aim of this course is to provide participants with the knowledge and skills to safely and effectively operate small firefighting equipment. You can also be trained in safe and effective fire suppression techniques.

**Who should do this course?**

Anybody that would be expected to use small firefighting equipment in their workplace during an emergency situation.

**Small firefighting equipment can include:**

- Fire extinguishers.
- Fire hose reels.
- Fire blankets.

Training will be customised to suit individual enterprises and worksites and their specific firefighting requirements.

**Outcome:** Statement of Attainment. Selected nationally recognised unit: Respond to Fire (PUADEFEO201A).

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Traffic Management

## Control Traffic with a Stop-Slow Bat & Implement Traffic Management Plan



This one day course will give participants the theory and practical skills required to implement a traffic management plan and control traffic on public roads and construction worksites for the protection of site workers and the general public.

This course is for all personnel who may be required to work in the road reserve. It includes operating a radio and using a stop-slow bat. The program is a mixture of class theory and practical 'live' supervised training.

**Dress:** Comfortable, clean (workshop) warm clothes and covered footwear - minimum standard of personal protective equipment. You are encouraged to bring your own hi-vis clothing and hard hat if able.

**Outcome:** Statement of Attainment (selected units): Control Traffic with Stop-Slow Bat (BCCCM2013C) and Implement Traffic Management Plan (BCCCM3003C).

This will allow participants to comply with relevant Tasmanian Legislation Traffic Control at Worksites and Australian Standards AS 1742.3 Traffic Control Devices for Works on Roads.

**When:** Contact us for available dates.

**Duration:** 8.15am - 4.30pm.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Breaks/lunch:** Tea and coffee provided. Participants to supply own lunch, a cafeteria is available on site.

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# Transport & Logistics

## Licensed Skills



### Qualifications and skill sets in:

- Road transport.
- Warehousing.
- Stevedoring.
- Rail.

### We can deliver a range of individual units and skill sets such as:

- Securing loads.
- Fatigue management.
- Dangerous goods.

Other training can be delivered customised to your needs.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Use Breathing Apparatus (SCBA)

## Licensed Skills



This nationally accredited course is designed for employees who are required to wear self contained breathing apparatus (SCBA) whilst working in confined spaces or in emergencies, such as retrieving persons from dangerous situations. The training covers the correct use and procedures to be adopted in the wearing and use of this equipment.

**Course includes:**

Skills maintenance in the safe use, selection, operation & servicing of SCBA:

- Use of respiratory protection.
- Contents of the atmosphere.
- Hazardous environments.
- Components of SCBA.
- Pre-operational checks.
- Safe working practices.
- Search and rescue techniques.

The course includes a balanced content of theory and class participation through open discussion and practical application.

**Requirements for successful course completion:**

- Written assessment.
- Ongoing assessment review during course.

**Outcome:** Statement of Attainment for Use Breathing Apparatus in the Workplace (MSAPMOHS216B).

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Full course - 1 day extensive practical: \$220 per person. 4 hour course: \$180 per person. 2.5 hour skills analysis: \$120 per person.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**Recognition period:** This course is recommended to be conducted annually, in keeping with Australian Standards.

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# Contact/Workplace Behaviour Officer Training

## Short Course (One Day)



This interactive course is suitable for people who are new to the Contact/Workplace Behaviour Officer role. The course topics will give participants the knowledge and skills to perform effectively in their role. Case studies and role plays will be included.

**Course includes:**

- The role of the Contact/Workplace Behaviour Officer (including do's and don'ts).
- Understanding the law, legislation and reporting requirements.
- Developing high level communication skills.
- The interview process.
- Understanding bullying and harassment.
- Tips and hints for dealing with stress.

**Facilitator:**

Caroline Dean is an experienced trainer and workplace consultant with a background in criminal justice sociology. She specialises in implementing positive cultural change by finding solutions to bullying and harassment, workplace conflict and challenging behaviour.

**Outcome:** Statement of Attendance.

**When:** Contact us for available dates.

**Hobart**

Course 1: Tues 28 September, 9am - 5pm.

**Where:** At your workplace or our training facilities at Burnie, Alanvale or Hobart.

**Cost:** \$300 per person or \$1800 per day for groups (maximum of 16). Fees are inclusive of workshop and resource manual.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Injury Management Coordinator

## Short Course (9 Days)



An Injury Management Coordinator (IMC) is a person appointed by the insurer or employer. Their role is to coordinate and oversee the entire injury management process including medical treatment and all aspects of a Return to Work / Injury Management Plan. An IMC facilitates effective communication between key parties by acting as a liaison or contact point. The position helps streamline the injury management process (particularly for complex and high risk cases) and prevents confusion and duplication of effort.

**Course requirements:** Participants will need to be employed or have access to an organisation to conduct an on-the-job project.

**Course includes:** This qualification consists of nine core units.

Core Units (Compulsory)	Course Code
■ Work within the workers compensation sector	FNSWCMP303A
■ Develop a return to work strategy	FNSWCMP502A
■ Maintain injury management case files	PSPIM409A
■ Facilitate workplace assessment with stakeholders for workers compensation cases	FNSWCMP503A
■ Manage effective workplace relationships	BSBFLM503B
■ Contribute to a quality injury management system	PSPIM504A
■ Resolve disputes	FNSICGEN404B
■ Assist workers with job placement	FNSWCMP404A
■ Use specialist terminology in insurance claims	FNSINSV406B



### Your trainers: Julia Drew and Andrew Hemming of GetYes Solutions Pty Ltd

Julia and Andrew have been working in the field of injury management for over 20 years. Julia is a physiotherapist with extensive experience in workplace injuries and their rehabilitation. Andrew is a lawyer and former Chief Commissioner of the Worker's Rehabilitation and Compensation Tribunal. Julie and Andrew will facilitate training that not only increases your knowledge but also gives you practical and comprehensive workplace focused injury management skills.

**Outcome:** Statement of Attainment.

**Recognition:** You can receive recognition for your previous study, work experience and existing skills. This may mean credit is given towards this course. Any identified training gaps can be addressed through individual coaching and/or participation in workshops. The cost for recognition is \$250 per unit.

**When:** Contact us for available dates.

**Hobart:**  
 Course 1: Tues 10 & Wed 11 Aug, Tues 21 & Wed 22 Sept, Tues 19 & Wed 20 Oct and Tues 16, Wed 17 & Tues 30 Nov.

**Launceston:**  
 Course 1: Tues 17 & Wed 18 Aug, Tues 28 & Wed 29 Sept, Tues 26 & Wed 27 Oct, Tues 23 & Wed 24 Nov and Wed 1 December.

**Where:** At your workplace or our training facilities at Launceston or Clarence.

**Cost:** \$3150 per person. Fees are inclusive of workshop and learning materials.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Introduction to OHS Risk Management

## Short Course (2 Days)



Occupational Health and Safety (OHS) is about ensuring safe and healthy working conditions, and preventing illness and injury in the workplace. This course aims to provide owners, operators, managers, supervisors and team leaders with practical skills to comply with the OHS risk management obligations of workplace health and safety legislation.

**Course requirements:** It is preferred that students have a clear understanding of the OHS legal obligations of employers, managers, supervisors and employees. Participants will need to be employed or have access to an organisation to conduct an on-the-job project.

**Course includes:**

- Identifying hazards.
- Incident investigation.
- Risk assessment – matrices and calculators.
- Risk control strategies.
- Implementing risk controls.
- Monitoring and evaluating risk control strategies.

**Your trainer: Carol Rossendell**

Carol Rossendell is an acknowledged leader in OHS management systems; OHS risk management and OHS consultation training. She also provides specialised training in due diligence for responsible officers, chemicals management, manual handling, laboratory safety and workstation adjustment. Carol is a Chartered Professional Member of the Safety Institute of Australia and a Registered Safety Professional (Aust).

**Outcome:** Statement of Attainment. Selected units from Certificate IV in Occupational Health and Safety. Identify Hazards and Assess OHS Risks (BSBOHS403B) and Contribute to the Implementation of Strategies to Control OHS Risk (BSBOHS404B).

**When:** Contact us for available dates.

**Hobart:**

Course 1: Wed 17 and Thurs 18 November, 8.45am – 4.30pm.

**Where:** At your workplace or our training facilities at Clarence.

**Cost:** \$700 per person. Fees are inclusive of workshop, assessment and resource manual.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

**The Total Training Package**  
**1300 362 175**

# Managers and Supervisors

## Short Course (2 Days)

### BSBOHS407A



Occupational Health and Safety (OHS) is about ensuring safe and healthy working conditions, and preventing illness and injury in the workplace. This course introduces participants to the legislative requirements of the employer and employee, and to the preventative nature of workplace health and safety. Participants will gain the skills needed to describe the legal frameworks and strategies that act to safeguard workplace health and safety and to conduct workplace hazard audits.

**Course requirements:** Participants will need to be employed or have access to an organisation to conduct an on-the-job project.

**Course includes:**

- Elements of OHS legislation.
- Consultation.
- Provision of OHS training.
- Basic risk management.
- Introduction to incident investigation.
- OHS record keeping.

**Your trainer: Carol Rossendell**

Carol Rossendell is an acknowledged leader in OHS management systems; OHS risk management and OHS consultation training. She also provides specialised training in due diligence for responsible officers, chemicals management, manual handling, laboratory safety and workstation adjustment. Carol is a Chartered Professional Member of the Safety Institute of Australia and a Registered Safety Professional (Aust).

**Outcome:** Statement of Attainment. Selected unit from Certificate IV in Occupational Health & Safety. Monitor a Safe Workplace (BSBOHS407A).

**When:** Contact us for available dates.

**Hobart**

Course 2: Mon 30 & Tues 31 August.  
 Course 3: Wed 29 & Thurs 30 September.  
 Course 4: Mon 8 & Tues 9 November.

**Launceston**

Course 1: Tues 5 & Wed 6 October.

**Where:** At your workplace or our training facilities at Burnie, Devonport, Launceston or Clarence.

**Cost:** \$350 per person. Fees are inclusive of workshops and resource materials.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# OHS Committee

## Short Course (1 Day)



Occupational Health and Safety (OHS) is about ensuring safe and healthy working conditions, and preventing illness and injury in the workplace. This course will give participants the knowledge and skills to participate in an OHS committee as stated in the *Workplace Health & Safety Act 1995*. Understand the role of the committee and its members and perform as an effective committee member by identifying hazards, assessing risks and developing risk controls, and investigating workplace accidents.

**Course requirements:** Participants will need to be employed or have access to an organisation to conduct an on-the-job project.

**Course includes:**

- Occupational health and safety legislation.
- Risk management.
- Accident investigation.
- Interactive learning exercises.

**Your trainer: Carol Rossendell**

Carol Rossendell is an acknowledged leader in OHS management systems; OHS risk management and OHS consultation training. She also provides specialised training in due diligence for responsible officers, chemicals management, manual handling, laboratory safety and workstation adjustment. Carol is a Chartered Professional Member of the Safety Institute of Australia and a Registered Safety Professional (Aust).

**Outcome:** Statement of Attendance.

**When:** Contact us for available dates.

**Devonport**

Mon 4 October.

**Where:** At your workplace or our training facilities at Burnie, Devonport or Launceston.

**Cost:** \$175 per person. Fees are inclusive of workshop and learning materials.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# OHS for Employee Safety Reps

## Short Course (4 Days)



Occupational Health and Safety (OHS) is about ensuring safe and healthy working conditions, and preventing illness and injury in the workplace. This course provides employee safety representatives with a range of skills and knowledge that will enable them to effectively and responsibly represent their work group. This includes a working knowledge of the *Workplace Health and Safety Act 1995*, other relevant legislation and approved codes of practice. Participants will develop an understanding of: The principles of hazard identification, health and safety committees, risk management and how to develop positive attitudes to OHS.

**Course requirements:** Participants will need to be employed or have access to an organisation to conduct an on-the-job project.

### Course includes:

- Legislation.
- Workplace hazards.
- Risk management.
- Accident causation and prevention.
- Accident investigation.
- Conflict resolution and management.
- Individual and group problem solving.

### Your trainer: Carol Rossendell

Carol Rossendell is an acknowledged leader in OHS management systems; OHS risk management and OHS consultation training. She also provides specialised training in due diligence for responsible officers, chemicals management, manual handling, laboratory safety and workstation adjustment. Carol is a Chartered Professional Member of the Safety Institute of Australia and a Registered Safety Professional (Aust).

**Outcome:** Statement of Attainment. Selected units from Certificate III in Occupational Health and Safety. Apply Knowledge of OHS Legislation in the Workplace (BSBOHS301B), Participate Effectively in OHS Communication and Consultation Processes (BSBOHS302B), Contribute to OHS Hazard Identification and Risk Assessment (BSBOHS303B), Contribute to OHS Hazard Control (BSBOHS304B), Contribute to OHS Issue Resolution (BSBOHS305B) and Participate in OHS Investigations (BSBOHS307B).

**When:** Contact us for available dates.

### Hobart

Course 2: Thurs 26 & Fri 27 August and Thurs 2 & Fri 3 September.  
 Course 3: Wed 6, Thurs 7, Wed 13 & Thurs 14 October.  
 Course 4: Wed 3, Thurs 4, Wed 10 & Thurs 11 November.  
 Course 5: Wed 1, Thurs 2, Wed 8 & Thurs 9 December.

### Launceston

Course 1: Wed 22, Thurs 23, Wed 29 & Thurs 30 September. Course 2: Wed 24 & Thurs 25 November and Wed 1 & Thurs 2 December.

### Devonport

Course 1: Wed 18, Thurs 19, Wed 25 & Thurs 26 August. Course 2: Tues 2, Wed 3, Tues 9 & Wed 10 November.

### Burnie

Course 1: Wed 13, Thurs 14, Wed 20 & Thurs 21 October.

**Where:** At your workplace or our training facilities at Burnie, Devonport, Launceston or Clarence.

**Cost:** \$500 per person. Fees are inclusive of workshop, assessment and resource manual.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Responsible Officer

## Short Course (1 Day)



Occupational Health and Safety (OHS) is about ensuring safe and healthy working conditions, and preventing illness and injury in the workplace. This course introduces responsible officers to their legislative requirements, and the obligations of the employer and employee. Participants will develop strategies to ensure that their due diligence obligations are fulfilled.

**Course requirements:** Participants will need to be employed or have access to an organisation to conduct an on-the-job project.

**Course includes:**

- Occupational health and safety legislation.
- Other relevant legislation.
- Risk management.

**Your trainer: Carol Rossendell**

Carol Rossendell is an acknowledged leader in OHS management systems; OHS risk management and OHS consultation training. She also provides specialised training in due diligence for responsible officers, chemicals management, manual handling, laboratory safety and workstation adjustment. Carol is a Chartered Professional Member of the Safety Institute of Australia and a Registered Safety Professional (Aust).

**Outcome:** Statement of Attainment. Selected unit from Certificate IV in Occupational Health and Safety. Assist with Compliance with OHS and Other Relevant Laws (BSBOHS408A).

**When:** Contact us for available dates.

**Devonport:** Mon 28 June.

**Launceston:** Thurs 28 October.

**Where:** At your workplace or our training facilities at Burnie, Devonport, Launceston or Clarence.

**Cost:** \$350 per person. Fees are inclusive of workshops and learning materials.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.

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# Workplace Behaviour & Problem People

## Workshops and Short Courses



### Contact/Workplace Behaviour Officer Training

This course is suitable for people who are new to the Contact/Workplace Behaviour Officer role. The course topics will give participants the knowledge and skills to perform effectively. Course includes: The role of the Contact/Workplace Behaviour Officer; understanding the law, legislation and reporting requirements; developing high level communication skills; and understanding bullying and harassment.

### Diversity Awareness

This workshop gives participants a practical understanding of how diversity is beneficial in the workplace. Gain the know-how to prevent and effectively manage bullying and harassment situations through strategies, active promotion and maintenance of positive working relationships. The workshop also covers legislation and compliance issues, communication and supportive leadership styles.

### Generation Why?

Many employers struggle to recruit and retain Gen Y employees, yet this generation will make up 40 percent of the workforce in just five years time. This training program will give you an insight into how Gen Y think and develop an understanding of triggers and needs. We will share a leadership model, strategies and tips for recruiting, engaging and motivating Gen Y.

### Managing Challenging Behaviour

This interactive workshop is designed for front line employees or anyone dealing with people on a daily basis. It will equip you with the practical skills, knowledge and strategies to manage challenging behaviour and improve workplace relationships. The workshop discusses the roles and habits of challenging behaviour. Learn how to employ your natural communication style to minimise, contain and avoid unnecessary conflict situations.

### One to One Workplace Coaching

Coaching sessions are suitable for employees, managers, supervisors or employers who would like individual coaching on a one-to-one basis for personal and professional development. Participants are able to target their specific needs and workplace issues. Session duration is one and a half hours.

### What is Bullying?

This workshop will provide you with an overview of workplace bullying, harassment and discrimination. The emphasis is on understanding and identifying risk factors and warning signals. This is a 'must attend' for all managers, supervisors and employers.

### Prevent Bullying: Best Practice

Bullying is a major risk to businesses both economically and legally. This workshop focuses on interpersonal skills and will equip participants with practical skills using best practice and the 'how to' of creating positive relationships and workplaces. This is a 'must attend' for all managers, supervisors and employers.

### Stop! Bullying and Harassment

This workshop will provide you with a comprehensive overview of workplace bullying, harassment and discrimination. The emphasis is on acquiring effective interpersonal skills and learning practical strategies to deal with bullying and conflict in the workplace. Course includes: Legal and compliance issues; key factors and indicators of a bullying culture; definitions, rights and responsibilities of employees, employers and managers; and creating positive workplace relationships.

### Respect in the Workplace

This workshop is designed for employees and focuses on the 'three Rs' – Rights, Responsibilities and Respect. Gain the skills needed to behave and communicate in a respectful manner. Participants will discuss definitions and concepts of unacceptable versus acceptable workplace behaviour and enjoy the benefits of a respectful workplace.

### Strengths Deployment Inventory (SDI)

SDI is a self awareness inventory that gives participants a better understanding of their strengths and explores an individual's motivation in different situations. SDI helps deal with conflict, build strong teams, create greater understanding between colleagues and promote positive workplace relationships.

### The Manipulative Employee: Recognising the Hidden Abuse

Working with people who are covertly abusive can be difficult to recognise, understand and deal with. These people are not openly aggressive and keep their aggressive intentions and behaviours carefully hidden and can be very underhanded and devious in their day-to-day behaviour. This workshop will equip you with the skills, knowledge and strategies to manage this behaviour effectively.

### Your Trainer: Caroline Dean

Caroline Dean is an experienced trainer and workplace consultant with a background in criminal justice sociology. She specialises in implementing positive cultural change by finding solutions to bullying and harassment, workplace conflict and challenging behaviour.

**When:** Contact us for available dates.

**Where:** At your workplace or our training facilities.

**Cost:** Contact us for a quote for your individual or group booking.

**Group bookings:** Held at a time to suit you at a location of your choosing. Travel and related costs may apply when we visit your workplace outside of metro areas.