

Solutions for your workplace



2012

Workplace Services and Training Planner

Course name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Understanding human resources and workplace law												
Managing human resources services				18, 19					11, 12			
Managing staff performance						14, 15					12, 13	
Managing workforce planning					24, 25					29, 30		
Managing remuneration and employee benefits					3, 4					11, 12		
Recruiting and selecting staff			13, 14				4, 5				8, 9	
Managing termination and separation						26, 27						3, 4
Managing human resources management information systems			26, 27					20, 21				
Managing industrial relations		20, 21, 22					17, 18, 19				26, 27, 28	
Conducting performance appraisals			7					9				
Your legal obligations under the Fair Work Act		6				18			24			
Understanding work health and safety and workers compensation		7				19			25			
Preventing discrimination & harassment in the workplace		7				19			25			
Making and negotiating enterprise agreements			20		28				17			
Managing people and how they perform												
Supervising and leading teams A - motivate and supervise your team		13	21	11	22	25	12	21	20	15	22	
Supervising and leading teams B - plan and run your team					1		24			24		
Supervising and leading difficult people		14		12			13		21		5	
Supervising and leading change			22			26				16		
Supervising and leading through effective communication					23					25		
Supervising and leading to improve productivity					2			22			6	
Assertive behaviour and conflict resolution					15, 16					9, 10		
Managing workplace learning and development						28					2	
Developing, implementing and monitoring an operations plan				11					4			
Establishing effective working relationships					3						13	
Coaching and mentoring staff					29						1	
Project management			6, 7						25, 26			
Managing work priorities and professional growth		10				6				8		
Learning the office essentials												
Presenting like a professional				27				14			16	
Networking skills					17						23	
Time management		29					9			22		
Negotiation in everyday business			19					13			14	

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Provide quality customer service				4					5			
Telephone techniques - the art of professional communication		27				1					15	
Essential selling techniques			29						7			
Running effective meetings		8					3					4
Effective communication skills		7						7			14	
Personal influence skills			28									
Making the workplace safe												
OHS risk management			20, 21		1, 2		30, 31		18, 19		1, 2	
OHS risk management for supervisors		23		13		20		23		4		
Fundamentals of workplace health and safety (5 days)			12, 13, 14, 15, 16				23, 24, 25, 26, 27				26, 27, 28, 29, 30	
Manual handling awareness			23			7			6			
Introduction to return to work coordination			1, 2				19, 20				15, 16	
Managing OHS systems			28, 29, 30					1, 2, 3				
Investigating safety incidents in the workplace					30					22		
Managing plant hazards							16				21	
Understanding ergonomics and safe design					16, 17				27, 28			
Understanding workplace health and hygiene						13, 14					19, 20	
Develop and implement OHS crisis management processes				2				27				
Conducting an audit of workplace health and safety			8, 9				17, 18					
Writing safe work method statements		17			21			15				10
Working in the community sector												
Managing community sector staff		28			10				6			
Managing and improving the work of community sector staff		29			11				7			
Sustainable and strategic governance in the community sector			15				26				29	
Writing effective reports, submissions and business cases for the community sector			16				27				30	
Developing trainers and assessors												
Train the trainer		15, 16, 17			29, 30, 31			28, 29, 30			20, 21, 22	
Workplace learning						4, 5				16, 17		
Design learning				2, 3					3, 4			
Workplace assessing							10, 11, 12					10, 11, 12

REGISTRATION FORM

All course bookings need to be in writing. You can copy this form, complete it and send it back to us, or you can register online. To register online you need to select your course from the list at: www.afei.org.au/courses and then click on 'add to the cart' at the end of the description. Please call training if you have any questions: 02 9264 2000.

PART 1

Please print – in BLOCK LETTERS

Contact name _____ Position _____

(We will send the confirmation of your booking and a tax invoice to this person)

Company name _____ Membership number _____

Postal address _____

_____ Postcode _____

Telephone _____ Mobile _____

Email _____ Fax _____

How did you hear about AFEI Training? _____

PART 2

When you register for a course at AFEI:

- ▶ you must register and pay for your course before it starts
- ▶ we will refund or transfer a registration if you write to us at least seven business days before the course starts
- ▶ we won't refund or transfer a course if the request is made less than seven business days before the course starts
- ▶ if you can't attend a course you can nominate another person who can attend in your place
- ▶ we might cancel a course if not enough people register for that date
- ▶ if you miss any day of a course you can make-up the day on another date and you will only be charged for that part of the course.

Sign _____ Print Name _____

PART 3

Person's name _____

Position _____

COURSE NAME	DATE	FEE

Person's name _____

Position _____

COURSE NAME	DATE	FEE

Qualifications—If you are booking this course as part of a qualification, please tell us which qualification you are enrolled in or applying for: _____

PART 4

1. Please find enclosed a cheque for \$ _____ (payable to AFEI)

2. Please debit my Visa Diners Mastercard Amex (Amex 3 or 4 digit code required)

Card number Expiry date of card / /

Cardholder's name _____ Cardholder's signature _____

3. Please invoice _____

PART 5

RETURN THIS FORM WITH PAYMENT

By Mail: AFEI Training, PO Box A233, SYDNEY SOUTH NSW 1235

By Fax: 02 9264 5699

All training courses are run at Level 2, 97-99 Bathurst Street Sydney NSW