



# TRAINING DIRECTORY 2024



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# CONTENTS

## Introduction

About Business SA.....	3
Benefit of training with Business SA.....	4

## Sales and customer service training

Sales fundamentals.....	5
Customer service & managing conflict.....	6
Mastering workplace communication.....	7

## Business, leadership & management

New to management.....	8
Creating highly effective managers.....	9
Strive to lead.....	10
Lead with integrity.....	11
Emotional intelligence in leadership.....	12
Managing a modern generation.....	13

## HR & workplace relations

Managing performance and conduct.....	14
Managing poor performance.....	15
Bullying, discrimination & sexual harassment: Employees.....	16
Bullying, discrimination & sexual harassment: Managers & supervisors.....	17
Bullying, discrimination & sexual harassment: Contact officers.....	18
Dealing with difficult situations.....	19
Creating an inclusive workplace.....	20
Managing change in your organisation.....	21

## Work Health & Safety (WHS)

Psychological safety for leaders.....	23
Managing your safety operations.....	24
WHS for officers.....	25
WHS for managers and supervisors.....	26
WHS for employees.....	27
Managing WHS in the workplace.....	28
Your safety committee and WHS.....	29
How to identify and manage your risks with WHS.....	30
Contractors and your business.....	31
Hazardous chemicals in the workplace.....	32
Inspections and incident investigations.....	33

## HSR training

Health and safety representative training – Year 1.....	34
Health and safety representative training – Year 2.....	35
Health and safety representative training – Year 3.....	36
Health and safety representative training – Refresher.....	37

## Diploma and Certificate IV Courses

Certificate IV in work health and safety.....	38
Certificate IV in leadership & management.....	39
Diploma of leadership & management.....	42
Certificate IV in business.....	44
Diploma of business.....	46

## Online short courses

Self development.....	48
Leadership and management.....	50
Workplace development.....	51
Human resources.....	53
Compliance.....	54



# About Business SA

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Business SA is South Australia's largest membership-based employer organisation.

Our purpose is clear and unequivocal: we exist to create a stronger South Australia by supporting the business community and helping businesses to grow.

With over 3,800 members, we represent businesses across 19 different industry sectors.

We back the job makers and risk takers. We back the creators, the innovators and the entrepreneurs. We back the people who chase their dreams, follow their passions and put it on the line.

We do this by providing businesses with knowledge, advice, connection and advocacy. We have been doing this for over 180 years, without fear or favour.



**Help create a stronger South Australia and become a Business SA Member today.**



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# Benefits of training with Business SA

Business SA offers expert-led training programs designed to help businesses thrive with engaging and interactive learning experiences. We offer flexible training options, including online, public courses, and on-site team upskilling, to ensure a customised learning experience that meets your expectations.

In today's business world, team training is crucial for growth. Business SA is a market leader in key areas like Health and Safety, Work Health and Safety, and Workplace Relations, driving compliance. With management, leadership, and sales training, your business will be ready to start the year off strong.

## HSR Training Guarantee

Business SA's HSR Training Guarantee ensures that your safety commitment is maintained. If a staff member who completed HSR Year 1 training within 6 months leaves, Business SA will train your new HSR for free.<sup>1</sup>

## Ongoing Support for HSR

As a Health and Safety Representative (HSR), we'll support you with a free subscription to our WHS Made Easy booklet<sup>2</sup> and monthly HSR newsletter to stay updated throughout your elected period.

## CITB Endorsed Training Provider

CITB is a whole-of-industry led organisation that provides support to attract, train and retain South Australian building and construction workers by providing leadership in training and skills development.

CITB's Construction Skills Training Program provides Eligible Persons, with an approved CITB number, up to \$3,000 worth of training fee subsidies each financial year.

To check your eligibility or to renew your CITB number visit **[citb.org.au](http://citb.org.au)**. To obtain the CITB subsidies, you will be required to provide your CITB number upon enrolment.

## To Book a Course

Visit: **[business-sa.com/training](http://business-sa.com/training)**

Call: **08 8300 0089**

Email: **[training@business-sa.com](mailto:training@business-sa.com)**

## All Training Enquiries

Contact: **Cindy Jackway, Training Manager**

Call: **0403 454 409**

Email: **[cindyj@business-sa.com](mailto:cindyj@business-sa.com)**

## TRAINING GUARANTEE TERMS AND CONDITIONS

1. If a business has sent an employee for Health and Safety Representative Year 1 training and the employee leaves the organisation within six (6) months from the date of completion of the training, then a replacement employee may attend the same course free of charge. The new HSR must be registered for training within three (3) months of the previous employee leaving.
2. Anyone who attends and completes Health and Safety Representative (Years 1, 2, 3 or Refresher) training will be given a complimentary subscription of our WHS Made Easy booklet.





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# Sales fundamentals

This course is designed to help business owners and sales staff drive growth using the Customer Engagement Sales Model. It covers the four core steps of engaging, identifying, solving, and closing a call to achieve successful sales solutions. The program equips sales professionals with the tools and skills to create action plans and adopt a simple sales process to stay on track, regardless of experience. Completing this one-day program delivers a set of actionable tools and skills to apply in your role.

## Who is it for?

Anyone in a sales environment.

## Course Duration

One day.

## Outcomes

- Follow a consistent sales process that you can consistently utilise.
- Identify at which point in a sales process you are, as a way to self-navigate the conversation.
- Open a sales call in a way that engages a customer.
- Develop insightful open and closed questions that illicit the required information.
- Actively listen for sales cues, language that identifies customer needs and why those needs are important to the customer.
- Agree on next steps as a way to close the sales call each time.





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# Customer service & managing conflict

This half day program outlines what exceptional customer service is and how maximising effective communication and listening skills is essential to building rapport and positive customer engagement.

Explore tools for your staff to deal with challenging behaviour and tactics to de-escalate conflict through understanding how behaviour, tone and body language can inflame or minimise a situation.

Participants will gain the skills and knowledge essential in responding effectively to the needs of customers and clients together with how to turn complaining customers into advocates.

## Who is it for?

All employees.

## Course Duration

Four hours.

## Outcomes

- Discover what is exceptional customer service.
- Learn skills to build rapport.
- Successful communication and active listening.
- Develop an awareness of how conflict develops in the workplace.
- Identify the signs of conflict and how it escalates.
- Explore how people handle conflict.
- Provide strategies and skills to assist in dealing with these situations in the workplace.





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# Mastering workplace communication

Effective communication is essential for business success, enhancing employee engagement, productivity, morale, and satisfaction, fostering teamwork and cooperation. This program offers a thorough grasp of the significance of effective communication, self-awareness, and practical skills to improve interpersonal communication, fostering successful workplace relationships.

## Who is it for?

All employees.

## Course Duration

One day.

## Outcomes

- Gain insights into communication and various communication styles.
- Deepen your understanding of yourself and others. (DiSC)
- Understand the impact of visual, verbal, and vocal communication.
- Recognise the importance of listening.
- Understand how questioning techniques can enhance communication.
- Understand how to give and receive feedback.
- Use the power of silence.
- Apply strategies to overcome communication breakdown.
- Improve your message clarity.
- How to identify and close communication gaps and barriers.
- Be an assertive communicator.
- Being confident in your communication and building rapport and trust in your team.
- Use the power of positivity to communicate with influence.





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# New to management

The New to Management course is designed to foster and grow contemporary management capabilities. People can often be thrust into management roles without training, and struggle to effectively manage a team working towards a common goal.

This one day dynamic and engaging program is designed to inspire and empower managers, equipping them with the knowledge and skills needed to excel in their role. Discover your personal communication style through DiSC profiling and learn how to use your strengths to manage others, including dealing with difficult staff and managing poor performance confidently.

## Who is it for?

Anyone in management and/or aspiring manager.

## Course Duration

One day.

## Outcomes

- Gain an increased knowledge and awareness of your personal leadership style
- Learn how to set team goals and delegate effectively
- Discover strategies to enhance communication and motivate teams
- Learn how to provide effective feedback and address performance issues
- Learn how to make confident decisions and problem solve
- Managing teams to ensure they meet their performance expectations







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# Creating highly effective managers

This course prepares managers to lead diverse teams by teaching delegation, goal-setting, and performance feedback. Participants gain management tools, self-awareness, and an understanding of the importance of health and wellbeing for high-performance teams.

## Who is it for?

New and current managers.

## Course Duration

Two days.

## Outcomes

- Recognise and understand a range of management concepts.
- Understand different behavioural styles through using DISC profiling.
- Demonstrate an understanding of effective communication styles.
- Recognise the importance of personal brand management.
- Understand the importance of health and wellbeing in building high performance teams.
- Recognise signs of stress and how to manage it for yourself and others.
- How to navigate difficult conversations including performance discussions.
- Apply suitable strategies to implement setting goals, targets and delegations.





# Strive to lead

How we lead matters. Inspiring leadership involves motivating, empowering, and influencing others in a way that encourages them to follow, be engaged and contribute their best efforts. As a leader we are responsible to support our team and work together to meet the goals of the organisation. Being a leader is about understanding people and ensuring good engagement.

## Who is it for?

Anyone in a leadership role or aspiring to be a leader.

## Course Duration

One day.

## Outcomes

- Understand your leadership potential and what drives successful leadership.
- Learn about leadership theories and styles.
- Effective Communication as a leader.
- Nurture your team and use empathy to lead others.
- Learn about the importance of team motivation.
- Be authentic and build trust and credibility.
- Manage yourself effectively — stress, work/life balance.
- Inspire your team to continuously improve and challenge themselves.
- Foster a growth mindset — gain confidence as a new leader.





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# Lead with integrity

This course is designed for existing managers and leaders to cultivate stronger leadership of their teams. By challenging their personal values and ideals to develop greater emotional and social intelligence, managers and leaders will be supported in creating enhanced personal and employee accountability. Participants will need to be prepared to challenge their comfort zones and explore their own emotional intelligence, personal bravery, vulnerability and trust.

Creating a strong culture through leadership and leading teams through change, thinking big and exploring new ideas has never been more important.

## Who is it for?

Managers and leaders.

## Course Duration

Two days.

## Outcomes

- Unlocking emotional intelligence and resilience.
- Recognise your personality as a leader.
- Introducing social intelligence.
- Introducing intrapreneurship.
- Change management, millennial thinking and how changing with the times is a MUST.
- Levering personal leadership traits of thinking BIG and different.
- Gallup Strength Profiling.
- High performance teams.
- 8 keys to leadership success.





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# Emotional Intelligence in Leadership

Emotional intelligence serves as a powerful tool for enhancing self-awareness, improving relationships, and achieving success. Embark on a journey to develop an understanding of emotional intelligence and its transformative impact on personal and professional interactions.

Our dynamic and engaging course allows you to enhance your interpersonal skills, improve communication, and achieve personal and professional growth.

## Who is it for?

Current and aspiring leaders.

## Course Duration

Full day.

## Outcomes

- Understand and develop emotional intelligence.
- Role of empathy in relationships.
- The importance of effective leadership.
- Identify the impact of our own emotions on others in the workplace.
- Build skills to develop your own and your team's emotional intelligence.
- Unlock the power of emotional intelligence to motivate your team.
- Enhance personal connections and build strong relationships.
- Facilitate high cohesion and performance in your teams to achieve success.
- Explore behaviours demonstrating high emotional intelligence.





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# Managing a Modern Generation

The workforce is changing rapidly. Gen Z and millennials currently make up approximately 38% of the global workforce and this percentage will rise to about 58% by 2030. In today's fast-paced and ever-evolving workplace landscape, understanding and effectively guiding today's modern talent is essential for fostering a culture of innovation, collaboration, and high performance.

This training program is designed to empower managers in successfully leading and managing the dynamic and vibrant younger generation by providing the knowledge, skills, and insights necessary to not only navigate but thrive in leading teams comprised of these forward-thinking and tech-savvy individuals.

## Who is it for?

Managers and team leaders.

## Course Duration

Four hours.

## Outcomes

- Bridge the generation gap – understanding different generations.
- Communication across generations – ensure your team is heard, understand the language differences and the importance of constructive feedback.
- Motivate and engage modern talent - understand the role of motivation, work preferences, and engagement strategies to foster a sense of purpose and satisfaction in the workplace.
- Managing modern talent – Understand what younger generations value and their expectations.
- Re-engage and build a positive culture – Create an appealing and positive culture.



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# Managing performance and conduct

There are times when an employee's performance needs to be closely managed or potentially result in a termination. It is important therefore, to learn how to manage this situation fairly and with a respect for all parties involved.

This course will provide you with practical techniques so that performance management is no longer something to avoid, but rather something to embrace.

## Who is it for?

Anyone responsible managing staff.

## Course Duration

Full day.

## Outcomes

- Learn how to effectively set workplace expectations and goals.
- Develop practical skills to encourage positive workplace relationships.
- Managing performance for better results.
- Identify strategies for initiating difficult conversations.
- Identifying underlying causes of poor performance and behaviour.
- Managing unacceptable staff behaviour and conflict.
- Disciplining staff appropriately, including interviews and documentation.
- Understand the legal requirements of terminations.
- Identify strategies to avoid unfair dismissal claims.





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# Managing poor performance

Managing poor performance will provide you with the tools to help identify and manage poor performance. You will learn how to deal with difficult conversations, understand the steps that need to be taken to manage poor performance fairly and manage the dismissal process if required.

## Who is it for?

Managers or supervisors.

## Course Duration

Half day.

## Outcomes

- Develop practical skills to confidently undertake performance management with poor performers.
- Identify strategies for initiating difficult conversations.
- Access a range of performance management templates and difficult conversation resources.
- Understand the legal requirements of terminations.
- Identify strategies to avoid unfair dismissal claims.





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## Bullying, discrimination & sexual harassment: Employees

Promoting a positive workplace culture. Your organisation can (and should) manage the risks of bullying, discrimination and sexual harassment to create a more harmonious workplace.

This course has been designed to provide participants with an understanding of the laws outlining bullying, discrimination and sexual harassment at work. Employees will learn how to recognise these behaviours and most importantly learn what to do about it.

People often ignore the signs and put up with it, and when they have the tools to call it out, they need to know how to do so within your organisation.

### Who is it for?

All employees.

### Course Duration

Two and a half hours.

### Outcomes

- Identify the types of harassment and discrimination that may be encountered at work.
- Understand the difference between direct and indirect discrimination.
- Learn what constitutes unlawful discrimination.
- Learn steps to take when encountering discrimination in the workplace.







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## Bullying, discrimination & sexual harassment: Managers and supervisors

How to manage workplace bullying and harassment. Managers need to know and understand regulations and laws surrounding bullying, discrimination and sexual harassment.

We know that bullying, discrimination and harassment, whether it be sexual harassment, age-related or racially motivated, can happen in any workplace.

### Who is it for?

Managers and supervisors.

### Course Duration

Four hours.

### Outcomes

- Identify the types of harassment and discrimination that may be encountered at work.
- Understand the difference between direct and indirect discrimination.
- Learn how to identify and manage bullying, discrimination and harassment issues.
- Understand and implement risk mitigation and grievance procedures.
- Understand the cost of harassment and the employer's responsibilities.
- Develop an in-depth understanding of workplace law.
- Learn how to manage risks associated with bullying, discrimination and sexual harassment.







## Bullying, discrimination & sexual harassment: Contact officers

What do you do when you are approached with a complaint about inappropriate behaviour? Worksite policies must be in place, along with an effective dispute resolution process to help support staff exposed to any of the behaviours described.

To ensure matters are handled effectively, Contact Officers should be aware of their responsibilities and the legal ramifications for failing to act. No-one wants matters to escalate if issues are handled inappropriately.

### Who is it for?

Contact or Grievance Officers.

### Course Duration

One day.

### Outcomes

- Understand the roles of the Grievance and Contact Officers within an organisation.
- Identify the difference between direct and indirect discrimination and the grounds for unlawful discrimination.
- Learn how to identify and manage harassment issues, including avenues for referrals.
- Gain confidence in your ability to support a person who may approach with an issue.
- Identify the issues needing referral to human resources or an employee assistance program.
- Learn about strategies for managing risks associated with bullying, discrimination and sexual harassment.





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# Dealing with Difficult Situations

This course has been designed to provide participants with an understanding of how to deal with difficult situations or behaviours. You will learn how other people's behaviour impact you and your business, develop strategies to understand your own behaviour and how to better manage other people's behaviour. Learn to be more comfortable with conflict situations and become more assertive in your own communication and how to react assertively to these challenging behaviours.

## Who is it for?

All employees.

## Course Duration

Four hours.

## Outcomes

- Understanding difficult behaviours and what drives them.
- Understand the brains response to other people's behaviours.
- Understand the impact difficult situations have on business.
- Develop a better understanding on the theories on behaviour.
- Understand the best strategies to deal with difficult situations.
- Understanding your own conflict management style and the emotional aspects of conflict management.
- Understanding the misconceptions about conflict and developing your own conflict management strategies.
- Learn how to become a better communicator.
- Learn how to become more assertive when dealing with conflict situations.
- Using the power of choice.





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# Creating an inclusive workplace

Diversity and Inclusion is about creating a sense of belonging amongst employees in the workplace, where they feel their talents matter and their individual needs are cared for by their colleagues and managers. We are all different and these differences can have an amazing impact on the organisation. Working in a diverse and inclusive environment helps employees feel more connected whereby they then tend to work smarter and harder, producing a higher quality of work. Developing a better understanding of diversity and inclusion in the workplace will help you to support, value and leverage diversity and inclusion to create an environment in which your team is fully inclusive, happier, more innovative and creative.

## Who is it for?

All employees.

## Course Duration

Four hours.

## Outcomes

- Understand what diversity and inclusion entails.
- Assess opportunities for diversity and inclusion.
- Understanding the legislative and regulatory requirements.
- Implement strategies to support leveraging diversity and inclusion.
- Develop opportunities for inclusive engagement.
- Cultivate and build diversity and inclusion.
- How to be an inclusive leader.
- Developing diversity and inclusion best practices.





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# Managing change in your organisation

Change is constant, be it in technology, innovation, or organisational shifts. Thriving in this dynamic environment requires not just enduring but embracing change for success. Change management, vital for implementing sustainable changes, addresses the common gap between ideas and execution, as 70% of initiatives fail. Despite challenges, change brings opportunities for growth and innovation. Cultivate a growth mindset, become a role model, and transform your organisation by planning and implementing change effectively. Embrace change to revolutionise your approach to leadership.

## Who is it for?

Managers and leaders.

## Course Duration

Four hours.

## Outcomes

- Discover the importance of change management.
- Learn to embrace change with a growth mindset.
- Understand change leadership.
- Develop change management strategies.
- Engage your team and effectively communicate change.
- Build successful change teams.
- Transformation in action — implement change initiatives.
- Develop a culture of change within your team.

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# Psychological safety for leaders

Managing psychosocial hazards involves identifying, assessing, and mitigating workplace factors affecting employees' psychological well-being and job satisfaction. These hazards can cause psychological or emotional harm but aren't necessarily physical, still impacting health and productivity.

It's crucial to manage psychosocial hazards for a positive work environment, employee well-being, and organisational performance. Collaboration among employers, managers, and employees is needed to create a supportive and healthy workplace culture.

This program explores workplace psychosocial hazards, reviewing existing hazard identification and risk management frameworks, and ensuring a safe working environment.

## Who is it for?

Leaders and managers.

## Course Duration

Four hours.

## Outcomes

- Identify psychosocial hazards in the workplace
- Assess risks to psychological health and wellbeing
- Identify measures to control the risk of psychosocial hazards
- Maintain and review the suitability of existing control measures
- Some strategies to improve a mentally healthy workplace





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# Managing your safety operations

This course has been designed to set participants up to tackle the everyday safety requirements of the business. It will provide insight and knowledge on how to navigate the Work Health and Safety Act, how to undertake inspections and effectively identify and manage business risks.

This program will provide the necessary tools to create a solid basis to start ensuring the business is a safe and compliant work environment for everyone.

## Who is it for?

Business owners, managers, supervisors or team leaders.

## Course Duration

One day.

## Outcomes

- Business obligations under WHS legislation
- Identify the roles and duties of key stakeholders within an organisation including PCBUs, Managers and employees
- How to identify hazards and manage risks in the workplace
- Identify legal incident investigation responses and safety procedures
- Conduct effective inspections within the workplace





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# WHS for officers

Business SA's WHS for officers course outlines the obligations and key responsibilities identified Officers have under the Work Health and Safety Act, together with clarity around their due diligence requirements as an Officer in the workplace.

Officers who fail to carry out due diligence can be found guilty of offences under the WHS Act.

Business SA wants to ensure all Officers understand their duties and are not placed in a position where they may be liable.

## Who is it for?

CEOs, CFOs, COOs, SME owners, directors.

## Course Duration

Two and a half hours.

## Outcomes

- Familiarisation with WHS legislation.
- Explanation of duty holders.
- An understanding of risk management principles.
- Learn how to respond to incidents and hazards.
- Learn about due diligence obligations
- Verify the provision and use of WHS resources.





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# WHS for managers and supervisors

Managers and supervisors within any organisation have a responsibility to understand and implement WHS legislation and requirements. This ensures staff are working within a safe work environment. Managers and supervisors are role models for staff.

By demonstrating safety standards and carrying out duties with a complete understanding of legal requirements, managers and supervisors help create a safety culture in their workplace.

This course explores basic hazard management, safety systems, recognising and fixing deficiencies and ensuring reporting is comprehensive and managed effectively.

## Who is it for?

Managers, supervisors or team leaders.

## Course Duration

Four hours.

## Outcomes

- Understand obligations under WHS legislation.
- Plan, apply and manage safety.
- Gain an understanding of operations, hazards and risks.
- Respond effectively to incidents.
- Use resources to eliminate or minimise risks.







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# WHS for employees

At a worksite, everyone is responsible for worksite health and safety – it does not rest entirely with managers, but with workers too, who are performing tasks and potentially putting themselves at risk on a daily basis.

Whether it be carrying boxes of paperwork, operating a forklift or taking care of their own wellbeing, Workplace Health and Safety can be complex for every member of staff, no matter what type of work is conducted. When an employee is injured, everyone is affected.

## Who is it for?

All employees.

## Course Duration

Two hours.

## Outcomes

- Identify the roles and duties of key stakeholders within an organisation including the Person Conducting a Business or Undertaking (PCBU), officers and employees.
- Familiarisation with hazard management and risk assessment processes.
- Understand the importance of reporting injuries and incidents.
- Understanding the importance of Codes of Practice.



# Managing WHS in the workplace

This intensive two day course has been designed to set you up to tackle the everyday safety requirements of your business. It will provide insight and knowledge on how to navigate the Work Health and Safety Act, how to undertake inspections and effectively identify and manage your business risks.

## Who is it for?

Anyone responsible for safety.

## Course Duration

Two days.

## Outcomes

- Understanding the context of WHS legislation and practice.
- How to identify hazards and manage risks in the workplace.
- Recognise the importance of having effective safety documentation.
- Specify the legal requirements of WHS documentation.
- Understand record keeping requirements.
- Knowing how to consult and communicate WHS information effectively.
- Identify legal incident investigation responses and safety procedures.
- Conduct effective inspections.
- Receive downloadable “WHS made easy” booklet.







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# Your safety committee and WHS

A safety committee is integral to ensuring safety compliance remains at the forefront of decision making in the organisation. A safety committee needs to understand how WHS obligations are to be met within an organisation. They need to understand how to effectively contribute to implementing safety systems and addressing WHS issues as they arise.

## Who is it for?

Safety committee members.

## Course Duration

Four hours.

## Outcomes

- Interpret and outline committee structures and constitution.
- Understand the obligations of a safety committee under WHS law, including risk management.
- Understand what makes an effective meeting and how often they need to be held.
- Build member confidence to promote active engagement in committee functions.







# How to Identify and Manage your Risks with WHS

This course equips participants with the necessary skills to conduct hazard assessments and implement hazard controls. An understanding of the different types of workplace hazards is gained along with discovering how to identify and manage hazards effectively.

Learn about worksite inspections, the importance of listening to co-worker concerns and complaints, reporting data and reviewing the effectiveness of previously implemented hazard controls.

## Who is it for?

Managers, supervisors, safety committee members and/or health and safety representatives.

## Course Duration

Four hours.

## Outcomes

- Outline the hazard management process
- Understand the legislative requirements for conducting a health and safety risk assessment
- Assess hazards and develop new tools to identify and classify hazards
- Apply key principles for conducting a health and safety risk assessment
- Discover a range of practical WHS risk assessment tools





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# Contractors and your business

Does your business employ contractors? Regardless of the type of business you run, at some point in time you may be responsible for employing a contractor. It is your responsibility therefore, to ensure they work in a safe environment. While a contractor is required to ensure they comply with Work Health and Safety legislation, businesses have a level of responsibility once they are on site and are considered a worker.

The WHS Act places responsibilities on both a Person Conducting a Business or Undertaking (PCBU) and the contractor.

## Who is it for?

Contractors, managers or officers and PCBUs who employ contractors.

## Course Duration

Two hours.

## Outcomes

- Understand dual responsibilities under WHS regulations and codes of practice.
- Identify the importance of effective and proactive contract management.
- Learn how to implement systems to ensure WHS duties as a PCBU or contractor are covered.
- Learn about the legal rights of contractors, sub-contractors and principal contractors.
- Discover how to develop an effective contractor management system.
- Review legal penalties for failing to comply with the WHS Act.





# Hazardous chemicals in the workplace

Managing the risks associated with chemicals is a duty which is placed on all businesses in South Australia who use, store or handle hazardous chemicals.

This short course examines the hazards and risks associated with chemicals, the Globally Harmonised System for the classification and labelling of hazardous chemicals, when your workplace must have (and how to interpret) Safety Data Sheets, how chemicals can enter the body and what must be done to ensure that as far as reasonably practicable we comply with the duties under the WHS Act and Regulations.

## Who is it for?

Managers, supervisors, safety committee members and/or health and safety representatives.

## Course Duration

Two hours.

## Outcomes

- Understand hazards and risks when working with chemicals
- Understand and interpret Safety data sheets
- How to effectively label chemicals
- Learn how to comply with duties under the WHS Act





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# Inspections and incident investigations

The reporting of an incident can be make or break for a business. This course aims to make the process as streamlined and pain-free as possible by providing a step-by-step process that's both practical and effective.

Ensure the process of reporting for incident investigations are properly covered and stress free.

## Who is it for?

Managers.

## Course Duration

Four hours.

## Outcomes

- Understand reporting duties under the Work Health and Safety Act
- Identify legal incident responses and safety procedures
- Understand the role of duty holders in the incident investigation process
- Develop techniques to effectively respond to workplace incidents
- Review practical tools for incident investigation and documentation requirements



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# Health and Safety Representative Training - Year 1

Learn how to be a great Health and Safety Representative (HSR). Having recently been elected as a HSR, this five-day program provides you with the skills and confidence to identify and resolve workplace health and safety issues.

HSRs play an important role in every organisation, because they advise and oversee health and safety matters within the workplace.

By completing this program, HSRs will gain the powers to direct that unsafe work ceases and issue provisional improvement notices if required.

## Who is it for?

Newly-elected HSRs and/or re-elected HSRs.

## Course Duration

Five days.

## Outcomes

- Identify the duties and responsibilities of officers, workers and other parties.
- Outline the purpose and formation of a work group (or work groups) within the workplace.
- Understand the election process, rights and protections of an elected Health and Safety Representative.
- Identify a range of strategies that support the consultation process.
- Understand how HSRs can manage risk and apply those techniques in the workplace.





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# Health and Safety Representative Training - Year 2

This second-year HSR program focuses on effectively representing work groups in health and safety matters. It emphasizes collaboration, communication, and creating a positive safety culture. The course provides HSRs with the confidence to coordinate and engage with their working groups, addressing multiple hazards and complex risks. Business SA assists HSRs in identifying and mitigating hazards to fulfill their legal obligations.

## Who is it for?

HSRs who have completed their first year of training and are currently in their second year of office.

## Course Duration

Three days.

## Outcomes

- Understand the principles and practices of a systemic approach to managing and controlling multiple WHS risks.
- Understand the responsibilities and duties of PCBUs, hazard risks and shared duties.
- Identify various elements of due diligence requirements of PCBUs and officers associated with managing specific and multiple hazards in a shared work environment.





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# Health and Safety Representative Training - Year 3

In your third year as an HSR, build upon your skills and contribute to the development of Work Health and Safety policies. This final program aims to expand your knowledge and abilities gained from previous years. By the end of the course, you'll be able to participate in internal auditing, promote safe work practices through policies and procedures, and engage in consultation with colleagues and managers.

## Who is it for?

HSRs who have completed their second year of training and are currently in their third year of office.

## Course Duration

Two days.

## Outcomes

- Understand the principles and practices of managing procedure development and administrative controls for Workplace Health and Safety risks.
- Identify safe systems of work.
- Conduct effective audits in the workplace.
- Promote continuous improvement in workplace practices.
- Tools to develop ongoing improvement practices.





# Health and Safety Representative Training - Refresher

Remain abreast of updates and changes in safe work practices. HSR Refresher Training is a flexible alternative for re-elected HSRs to maintain their safety knowledge and skills.

This one-day program provides updates to legislation, a revision of roles and responsibilities as a HSR and an opportunity to network and share valuable HSR experiences.

The Refresher program sets the scene for continued training opportunities as part of the HSR 10-day training entitlement for re-elected HSRs.

## Who is it for?

Re-elected HSRs.

## Course Duration

One day.

## OUTCOMES

- Increase your awareness of the significance of health and wellbeing risks at work.
- Learn about any amendments to WHS legislation.
- Review updates and find out what's new in the WHS sector.
- Review duties of the PCBU.
- Reconfirm duties and responsibilities of officers and workers.
- Share experiences and network with other HSRs.







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BSB41419

# Certificate IV in Work Health Safety

A workplace health and safety management system can minimise the risk of injury and illness from workplace operations. It is one of the most effective ways to make sure health and safety is embedded across your organisation and is a part of everything you do.

## Who is the course for?

- Work place supervisors & managers
- WHS personnel
- Workers in WHS related roles

## Course Overview

- On-the-job training under supervision of employer
- Ongoing electronic contact with a trainer i.e. zoom, phone, email
- Face to face workplace visits every 4 weeks for classroom & practical training & assessment activities (2–5 hrs)
- Dedicated trainer with 1–1 support (if required)
- Delivered over 12 months
- Assessments consists of a combination:
  - Multiple choice quizzes
  - Short answer assessments
  - Reports from workplace supervisor/s for on-the-job competency
  - Demonstration of task in workplace







## Course Outline

The BSB41419 Certificate IV Work Health Safety includes training and assessment in the following units of competence:

Core	Title	Unit Type
BSBWHS412	Assist with workplace compliance with WHS laws	Core
BSBWHS413	Contribute to implementation and maintenance of WHS consultation and participation processes	Core
BSBWHS414	Contribute to WHS risk management	Core
BSBWHS415	Contribute to implementing WHS management systems	Core
BSBWHS416	Contribute to workplace incident response	Core
BSBWHS418	Assist with managing WHS compliance of contractors	Elective
BSBWHS419	Contribute to implementing WHS monitoring processes	Elective
BSBWHS417	Assist with managing WHS implications of return to work	Elective
BSBRES411	Analyse and present research information	Elective
BSBMGT401	Show leadership in the workplace	Elective

## Outcomes

This qualification applies to individuals working in a work health and safety (WHS) role who provide a broad range of technical knowledge and skills, and have some limited responsibility for the output of others.



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BSB40520

# Certificate IV in Leadership & Management

Team leaders and frontline managers are a vital link between employees and senior management in every organisation. This qualification has been developed to provide you with the comprehensive skills you'll need to lead, guide and support your own team while organising and monitoring their workload. This program holistically develops your skills as a frontline manager by looking at the competencies you need to manage yourself, your team and your business area.

## Who is the course for?

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

## Course Overview

- Online learning resources available 24/7
- Monthly electronic contact with a trainer i.e. zoom, phone, email
- Monthly trainer support class via zoom
- Quarterly face to face workplace visits (2-4 hrs)
- Dedicated trainer with 1-1 support (if required)
- Group catch up sessions via zoom every 6 months
- Delivered over 12 months
- Assessments consists of a combination:
  - Multiple choice quizzes
  - Short answer assessments
  - Case studies
  - Observation practical assessments
  - Workplace projects





## Course Outline

The BSB40520 Certificate IV in Leadership and Management includes training and assessment in the following units of competence:

Core	Title	Unit Type
BSBLDR411	Demonstrate leadership in the workplace	Core
BSBLDR413	Lead effective workplace relationships	Core
BSBOPS402	Coordinate business operational plans	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBXTW401	Lead and facilitate a team	Core
BSBLDR412	Communicate effectively as a workplace leader	Elective
BSBLDR414	Lead team effectiveness	Elective
BSBLDR521	Lead the development of diverse workforces	Elective
BSBOPS403	Apply business risk management processes	Elective
BSBSTR401	Promote innovation in team environments	Elective
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective
BSBPEF502	Develop and use emotional intelligence	Elective

## Outcomes

Potential career pathways for graduates of this qualification include roles such as a Team Leader. Previous graduates of this program have gone on to roles ranging from clerical and administrative positions through to professional and management roles across a wide variety of industries.



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BSB50420

## Diploma of Leadership & Management

The leadership and management team of any organisation is the beating heart of its success. This qualification takes leadership skills to the next level. Management and leadership skills are learnt, and there will always be solid demand for high quality managers.

### Who is the course for?

This qualification is suitable for those currently managing a team, professionals seeing to build their management experience, and recently promoted managers. Ideally this course will be for those with significant management experience.

### Course Overview

- Delivered over 12-18 months
- Online learning resources available 24/7
- Monthly electronic contact with a trainer i.e. zoom, phone, email
- Monthly trainer support class via zoom
- Dedicated trainer with 1-1 support (if required)
- 6-monthly group catch up sessions via zoom
- Assessments consists of a combination:
  - Multiple choice quizzes
  - Short answer assessments
  - Case studies
  - Observation practical assessments





## Course Outline

The BSB50420 Diploma of Leadership & Management includes training and assessment in the following units of competence:

Core	Title	Unit Type
BSBCMM511	Communicate with influence	Core
BSBCRT511	Develop critical thinking in others	Core
BSBLDR523	Lead and manage effective workplace relationships	Core
BSBOPS502	Manage business operational plans	Core
BSBPEF502	Develop and use emotional intelligence	Core
BSBTWK502	Manage team effectiveness	Core
BSBHRM523	Coordinate the learning and development of teams and individuals	Elective
BSBHRM524	Coordinate workforce plan implementation	Elective
BSBLDR522	Manage people performance	Elective
BSBSTR501	Establish innovative work environments	Elective
BSBCMM412	Lead difficult conversations	Elective
BSBTWK503	Manage meetings	Elective

## Application

Management and leadership skills are learnt, and there will always be solid demand for high quality managers throughout all industries.



RTO# 6372  
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BSB40120

# Certificate IV in Business

Many administrators are required to carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

## Who is the course for?

This course is designed to give participants the office and computer skills needed to work in a professional business environment. Students develop the specialist skills necessary when working in an office environment.

## Course Overview

- Online learning resources available 24/7
- Monthly electronic contact with a trainer i.e. zoom, phone, email
- Monthly trainer support class via zoom
- Dedicated trainer with 1-1 support (if required)
- Group catch up sessions via zoom every 6 months
- Delivered over 12 months
- Assessments consists of a combination:
  - Multiple choice quizzes
  - Short answer assessments
  - Case studies
  - Observation practical assessments
  - Workplace projects

**This course is also available via face to face intake.**



## Course Outline

The BSB40120 Certificate IV Business includes training and assessment in the following units of competence:

BSBLDR411	Demonstrate leadership in the workplace	Core
BSBWRT411	Write complex documents	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBXTW401	Lead and facilitate a team	Core
BSBHRM413	Support the learning and development of teams and individuals	Core
BSBSTR402	Implement continuous improvement	Core
BSBPWF401	Manage personal health and wellbeing	Elective
BSBPWF402	Develop personal work priorities	Elective
BSBCRT411	Apply critical thinking to work practices	Elective
BSBTEC404	Use digital technologies to collaborate in a work environment	Elective
BSBTWK401	Build and maintain business relationships	Elective
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective

## Outcomes

This course will equip you with the required skills to work in the administration area of any business, such as administrative officer, receptionist, accounts payable and/or accounts receivable officer.



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BSB50120

# Diploma of Business

Business skills are required for all industry types and are easily transferrable. This qualification will enhance current skills and knowledge and lift the culture within any business.

## Who is the course for?

This qualification is suitable for those currently working within a Business environment who would like to broaden their skills and knowledge across a broad range of contexts, such as Leadership, Writing Skills and Finance to name a few.

## Course Overview

- Delivered over 12-18 months
- Online learning resources available 24/7
- Monthly electronic contact with a trainer i.e. zoom, phone, email
- Monthly trainer support class via zoom
- Quarterly face to face workplace visits (2-4 hrs)
- Dedicated trainer with 1-1 support (if required)
- 6-monthly group catch up sessions via zoom
- Assessments consists of a combination:
  - Business & Leadership
  - Community Services
  - Hospitality
  - Transport & Warehousing





## Course Outline

The BSB50120 Diploma of Business includes training and assessment in the following units of competence:

Core	Title	Unit Type
BSBCRT511	Develop critical thinking in others	Core
BSBXC501	Lead communication in the workplace	Core
BSBFIN501	Manage budgets and financial plans	Core
BSBSUS511	Develop workplace policies and procedures for sustainability	Core
BSBOPS501	Manage business resources	Elective
BBTWK502	Manage team effectiveness	Elective
BSBTWK503	Manage meetings	Elective
BSBPEF501	Manage personal and professional development	Elective
BSBLDR522	Manage people performance	Elective
BSBLDR523	Lead and manage effective workplace relationships	Elective
BSBOPS502	Manage business operational plans	Elective
BSBBEF502	Develop and use emotional intelligence	Elective

## Outcomes

Suitable for individuals who want to build on existing knowledge and gain broad understanding of a wide range of business functions in order to carry out moderately complex tasks in a specialist field.



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# Online Short Courses

Business SA provides comprehensive online training solutions for a broad range of topics to meet all your training needs. Our online courses are specifically designed to be bite-sized and can be completed online anytime, anywhere, providing a holistic and multi-faceted approach to learning and development in the workplace.

Courses range in duration from 20–45 minutes.

## Self-Development

### Active Listening

Effective communication is vital in our daily lives. Active listening, a key aspect of communication, involves attentively listening, processing information, and providing thoughtful responses to enhance understanding. This module focuses on developing and honing your active listening skill.

### Advanced Business Writing

This course is devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.

### Anger Management

Managing anger at work leads to greater success compared to those who don't. Confronting a teammate's negative attitude in a constructive manner increases chances of success and reduces conflicts. This module aims to provide you and your organisation with an edge in effectively managing anger.

### Writing Proposals

Writing effective proposals is crucial. This course enhances your writing skills, enabling you to prepare efficient and impactful proposals in various formats and for different purposes.

### Call Centre Training

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centres are a business element that is here to stay. This course will help call centre agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. The course will go through some elements of customer service and sales skills.

### Delegation

Mastering effective delegation is highly valuable. It lightens your workload and enhances employee skills. Delegating prepares your team members to handle your responsibilities while opening doors for your own career growth. Though challenging for managers, delegation can be learned. This module delves into delegation, covering aspects like timing and selecting the right individuals. We will explore the delegation process step by step and address techniques to overcome challenges.

### Business Writing

Good business writing is impactful and effectively conveys messages. It requires concrete language, clear perspective, and well-expressed points. Though it can be challenging, practice builds confidence in writing. This two-part module equips you with tools to enhance your writing skills.





## Being a Team Player

Teamwork is vital for success in organisations. To be effective team players, we must understand the qualities valued by managers and what it truly means to be a great team player. While everyone has unique skills and strengths, knowing how to utilise them within a team context is crucial for organisational success.

## Building Self-esteem & assertiveness

A strong self-esteem is crucial for personal growth and success. Your judgment of yourself is the most significant one you'll make in life. Without self-worth, life can be challenging. This module introduces techniques that can greatly improve your self-perception and approach to achieving your goals.

## Conflicts of interest

A conflict of interest occurs when personal interests clash with professional responsibilities. It is crucial for staff to address conflicts of interest appropriately. Training helps employees handle such conflicts within the workplace, enabling them to prioritise and manage personal and professional issues that affect their work performance.

## Conflict Resolution for the workplace

Conflict is often viewed negatively, but it plays a vital role in personal growth. However, when people are unable to resolve conflict and engage in unproductive battles, it becomes problematic. Such conflicts lead to negative energy, hurt feelings, and damaged relationships.

## Critical Thinking

Critical thinking is the ability to clearly reason through problems and to present arguments in a logical, compelling way — a key skill for survival in today's world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving.

## Self-Leadership

Self-leadership involves taking responsibility, setting direction, and managing priorities. It applies to individuals at all levels of an organisation. This module helps participants internalise the four pillars of self-leadership, make empowered choices, and take action towards their desired outcomes.

## Writing an Oral Presentation

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this module, you will master the skills that will make you a better speaker and presenter.

## Negotiating for Results

Negotiation is essential for resolving differences. Mastering this process saves time and money, increases satisfaction with outcomes, and earns respect in communities. Negotiation is a fundamental skill needed in various situations, from projects to support duties. This module equips you with techniques for effective communication and turning confrontations into collaborative problem-solving.

## Stress Management

Job burnout and stress have become widespread in today's workforce. Employees at all levels feel overwhelmed, insecure, and misunderstood. This module examines the causes of stress and provides practical strategies for managing it on a daily basis.

## Writing Reports

Writing reports that capture attention is crucial. Reports are written for various purposes and in different formats. Whether it's product analysis, inventory reports, or feasibility studies, report writing is a valuable skill that you'll utilise frequently. This course enhances your writing abilities, enabling you to efficiently prepare reports in formal, informal, and proposal styles.







# Leadership and Management

## Conversational Leadership

Effective leaders harness the intelligence, wisdom, and innovation of their workforce. Conversational leadership encourages knowledge sharing among employees, stakeholders, and the community to address important questions. It facilitates the creation of actionable solutions for the organisation

## Giving Effective Feedback

This module helps leaders learn to provide valuable feedback and understand the importance of its delivery. It covers techniques for delivering messages effectively, fostering acceptance and change, and accepting feedback graciously.

## Managing Difficult Conversations

Interactions can be challenging, but there are ways to navigate them effectively. This module offers tools to manage difficult conversations, whether in-person, over the phone, or virtually, and achieve optimal outcomes.

## Managing Customer Service

Leading, modelling, and promoting organisational values are crucial for success in customer service. This module allows leaders (supervisors or managers) in customer service to understand and fulfill their responsibilities effectively.

## From Boss to Leader

Don't drive talented individuals away from your company. Be the manager who inspires and motivates employees to excel. Foster their growth and instill confidence in their abilities. Provide guidance, motivation, and lead by example. This module helps you transition from a boss to a true leader by offering valuable tips and information to enhance your skills.

## Leadership for Supervisors

Supervisors play a vital role in the company, impacting employee productivity. They serve as the crucial link between frontline employees and higher-level managers. If you have limited leadership experience despite having technical expertise, this course provides essential communication, coaching, and conflict resolution skills for success in a supervisory role.

## Women And Leadership: Becoming Management Material

This module enhances leadership skills in goal setting, guiding others, and effective communication. Great leaders inspire, manage time effectively, and establish meaningful connections. They exhibit qualities such as confidence, focus, charm, and compassion. Creating a vision and gaining commitment are essential. Embrace the leadership challenge and break through self-imposed limits.

## Owning Your Strengths

This course examines the impact of women in various workforce roles and addresses the influences, barriers, and advantages they encounter in leadership. It encourages self-reflection and development of leadership strengths and skills. Gain insight into the reasons behind gender dynamics and learn actionable steps to promote gender equality within your organisation.

## Women and Leadership: Gender Equality in the Workplace

Despite limited progress, women remain underrepresented in senior workforce positions, holding only about 30% of crucial management roles in Australia. These positions typically include support roles like Head of Human Resources or General Counsel. This course investigates the causes of this disparity and provides guidance on promoting gender equality within your organisation.





## Building Better Teams

Teams are crucial for successful organisations, serving as the fundamental unit that supports various goals. Whether it's service, quality, cost, value, speed, efficiency, or performance, teams play a vital role. The effectiveness of your organisation hinges on the cohesive operation of team members working together.

# Workplace Development

## Advanced Project Management

As a project manager, it's essential to prioritise your management skills alongside other responsibilities. This course emphasises the importance of developing both your project management and management skills. Participants are expected to have a comprehensive understanding of project management, including tasks like statement of work preparation, goal setting, scheduling, budgeting, risk management, and project execution.

## Business Succession Planning

In today's business world, change is constant, especially in the workforce where people come and go and transition into new roles. Succession planning harnesses this change by preparing for smooth transitions when someone departs, ensuring a seamless replacement. This module provides essential knowledge on creating and managing a succession plan.

## Coaching & Mentoring

Coaching has become a vital skill for supervisors, and its practices have evolved accordingly. Mastering the art of effective coaching benefits both you and your organisation. This course focuses on developing your coaching and mentoring skills to enhance your abilities in this area.

## Collaboration

Collaboration is a skill used with others to achieve a shared goal. It requires both working and thinking together, resulting in a collective product. This course explores the keys to successful collaboration, the workplace benefits it brings, and methods for fostering a collaborative environment.

## Creating a Positive Work Environment

A positive work environment benefits both the company's productivity and our personal well-being. It is the responsibility of employees and leaders to foster such an environment. This module provides tools to create and nurture effective workplace relationships, enabling you to cultivate the desired work environment.

## Crisis Management

Organisations must be prepared for emergencies, as they are inevitable in business. It is crucial to have a plan in place, continuously tested and adjusted for effectiveness. Rather than creating separate plans for various crises, a comprehensive plan can address prevention, response, and recovery for all situations.

## Creating an Onboarding Program

Implementing a well-designed onboarding program increases the chances of retaining new employees. This module examines the advantages of onboarding, guides you in creating an effective framework, and provides customisation strategies for different audiences.

## Digital Transformation

Building a successful business starts with a great idea, but there are countless similar ideas in the market. To make your idea stand out and thrive, you require the right team, tools, and expertise. These factors are essential for establishing a sustainable and prosperous business.





## Making a Project Plan

Project management is no longer limited to large-scale projects. Even small projects can benefit from project management tools. By utilising Statements of Work, Work and Resource Breakdown Structures, and Project Planning documents, you can effectively complete small projects within budget and on time. This course provides hands-on experience with common project management planning tools, guiding you through the planning process from start to finish. Your small projects will achieve greater success than ever before.

## Fostering Innovation

Innovation involves creating something new or finding better solutions, methods, and processes. It propels businesses into the future, enabling them to achieve relevance, profit, and success.

## Disability Awareness: Working with People with Disabilities

People with disabilities are an untapped resource for businesses, often facing underemployment or unemployment. Employers must prioritise hiring and retaining individuals with disabilities. This module equips supervisors, managers, and HR staff with tools and tips to create a diverse, supportive, and inclusive workplace for people with disabilities.

## Developing a Safety Procedures Manual

Safety procedures are crucial for Workplace Health and Safety management in organisations. They ensure consistency, promote a safe work environment, and minimise productivity losses from injuries. However, writing effective safety procedures can be challenging and time-consuming. This module provides a foundation for starting the process of writing impactful safety procedures.

## Encouraging Sustainability and Social Responsibility in Business

Encouraging sustainability and social responsibility in business is commendable, as organisations strive to improve living and working conditions. Regardless of size, every company can take steps towards creating sustainable and socially responsible environments that positively impact workplaces, communities, and the future.

## Project Management Fundamentals

In today's work environment, additional assignments are often expected alongside regular job duties. Successfully completing these tasks within budget and on time requires project management skills. This module aims to familiarise you with common project management terms and practices, without intending to transition you into a project manager role from a supervisory or administrative position.

## Making Your Business Better

Starting and building a business begins with a great idea. There are millions of 'great ideas' that are seeking attention and success. Some of those ideas may be very much like your own.

To make your idea not only stand out, but to take root and grow a sustainable and successful business, you need the right team, tools and expertise.

## Social Media

Social media is now widely recognised, with billions of internet and social media users worldwide. Utilising social media effectively can enhance your career and promote your company. By engaging with customers, building a community, and increasing business awareness, social media becomes a valuable tool for boosting profits.







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## Business Continuity Plan

A Business Continuity Plan comprises policies, procedures, protocols, and information prepared for use during a business interruption. Companies with a robust continuity program and trained staff can reap several benefits, including faster business recovery and improved staff well-being.

## Public Relations

Public relations has transformed with the rise of computers and rapid information dissemination. However, the fundamental need for clear, concise, and accurate communication remains unchanged. This two-part module guides you in determining the necessary information, adopting a strategic PR approach, crafting compelling releases, and effectively managing media relations.

## Debt Collection

Debt collectors must adhere to various legal obligations. The Australian Competition and Consumer Commission (ACCC) and the Australian Securities and Investments Commission (ASIC) have published a Debt Collection Guideline that outlines how the Australian Consumer Law (ACL), ASIC Act, and National Consumer Credit Protection Act apply to debt collection activities.

# Human Resources

## Becoming a Progressive Employer

Are people truly as progressive as they believe? Employers can be deemed progressive for various reasons, such as their treatment of staff and their embrace of technology. This module guides those aspiring to be progressive employers, fostering innovative business practices and forward-thinking employee relations.

## Hiring for Success

Improve your hiring process and select top candidates with confidence. This course provides skills and tools to differentiate between candidates and make successful hiring decisions.

## Employee Dispute Resolution

Have you experienced disagreements with a supervisor's decision at work? Peer review provides an opportunity to seek alternative perspectives and resolve such issues through a formal procedure. This module equips you with comprehensive knowledge on mediation for employee dispute resolution.

## Employee Recognition: Appreciating Your Workforce

Recognition for a job well done is universally appreciated. In the workplace, it fosters employee satisfaction, strengthens customer service, and enhances financial performance. This module explores the significance of employee recognition and provides guidance on implementing both formal and informal recognition strategies.

## Employee Accountability

Promoting mental health is crucial for a safe workplace. Training staff to recognise workplace hazards like bullying, stress, violence, and fatigue is essential for managing mental health at work.

## Diversity and Inclusion

Workplace diversity aims for equitable inclusion of all individuals, irrespective of their characteristics. Embracing diversity brings benefits like innovation, efficiency, and better outcomes.

## Human Resources for the Non-HR Manager

Equip managers and supervisors with essential HR knowledge. This three-part module covers the hiring process, orientation, and post-hiring issues including diversity, compensation, and discipline. Gain the skills to effectively handle HR matters in today's fast-paced world.



## Conducting Effective Performance Review

Performance reviews drive employee development. Clear goals and objectives provide focus, aligning individual and company objectives. Effective feedback, delivered regularly, fosters growth. This module guides supervisors and employees on conducting successful performance review meetings and setting meaningful goals.

## Performance Management

The impact of poor performance on an organisation can include the cost to replace employees, lost productivity, legal impact, poor morale, and overall reputation. Performance management can both prevent and mitigate these issues to ensure employees are engaged, productive, and effective.

## Resilience and Mental Health

Promoting mental health is vital for a safe and healthy workplace. Alongside physical health, psychological well-being is crucial. Training staff to recognise workplace hazards like bullying, stress, violence, and fatigue is essential for managing mental health at work.

# Compliance

## Anti-Bribery and Corruption

Governments worldwide aim to curb bribery and corruption in business. Strong internal controls, ethics, and compliance programs are vital to reduce costs, legal risks, and reputational harm tied to corruption or its perception within your company.

## Environmental Compliance

Complying with environmental laws and upholding standards is crucial for organisations and individuals. Non-compliance can lead to significant penalties, as environmental legislation applies at various levels - federal, state, and territorial.

## Anti-Bullying & Anti-Harassment

Workplace misconduct impacts health, happiness, and job performance. Breaches result in costly consequences like fines, reputation damage, and staff turnover. Safetrac's 'Anti-Bullying and Anti-Harassment' course enlightens organisations and employees about appropriate workplace behaviours and their legal implications.

## Chain of Responsibility

The Chain of Responsibility (CoR) is an Australian transport framework that legally binds parties involved in the transport supply chain, especially in the heavy vehicle industry. It governs areas like speeding, fatigue, mass, loading, and dimensions, acknowledging that illegal behaviour can be caused by the actions of others.

## Manual Handling

Manual handling encompasses various workplace activities and repetitive tasks. While not all manual handling is risky or prone to injury, it is important for organisations to fulfill their responsibilities in implementing proper manual handling procedures to prevent workplace injuries, including musculoskeletal disorders (MSDs). Training in this area educates staff on injury prevention during repetitive tasks and helps them recognise signs of injury.

## Work Health and Safety for Employees

Organisations have a duty to ensure workplace health and safety for employees, customers, and the public. Safetrac's 'Work Health and Safety - Employee' course trains staff to comprehend workplace health and safety laws and assist in risk reduction. The 'Work Health and Safety - Managers' course educates managers and officers on their obligations under occupational health and safety legislation (excluding organisations with employees in Victoria).





## Insider Trading

Insider trading laws prohibit unfair actions based on privileged information, ensuring market integrity and efficiency. Breaches result in severe penalties, including fines and imprisonment. Safetrac's 'Insider Trading' course offers organisations and employees a comprehensive understanding of these prohibitions.

## Fatigue Management

Fatigue poses risks to workplace health and safety, impairing attentiveness and increasing the likelihood of mistakes and accidents. Training in fatigue management raises awareness of its causes, workplace impacts, and warning signs. This promotes compliance with occupational health and safety obligations related to fatigue management.

## Respect @ Work

Sexual harassment in Australian workplaces is widespread, occurring across industries, locations, and hierarchies. The Respect@Work training module defines workplace sexual and gender-based harassment. Preventing sexual harassment requires collective effort, and Safetrac's Respect@Work training equips learners with strategies to intervene and overcome barriers to taking action.

## Risk Management Awareness

Risk management aims to minimise the probability and impact of risks to help organisations achieve their goals effectively. Safetrac's 'Risk Management Awareness' course introduces the field of risk management, covering a systematic process for identifying, analysing, evaluating, treating, and reporting risks.

## Fire Safety

Fire safety covers prevention, fire response, and emergency procedures. It is essential to prioritise fire safety before, during, and after an incident. This includes understanding how to use different fire equipment, regularly inspecting and maintaining it, and having an up-to-date Fire Safety Plan.

## Modern Slavery

Modern slavery, or contemporary slavery, is the persistent existence of institutional slavery in today's society. New compliance and reporting requirements will be imposed on large corporations and entities in Australia. This helps companies assess their supply chains and verify that their products are free from slavery.

## Spam Act

In 2003, Australia enacted legislation to address the negative effects of spam on electronic communication and end-users' costs. The Spam Act 2003 prohibits the sending of unsolicited commercial electronic messages, including emails, SMS, MMS, or instant messages, without the recipient's consent.

## Whistleblower Policy

By providing a whistleblowing policy, employees of an organisation can feel confident in reporting unethical conduct, dishonest or illegal activity. There are state and federal laws that protect whistleblowers.

## Workplace Violence

Workplace violence can stem from various sources, and warning signs may or may not be present. It is essential to educate ourselves on prevention, identification, and mitigation of threats. Safetrac's comprehensive module equips workplace leaders with the necessary knowledge to take proactive measures.

## Privacy

Is your team well-informed on safeguarding personal information? Do you feel confident about collecting, retaining, and sharing information appropriately? Safetrac's 'Privacy' training course equips you and your employees with the knowledge of privacy laws and regulations regarding customer data collection. It also ensures understanding of obligations under the Privacy Act.







## Fraud Awareness

Fraud is an intentional act that exploits trust or authority through deception. Although laws may vary, the underlying principles remain consistent. It can impact organisations of any size or industry, posing significant risks to financial well-being and reputation.

## Intellectual Property

Intellectual property (IP) is legally safeguarded through trademarks, patents, registered designs, and copyright, allowing individuals and organisations to gain recognition and financial rewards for their inventions or creations. Protecting IP can provide your organisation with a competitive edge, leading to profit and growth opportunities.

## Cyber Security

Cyber-attacks are a global threat, impacting computer systems, networks, and data worldwide. To safeguard against these risks, all employees accessing your organisation's technology systems should receive adequate training to identify and respond to potential security threats.

## Discrimination Prevention Training

Do your employees know what behaviours are considered discriminatory? Discrimination happens when an employer takes unfavorable action based on attributes like race, gender, age, or religion. Although discrimination laws may vary, the underlying principles remain consistent. Breaching these laws can result in significant costs for organisations, including reputational harm, compensation orders, and high employee turnover.



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