



Centre for Office Productivity

*because there is always
an easier, better and
faster way to work.*





Skills for Business in the Digital Age

because there is always an easier, better and faster way.

 (02) 4724 9000

IT and Digital Courses

Computers : Access Level 1

Microsoft Access Level 1 is designed for those who need to know how to create databases with reports and queries and to manipulate this data to provide viable information.

ICTICT210 Operate database applications

WESTFIELD PENRITH

Tuesday 23 October 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$152 Workshop, no concession

WESTFIELD PENRITH WEEKEND

Sunday 28 October 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$152 Workshop, no concession

Computers : Access Level 2

Microsoft Access Level 2 is designed for those who have an understanding of how tables are created, records are entered, modified and deleted and how simple queries, reports and forms are created.

BSBITU301 Create and use databases

WESTFIELD PENRITH

Tuesday 6 November 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$152 Workshop, no concession

WESTFIELD PENRITH WEEKEND

Sunday 11 November 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$152 Workshop, no concession

Computers : Access Level 3

This course is primarily designed for people who need to know how to design and develop relational databases and automate operations in Microsoft Access.

BSBITA401 Design databases

WESTFIELD PENRITH

Tuesday 20 November 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$152 Workshop, no concession

WESTFIELD PENRITH WEEKEND

Sunday 25 November 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$152 Workshop, no concession

Computers : Bookkeeping with MYOB

Use your existing accounting / bookkeeping knowledge and experience and apply them to MYOB accounting software. This course will include GST, but not payroll. Please note this course is self paced.

BSBFIA401 Prepare financial reports

BSBFIA301 Maintain financial records

WESTFIELD PENRITH

Monday 22 October 2018, 6:30 pm to 8:30 pm

Duration: 8 Weeks, \$320 Must have bookkeeping and computer knowledge

WESTFIELD PENRITH

Monday 22 October 2018, 9:15 am to 11:15 am

Duration: 8 Weeks, \$320 Must have bookkeeping and computer knowledge

WESTFIELD PENRITH WEEKEND

Saturday 17 November 2018, 9:00 am to 5:30 pm

Duration: 2 Weeks, \$340 17th & 24th Nov. Must have bookkeeping & computer knowledge. Workshop, no concession

Computers : Desktop Publishing

For those with pressing time commitments, this workshop will introduce you to Microsoft Publisher. This is a great tool for creating many unusual documents that are hard to manage in other programs, such as greeting cards, business cards and newsletters. Basic computer experience required.

BSBITU309 Produce desktop published documents

BSBWOR204 Use business technology

WESTFIELD PENRITH

Wednesday 31 October 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

WESTFIELD PENRITH WEEKEND

Saturday 17 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

Computers : Electronic filing

If you are having problems finding files and wasting time trying to locate them on your computer, then this workshop will teach you how to arrange them for easy storage and retrieval.

BSBITU101 Operate a personal computer

WESTFIELD PENRITH

Friday 2 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

Computers : Excel Level 1 For Business

This course aims to provide the basics of spreadsheeting using Microsoft Excel 2010. Particular emphasis is placed on the importance of accuracy, good formula building techniques and sound formatting and design principles. This course is run in partnership with Rel Pattison Business Consulting.

BSBITU101 Operate a personal computer

BSBITU202 Create and use spreadsheets

WESTFIELD PENRITH

Tuesday 30 October 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$330 Workshop, no concession

Computers : Excel Level 2 For Business

Microsoft Excel Level 2 aims to provide you with the skills and knowledge to produce more effective and productive workbooks. It covers formulae and function techniques, more intricate formatting, setting complex printing options, using intricate charting features and working more effectively with existing worksheets and workbooks. This course is run in partnership with Rel Pattison Business Consulting.

BSBWOR204 Use business technology

BSBITU304 Produce spreadsheets

WESTFIELD PENRITH

Tuesday 13 November 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$330 Workshop, no concession



IT and Digital Courses

Computers : Excel Level 3 For Business

This course provides the skills and knowledge to create lookup functions, set Excel working options, enhance charts, protect worksheet data, perform advanced data operations, use pivot tables, consolidate data, set goals, use Solver and learn about the functions of macros. This course is run in partnership with Rel Pattison Business Consulting.
BSBITU402 Develop and use complex spreadsheets

WESTFIELD PENRITH

Tuesday 27 November 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$330 Workshop, no concession

Computers : iWork Pages

Pages is a word processor developed by Apple, it is part of the iWork productivity suite that runs on the iOS operating system. During this workshop you will learn about the different tools and their functionality and how to style and format a document.

BSBITU201 Produce simple word processed documents

WESTFIELD PENRITH

Wednesday 21 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

Computers : MYOB Payroll Workshop

This course will provide skills to set up payroll and run a payroll period using MYOB Accounting Software, including end-of-year requirements. Must have completed a MYOB course prior to commencing. No concessions.

BSBFIA302 Process payroll

WESTFIELD PENRITH WEEKEND

Sunday 2 December 2018, 10:00 am to 4:30 pm

Duration: 1 Day, \$124 Workshop, no concessions

Computers : Office Skill Set

If you've decided to get back into the workforce or are wanting to upskill then this course is for you. Microsoft Office is a computer package which includes a variety of programs. This course includes many keyboarding shortcuts and will help familiarise you with the most common Office products: Word, Excel, PowerPoint and Microsoft Publisher. Basic computer experience preferred.

BSBITU201 Produce simple word processed documents

BSBITU202 Create and use spreadsheets

BSBITU302 Create electronic presentations

BSBITU309 Produce desktop published documents

BSBITU306 Design and produce business documents

WESTFIELD PENRITH

Tuesday 23 October 2018, 6:30 pm to 8:30 pm

Duration: 12 Weeks, \$320

KATOOMBA CENTRE

Monday 29 October 2018, 10:00 am to 2:00 pm

Duration: 6 Weeks, \$320

WESTFIELD PENRITH

Thursday 22 November 2018, 10:00 am to 4:00 pm

Duration: 4 Weeks, \$320

WESTFIELD PENRITH WEEKEND

Saturday 24 November 2018, 10:00 am to 4:00 pm

Duration: 4 Weeks, \$320 Workshop, no concession

Computers : Powerpoint Workshop

Using Microsoft Powerpoint, learn the tools to create dynamic slideshows with animation, adding pictures, clipart and content from the Internet. Powerpoint is also useful for those who wish to display their digital photos in a slide-show format. Basic computer experience preferred.

BSBWOR204 Use business technology

BSBITU302 Create electronic presentations

WESTFIELD PENRITH

Wednesday 7 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

Computers : Project Level 1

You will acquire the skills and knowledge to create a new project, enter and work with tasks and resources, create a schedule and print effective project information using Microsoft Office. This course is run in partnership with Rel Pattison Business Consulting.

WESTFIELD PENRITH

Tuesday 23 October 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$660 Workshop, no concession

Computers : Project Level 2

Microsoft Project Level 2 is designed for existing users of Microsoft Project who wish to extend their skills and knowledge beyond the creation of simple projects. This course is run in partnership with Rel Pattison Business Consulting.

WESTFIELD PENRITH

Tuesday 6 November 2018, 9:30 am to 5:30 pm

Duration: 1 Day, \$660 Workshop no concession

Computers : Word

Microsoft Word is a popular and most powerful Word Processing application. This course will familiarise you with all the basic concepts and features used in Word such as creating form letters and tables.

BSBITU101 Operate a personal computer

BSBITU201 Produce simple word processed documents

WESTFIELD PENRITH WEEKEND

Saturday 3 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

WESTFIELD PENRITH

Wednesday 28 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

Computers : Word Level 2

Microsoft Word is a popular and powerful Word Processing application. This course aims to enhance existing Microsoft Word skills by covering more specific documentation creation aspects such as working with multiple documents, formatting in tables, styles, merging and working with pictures and illustrations.

BSBITU303 Design and produce text documents

BSBWOR204 Use business technology

WESTFIELD PENRITH WEEKEND

Saturday 10 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

WESTFIELD PENRITH

Wednesday 5 December 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

Computers : Xero

This course is an introduction to Xero. You will learn about Xero's functions and capabilities such as invoicing, bank reconciliation, contacts, payroll, inventory, quotes, expense claims and reporting and formulating BAS statements.

BSBFIA401 Prepare financial reports

BSBFIA301 Maintain financial records

WESTFIELD PENRITH

Monday 22 October 2018, 6:30 pm to 8:30 pm

Duration: 8 Weeks, \$320

Product Demonstration for the Web

Delivering a product demonstration for clear and concise communication

KATOOMBA CENTRE

Tuesday 23 October 2018, 2:30 pm to 5:30 pm

Duration: 6 weeks, \$220

Typing

At the end of this accredited course, you will learn to touch type and develop speed and accuracy whilst mastering keyboard functions using computer technology.

BSBITU307 Develop keyboarding speed and accuracy

WESTFIELD PENRITH

Thursday 25 October 2018, 6:30 pm to 8:30 pm

Duration: 8 Weeks, \$195

WESTFIELD PENRITH

Friday 26 October 2018, 10:00 am to 12:00 pm

Duration: 8 Weeks, \$195

**LESS THAN 20 EMPLOYEES ?
SEE PAGE 25 FOR INFORMATION
ON FUNDING FOR THESE COURSES.**

Work Related Courses

Bookkeeping for Small Business

This course will teach you the basic principles of bookkeeping necessary for small business, including GST. The emphasis will be on preparing a full set of manual accounting records and taking these through to Profit and Loss.

BSBFIA301 Maintain financial records

BSBFIA303 Process accounts payable and receivable

BSBFIA304 Maintain a general ledger

WESTFIELD PENRITH

Monday 22 October 2018, 6:30 pm to 8:30 pm

Duration: 8 Weeks, \$195

Come Alive with Colour

Learn how to project confidence and master the art of illusion through colour and contrast. You will discover your best clothing and makeup colours so that you will look healthy and bright. Your clothes will co-ordinate and you will save time and money.

WESTFIELD PENRITH WEEKEND

Saturday 10 November 2018, 9:00 am to 1:00 pm

Duration: 1 Day, \$73 Workshop, no concession

Conducting a Successful Business Appraisal

Do you conduct performance appraisals with your employees? Whether you're a manager looking to implement employee appraisals for the first time or concerned with improving the quality and effectiveness of the appraisal process, or simply trying to save time and mental anguish, this workshop will be helpful. It will provide you with the tools to save time and energy to evaluate your employees fairly and accurately and foster your employees growth.

WESTFIELD PENRITH

Thursday 1 November 2018, 9:30 am to 12:30 pm

Duration: 1 Day, \$60

Dealing with Difficult People : Workshop

This workshop will focus on the behaviours of difficult people. We will identify the behaviours and causes that make people difficult to be around. We will discuss your skills in managing these behaviours and pick up some proven tips and techniques that will work on the most intractable individuals. This course will improve your peace of mind and make your interactions with these behaviours easier to manage.

Identify the different types of difficult behaviour and learn how to deal with them.

Give feedback that works and make conversations easy, learn to manage conflict between members of your team and others and learn when to give support and when to escalate issues.

WESTFIELD PENRITH

Wednesday 14 November 2018, 9:30 am to 12:30 pm

Duration: 1 Day, \$60

Debating and Public Speaking

Learn debating and Public Speaking skills to improve your confidence, critical thinking and professional presentation skills.

PENRITH HIGH SCHOOL

Tuesday 23 October 2018, 7:00 pm to 9:00 pm

Duration: 8 Weeks, \$179

Deliver and monitor a service to customers

In your work role, you may need a few tips to get the most out of your customers to provide the support you know your customers want. This course will give you the skills and knowledge to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

BSBCUS301 Deliver and monitor a service to customers

KATOOMBA CENTRE

Saturday 24 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, No Concession

Dress to Impress : Men Only

Looking good makes you feel good. Spend a day learning how to choose clothes and accessories that compliment your body shape, image and colouring so that you look more confident, streamlined and in proportion. Learn how to buy clothes and suits that fit correctly and how to develop a wardrobe to suit your lifestyle and budget. Included in the cost of this workshop is the "Suit Yourself" workbook.

WESTFIELD PENRITH WEEKEND

Sunday 21 October 2018, 9:00 am to 3:00 pm

Duration: 1 Day, \$124 Workshop, no concession

How to Manage a Bed and Breakfast

There is an extraordinary change in the bed and breakfast industry - Learn where the changes exist. Earning money from your home by listing with international reservation platforms like Airbnb, Stayz is very affordable as there is very little capital outlay. This course shows you what you need to furnish your spare room/s for guest use, how to manage breakfast and how to set the room rate, about local government regulations, tax obligations, fire safety and public liability cover. This course is very comprehensive and deals with all issues as they apply to responsible hosting. Your tutor Stewart Whyte who is an internationally published author, has just had a book published on this subject that will be available at the end of the course.

WESTFIELD PENRITH WEEKEND

Sunday 25 November 2018, 10:00 am to 2:00 pm

Duration: 1 Day, \$160 Workshop, no concession



Implement and participate in WHS procedures and policies

Do you need WHS knowledge in your work role? You will learn the basic skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents.

BSBWHS201 Contribute to health and safety of self and others

KATOOMBA CENTRE

Saturday 10 November 2018, 10:00 am to 4:00 pm

Duration: 1 Day, \$114 Workshop, no concession

Interview Skills

First impressions are lasting and, no matter what you know, you need to present the best of yourself at the interview. This workshop will give you some tips to make that first impression, how to build rapport in the interview, develop a framework for responding to the questions and knowing how to answer that difficult question.

WESTFIELD PENRITH

Friday 16 November 2018, 12:00 pm to 2:00 pm

Duration: 1 Day, \$36

Marketing and Sales Techniques

Would you like to make a bigger impact in your marketing or sales life? You may be a representative, small or home business owner or just looking to start in a position that requires the knowledge of sales and marketing skills. If you want to be successful in these skills, come to this course and discover the techniques to keep you ahead of the competition.

PENRITH HIGH SCHOOL

Tuesday 23 October 2018, 7:00 pm to 9:00 pm

Duration: 8 Weeks, \$195

Plan and Organise a Meeting or Event

This course will cover the following topics - how to take an event brief, what is involved in sourcing and evaluating venues or sites, how to conduct a site inspection, how to complete budgets and read contracts along with presenting venue options. You will learn how to prepare, set up and process on site registrations for your event.

BSBADM405 Organise meetings

PENRITH HIGH SCHOOL

Monday 22 October 2018, 7:00 pm to 9:00 pm

Duration: 8 Weeks, \$179

Work Related Courses

Provide Cardiopulmonary Resuscitation – HLTAID001

Nationally Recognised Training. Unit of Competency issued via a Statement of Attainment. 2.5 hours of practical training and assessment, valid for 1 year from date of final assessment. It is recommended by the Australian Resuscitation Council (ARC) that cardiopulmonary resuscitation is updated annually.

WESTFIELD PENRITH WEEKEND

Saturday 3 November 2018, 9:00 am to 11:30 am

Duration: 1 Day, \$80 Workshop, no concession

Provide CPR : HLTAID001

Summer is coming and most Australians spend time in the water, are your CPR skills up to date? As summer approaches and the days get warmer, we head to our beaches and rivers, swim in our pools and find fun and relaxation through water activities. Last year, nearly 300 people in Australia lost their lives to drowning and it is the number one cause of death for Australian children under five. CPR is a vital life skill that can help save a life.

WESTFIELD PENRITH

Wednesday 21 November 2018, 9:00 am to 11:30 am

Duration: 1 Day, \$80 Workshop, no concession

WESTFIELD PENRITH WEEKEND

Saturday 8 December 2018, 9:00 am to 11:30 am

Duration: 1 Day, \$80 Workshop, no concession

Provide First Aid HLTAID003 Full Course

Nationally Recognised & WorkCover Approved First Aid Training. Unit of Competency issued via a Statement of Attainment. 1 day of practical training and assessment (approximately 8 hours) plus a Flexible Delivery workbook to be completed prior to practical day. Flexible delivery workbook can be completed online or supplied in hard-copy. Valid for 3 years from date of final assessment. It is recommended by the Australian Resuscitation Council (ARC) that the cardiopulmonary resuscitation component be updated annually.

WESTFIELD PENRITH WEEKEND

Saturday 3 November 2018, 9:00 am to 5:00 pm

Duration: 1 Day, \$170 Workshop, no concession

WESTFIELD PENRITH

Wednesday 21 November 2018, 9:00 am to 5:00 pm

Duration: 1 Day, \$170 Workshop, no concession

WESTFIELD PENRITH WEEKEND

Saturday 8 December 2018, 9:00 am to 5:00 pm

Duration: 1 Day, \$170 Workshop, no concession

Ready to register?

See pages 30-31 for Registration Information.



Provide First Aid– HLTAID003 Update Refresher Course

Nationally Recognised Training & WorkCover Approved. Unit of Competency issued via a Statement of Attainment. 1 day of practical training and assessment (approximately 8 hours). Valid for 3 years from date of final assessment. Participants must present evidence of a current Provide First Aid Statement of Attainment to be eligible for the Update / Refresher Course (prior to the 3 year expiry date). It is recommended by the Australian Resuscitation Council (ARC) that the cardiopulmonary resuscitation component be updated annually.

WESTFIELD PENRITH WEEKEND

Saturday 3 November 2018, 9:00 am to 5:00 pm

Duration: 1 Day, \$140 Workshop, no concession

WESTFIELD PENRITH

Wednesday 21 November 2018, 9:00 am to 5:00 pm

Duration: 1 Day, \$140 Workshop, no concession

WESTFIELD PENRITH WEEKEND

Saturday 8 December 2018, 9:00 am to 5:00 pm

Duration: 1 Day, \$140 Workshop, no concession

Self-confidence and Public Speaking

This course will give you a better understanding of your strengths and your motivations whilst increasing your self-confidence and belief in yourself. You will also discover some techniques for effective public speaking using your voice, body language and speech.

WESTFIELD PENRITH

Thursday 25 October 2018, 6:30 pm to 8:30 pm

Duration: 8 Weeks, \$179

Simply Stylish : Your Ideal Silhouette

Learn how to understand your figure, where to camouflage your imperfections and how to improve your silhouette. Your figure will be analysed and your best clothing styles will be identified. You will receive a print out of your personal body shape analysis and a workbook valued at \$40 is included in the cost of the course. Workshop no concessions.

WESTFIELD PENRITH WEEKEND

Saturday 17 November 2018, 9:00 am to 1:00 pm

Duration: 1 Day, \$115 Workshop, no concession

Starting up your own home based business

This is an introductory course about setting up your own business. You will organise your business ideas and use your organisational skills to plan and research your business and evaluate your competitors. You will also research marketing and advertising ideas as well as the registrations and approvals required to run a successful business.

WESTFIELD PENRITH WEEKEND

Saturday 24 November 2018, 9:30 am to 4:30 pm

Duration: 3 Weeks, \$235 Workshop, no concession

Typing Test

One hour typing tests by appointment only, please call 4724 9000

WESTFIELD PENRITH

10:00 am to 11:00 am

Duration: 1 lesson, \$55 Phone to Register

What to Wear

Do you have a wardrobe full of clothes, but never seem to have anything to wear? Perhaps you are entering or re-entering the workforce or just need a change of image. Learn how to choose clothing to enhance your figure and the image you wish to project at work and for leisure. We will also look at how to plan a wardrobe to suit your budget, needs and accessories and what is suitable attire for a variety of occasions. No concessions.

WESTFIELD PENRITH WEEKEND

Saturday 27 October 2018, 9:00 am to 3:00 pm

Duration: 1 Day, \$84 Workshop, no concession

Writing : Grant Writing for the Community Sector

This is the ideal, practical writing a 'Winning Grant' course for those who participate in community organisations who wish to seek and attain funding through grants. This insightful and informative step-by-step course presents a thorough exploration of topics that will encourage the writer to develop, direct and edit creative ideas. In addition the writer will receive invaluable guidance on presentation skills for submission.

WESTFIELD PENRITH

Friday 7 December 2018, 9:30 am to 12:30 pm

Duration: 1 Day, \$60

Full Qualification Programs



You may be eligible for NSW Government subsidised training...

**Call to see if you're eligible
4724 9000**

Community Services & Health

CORE PROGRAM

Certificate III in Individual Support

This qualification, Certificate III in Individual Support CHC33015, is suitable for support workers who work in a community and/or residential setting as well as those who support people with a disability. If you follow an individualised plan to provide person-centred support to people who may require support, this course is for you. To achieve this qualification, you must complete at least 120 hours of work in a suitable agency or support group home.

- CHCCOM005 Communicate and work in health or community services
- HLTWH5002 Follow safe work practices for direct client care
- CHCDIV001 Work with diverse people
- CHCDIS002 Follow established person-centred behaviour supports
- CHCCS015 Provide individualised support
- CHCCS023 Support independence and wellbeing
- HLTAA001 Recognise healthy body systems
- CHCDIS003 Support community participation and social inclusion
- CHCDIS001 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS007 Facilitate the empowerment of people with disability
- CHCLEG001 Work legally and ethically
- CHCADV001 Facilitate the interests and rights of clients
- CHCGRP001 Support group activities

HIGHER LEVEL

Certificate IV in Disability

This qualification, Certificate IV in Disability CHC43115, will give you the skills to train and support and empower the person with a disability to achieve greater levels of independence, self-reliance, community participation and well being. You will gain the knowledge to promote a person-centred approach for the person with a disability and the skills to supervise and/or co-ordinate a small team.

To achieve this qualification, you must complete at least 120 hours of work in a suitable agency or support group home.

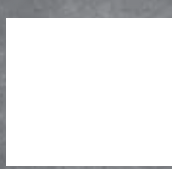


REGISTER



Contact Us & Complete Your Registration Form (page 31)

CONNECT



Let us confirm your choice is the best course for you and confirm your fee & subsidies

COMMIT



Complete your Enrolment and get ready to start your journey.



RTO ID 1223



Call 4724 9000



or go to www.ncc.nsw.edu.au

Business Administration

Certificate II in Business

This qualification is aimed at those who are employed in, or wishing to be employed in an administrative position performing a range of mainly routine tasks. To achieve the full qualification, BSB20115 Certificate II in Business, you must complete the 12 units. These include communication skills, working in a team, WHS, using business equipment, customer service and prioritising work tasks.

- BSBITU201 Produce simple word processed documents
- BSBWHS201 Contribute to health and safety of self and others
- BSBADM101 Use business equipment and resources
- BSBIND201 Work effectively in a business environment
- BSBCMM201 Communicate in the workplace
- BSBINM202 Handle mail
- BSBINM201 Process and maintain workplace information
- BSBCUS201 Deliver a service to customers
- BSBWOR202 Organise and complete daily work activities
- BSBITU203 Communicate electronically
- BSBITU202 Create and use spreadsheets
- BSBWOR203 Work effectively with others

WESTFIELD PENRITH

Monday 22 October 2018, 9:30 am to 3:30 pm

Duration: 16 Weeks, \$880 If this is your second Full Qualification the standard fee is \$1050

Certificate III in Business Administration

Certificate III in Business Administration (BSB30415) consists of 2 core and 11 elective units. This course will give you the skills to use a keyboard, skills in customer service and Powerpoint presentations, WHS and spreadsheets, work priorities and writing documents using business technology. You will be able to apply these skills in a broad range of administrative roles. This course is a combination of classroom activities and self paced learning.

- BSBWHS201 Contribute to health and safety of self and others
- BSBITU307 Develop keyboarding speed and accuracy
- BSBWRT301 Write simple documents
- BSBITU303 Design and produce text documents
- BSBCUS301 Deliver and monitor a service to customers
- BSBITU306 Design and produce business documents
- BSBADM307 Organise schedules
- BSBITU302 Create electronic presentations
- BSBITU304 Produce spreadsheets
- BSBITU309 Produce desktop published documents
- BSBADM302 Produce texts from notes
- BSBWOR204 Use business technology
- BSBWOR301 Organise personal work priorities and development

WESTFIELD PENRITH

Monday 22 October 2018, 10:00 am to 4:00 pm

Duration: 20 weeks, \$1320 If this is your second Full Qualification the standard fee is \$1580

Certificate IV in Business Administration

You already have well-developed administrative skills however if you need to develop skills in organising meetings and administering projects, maintaining business resources and developing your team's skills, this course, Certificate IV in Business Administration (BSB40515) is the correct choice for you. This course is aimed at people in a leadership role or those aspiring to be a leader.

- BSBCUS402 Address customer needs
- BSBCUS401 Coordinate implementation of customer service strategies
- BSBWRT401 Write complex documents
- BSBITU401 Design and develop complex text documents
- BSBCMM401 Make a presentation
- BSBADM405 Organise meetings
- BSBADM407 Administer projects
- BSBINN301 Promote innovation in a team environment
- BSBITS401 Maintain business technology
- BSBITA401 Design databases

WESTFIELD PENRITH

Wednesday 24 October 2018, 10:00 am to 4:00 pm

Duration: 20 Weeks, \$1580 If this is your second Full Qualification the standard fee is \$1850

Info Tech

CALL US TO REGISTER YOUR INTEREST

Certificate I in Information, Digital Media & Technology

Certificate I in Information, Digital Media & Technology (ICT10115) will provide you with the skills and knowledge to safely perform foundation digital literacy tasks using a personal computer and a range of software applications and digital devices. This Qualification will assist you with obtaining an entry level job as a clerical or administrative worker in IT.

Certificate II in Information, Digital Media & Technology

Do you have some IT skills and are interested in entering a career in IT? Certificate II in Information, Digital Media & Technology (ICT20115) is the entry level Qualification that provides you with the foundation skills and knowledge to use information and communications technology (ICT) in any industry.

Certificate III in Information, Digital Media & Technology

The Qualification Certificate III in Information, Digital Media and Technology will provide you with the skills and knowledge to be competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self sufficiency as and advanced ICT user. The level of this Qualification gives you the ability work in a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.



Accredited Training



NATIONALLY RECOGNISED
TRAINING

Nepean Community College is a Registered Training Organisation (RTO Number 1223). Our aim is to ensure that your learning is recognised. In keeping with this aim the courses in this program provide you with Statements of Attainment where the Units of Competency are listed with the Course Description.

Seminars and Workshops

Business blogging

No matter what kind of company you have, you need to be blogging. Even if you don't consider yourself a writer or blogger, it's essential because your business blog offers another touch point with your customers. It's easy to do and there are several good reasons you should do it. Workshop no concessions.

WESTFIELD PENRITH

Monday 29 October 2018, 10:00 am to 1:00 pm

Duration: 1 Lesson, \$50 Phone to Register

Facebook for Business

More than 1 billion people use Facebook, marketing on Facebook will help your business to create relationships and find new customers. Learn how to deliver your message to the right audience and improve your brand awareness online by creating engaging and compelling advertisements that will reach the right audience. Workshop no concessions.

WESTFIELD PENRITH

Duration: Single Session, \$100 This is a one to one workshop. Phone to book an appointment.

Fast & Fearless Information Products

Developing your own information products (infoproducts) is one of the fastest ways to create new income streams. Infoproducts like eBooks, video courses, and audio courses offer a way to help your target audience with informational content that gives them solutions to their problems. By publishing these products, you not only earn money, but also spread awareness of your brand and build a relationship with your audience, which can lead to more sales down the road. Through these products, you demonstrate your expertise in your niche and your intention to help people.

WESTFIELD PENRITH

Tuesday 11 December 2018, 10:00 am to 1:00 pm Duration: 1 Lesson, \$50

How to attract and engage with visuals

In today's world of content overwhelm online, visuals can make all the difference to whether someone looks at your content or not. People love visuals because they have an immediate emotional impact and they're easy to take in at a glance. No matter what industry you're in, visual content should be an important component of your content marketing strategy. Workshop no concessions.

WESTFIELD PENRITH

Tuesday 4 December 2018, 10:00 am to 1:00 pm Duration: 1 Lesson, \$50

How to build an email list from scratch

In this course, you'll learn exactly what you need to do to build a targeted email list from scratch. You'll put automated systems in place to attract potential clients on a consistent basis. You'll discover the best ways to find your ideal subscribers, as well as how to entice them to provide their email details. And by the time you've finished the course, you'll have a detailed plan to use your growing email list to get your business on track and achieve the results you want. Workshop no concessions.

WESTFIELD PENRITH

Tuesday 18 December 2018, 10:00 am to 1:00 pm Duration: 1 Day, \$50

How to create a realistic content marketing plan

Creating content isn't done on the fly. Small business owners don't get struck by inspiration and crank out blog posts that magically turn leads into customers. Successful content marketers have a process they use to plan their content over the long-term for sustainable results. To count yourself among their ranks, you need a content marketing plan, and this course will teach you step-by-step how to create and implement one that you can realistically commit to. Workshop no concessions.

WESTFIELD PENRITH

Monday 22 October 2018, 10:00 am to 1:00 pm Duration: 1 Lesson, \$50

How to create an online course

The benefits of online courses are extraordinary, both for your business and for your clients. Online courses have revolutionised learning, and with all the amazing and affordable tools and technology available to us today, there's never been an easier and better time to create your own online training program. Workshop no concessions.

WESTFIELD PENRITH

Tuesday 13 November 2018, 10:00 am to 1:00 pm

Duration: 1 Day, \$50

Instagram for Business

With over 500 million active accounts, Instagram is a highly engaged online community that has the capacity to reach your audience. You can promote your brand and products directly to your customers through creative images and videos to drive your businesses sales and enhance your online presence. Workshop no concessions.

WESTFIELD PENRITH

Tuesday 23 October 2018, 10:00 am to 1:00 pm

Duration: 1 Lesson, \$50

Know your customer

Whether starting a business or trying to grow and expand your existing business, there is a great deal of research involved. The most successful business owners understand the importance of staying on top of industry trends and keeping an ear to the ground at all times. Businesses spend a great deal of time researching their competitors in order to give themselves an edge. But with all of this research, you may be missing the most important piece of the puzzle – your customer. Workshop no concessions.

WESTFIELD PENRITH

Monday 3 December 2018, 10:00 am to 1:00 pm

Duration: 1 Lesson, \$50

LinkedIn for Business

Establishing a presence for your business on LinkedIn is an excellent way to build your brand awareness. Create a profile that will allow your business to connect with new networks as you join the over 53 million users currently on LinkedIn. Workshop no concessions.

WESTFIELD PENRITH

Duration: Single Session, \$100 This is a one to one workshop. Phone to book an appointment.

Magnetic Content

Consistently Create Content that Attracts & Engages Your Market. There are five keys to creating a solid content creation and publishing system, and you're going to learn these five keys in this workshop. By the end, you'll have a system in place to get started. Workshop no concessions.

WESTFIELD PENRITH

Monday 5 November 2018, 10:00 am to 1:00 pm

Duration: 1 Lesson, \$50 Phone to Register

Mailchimp

In this course, you will be shown step by step how to use Mailchimp to create stylish emails and newsletters to send out to your customers. Workshop no concessions.

WESTFIELD PENRITH

Duration: Single Session, \$100 This is a one to one workshop. Phone to book an appointment.

WESTFIELD PENRITH

Tuesday 20 November 2018, 10:00 am to 1:00 pm

Duration: 1 Lesson, \$50

Mind Mapping for Business

In this course you will identify the benefits of using mind maps. Mind maps enable you to manage and organise information both on a personal and business level as well as planning and brainstorming and problem solving. Mind maps can even be used to design and plan websites. This tool is essential in your business and personal life. Workshop no concessions.

WESTFIELD PENRITH

Monday 26 November 2018, 10:00 am to 1:00 pm Duration: 1 Lesson, \$50 Phone to Register

Pinterest for Business

Use Pinterest to get discovered by millions of people looking for things to plan, buy and do. Pinterest is a great platform to showcase your business products discovered by millions of users and increase your brand awareness. Workshop no concessions.

WESTFIELD PENRITH

Duration: Single Session, \$100 This is a one to one workshop. Phone to book an appointment.

Protect your online reputation

Online reputation management, also called ORM, refers to building, improving, or restoring your brand's name on the Internet. It means taking control of your reputation online by employing various strategies that are both proactive and reactive (for any damage control needed). Whether tackling negative Google search results, removing risky personal information on social media, or eliminating troubling images that shouldn't be online, ORM is essential to any brand's image. Workshop no concessions.

WESTFIELD PENRITH

Monday 10 December 2018, 10:00 am to 1:00 pm Duration: 1 Lesson, \$50

Rapid Results Marketing Formula

This course will help you to see some results from your marketing efforts, and to see them quickly. It will guide you away from the tendency to jump on the latest marketing trends and the typical desire to work on several marketing strategies at once. Instead, it will help you focus on one short-term goal and strategy that makes the most sense for your business, so that you can put all your energy into that and follow it through to success. Workshop no concessions.

WESTFIELD PENRITH

Tuesday 27 November 2018, 10:00 am to 1:00 pm Duration: 1 Day, \$50

Social Media Engagement Strategies

Do you want to build a rock solid Social Media Presence that can't be ignored? How to build interaction and deepen relationships with your customers and followers on social media. Workshop no concessions.

WESTFIELD PENRITH

Monday 12 November 2018, 10:00 am to 1:00 pm Duration: 1 Lesson, \$50 Phone to Register

Website Content

How to make the pages of your website work for you. Did you know that people research before they buy or connect with you? This is why you need to make sure that the content you put on your site will help them determine that you are the right person for them. It is very important that your content provides the right message to your readers so they can identify you as the expert in your industry. Workshop no concessions.

WESTFIELD PENRITH

Tuesday 6 November 2018, 10:00 am to 1:00 pm Duration: 1 day, \$50 Phone to Register

Website Optimisation

Learn the basics of Search Engine Optimisation and Conversion Optimisation to empower you to make changes to your website that will improve search rankings, increase qualified traffic and lead to more sales. Workshop no concessions.

WESTFIELD PENRITH

Monday 19 November 2018, 10:00 am to 1:00 pm

Duration: 1 Lesson, \$50 Phone to Register

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some things our customers have said...



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NSW GOVERNMENT FULLY FUNDED TRAINING

AM I ELIGIBLE?



I live or work
in NSW

I'm an Aust or NZ citizen,
permanent resident or
IMMI Card holder

15+

I'm 15 years
or older & not
at school



Are **ANY** of the following barriers
for me to complete training?

Do I own or work in a
Small Business that ...

I'm an Aboriginal or
Torres Strait Islander

I'm on a Centrelink
Benefit
(Except Family Benefit Part B)

I live in
Social Housing

I struggle
with reading

I struggle to keep a job

I'm physically ill

I struggle with
conversation

I struggle
with numbers

I can't afford transport
for training out of area

I have a
mental illness

Has 20 or less
employees

Turnover
of under
\$2,000,000

YOUR COURSE IS **FEE FREE!**