

Whether you are returning to study or work, looking to expand your skills, or planning a new career path, the information in this Program Guide can help you to take the next step forward.

TAFE Open Learning



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program guide

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3572: March 2012

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Welcome

to TAFE Open Learning

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Study anywhere, anytime

We understand it's hard to access further education and training when you are busy with everyday life. That's why we offer distance and online programs which are self-paced, allowing you to study where and when you like.

Choose the practical and realistic study option which suits you! We can help you get that promotion, change your career direction or re-enter the workforce.

Achieve your goals with TAFE Open Learning.

Speak to our friendly Customer Service Team today!

We can enrol you over the phone and provide advice to help you make the right program choice.

Our team can also advise you on program fees and charges, and provide information on your suitability for Recognition of Prior Learning (RPL).

Call us between 8.00am – 5.30pm on Monday, Tuesday, Wednesday, Friday and 9.00am – 5.30pm on Thursday

freecall: 1800 657 387

email: enquiries.tol@det.qld.gov.au

The information in this Program Guide is correct at the time of publication - March 2012.

Visit our website for most current information
www.openlearning.tafe.qld.gov.au

PLEASE NOTE: Qualifications listed in this program guide may still have units under development and therefore the qualification may not be complete at the time of enrolment. Before lodging an enrolment it is recommended you check the qualification study options on the TAFE Open Learning website: www.openlearning.tafe.qld.gov.au or contact the Customer Service Contact Centre on 1800 657 387.

CULTURAL DISCLAIMER: Aboriginal and Torres Strait Islander peoples are advised that although no offence is intended, this publication may contain images that cause distress. This acknowledges and takes into account taboos on showing images of people who have died since the photo was taken.

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*Flexible study to
suit your lifestyle*

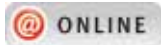
Accounting and finance

FNS30310 Certificate III in Accounts Administration

Develop bookkeeping skills in accounts payable/accounts receivable and payroll. You will learn about trial balance preparation, bookkeeping, EFT/e-business, purchases and sales, manual and computerised systems and preparation of financial reports. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Inventory clerk, accounts clerk, payroll clerk, bookkeeper, accounting operative, accounts receivable clerk, accounts payable clerk.

Delivered by: Brisbane North Institute of TAFE



FNS40610 Certificate IV in Accounting

Develop supervisory skills in accounts payable/accounts receivable, payroll, trial balance preparation, bookkeeping, EFT/e-business, and preparation of financial reports. Learn about financial statements, budgeting, business tax requirements, legal decision making, and asset and inventory accounting and more. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Inventory clerk, accounts clerk, payroll clerk, bookkeeper, accounting operative, accounts receivable clerk, accounts payable clerk, office manager.

Delivered by: Brisbane North Institute of TAFE



FNS50210 Diploma of Accounting

Gain a comprehensive grounding in managing client service, quality financial/business processes and information in the financial services industry. You will learn about financial statements, internal control, management accounting, budgeting, income tax, company reporting, business planning, and financial management. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Assistant accountant, office manager, administration manager, budget officer.

Delivered by: Brisbane North Institute of TAFE

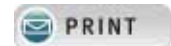


FNS60210 Advanced Diploma of Accounting

Upgrade your Diploma of Accounting so you can ascend the career ladder or progress to university study. This qualification is designed to reflect the role of employees working in accounting and seeking professional identification. You will learn about financial management, auditing, management accounting, taxation, commercial and company law and gain the skills to operate in an accounting environment. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Accountant.

Delivered by: Brisbane North Institute of TAFE



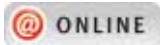
Business and retail

BSB30110 Certificate III in Business

An ideal program for students who are either thinking about starting their own business, or are seeking a career in business. You will be taught the basics from how to plan for success, to how to manage your own books and finances. You will also gain an understanding of the internet and the computer programs necessary to maintain a small business. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Career in industry, commerce or government organisations.

Delivered by: Brisbane North Institute of TAFE



BSB40207 Certificate IV in Business

Broaden your horizons and strengthen your career foundations with a cross section of subjects from the management, human resources and marketing streams. With employment options ranging from administration officer through to middle management, it's the perfect course to find yourself in good company.

Opportunities: Middle level manager in government and private industry, administration officer, team leader, supervisor, business trainee.

Delivered by: Brisbane North Institute of TAFE



BSB50207 Diploma of Business

This program enables you to develop skills to work in a wide range of business-related fields in an organisation. The program includes high-level key skills required by organisations responding to a rapidly changing business environment.

Opportunities: Middle level manager, administration officer, team leader, supervisor.

Delivered by: Brisbane North Institute of TAFE



BSB31007 Certificate III in Business Administration (Legal)

Do you want to become a court officer, legal executive or clerical officer? Then this program is for you! Also suitable for those people, including trainees in legal administration, who want to work as a legal secretary or administrator in a legal environment.

Opportunities: Entry level legal administration worker.

Delivered by: Brisbane North Institute of TAFE



BSB30407 Certificate III in Business Administration

Take the next step in your business career with a program designed to provide advanced training for office-related roles. Covering a variety of roles including word processing operator, administrative officer, computer operator and clerical officer, it's the perfect course to climb up the corporate ladder.

Opportunities: Receptionist, secretary, personal assistant, word processing operator, computer operator, administrative assistant, clerical officer.

Delivered by: Brisbane North Institute of TAFE

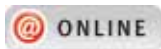


BSB40507 Certificate IV in Business Administration

Build upon your existing computing skills, as well as advancing team and customer communication techniques. With employment options ranging from administrative officers to executive assistants, this is the perfect program to help you ascend the career ladder.

Opportunities: Secretary, executive secretary, personal assistant, project administrator, administrative officer, team leader.

Delivered by: Brisbane North Institute of TAFE

**BSB50407 Diploma of Business Administration**

Are you looking to gain or update your existing administration skills? Develop the skills and knowledge to perform administrative duties including computing, team building, interpersonal and organisational skills.

Opportunities: Office manager, business administrator, senior executive assistant.

Delivered by: Brisbane North Institute of TAFE

**BSB40407 Certificate IV in Small Business Management**

Expand your knowledge and skills in the principles of operating a small business including clerical administration, supervision and general management. Ideal for those with minimal previous experience in running a small business, or current small business operators.

Opportunities: Small business owner/operator.

Delivered by: Brisbane North Institute of TAFE

**BSB40807 Certificate IV in Frontline Management**

Are you looking for an exciting new challenge? Lead and support team spirit! Demonstrate your leadership qualities through managing projects, implementing operational plans and coordinating customer service, all while working within a team environment.

Opportunities: Work in a supervisory or managerial role or as a key functional member of a team.

Delivered by: Brisbane North Institute of TAFE

**BSB41507 Certificate IV in Project Management**

Manage projects! Project management is not confined to any particular industry, so whether you're a manager or part of a project team, in a large or small business, project management will be an invaluable qualification for you and your team.

Opportunities: Project coordinator, project management officer, project team member, project or program administrator.

Delivered by: Brisbane North Institute of TAFE

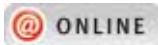


BSB51407 Diploma of Project Management

This program will successfully enable you to integrate and manage all aspects of quality projects in a timely and cost effective manner to meet organisational objectives. The knowledge and skills of project management are not confined to any particular industry sector. Graduates of the program will achieve competence to plan, execute, monitor, control and close a project, and feel confident that they can lead a team to achieve and deliver desired project outcomes.

Opportunities: Project leader, project management facilitator, project or program administrator.

Delivered by: Brisbane North Institute of TAFE



BSB51107 Diploma of Management

This qualification allows students to develop skills to work in management. The program includes medium to higher-level key business management skills required by organisations responding to a rapidly changing business environment.

Opportunities: Middle level manager in government or private industry, team leader, supervisor.

Delivered by: Brisbane North Institute of TAFE

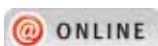


BSB41007 Certificate IV in Human Resources

Interested in working with people? Learn about the administration of human resources, occupational health and safety, training and workplace behaviour, and conducting recruitment and selection.

Opportunities: Human resource officer.

Delivered by: Brisbane North Institute of TAFE



BSB50607 Diploma of Human Resources Management

Develop skills to work in human resource management. The program includes medium to higher-level key human resource skills required by organisations responding to a rapidly changing business environment. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Human resources officer/coordinator, key functional member of a human resources team.

Delivered by: Brisbane North Institute of TAFE



SIR20207 Certificate II in Retail

This qualification provides the skills to be competent in activities requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as speciality stores, supermarkets, department stores and fast food outlets. Individuals work with some autonomy or in a team but usually under close supervision.

Opportunities: Store assistant in various retail store settings such as speciality stores, supermarkets, department stores and retail fast food outlets.

Delivered by: Wide Bay Institute of TAFE



Community services

CHC30208 Certificate III in Aged Care

Develop the ability to provide quality care with the right attitude and values, within community or residential care systems. With employment in a wide variety of assistant roles, it's the perfect course to give your career a helping hand. By acquiring the knowledge and skills through this training, you will become an essential member of the community caring for our elderly.

Vocational placement: As part of the qualification, students are required to complete 100 hours in an aged care environment.

Opportunities: Completion of this program may provide you with the opportunity to work as an assistant in nursing (AIN) personal care worker (PCW), personal carer (PC) in aged care facilities and in private homes providing individual client and family support, social and home support, and health related programs for the aged client.

Delivered by: Brisbane North Institute of TAFE



CHC30708 Certificate III in Children's Services

For those starting out in the Children's Services industry, you can gain knowledge and skills related to children's services organisational policies and procedures. Learn how to plan activities and provide care for children, which will maximise children's development.

Opportunities: Child care assistant, nanny, mobile assistant, playgroup supervisor, childcare worker, family day care worker, outside school hours care assistant, recreation assistant.

Delivered by: Brisbane North Institute of TAFE



CHC50908 Diploma of Children's Services (Early Childhood Education and Care)

Federal Government subsidies provide a generous reduction in program fees for students.

This qualification covers workers in children's services who are responsible for planning, implementing and managing programs in early childhood services, in accordance with licensing, accreditation and duty of care requirements.

Opportunities: Group leader in centre based care, care coordinator for family day care, coordinator for outside school hours care.

Delivered by: Brisbane North Institute of TAFE

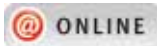


CHC30108 Certificate III in Community Services Work

Workers completing this qualification may provide day-to-day support in community and welfare organisations and/or provide assistance with client services, entitlements and benefits under the broad direction of others.

Opportunities: Aboriginal community development worker, neighbourhood centre worker, client contact worker, recreational activities officer (weekend), community care worker, residential support worker, assistant community workers (focusing on community health primarily in an Indigenous community), support worker.

Delivered by: Wide Bay Institute of TAFE



CHC30408 Certificate III in Disability

Work in disability support community and/or residential facilities under regular supervision. These workers maintain personal care and other activities of living for people with a disability, carry out activities related to an individualised plan, report directly to a supervisor and are not responsible for other workers.

Opportunities: Accommodation support worker, in-home respite care worker, personal care giver/ worker, community care or support worker, residential aide, school support officer, family support worker.

Delivered by: The Bremer Institute of TAFE



CHC40308 Certificate IV in Disability

This highly practical work-based program will provide you with a range of broad-based skills, including specialist communication skills, developing and delivering suitable services for your clients, advocacy, and maintaining the information systems of community service organisations. You will also develop knowledge and skills in designing procedures for support and working in ways which empower people with disabilities.

Opportunities: Lifestyle support officer, project officer life enhancement team, employment coordinator, disability support officer, development officer, behavioural support officer, local area coordinator, residential care officer, job coordinator, senior personal care assistant. Also includes work in residential group homes, training resource centres, day respite centres, open employment services, community settings and client's homes.

Delivered by: Wide Bay Institute of TAFE



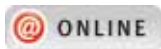
Construction, engineering and related trades

UEENEG005B Electrical Contractor Licencing (Technical Requirements)

This course, approved by the Electrical Safety Office (ESO), is designed for currently licensed electrical mechanics who have been licensed for 5 years or more and wish to nominate as a Qualified Technical Person (QTP) for their own contracting business or for another person's contracting business. Specific licencing requirements should be confirmed with the ESO. After successful completion of the course the student is issued with a Statement of Attainment (Part B).

Opportunities: QTP for an electrical contractor.

Delivered by: SkillsTech Australia



BSBSMB401A Electrical Contractor Licencing (Small Business)

This course is designed in conjunction with the Electrical Licencing section of the Queensland Department of Industrial Relations. It will provide participants with basic skills to manage a successful business as a licensed electrical contractor. Key areas of learning include preliminary actions and responsibilities involved in becoming a licensed contractor, budgetary and financial control including costing of a project, contractual provision, legal obligations of a licensed contractor and effective business planning and marketing.

Opportunities: Completion of this course satisfies the business and legal requirements for the Electrical Contractor's Licence.

Delivered by: SkillsTech Australia



39291QLD Course in Preparation for Owner-Builder Permit

This program was developed in conjunction with the Building Services Authority (BSA) to provide training for prospective owner-builders. Consultation has taken place with members of the industry to ensure relevance in the program content.

Opportunities: Apply for an Owner-Builder Permit, which is issued by the BSA and is a Queensland only requirement. The issue of the permit is regulated and administered by the BSA. Other qualifications may be acceptable. Please check with the BSA.

Delivered by: SkillsTech Australia



CNQ32 Management Skills for Licensed Building Trade Contractors

This program has been designed in conjunction with the Building Services Authority (BSA), to provide you with the basic skills to manage a successful business as a licensed contractor in the building industry. This program is an approved BSA Management Program (BSATMC007).

Alternatively, students may complete two units in Certificate IV in Building and Construction (Building) to meet BSA requirements for an approved Managerial course for the Building Trade Contractors Licence. These two units are: CPCCBC4009A Manage the legal obligations of a contract and BSBSBM406A Manage small business finances.

Opportunities: Licensed trade contractor.

Delivered by: SkillsTech Australia



CPC40110 Certificate IV in Building and Construction (Building)

This program covers building construction theory and practices related to low rise buildings. This program will provide you with the knowledge and managerial skills to meet the technical qualifications for the Building Services Authority (BSA) Builder – Low Rise licence. Check with the BSA on what this licence allows you to build.

Opportunities: Builder, building consultant, site supervisor, contract administrator.

Delivered by: SkillsTech Australia



CPC40308 Certificate IV in Building and Construction (Estimating)

This qualification is designed to meet the needs of estimators and schedulers in the building and construction field.

Opportunities: Building estimators/schedulers work with building contractors, developers, architects, engineers and project managers. They can work as individual consultants or as part of a small or medium sized firm.

Delivered by: SkillsTech Australia



40357SA Certificate IV in Residential Drafting

This program covers building theory and drafting related to low rise residential scale buildings and is designed to develop the required skills, appreciation and understanding of residential drafting practices. This program meets the technical qualification requirements for persons seeking a Building Design – Low Rise licence through the Building Services Authority (BSA). Develop specialist skills and knowledge in construction technology, working drawings, CAD, office practice, detailing architectural presentation, architectural office practice, materials and surveying.

Opportunities: Enquire with the BSA for all other licence requirements.

Delivered by: SkillsTech Australia



40356SA Diploma of Building Design and Technology

This program covers building theory and drafting related to medium-rise buildings and is designed to develop the required skills, appreciation and understanding of residential, industrial and commercial drafting practices. This program meets the technical qualification requirements for persons who are seeking a Building Design – Medium Rise licence through the Building Services Authority (BSA). Gain specialist skills and knowledge in construction, full project documentation, problem solving, materials, architectural presentation, surveying, detailing, computer aided drafting (CAD) and office practices.

Opportunities: Drafting technician.

Delivered by: SkillsTech Australia



CPC50210 Diploma of Building and Construction (Building)

This program covers building construction theory and practices related to low and medium rise buildings. This program will provide you with the knowledge and managerial skills to meet the technical qualifications for the Building Services Authority (BSA) Builder – Medium Rise licence. Check with the BSA on what this licence allows you to build.

Opportunities: Builder, building consultant, site supervisor and contract administrator.

Delivered by: SkillsTech Australia



MSA30208 Certificate III in Manufacturing Technology (CAD Specialist)

This program will help enhance your skills in using Computer-Aided Drafting (CAD). Designers, draftspersons, technicians, tradepersons and drawing office assistants working in an engineering environment should have skills to use CAD. This program is also available to participants wanting to learn CAD.

Opportunities: Junior draftsperson.

Delivered by: SkillsTech Australia



MEM50211 Diploma of Engineering

This qualification provides a comprehensive theoretical and semi-technical base for working in the mechanical, mechatronic, manufacturing and maintenance fields at the para-professional level. This program emphasises the transfer of theoretical concepts to practical, real world applications.

Opportunities: Drawing office supervisor, technical sales consultant, research and development placement or technical training position.

Delivered by: SkillsTech Australia



NWP30107 Certificate III in Water Operations

This program provides a competency-based qualification for water or wastewater treatment operators using standard treatment processes.

Opportunities: Water or wastewater treatment plant operations.

Delivered by: SkillsTech Australia



NWP40107 Certificate IV in Water Operations

This program is designed for students who are either seeking competencies or requiring increasingly specialised technical skills, or who require a broad range of skills in water operations.

Opportunities: Students who successfully complete this program will be able to further their career in water treatment plant operations, trade waste and supervisory management.

Delivered by: SkillsTech Australia



CNQ39 Swimming Pool Plant Operations

This program has been developed in conjunction with industry to provide training across a range of workplace relevant subject areas.

Opportunities: Operation of domestic pools, municipal pools and institutional pools.

Delivered by: SkillsTech Australia



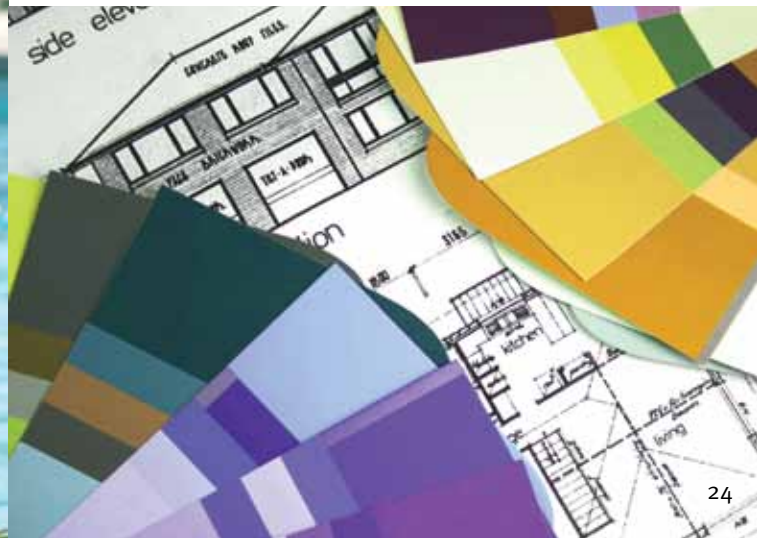
Creative services

LMF40408 Certificate IV in Interior Decoration

This program will provide you with the knowledge and skill to provide advice and practical assistance in the selection of furnishings and fittings, colour coordination and interior decoration to meet client and environmental requirements. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Interior decorator, colour consultant, wholesale sales representative, window dresser, set designer.

Delivered by: Brisbane North Institute of TAFE



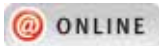
Education and training

CHC30808 Certificate III in Education Support

Develop the skills and knowledge required to become a teacher aide in an education environment, supporting students from Prep to Year 12.

Opportunities: Teacher aide in an education environment including preparatory units, primary and secondary schools, environmental education centres, schools of distance education, community schools, special schools and units, and outside school hours care facilities.

Delivered by: Brisbane North Institute of TAFE



Government/ Public sector

PSP40104 Certificate IV in Government

This qualification covers the competencies required for self-directed work in the public service and is particularly suited to those working in an environment requiring multi-skilled personnel or in small or regionally based organisations. It is intended for existing public sector employees. Separate units may be tailored for the individual or organisation's needs.

Opportunities: Career progression within the public sector.

Delivered by: Brisbane North Institute of TAFE



PSP50104 Diploma of Government

This program covers the competencies required for independent and self-directed work in the Queensland public service. The program is particularly suited to those working in an environment where there is a range of responsibilities which are diverse rather than narrowly specialised, and/or work in a small or regionally based organisation. This qualification is intended for existing public sector employees and is particularly suited to those seeking a career in management. Separate units may be tailored for the individual or organisation's needs.

Opportunities: Career progression within the Queensland public service.

Delivered by: Brisbane North Institute of TAFE



PSP41204 Certificate IV in Government (Project Management)

This qualification covers the competencies required for self-directed work in the public service and is particularly suited to those working in an environment requiring multi-skilled personnel or in small or regionally based organisations. This qualification covers the competencies required of persons responsible for the management of projects in the public sector. It is intended for existing public sector employees. Separate units may be tailored for the individual or organisation's needs.

Opportunities: Career progression within the public sector.

Delivered by: Brisbane North Institute of TAFE



PSP51304 Diploma of Government (Project Management)

This program covers the competencies required for independent and self-directed work in the Queensland public service. The program is particularly suited to those working in an environment where there is a range of responsibilities which are diverse rather than narrowly specialised, and/or work in a small or regionally based organisation. This specialist qualification covers the competencies required of persons responsible for the coordination of personnel responsible for the management of projects. It is intended for existing public sector employees and is particularly suited to those seeking a career in management. Separate units may be tailored for the individual or organisation's needs.

Opportunities: Career progression within the Queensland public service.

Delivered by: Brisbane North Institute of TAFE



PSP60504 Advanced Diploma of Government (Management)

This specialist qualification is from the general management stream and covers the competencies required of managers in the public sector whose work is autonomous and often non-routine. The program is targeted at those who enter the public service with another qualification, as well as those who are progressing within the sector. Separate units may be tailored for the individual or organisation's needs.

Opportunities: Managerial roles.

Delivered by: Brisbane North Institute of TAFE



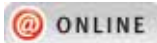
Information technology

ICA30105 Certificate III in Information Technology

This qualification provides you with the skills and knowledge to be competent in introductory ICT technical functions. It is designed to support information activities in the workplace and to achieve a degree of self-sufficiency as an advanced ICT user. Separate units may be tailored for the individual or organisation's needs.

Opportunities: Application software support, call centre support representative, client support officer, customer liaison, customer service representative, help desk officer, ICT operations support, PC support, sales support technician, technical support.

Delivered by: Brisbane North Institute of TAFE



ICA50605 Diploma of Information Technology (Website Development)

This program is designed to provide you with the skills to gain an in-depth knowledge and the practical skills necessary to work across a broad spectrum of web development areas. You will study basic computer concepts, programming languages, internet technologies, web and program design, database driven website development and ecommerce.

Opportunities: Analyst programmer, e-business development manager, e-commerce consultant/programmer, e-services – web programmer, java developer, web developer/programmer.

Delivered by: Brisbane North Institute of TAFE



Justice studies

39292QLD Certificate IV in Justice Studies

Are you interested in a career in a justice-related profession? This program covers the application and knowledge of the Australian justice system including regulations and criminal law. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Queensland Police Service, justice-related occupations, corrective services in custodial and support roles, Department of Justice and Attorney General including courts, legal offices, customs service, security industry in support/administration areas, private investigations in support/administration areas, parks and wildlife, Department of Transport, youth justice roles, Crime and Misconduct Commission in support/administration areas, community legal centres, other state and federal government departments in compliance and workplace health and safety roles.

Delivered by: Brisbane North Institute of TAFE

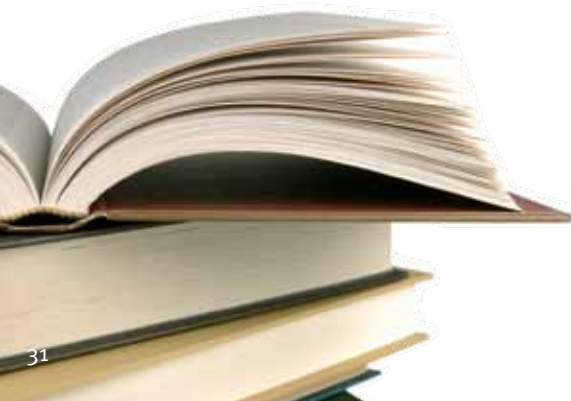


39293QLD Diploma of Justice Studies

Do you have an interest in law enforcement, a desire to make a difference and a strong people focus? This program aims to educate participants in the application of knowledge of the Australian justice system including regulatory bodies and criminal law. *Please note: Only some units of this qualification are available for study at time of publication.*

Opportunities: Queensland Police Service, justice-related occupations, corrective services in custodial and support roles, Department of Justice and Attorney General including courts, legal offices, customs service, security industry in support/administration areas, private investigations in support/administration areas, parks and wildlife, Department of Transport, youth justice roles, Crime and Misconduct Commission in support/administration areas, community legal centres, other state and federal government departments in compliance and workplace health and safety roles.

Delivered by: Brisbane North Institute of TAFE



Literacy, English language and tertiary preparation for adults

80915ACT Certificate II in Access 10

This program provides an alternative mode of study to Year 10 within an adult education setting. It facilitates opportunities for learners to progress to further study including vocational education and training. Study areas: mathematics, English, computing, science.

Opportunities: Vocational occupational training. Entry into TAFE programs requiring a minimum of Year 10, apprenticeships and traineeships, general and trade entry into the armed forces.

Delivered by: The Bremer Institute of TAFE

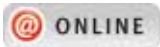


39260QLD Certificate IV in Adult Tertiary Preparation

Prepare yourself for entry into a tertiary education institution by completing modules that polish up your studying techniques, academic skills and general knowledge. From language and learning skills, to mathematics and biology units, these modules are designed for anyone who has been away from formal education for several years. This is the perfect course to get a greater degree of control over your future.

Opportunities: Career opportunities are wide-ranging and varied, and usually depend on the successful completion of a university or TAFE program selected by the ATP graduate.

Delivered by: Brisbane North Institute of TAFE



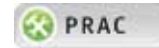
Pest management

PRM30204 Certificate III in Asset Maintenance (Pest Management - Technical)

Obtain the skills and knowledge for a career in pest prevention within the pest management industry.

Opportunities: Pest management technician or supervisor.

Delivered by: Brisbane North Institute of TAFE



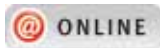
Travel and tourism

SIT30207 Certificate III in Tourism (Retail Travel Sales)

This qualification is designed to reflect the role of retail travel consultants working in an international context. It will also apply to specialist operational staff who work in a tourism environment performing a range of skilled tasks using discretion and judgement and who have the ability to adapt to different situations.

Opportunities: International travel consultant, international travel sales consultant, international airline reservations consultant.

Delivered by: Barrier Reef Institute of TAFE



SIT30407 Certificate III in Tourism (Visitor Information Services)

This qualification is designed to reflect the role of people working in the information services sector. The program also applies to specialist operational staff who fulfil a dual information/sales function at tourism destinations. This qualification provides the ideal vehicle for the formal recognition of both casual and volunteer local information providers.

Opportunities: Information officer, booking agent, tour desk officer, visitor information centre officer.

Delivered by: Barrier Reef Institute of TAFE



SIT30107 Certificate III in Tourism

This qualification is designed to reflect the role of retail travel consultants working in a domestic context, and also applies to specialist operational staff who work in a tourism environment performing a range of skilled tasks using discretion and judgement and who have the ability to select, adapt and transfer to different situations.

Opportunities: Domestic travel consultant, domestic travel sales consultant, domestic airline reservations consultant, tour operator operational staff.

Delivered by: Barrier Reef Institute of TAFE



short courses

non-accredited



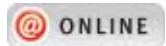
Want to upgrade your skills or develop a new talent?

Short courses are a great way of getting a taste for a skill area. Our non-accredited short courses are designed to provide you with the opportunity to access an extensive range of interest areas including art, computers, small business, languages, and sport and recreation.

Business and management

Applied Corporate Governance

Provides you with an understanding of how to apply the principles guiding corporate governance. Includes the long-term management and oversight of the company in accordance with the principles of responsibility and transparency.



Corporate Governance – An Induction

This induction to corporate governance is essential training for all newly elected board members, company secretaries, directors and high level executives across all industry types.



Develop and Maintain Professional Competence

This course looks specifically at self-assessment of knowledge and skills, professional behaviours and performance. This course concludes by looking at role modelling and feedback.



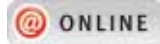
Duties of Officers and Directors

This course is part of the corporate governance series and will provide you with an understanding of the duties of officers and directors. This is essential training for all board members, company secretaries, directors and high-level executives across all industry types.



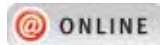
EEO - Best Practice Recruitment

Essential for anyone involved in recruiting including recruitment agents, HR professionals, online recruitment companies, companies hiring out contract workers, small businesses and/or community based organisations that employ people.



Ensure Delivery of Quality Products and Services

Designed to assist you in ensuring products or services are delivered to customer specifications with quality standards expected.



Financial Analysis for Officers and Directors

This course will help you gain deeper understanding of your company's financial position through analysis of the financial statements.



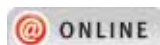
How to Develop Business Plans and Budgets

Provides an understanding of the processes for preparing business plans and budgets. Looks at the business planning process, budget types and preparation.



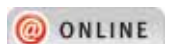
How to Manage Workplace Conflict

Conflict pervades many aspects of life and the workplace is no exception. This course will help you to understand conflict in the workplace, and introduce strategies to resolve it where it exists.



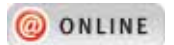
How to meet and exceed customer expectations

Ideal for team leaders, supervisors, or experienced staff moving into a management or supervisory position within customer service, looking for tools to help them meet and exceed customer service expectations.



Implement Continuous Improvement

Improve your knowledge and understanding of the principles behind continuous improvement processes. Use key tools to implement processes in your workplace.



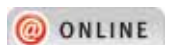
Introduction to Change Management

Completing this course will gain you an understanding of how to guide people through change, in a way that sustains and embeds the new way of working.



Introduction to Mentoring

The course is designed to give you a practical understanding of mentoring and the skills and tools you need to be a confident and effective mentor.



Introduction to Performance Management

Assists you to provide constructive feedback to staff, utilise problem solving skills and develop action plans.



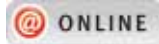
Introduction to the Fair Work Act

Focuses on the unfair dismissal provisions including the Fair Dismissal Code for Small Businesses and the new collective bargaining framework. Learn to respond to the challenge of implementing the Fair Work legislation in your workplace.



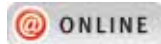
Introduction to Total Quality Management

Essential for supervisors and managers who are responsible for facilitating continuous improvement in their organisation.



Key Accounts - How to Strengthen Client Relationships

Based on extensive and unique research by the Cranfield School of Management, this course presents a new framework for understanding the development of key account relationships.



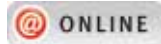
Manage Opportunities for Further Improvement

This course is designed to assist you to manage and be involved in identifying opportunities for further improvement. Covers employee involvement in continuous improvement.



Managing and Developing Teams

Comprising two modules, this course is ideal for managers, supervisors and team leaders responsible for creating effective teams and wanting to achieve optimum team performance.



Problem Solving

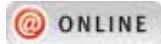
This course will arm you with the skills you need to define a problem then make considered and rational decisions using specific tools and techniques.



Community and aged care

Orientation to Aged Care Work

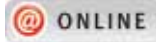
This course will show you some broad issues facing consumers of aged care services and issues facing carers of the older person. Focuses on supporting the rights of the older person and the role you play.



Compliance

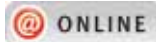
Bullying Prevention

Understand what constitutes workplace bullying, what laws protect against such behaviour and how to seek assistance.



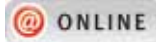
Competition and Consumer Law – An Introduction

What constitutes a breach of the consumer protection provisions of the CCA, including misleading or deceptive conduct and false or misleading representations and misleading advertising standards.



Competition and Consumer Law (2011)

The Trade Practices Act 1974 (TPA) was renamed the Competition and Consumer Act (2010) (CCA). This course focuses on your rights and obligations under the CCA through real-life examples and scenarios.



Equal Employment Opportunity

Become familiar with the behaviours that constitute discrimination and harassment and what to do if exposed to discrimination.



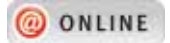
Ethics and Conduct

Guidance and resources to help you make the right choice if pressured to make an unethical choice at work.



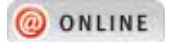
Fraud Awareness (Whistleblowers)

Recognise the warning signs that fraud may be occurring in your organisation and know what steps to take.



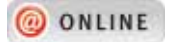
Privacy

This course is designed to help employees understand the new privacy regime introduced by the Privacy Amendment Act that came into force on 21 December 2001.



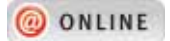
Privacy - Queensland Information Privacy Act

Provides you with an understanding of your obligations and responsibilities when collecting, handling and allowing access and amendment to personal information.



Recruitment and Selection

Designed to highlight the many important stages of the recruitment and selection process, and to equip you with competencies necessary to ensure a successful selection is made every time.



Sexual Harassment Prevention

This course is designed to provide you with an introduction to the issues relating to sexual harassment and the laws which protect against such behaviour in the workplace.



Design

Basic Drawing and Cartooning

Designed to teach you the drawing skills commonly used by professional artists.



PRINT

Basic Dressmaking

Students with only limited knowledge of garment making will acquire a variety of skills necessary to utilise new and traditional materials and create exciting designs.



PRINT

Garment Pattern Making and Design

This course enables students to enjoy the satisfaction of designing their own fashion styles.



PRINT

Graphic Design for Beginners

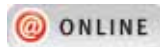
If you have unintentionally found yourself designing pages and seeking self-improvement, or if you are interested in taking your first steps into a future career in graphic design, this course is for you.



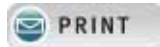
PRINT

Interior Decoration

This course will encourage you to gain an understanding of the basic theory and practical knowledge of interior decoration to enable you to achieve desired results in the decor of a home or office.



ONLINE

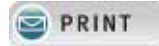


PRINT

Horticulture

Basic Gardening Techniques – Lawns and Flowers

This practical course shows the novice and the more experienced gardener how to establish a garden. It also assists you to understand how plants work.



PRINT



IT and computing applications

Basic Computing and Keyboarding Skills

This course focuses on giving you beginner skills to start a computer, use a keyboard, enter data and process the data into a document.



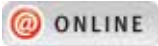
Introduction to MYOB: Using MYOB Accounting v18 and MYOB Premier v12

Introduces the world of MYOB and GST to the beginner. A step by step process to setting up accounts for small business.



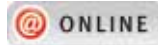
MS Office Access 2010 Level 1

Learn the basic database concepts, create and modify databases using Access 2010.



MS Office Access 2010 Level 2

Design new Access 2010 databases with powerful, customised tables, queries, forms, and reports.



MS Office Access 2010 Level 3

Structuring existing data, writing advanced queries, working with macros.



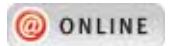
MS Office Access 2010 First Look

Use the new and enhanced features of Access 2010, as upgraded from Access 2003.



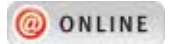
MS Office Access Package 2010

Extend your knowledge with more specialised and advanced capabilities of Access 2010.



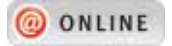
MS Office Access 2007 Level 1

Learn the basic database concepts, create and modify databases using Access 2007.



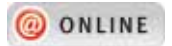
MS Office Access 2007 Level 2

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MS Office Access 2007 Level 3

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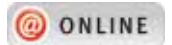
MS Office Access 2007 Level 4

Exchange data with other applications, use VBA code, and secure and share databases.



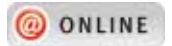
MS Office Access Package 2007

Extend your knowledge with more specialised and advanced capabilities of Access 2007.



MS Office Excel 2010 Level 1

Gain the skills necessary to create, edit, format, and print basic Excel 2010 worksheets.



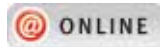
MS Office Excel 2010 Level 2

You will use Excel 2010 to streamline and enhance your spreadsheets – intermediate level.

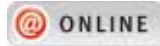


MS Office Excel 2010 Level 3

Extend your knowledge with more specialised and advanced capabilities of Excel 2010.

**MS Office Excel 2010 First Look**

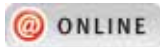
Use the new and enhanced features of Excel 2010, as upgraded from Excel 2003.

**MS Office Excel Package 2010**

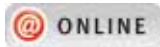
A comprehensive course designed to guide you through Excel 2010, from Introductory to Advanced levels.

**MS Office Excel 2007 Level 1**

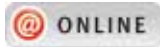
Gain the skills necessary to create, edit, format, and print basic Excel 2007 worksheets.

**MS Office Excel 2007 Level 2**

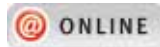
You will use Excel 2007 to streamline and enhance your spreadsheets – intermediate level.

**MS Office Excel 2007 Level 3**

Extend your knowledge with more specialised and advanced capabilities of Excel 2007.

**MS Office Excel Package 2007**

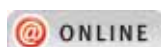
A comprehensive course designed to guide you through Excel 2007.

**MS Office Outlook 2010 Level 1**

For a beginner student who has no previous experience using Outlook 2010.

**MS Office Outlook 2010 Level 2**

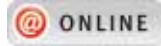
For people who are familiar with the basic features of Outlook 2010 and want to advance to the next level.

**MS Office Outlook 2010 First Look**

Use the new and enhanced features of Outlook 2010, as upgraded from Outlook 2003.

**MS Office Outlook Package 2010**

Comprehensive training for all skill levels in Outlook 2010, from introduction to advanced level.

**MS Office Outlook 2007 Level 1**

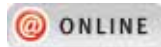
For a beginner student who has no previous experience using Outlook 2007.

**MS Office Outlook 2007 Level 2**

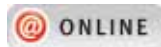
For people who are familiar with the basic features of Outlook 2007 and want to advance to the next level.

**MS Office Outlook 2007 Level 3**

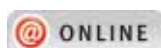
Personalise email, manage data files, create forms, share and link contacts, work offline, and more.

**MS Office Outlook Package 2007**

Comprehensive training for all skill levels in Outlook 2007, from introduction to advanced level.

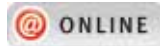
**MS Office PowerPoint 2010 Level 1**

Work with PowerPoint 2010 to give electronic presentations.



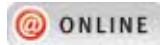
MS Office PowerPoint 2010 Level 2

Design templates, custom slide shows, special effects, advanced presentations and various diagrams.



MS Office PowerPoint 2010 First Look

Use the new and enhanced features of MS Office PowerPoint 2010 since the release of Microsoft PowerPoint 2003.



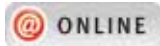
MS Office PowerPoint Package 2010

Advance your presentation skills to better meet the expectations of today's media savvy audience.



MS Office PowerPoint 2007 Level 1

Work with PowerPoint 2007 to give electronic presentations.



MS Office PowerPoint 2007 Level 2

Design templates, custom slide shows, special effects, advanced presentations and various diagrams.



MS Office PowerPoint Package 2007

Advance your presentation skills to better meet the expectations of today's media savvy audience.



MS Office Project 2010 Level 1

Learn how to create and modify a project plan and various tasks involved in planning a project.



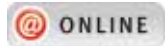
MS Office Project 2010 Level 2

How to work with a project plan once it has entered the project implementation phase.



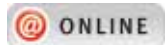
MS Office Project Package 2010

Designed to guide you through Project 2010 training from introductory to advanced levels.



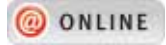
MS Office Project 2007 Level 1

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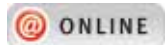
MS Office Project 2007 Level 2

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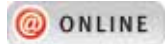
MS Office Project Package 2007

Designed to guide you through Project 2007 training from introductory to advanced levels.



MS Office Word 2010 Level 1

Using Word 2010 to create, revise, and save documents for printing and future retrieval.



MS Office Word 2010 Level 2

Beyond the basics of Word 2010, increasing the complexity of Word documents.



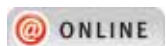
MS Office Word 2010 Level 3

Use more advanced features to extend your knowledge of Word 2010.



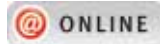
MS Office Word 2010 First Look

Use the new and enhanced features of Word 2010, as upgraded from Word 2003.

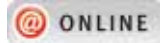


MS Office Word Package 2010

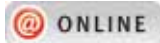
A comprehensive course designed to guide you through Word 2010, from introductory to advanced levels.

**MS Office Word 2007 Level 1**

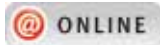
Using Word 2007 to create, revise, and save documents for printing and future retrieval.

**MS Office Word 2007 Level 2**

Beyond the basics of Word 2007, increasing the complexity of Word documents.

**MS Office Word 2007 Level 3**

Use more advanced features to extend your knowledge of Word 2007.

**MS Office Word Package 2007**

A comprehensive course designed to guide you through Word 2007, from introductory to advanced levels.



Language

Ciao! An Introduction to Italian

Master the art of speaking Italian and the grammatical rules and principles behind the language.

**Hola! An Introduction to Spanish**

Designed to help you master the art of speaking Spanish and the grammatical rules and principles behind the language.



Life

Nutrition Pure and Simple

This course deals with the relationship between what people eat and how it affects their health.

**Take Charge of your Life**

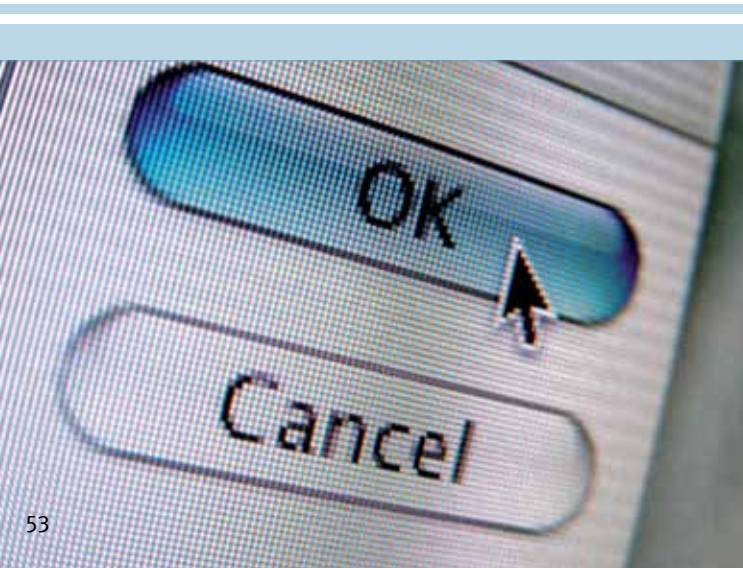
This course will take you on an exciting journey of change, at a pace that is comfortable to you. This personal development course is one of action and cooperation.



Mathematics

Primary Maths Guide – Years 1-7

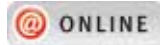
Designed to give practical guidance to parents, teachers, tutors and others who are concerned with assisting young children in their understanding of mathematics.



Occupational health and safety

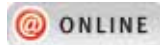
Asbestos Awareness

This course looks at the basics of identifying asbestos material in everyday building materials from around the home to commercial and industrial sites.



Introduction to Safety Leadership

Designed to help all team leaders, supervisors and managers understand how to oversee an effective safety program. Covers risk and incident management, making and reviewing workplace emergency plans.



OHS Emergency Management

Provides vital information on fire emergencies, bomb threats, threatening or violent people, chemical spills or gas leaks and bushfires.



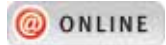
OHS Manual Handling

For anyone exposed to manual handling duties as part of their employment or those who are committed to best practice in safety and risk minimisation.



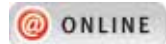
OHS Plant Safety

Vital for employees and employers who must ensure equipment, machinery, appliances and tools are safe to use at all times.



OHS Working at Heights

Essential for anyone exposed to ladders and scaffolding, including supervisors and team leaders committed to best practice in safety.



Workplace Health and Safety

This course is designed to be delivered organisation-wide to provide workers and employers with general knowledge of the legal requirements and basic principles and practices relating to WHS in a work environment.



Professional development

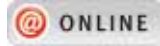
Business Writing Skills

This course will develop the fundamentals of effective business writing by developing your understanding of effective paragraphs, constructing sentences, punctuation and writing business letters.



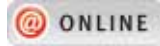
Establish Personal Work Goals

This course is designed to assist you to explore your ability to manage yourself, set and meet work priorities, and develop and maintain your work performance.



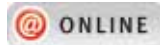
Healthy Thinking

Stress and unhealthy attitudes are major challenges for businesses. The concept of using healthy thinking is based on the belief that happy and motivated staff are central to the success of any business.



How to Communicate Effectively in the Workplace

This course focuses on verbal communication, which can take the form of spoken or written words, and nonverbal communication, which is conveyed by means other than words or graphics.



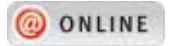
How to Improve Your Risk Awareness

Have a better understanding of risk, and how to consciously manage it with the intent of securing the best outcome. Ensure the success of your project or prevent accidents from occurring in the workplace.



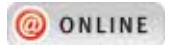
How to Manage Priorities

Ideal for managers, supervisors and team leaders who are challenged by competing priorities and want to improve their time management skills.



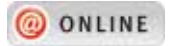
How to Manage Stress

You will learn about the long-term effects of stress and internal and external stressors. Learn stress control and relaxation techniques.



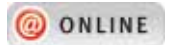
How to Write Effective Business Emails

An excellent starting point to writing emails that communicate exactly what you need and get the results and objectives you want to achieve.



How to Write Effective Business Letters

This course covers all levels of organisation wanting to improve expression used in business letters and produce high standards of writing.



Practical Public Relations

This course provides a basic knowledge of professional public relations practice and the skills and techniques required of a successful public relations officer.



Project management

Project Management – An Introduction

This course provides a brief introduction to the concept of project management, and is designed to encourage you to further explore the full nature and importance of project management as a discipline.

@ ONLINE

Project Management – Essentials

Discover the features which identify a project and the various concepts and techniques you will need to use to effectively and successfully manage projects.

@ ONLINE



Retail

Buying for Retail

Effectively manage stock selection and buying for retail businesses. Course covers strategic planning, including balancing your merchandise range, and developing long-term financial merchandise plans.

@ ONLINE

Customer Service and Selling

This course is a simple step-by-step guide to understanding strategies to exceed customer expectations, deliver quality customer service and increase your store's sales.

@ ONLINE

Develop a Marketing Communications Plan

Provides you with the skills you need to prepare and develop an integrated marketing communications plan to enable the effective and efficient promotion of your products and services to your target market. Learn the best strategies to market your retail business.

@ ONLINE

Visual Merchandising

Designed to provide you with an understanding of how to use merchandising skills to become a more effective merchant.

@ ONLINE

Writing

Freelance Journalism

A practical course about writing and selling articles, features, fillers, news stories, columns and non fiction books of various kinds.



PRINT

Practical Editing Techniques

This course is intended to introduce potential editors of print materials, as well as people who are interested in proofreading, to the skills they will need.



PRINT

Scriptwriting – All Media

A practical course for those interested in writing scripts for a variety of media such as public speaking, little theatre productions, live theatre, radio, television and film.



PRINT

Short Story Writing Level 1

Designed for those interested in developing their skills and techniques in writing short stories.



PRINT

Short Story Writing Level 2

For those interested in expanding their skills and techniques in writing short stories.



PRINT

Writing Children's Stories

This course provides a solid background in writing for a range of ages, from infants to 12 year olds.



PRINT



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