

March / April 2008

Welcome to our Autumn Edition

"Little things make for perfection and perfection is no little thing."



This edition is all about developing your team via in-house training. We recommend you give your more experienced staff the opportunity to train newer team members. The new Certificate IV in Training and Assessment is the ideal way to start as a train-the-trainer option. We also discuss OHS considerations for office-based staff and workstations.

As Australia's leading sales and service training organisation, we are committed to implementing world class business development programs. Our goal is to match solutions that bridge the performance gap in your business and we support this with our 100% money back service guarantee.

Here's a thought for the month: At the next team meeting ask your staff what they are doing for your customers that is outstanding?

Welcome to our new clients:

- **Bias Boating Warehouse**
- **Blooms The Chemist**
- **Charlie Brown**
- **Petbarn Bathurst**
- **Petbarn Coffs Harbour**
- **Petbarn Orange**
- **Petbarn Wagga Wagga**

We are focused on your success.

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For an e-version of this newsletter, simply contact us at info@targettraining.com.au Wishing you successful trading.

Louise Targett

Retaining your existing workers

"Top cats often begin as underdogs."

An existing worker is one who is not new to the organisation anymore. Typically they are well and truly settled in, well adept in job role skills and knowledge. While age is not a factor in identifying the existing workers, it is generally experience that strengthens ones' ability to communicate well with others.

Retaining and retraining your existing workers may be your most beneficial challenge for 2008. Consider that they may not want to continue doing the same job role day in and day out and looking for a lifestyle/job role change.

Do you think you could benefit from their skill-set by giving them the role of training other team members? The benefits to you are:

- The culture and policies of the organisation can be reinforced by in-house trainers far greater than an external organisation can do
- Credibility and respect for your longer-term employees
- A new challenge for existing workers, reducing workplace boredom or turnover
- Cost saving on staff recruitment and training costs

Certificate IV in Training and Assessment is a qualification your senior staff should consider completing in order to guide them to excellence in all facets of staff training and assessment. Over the page are more details on this qualification...

Here are some of our recent TAA students



The new Certificate IV in Training and Assessment

"A teacher doesn't teach until a student is ready to learn"

This nationally recognised qualification is ideal for people who wish to be trainers and/or assessors in the workplace. They may already be carrying out such a role without formality to it.

This qualification is now a minimum standard for all training and assessment provided by external training organisations as well as internal workplace trainers.

The course consists of 12 core units and 2 elective units. The units are most commonly grouped together in 'fields' to integrate, simplify and put the knowledge in context for the learner. The 4 fields are:

- Environment – focuses on working effectively in vocational education and training, unpacking training packages and promoting an inclusive learning culture
- Design – is all about designing and developing learning programs
- Delivery – planning and facilitating group-based delivery, work-based delivery and individual learning
- Assessment – focuses on designing and conducting of assessment, including specific evidence requirements for accredited units of competency and participation in assessment validation.

All key team leaders, managers, HR staff and anyone else with training and development as a key part of their role should consider the Certificate IV in TAA.

Are your Workstations OHS Compliant?

"It's not the cards; it's the way they are played"

Have you considered that your office-based staff may need training in ergonomic principles and workstation layout? The benefits to implementing ergonomic principles are...

- reduces workplace injuries, recurrence of injuries, lost time and Workers Compensation costs
- ensures compliance with OHS legislation
- facilitates improved productivity and staff morale

As we have received numerous inquiries on this issue, we are now able to offer training and assessment services in workstation set-up and adjustment by a qualified and highly experienced Occupational Therapist.

Our cost-effective training programs include information and demonstration in anatomy, posture, ergonomics, pause/stretch exercises, correct workstation set-up and adjustment.

The training can be conducted on a one-on-one basis with individuals or in a group training session on-site at your preferred location. A maximum of 16 participants is recommended for group training. It is recommended that following the training, individual workstation assessments are conducted by the trainer to ensure that staff are able to correctly implement the ergonomic principles demonstrated during the training sessions.

Please contact us for more information or to discuss costs and the most appropriate package to suit your company needs. It's not worth losing staff due to workplace injuries that can easily be avoided.

Certificate IV in TAA...Special Offer

Gather a minimum of 6 people from your workplace who are responsible for staff training and ongoing development. We can offer them:

- 6 x 4 hr group training sessions in your workplace
- all learning resources and training equipment
- highly qualified trainer and assessor
- Australian recognised qualifications issued upon completion
- An all-inclusive cost of \$1800 plus GST per person

This offer is only valid until 30 April 2008.

