



ProSkills

P O Box 5790
Mackay M/C Qld 4741
Phone 07 4953 1588

Email admin_proskills@tpg.com.au

PRO SKILLS

www.proskills.com.au

ProSkills Courses

Special for Last Quarter 2009
1st October 09 to 24th December 09

Flexibility our Speciality

Your Success our Aim

Making Training Affordable for Individuals who want to succeed

Training A Standard of Excellence

PRO·SKILLS

Courses Offered

BSB40407 Certificate IV in Small Business Management

BSB40807 Certificate IV in Frontline Management

BSB41007 Certificate IV in Human Resources

TAA40104 Certificate IV in Training and Assessment

Apply First Aid – HLTF301B

Computer training

- For the beginner

- MYOB Courses

- Microsoft Office 2007 &/or 2003 programs

- Single Courses

- Special Basic Package

Low Voltage Rescue & Perform CPR

BSB30407 Certificate III in Business Administration

BSB40507 Certificate IV in Business Administration

Student Course Administration Information

PRO·SKILLS

National Provider No 31157

BSB40407 Certificate IV in Small Business Management

(NEW to ProSkills scope of registration)

If you run your own Small Business, or are planning to run your own Small Business this course has been introduced to provide the training needs of those aspiring to develop, or currently working within, a small-medium business. Comprising 10 units of competency, all units were developed specifically for the unique requirements of operating as a small-medium business. The owners / trainers of ProSkills have the experience in running a small business for almost 10 years. The main trainers all have business degrees and business experience.

Topics we cover include:

- Establish legal and risk management requirements of small business;
- Plan small business finances;
- Market the small business;
- Undertake small business planning;
- Originate and develop concepts;
- Coordinate implementation of customer service strategies;
- Promote products and services;
- Monitor and manage small business operations;
- Manage a small team; Manage personal, family, cultural and business obligations
- This program is delivered in a flexible learning format with a focus on your success.

All resources are supplied for your course.

Course Cost \$2,000

Individuals can make a \$250 deposit and 28 weekly payments of \$70 per week.
(Credit Card Authority is needed to make payment arrangements)

ProSkills is offering a Free Evaluation of Recognition of Prior Learning (RPL) to All Small Business Owners / Managers in the Mackay region. The Evaluation will include a report on what units of competency the Business Owner / manager can receive RPL for and a no obligation quote on their cost for RPL.

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National Provider No 31157

BSB40807 Certificate IV in Frontline Management

The BSB40807 Certificate IV in Frontline Management is offered with flexibility to suit each participants needs. The Certificate IV in Frontline Management reflects the role of individuals who apply a range of competencies in varied work contexts. ProSkills provides a choice of units of competency within the qualification guidelines. Job roles and titles vary across different industry sectors; you can request the course be customised for your workplace needs.

Topics Covered

Develop work priorities; Implement operational plan; Promote team effectiveness; Show leadership in the workplace; Monitor a safe workplace; Make a presentation; Develop teams and individuals; Implement continuous improvement; Establish networks; Establish effective workplace relationships

If you have experience of similar to Frontline Management you may apply for recognition of your skills and knowledge (RPL) for all or part of the Certificate IV in Frontline Management.

If you wish to discuss our recognition process please arrange an appointment with a ProSkills Assessor. If you would like to have an RPL Information Kit sent to you please contact the ProSkills Office on 07 4953 1588

- If you are and experienced Group Leader at a Childcare Centre, you may be able to gain most of this qualification with RPL for the Roles & Responsibilities you perform.
- If you are a workplace Team Leader or Group Leader you may be able to gain most of this qualification with RPL for the Roles and Responsibilities you perform.

Each qualification may be changed to meet the need of specific applicants

Cost per person \$ 1,500

Individuals can make a \$250 deposit and 20 weekly payments of \$70 per week.
(Credit Card Authority is needed to make payment arrangements)

Contact ProSkills Pty Ltd

Phone 07 4953 1588

Fax 07 4953 1599

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PRO·SKILLS

National Provider No 31157

BSB41007 Certificate IV in Human Resources

The BSB41007 Certificate IV in Human Resources is offered with flexibility to suit each participants needs. The Certificate IV in Human Resources reflects the role of individuals who apply a range of competencies in varied work contexts. ProSkills provides a choice of units of competency within the qualification guidelines. Job roles and titles vary across different industry sectors; you can request the course be customised for your workplace needs.

Unit code	Unit Title
BSBADM405B	Organise meetings
BSBCMM401A	Make a presentation
BSBHRM401A	Review human resources functions
BSBHRM402A	Recruit, select and induct staff
BSBHRM403A	Support performance management process
BSBWRK410A	Implement industrial relations procedures
BSBWOR401A	Establish effective workplace relationships
BSBWOR402A	Promote team effectiveness
BSBRSK401A	Identify risk and apply risk management processes
BSBOHS407A	Monitor a safe workplace

If you have experience in employing and managing staff within your workplace, you may apply for recognition of your skills and knowledge (RPL) for all or part of the Certificate IV in Human Resources.

If you wish to discuss our recognition process please arrange an appointment with a ProSkills Assessor. If you would like to have an RPL Information Kit sent to you please contact the ProSkills Office on 07 4953 1588

Workshops are held every second Monday evening 6 pm to 9 pm. Participants on shift work or away from Mackay can enrol for distance learning studies with face to face mentoring when required.

Cost \$1,500 per person

Individuals can make a \$250 deposit and 20 weekly payments of \$70 per week.
(Credit Card Authority is needed to make payment arrangements)

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TAA40104 Certificate IV in Training and Assessment

The TAA40104 Certificate IV in Training and Assessment is set up with Fields of Competencies Units. Our program is delivered by flexible learning with face-to-face training, email and phone support. You can start your program at any time and then attend face-to-face training when needed, for support. You need access to your workplace or industry to complete your assignments. We recommend online computer access to do research.

Field	Unit code	Unit Title
Learning Environment	TAAENV401B	Work effectively in vocational education and training
	TAAENV402B	Foster and promote an inclusive learning culture
	TAAENV403B	Ensure a healthy and safe learning environment
Learning Design	TAADES401B	Use Training Packages to meet client needs
	TAADES402B	Design and develop learning programs
Delivery and Facilitation	BSBLED401A	Develop teams and individuals
	TAADEL401B	Plan and organise group - based delivery
	TAADEL402B	Facilitate group - based learning
	TAADEL403B	Facilitate individual learning
	TAADEL404B	Facilitate work - based learning
Assessment	TAAASS401C	Plan and organise assessment
	TAAASS402C	Assess competence
	TAAASS403B	Develop assessment tools
	TAAASS404B	Participate in assessment validation

Cost per person \$1,200

Individuals can make a \$250 deposit and 15 weekly payments of \$70 per week.
(Credit Card Authority is needed to make payment arrangements)

Up grade from BSZ40198 to TAA40104 Cost \$750

Full RPL cost \$650

All Resources Supplied

ProSkills Contact Details

Phone Mackay Office 07 4953 1588

Fax 07 4953 1599

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PRO·SKILLS

Apply First Aid – HLTF301B

Replacing the Senior First Aid course

ProSkills Pty Ltd is a RTO

National Provider Number 31157

Flexible Learning Course

Workbook & 4 hour Workshop

**Learn CPR On Adult, Child & Baby
Learn Emergency Trauma & Medical
Treatment**

HLTF301B Apply First Aid \$140 per person

HLTCPR201A - Perform CPR \$55

You can start your course *TODAY*

Phone ProSkills 07 4953 1588

**HLTCPR201A - Perform CPR is conducted in the first part of
the HLTF301B Apply First Aid workshop**

First Aid Training

A Standard of Excellence

Contact ProSkills Pty Ltd

Phone 07 4953 1588

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ProSkills A.B.N. 11 946 854 122

Computer training

ProSkills is a company that is dedicated to providing training that is applicable to their clients needs. To ensure that this commitment is met we provide a complimentary consultation to assist both parties to determine which courses would be best suited. This appointment is held at 468 Bridge Road Mackay to introduce the clients to the friendly training environment in which the courses are taught.

The ProSkills training room has eight Dell computers with Windows XP, Microsoft Office 2007 or 2003 & MYOB V16 & V17.

For more information or to book your complimentary consultation contact

ProSkills on 07 4953 1588

All course costs include the supply of resources and training at ProSkills training centre on ProSkills computers

For the beginner

- Operate a Personal Computer Windows XP - BSBITU101A. Cost \$90
- Develop keyboard skills – BSBITU102A Cost \$100

MYOB Courses

MYOB Programs

- Step by Step Approach to Basics MYOB Cost \$200
- A Step by Step Introduction to MYOB - BSBFIA301A, BSBFIA303A & BSBFIA304A Cost \$450

MYOB Payroll programs

- A Step by Step Approach to Processing Payroll using MYOB Accounting Plus v17 - BSBFIA302A Cost \$200
- A Step by Step Approach to Processing Payroll using MYOB Accounting Plus v17 - BSBFIA302A and Manage Payroll using MYOB Accounting Plus v17 - BSBFIM502A Cost \$520
- Manage Payroll using MYOB Accounting Plus v17 - BSBFIM502A Cost \$350 *(It is a prerequisite that you complete A Step by Step Approach to Processing Payroll using MYOB Accounting Plus before you complete Manage Payroll using MYOB Accounting Plus)*

Microsoft Office 2007 &/or 2003 programs

Package Deals

- **Basic Microsoft 2007 or 2003 Package** “Produce Simple Word Processed Documents Word 2003 - BSBITU201A” and “Create and Use Simple Spreadsheets - Excel 2003 BSBITU202A” Package Cost \$200
- **Advanced Microsoft 2003 Package** “Produce Complex Business Documents Word 2007 or 2003 - BSBITU401A” and “Develop & Use Complex Spreadsheets Excel 2007 or 2003 - BSBITU402A” Package Cost \$450
- **Microsoft 2003 Package for four (4) programs** “Produce Simple Word Processed Documents Word 2007 or 2003 - BSBITU201A” and “Create and Use Simple Spreadsheets - Excel 2007 or 2003 BSBITU202A”, “Create and Use Databases - Access 2003 BSBITU301A” and “Create Electronic Presentations PowerPoint 2007 or 2003 - BSBITU302A” Package Cost \$500

Computer training

(Continued)

Single Courses

- Produce Simple Word Processed Documents Word 2007 or 2003 - BSBITU201A Cost \$120
- Create and Use Simple Spreadsheets - Excel 2003 BSBITU202A Cost \$140
- Design and Produce Text Documents - Word 2003 BSBITU303A Cost \$180
- Produce Complex Business Documents Word 2007 or 2003 - BSBITU401A Cost \$320
- Develop & Use Complex Spreadsheets Excel 2007 or 2003 - BSBITU402A Cost \$320
- Create and Use Databases - Access 2003 BSBITU301A Cost \$180
- Create Electronic Presentations PowerPoint 2007 or 2003 - BSBITU302A Cost \$180

Special Basic Package

Special Deal Package “Produce Simple Word Processed Documents Word 2007 or 2003 - BSBITU201A”,

Create and Use Simple Spreadsheets - Excel 2007 or 2003 BSBITU202A” and “Step by Step Approach to Basics MYOB Cost \$360

All computer courses are self-paced courses where each student can book into the ProSkills Computer rooms.

Computer courses are conducted at 468 Bridge Road, Mackay.

Mackay Computer Room open from 9am to 4pm Monday to Friday

*(Lunch break is 12pm to 1pm – **Please Note** - no training or tuition will be available during the lunch break)*

By Appointment on Tuesday 6.30 pm to 9.30 pm (except 2nd Tuesday of each month) and Saturday 12.30 to 3.30pm (except the last Saturday of each month)

ProSkills Contact – Phone 07 4953 1588

Email admin_proskills@tpg.com.au



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Low Voltage Rescue & Perform CPR

All workplace teams and staff must ensure that workers who are required to perform, or help in performing, electrical work shall receive rescue and resuscitation training as a minimum six monthly. This course is designed to meet legislative and industry requirements for Low Voltage Rescue in the workplace.

The program is delivered by a face to face workshop. Up to 4 hours for participants who have never completed the course with a 2 hour workshop for a reassessment course.

Topics covered will include:

- Assess the scene of an incident
- Conduct primary assessment of the casualty
- Demonstrate sufficient knowledge and skills necessary to safely release a person from an electrical source
- Demonstrate efficient cardio-pulmonary resuscitation procedures on an approved training manikin in accordance with the Australian Resuscitation Council guidelines
- Demonstrate sufficient skills and knowledge to provide first aid for electric shock and burn casualties.

Course Cost \$75

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National Provider No 31157

BSB30407 Certificate III in Business Administration

The BSB30407 Certificate III in Business Administration is offered with flexibility to suit each participants needs. The Certificate III in Business Administration reflects the role of individuals who apply a range of competencies in varied work contexts. ProSkills provides a choice of units of competency within the qualification guidelines. Job roles and titles vary across different industry sectors; you can request the course be customised for your workplace needs.

Unit code	Unit Title
BSBOHS201A	Participate in OHS processes
BSBITU307A	Develop keyboarding speed and accuracy
BSBINM301A	Organise workplace information
BSBADM303B	Produce texts from audio transcription
BSBADM307B	Organise schedules
BSBADM311A	Maintain business resources
BSBCMM301A	Process customer complaints
BSBCUS301A	Deliver and monitor a service to customers
BSBDIV301A	Work effectively with diversity
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA301A	Maintain financial records

If you have experience of working in an Administration Role at your workplace, you may apply for recognition of your skills and knowledge (RPL) for all or part of the Certificate III in Business Administration.

If you wish to discuss our recognition process please arrange an appointment with a ProSkills Assessor

The BSB30407 Certificate III in Business Administration has
508 nominal hours in this qualification.

Cost per person \$ 2,000

Individuals can make a \$250 deposit and 30 weekly payments of \$65 per week.
Being a total of \$2,200 payment

(Credit Card Authority is needed to make payment arrangements)

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PRO·SKILLS

National Provider No 31157

BSB40507 Certificate IV in Business Administration

The BSB40507 Certificate IV in Business Administration is offered with flexibility to suit each participants needs. The Certificate IV in Business Administration reflects the role of individuals who apply a range of competencies in varied work contexts. ProSkills provides a choice of units of competency within the qualification guidelines. Job roles and titles vary across different industry sectors; you can request the course be customised for your workplace needs.

Unit code	Unit Title
BSBOHS407A	Monitor a safe workplace
BSBRSK401A	Identify risk and apply risk management processes
BSBITU401A	Design and develop complex text documents
BSBITU402A	Develop and use complex spreadsheets
BSBCUS402A	Address customer needs
BSBADM405B	Organise meetings
BSBADM406B	Organise business travel
BSBADM409A	Coordinate business resources
BSBADM407B	Administer projects
BSBCMM401A	Make a presentation

If you have experience working in a supervisor role or Team Leader in the Administration section of your workplace, you may apply for recognition of your skills and knowledge (RPL) for all or part of the Certificate IV in Business Administration.

If you wish to discuss our recognition process please arrange an appointment with a ProSkills Assessor

The BSB40507 Certificate IV in Business Administration has 473 nominal hours in this qualification.

Cost per person \$ 2500

Individuals can make a \$250 deposit and 40 weekly payments of \$65 per week.

Being a total of \$2,850

(Credit Card Authority is needed to make payment arrangements)

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Student Course Administration Information

Introduction to ProSkills Pty Ltd

The partnership of Keith Lawrence and Alexis Lawrence was formed as Training Company in the State of Queensland on the 1st April 2000. In August 2002, Keith and Alexis registered ProSkills with the Office of Fair Trading in Queensland. ProSkills Pty Ltd is based in Mackay, Queensland.

The ProSkills Pty Ltd is owned and operated by Keith and Alexis Lawrence who are directly involved with the company's daily activities in executive management functions and on a "hands on" basis. Keith is the Director of ProSkills Pty Ltd and Alexis is Administration Manager. Keith and Alexis have a sound range of experience in the training environment with Keith involved in delivery of short courses since 1992. Alexis has experience in education with experience in a wide range of education facilities. ProSkills Pty Ltd has a firm financial background and the ability to source funds in support of company activities on Client projects.

On the 11th January 2005 was registered as a Registered Training Organisation. The National Provider Number 31157

Enrolment/Admission

Enrolment is finalised by having your completed application form with payment lodged at either the course or at ProSkills Pty Ltd office. Most courses require a deposit for priority in enrolment.

Award

On successful completion of a course, each student is issued with a Certificate or a Statement of Attainment, which states the competencies completed. This Certificate or Statement of Attainment can be used to assist in obtaining employment.

Refund Policy

ProSkills Pty Ltd has a policy of 100% refund of any money paid prior to commencement of any course, if a request is received in writing 14 days prior to the course. Between 13 days and 7 days prior to the course there is a 75% refund, and between 6 days and the course commencement there is a 50% refund at the discretion of ProSkills Pty Ltd. If a student withdraws during a course, no refund is available but a pro-rata credit applies to complete the course at a later date. Money paid in advance for a course is kept in a separate account to ensure refund moneys are available and deposit money is accessed when the course is commenced.

Course Assessment

Most courses are assessed by a combination of written assessments and participation in various exercises or simulated situations, which are encountered in the workplace.

Student Records

All student records and documentation will be recorded, and results of assessment kept. Examples of student assessments may also be kept. All student records will only be available to staff unless a student makes a request in writing for their own file, in which case access will be granted. Please allow 14 days notice for access to records. Proof of student identification will be required.

Policy on Equal Opportunity

ProSkills Pty Ltd is committed to a policy of equal opportunity and freedom from all forms of discrimination as determined by legislation or ProSkills Pty Ltd. The policy is issued on the basis that it is fair and just and contributes to the fulfilment of ProSkills Pty Ltd mission and goals.

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Policy on Inclusive language and Presentation

Under equal opportunity policy, ProSkills Pty Ltd aims to 'provide equal employment and educational opportunities within ProSkills Pty Ltd and identity and remove barriers to participation and progression in employment and education'. When any statement uses the female gender this also means the male gender, and when any statement uses the male gender this also means the female gender.

Client's Complaints

Any participant with a complaint related to any aspect of the training is entitled and encouraged to notify the course trainer or ProSkills Pty Ltd office, who will arrange for another trainer to contact you to resolve the complaint. An appeal against any decision is available through ProSkills Pty Ltd office or ultimately by the Director of ProSkills Pty Ltd will also advise of the appropriate legal body to contact should this procedure not be successful.

Language, Literacy & Numeracy

Some students may need additional assistance in language, literacy and numeracy, and some may not have sufficient skill to succeed in ProSkills Pty Ltd training program and may need to be referred to a specialist language, literacy and numeracy course at TAFE or other organisation like an English language Institute for overseas students.

Support Services

For students having difficulties with any part of the course, you are able to ask your trainer for extra assistance at any non-lecturing time if the trainer is available. You are also entitled to ring ProSkills Pty Ltd office with any queries relating to the course or if you have any difficulties regarding your participation on any course or its context.

Appeals

If you feel aggrieved by any decision regarding assessment, contact ProSkills Pty Ltd where our staff will organise for a trainer to contact you to resolve any problems. The appeal period is 6 weeks from the completion of the subject or competency or unit. If still dissatisfied, you can then contact the Director of ProSkills Pty Ltd to have your appeal investigated.

Student Welfare

Assistance in obtaining access to referral numbers and community services is available from ProSkills Pty Ltd office. Where necessary, arrangements will be made for students requiring literacy or numeracy support. This may be outsourced to the relevant qualified experts. Any fees incurred are the responsibility of the students.

Welfare & guidance

We will provide students with assistance and support by informing them of the opportunities available that may assist them in their chosen profession. All trainers will be available to assist the student and if further information or assist is required then they student can contact ProSkills Pty Ltd office for further advice and assistance.

Recognition

Recognition means the process of formal approval and recognition of a training organisation, by a State or Territory registering body, in accordance with the AQTF Standards for RTOs and the Standards for Registering/Course Accreting Bodies. Under Mutual Recognition registration has national effect and training organisations need register only with one registering body. This will be the registering body in the State or Territory in which the training organisation has its head office or where it provides most of its training and/or assessment.

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Evidence to Support Recognition Application

You will have to provide documentary evidence of your prior learning for each module you claim exemption from, and be assessed by the instructors or a panel established by ProSkills Pty Ltd. This assessment can only commence after the application fee is paid.

You must have the certified photocopies of documentary evidence included in this application. All evidence should either be headed with the competency name and number for which you are applying for Recognition or a document number if the evidence will be used for exemption from more than one competency.

Ownership of Assignments

All materials submitted for assessment or as part of any course shall become the property of ProSkills Pty Ltd. We recommend that all students keep a copy of their assignments in electronic copy plus a hard copy. ProSkills Pty Ltd cannot accept responsibility for anything that is lost by Australia Post or a courier.

Course Surveys and Evaluation

ProSkills monitors all courses delivered by randomly contacting student who have completed the ProSkills courses.

All ProSkills trainers acknowledge the following statement “I acknowledge that a ProSkills Manager or ProSkills’ nominated person may attend a course being conducted by myself. The manager or nominated person does not have to notify the trainer before attending the course. The manager or nominated person will not interrupt the course but will observe the process and report their observations to the Director of ProSkills.” If you are contacted by ProSkills Staff all and any information collected will be kept confidential and only use for ProSkills quality improvement.

Contact ProSkills Pty Ltd

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**Local Training Providers in Mackay Area since April 2000
A Locally owned business Developed and managed in Mackay**