Program & Guide Services Guide Expand your thinking...



ALBRIGHTON & CONSULTING TRAINING SERVICES



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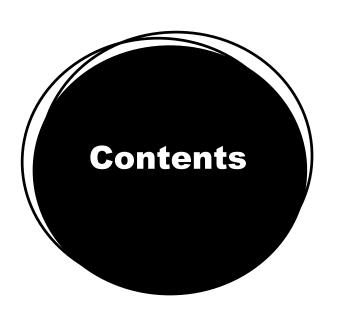
This course guide provides information on courses and services provided. Whilst every effort has been made to ensure that the information in this publication is correct at time of printing (October 2013), courses may change or a new course may be offered. Please visit www.albrightonconsulting.com.au for the most up to date information.

ACTS may offer programs in different modes of study (e.g. part-time, full-time, online, and correspondence) or only components of certain programs. We offer the latest training; our accredited programs are updated as needed to match the skills requirements of the latest industry-endorsed training packages.

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Welcome to Albrighton Consulting & Training Services Programs Courses & Program guide. Albrighton consulting is a specialised professional development and training consultancy that seeks to provide innovation, value, and a personalised service, with a dedication to quality outcomes.

Our values reflect our commitment to quality of service by, doing what we say we will do, maintaining our integrity in our business dealings and by challenging our thinking at every opportunity to not ask why, but why not?

ACTS, in conjunction with a range of inspirational individuals from professional, education and psychological arenas provides a specialised and personal service to clients who are looking for a true trusted advisor for their business and long term training partner. ACTS and the team are available to consult to your business on management consulting strategies, Human Resource and Work Health & Safety Policy, Governance, Psychometrics, Online Learning and the utilisation of Accredited Training in your development programs.

Our vision is to inspire and ignite a passion for learning through expanding peoples thinking.....

Our CEO began her career in the Arts and has never shied away from the creative and different. As a Management Consultant, Project Manager and Trainer with over 25 years' experience in both Public and Private Companies, Government Departments, state and federal, and as the Director of her own business, Deirdre has always explored new and innovative ways to deliver training more effectively, expand people's thinking and get the most out of every development opportunity.

As the National Manager of the ACTS business, Deirdre brings these skills to the table in the way the team work with their clients and business partners. 'Trust is the foundation of any relationship' says Deirdre. 'If our partners trust us with the training and development of their people, they have just handed us the most valuable part of their business. We don't take on this responsibility lightly'.

Client Feedback

"Deirdre is a fantastic L&D facilitator. She takes the time to understand each person's learning style and capacity and will always look to work to these strengths in her workshops. I found Deirdre to be a knowledgeable and professional subject matter expert in all things corporate business. She has been fantastic at offering career guidance and support throughout her time working with me at Mitsubishi. I would be extremely happy to work with Deirdre again in the future and could not recommend a better business partner for any corporate L&D requirements. Thanks again."

Robbie Fidler – Former Student

"I have known Deirdre since 2005 and have worked with her in various capacities - as a contractor, a client, a colleague and a collaborative partner. I have always found Deirdre an extremely professional & forthright colleague. Deirdre is highly analytical, a strategic thinker and possesses the unique ability to communicate her message clearly, succinctly & honestly. When it comes to facilitation, Deirdre is an excellent presenter, possesses a wealth of experience in learning & development & can engage with an audience to deliver meaningful and relevant training. I am very proud to be associated with Deirdre and would highly recommend her services to any prospective client. Deirdre is passionate about what she does and is always focused on delivering more than the client expects."

Leigh Aitken - Principal Consultant, Inspired Business Consulting & Personal Development (business partner)

"Deirdre is one of those people who has the 'Fire in the belly' and has real energy and enthusiasm in delivering in everything Deirdre does. It is an absolute pleasure to work with someone so dedicated, Deirdre has a real passion for what she does. I would not hesitate to recommend Deirdre or Albrighton Consulting at all."

Phillip Tanner - Economic Development Officer, Food Wine Tourism, City of Onkaparinga (business partner)

"Deirdre has been the key designer, developer and deliverer of the Leadership Development Program at Mitsubishi Motors Australia for about 100 of our people and she is held in very high regard by the participants and management alike. Deirdre brings both depth and breadth to the learning environment which ensures that the participants are actively engaged and identify ways to apply their learning to their work roles and projects. I have found Deirdre to be a person who brings both ideas and practicality to our discussions about learning design and she is highly committed to supporting and coaching participants to ensure that they remain engaged in the program."

Ian Cogdell - Business Partner, Learning and Development Mitsubishi Motors Australia Limited

ACTS Alumni Association

The Albrighton Consulting experience doesn't have to end at graduation; the ACTS Alumni program is a great way to keep in touch and is open to all former students. The Alumni Association provides its members with access to industry networking opportunities, events, programs and special offers.

Stay Connected

Being connected, up-to-date and feeling part of the ACTS community is an important part of your study journey. There are plenty of opportunities to engage and connect with other students, teachers and industry experts online.





Do you have issues that keep you awake at night? Do you wish you had a business partner you could just talk through issues with and get another opinion? Then our management consulting is exactly what you might be looking for. We can organise your;

- Strategic and business planning
- · Organisational and workforce planning
- Change programs when key products change or new acquisitions happen
- Review of your workforce
- Relocations
- Diversity and culture issues
- 360 Programs
- Leadership development

Business Health Checks

At Albrighton consulting, we are committed to helping you keep your business on track, healthy and in shape. So just like you would train for a marathon, we can work with your business to be the best it can be. Part of keeping fit and healthy is having a check-up at regular intervals to see what's working well, what needs improvement and what needs changing. To do this we have diagnoses the fitness of your business in three ways, Governance, HR, and WHS.

Governance Health Check

Governance health check covers your legislative and financial commitments to your business. The online survey asks you a series of simple questions to determine your needs and your gaps. This produces a personalised report and is followed up by a debrief session with one of our expert consultants.

HR Health Check

HR health check considers the human resources needs of your organisation and the critical policies and procedures required to ensure you are not just compliant but also heading in the right direction to be a best practice organisation. A simple survey and audit of your current status followed by a confidential discussion with our HR specialist to discuss your options is all it takes.

WHS Health Check

WHS health check ensures you are compliant and have the right policies & procedure to meet the new WH&S legislation. After completing our survey, a personalised report will ensure you have a clear indication of the gaps you have and our WHS specialists will identify what needs to be done to ensure compliance and keep SafeWork from the door!

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Training, Workforce & Professional Development

One of the major challenges facing most businesses today is retaining and developing talent. Knowledge retention and succession planning are key areas that are continually being targeted as concerns in many industries.

Training and professional development programs are an ideal solution to ensure your organisation retains the talent and skills they have invested in.

Training and professional development is also an ideal way to express commitment to your employees and show an interest in developing their abilities. It presents an opportunity to enhance employer branding and these are major factors in retaining, developing and attracting the best talent within your organisation. No matter what the topic, ACTS has a solution to the problem.

It might be a one day workshop, online seminar series or a small team solution. Whatever your requirement, we will work with you to find the best fit for your organisation.

Some topics include:

- Performance Management
- Strategic Planning
- Diversity/Generational Diversity
- Managing Budgets and Finances
- Customer Service
- Managing Teams
- Business Planning
- Your Personality at Work
- Managing Risk
- Managing Simple Projects
- Working with the media
- Communication and conflict resolution
- Negotiation for better outcomes
- Mentoring & Coaching
- Governance, Board & Meetings

Leadership Training Programs

In today's highly competitive business environment, just managing your business simply isn't enough. Any business intent on success needs strong and dynamic leadership. The right leader can have a direct influence on staff morale, productivity and ultimately the bottom line. So what are you doing to foster leadership in your organisation?

Our Leadership Training Programs are designed to assist organisations to meet the challenge of developing and securing leadership talent. The program utilises a range of innovative learning techniques to prepare the business leaders of tomorrow. These include the use of psychometrics, residential, accredited learning programs, coaching, online and face to face workshops.

We specialise in contextualising these to your organisation. Many of our clients are thrilled at the way we can be flexible and accommodating to their unique business needs.

Some topics include:

- Leadership and Leading versus Managing
- Performance Management & Systems
- Managing and Motivating Teams
- Project and Risk Management
- Communication Skills and Diversity
- Human Resource

Accredited Learning

Albrighton Consulting is pleased to be able to offer our clients accredited options to many of our training services. Specialising in the Business Services arena, we offer qualifications from Cert IV to Advance Diploma in Management, Business and Business Administration, Human Resources, Work Health & Safety and Project Management. Recognition of Prior Learning (RPL) and Online options are available.

Coaching Programs

Do you need support for the training development of your staff? Do you have difficulties with some team members who are struggling with their performance? ACTS can provide business coaches or registered psychologists to assist you with your needs in coaching staff through difficult times.

ACTS is able to offer a range of programs in each state where people skills, innovation, creativity, values and paradigms, can be challenged, developed and encouraged. This is a perfect time to also consider the use of our psychometric products such as 360 degree feedback and JTI in conjunction with business coaching.

Corporate Leadership Programs

ACTS also has solutions for corporate leadership programs. It might be a one day workshop, online seminar series or a small team solution. Whatever your requirement, we will work with you to find the best fit for your organisation.

Some topics include:

- Performance Management
- Strategy
- Diversity
- Managing Finances
- Customer Care
- Managing Upward
- Crisis Management
- Persuading others
- Business Plan
- Business Case Development



Albrighton Consulting and Training Services offer a variety of Café Series Programs. These programs can be tailored to suit and delivered either as Introduction – Half day, Intermediate – One day or Advanced – Two day.

These programs can also be run onsite so that you don't have to send your staff offsite. They can also be run at our state or the art training facilities.

Public Speaking & Professional Presentations

Explore skills required to create and deliver highly effective presentations with confidence and style. This program includes how to use visual aids and achieve optimal impact

- Plan, prepare and deliver an effective presentations
- Demonstrate effective presentation and communication skills
- Speak clearly and confidently in both presentations and impromptu speaking situations
- Evaluate the effectiveness of a presentation

How to Build High Performing Teams

High performing teams don't happen by chance. Sure, some of it is about the people you recruit, but how do you keep them inspired and performing even in tough times?

Each participant will receive a personalised evaluation report of their emotional intelligence awareness and have an opportunity to practice their team skills. There are some key elements to high performing teams, and in this workshop you will learn;

Topics Covered:

- Fundamentals of team development
- What is Emotional Intelligence & what is your EQ?
- The role of emotional intelligence
- How to energise people who don't follow
- How to create a work environment that motivates people
- Awareness of your own behaviour and skill sets

Conducting Performances Reviews

The Performance Review is a process used by management to help objectively evaluate an employee's performance for a given period. It gives a manager the opportunity to conduct an open, two way discussion with an employee that determines what ongoing development needs should be addressed during the coming year.

This interactive workshop aims to provide participants with the skills to:

- conduct a formal Performance Review meeting according to the organisation's needs and procedures
- rate performance objectively
- give constructive feedback (positive and negative) on performance
- prepare development plans for employees
- give honest and constructive feedback on potential and aspirations
- assist employees to identify and relate specific organisation objectives to their own key accountabilities
- support employees to succeed and provide opportunities for them to improve and realise their full potential

Topics Covered:

- Performance Review and Development System
- How Organisational Goals Translate Into Personal Goals
- Evaluating Performance Against Objectives
- Preparing for the Review & Development
 Discussion (RDD)
- Conducting the RDD
- Constructive Feedback on Performance
- Preparing Development Plans
- Coaching for Performance Excellence

Dealing with Difficult Clients - the good the bad and the ugly

Difficult customers and difficult clients typically represent just a fraction of the customers we see each day, but they have a profound impact on people's performance and motivation.

This informative and fun workshop will give you the opportunity to explore these issues in a safe environment and to practice some skills to ensure you have the tools at hand next time a 'not so nice' customer crosses your path

Topics Covered:

- Communication Skills
- Effective and active listening
- Managing a difficult situation
- Dealing with emotions and extra frustrating behaviours
- Managing anger and your conflict management style
- Dissipating tension
- Resolving conflicts
- Solving the problem
- Keeping safe
- Letting go of a situation

In our workshops we use adult learning activities and participation principles. We encourage people to explore their ideas, challenge old behaviour and thought processes, and give them tools and easy step guides that they can apply immediately in their work environment.

The Effective Coach – Coaching for Success

Coaching is a valuable tool to achieve personal and organisational success and the achievement of positive outcomes. This program will equip participants with effective Coaching Skills to be able to Coach others.

- Define the process of coaching
- Demonstrate effective Coaching skills
- Recognise important communication skills for effective coaching
- Question more effectively
- Achieve more for self and others

Workplace Bullying & Harassment

Workplace bullying and harassment is a health and safety risk as well as an organisational risk and requires positive fair policies and procedures to prevent. This program equips individuals with strategies to deal with workplace bullying and harassment to minimise risk.

- Define what bullying and harassment is
- Recognise legislation that determines and understand what is required to meet it
- Be equipped with effective organisational/personal strategies to address
- Identify policy, procedure and process requirements

Work Health & Safety changes & the impact on you and your business

With changes to the Work Health & Safety Act this program covers how to be equipped with recent changes that impact your business and understand what is requirements need to be addressed.

Topics Include:

- Understand the changes and the impact
- Describe the requirements in each area
- Be equipped with a checklist to identify organisational HSE requirements

Your Personality At Work

Have you ever wondered what your personality style is? Ever wondered how you impact on your work environment or those around you? Have you worked with people who just 'rubbed' you the wrong way and you couldn't say why? This is the chance for you to finally answer those nagging questions.

This informative and fun workshop explains the 16 different 'types' that people can fall into and the many combinations that can also occur. Hear how your dominant styles may clash sometimes with others and how to overcome these common communication issues, learn more about the people you work with and those close to you.

Topics Include:

- What is 'personality'
- Validity of psychometrics
- What is a 'type'
- Your Jung Type Indicator
- Emotional and Social Intelligence
- Belbins Team Styles
- Working with monsters
- Work life balance

You will also receive a personal report from one of Australia's leading psychometric online systems, GeneSys, using their popular JTI personality profile test. Have some fun identifying your own characteristics and take home the report that will give you ideas on where and what to work on next if you wish to.

Media 101

This one day course is designed to give participants a basic understanding of how the media in SA operates and what journalists are looking for in today's crowded cross-platform 24/7 news cycle. It will cover the essentials of radio, television and print interviews, the do's and don'ts of social media and we'll introduce you to a range of useful resources.





Parting Company

Parting Company provides a new fresh approach to some of the more strategically important areas of your business. Using the best qualified and experienced facilitators, we can partner with you to facilitate what is not always the easiest end of the Human Resources services. Utilising our well respected Psychometric tools from GeneSys Australia, we will endeavour to provide an experience that preserves the dignity of the employee whilst achieving the required outcome for the employer.

Parting Company focuses on three areas of delivery.

- Exit interviews when people leave your organisation of their own choice
- Outplacement when you need to restructure quickly
- Performance Coaching when despite your best efforts, the employee and the organisation no longer 'fit'.

Why should you use Parting Company?

Safeguard your company's brand reputation and bottom line.

Building a healthy brand is expensive; safeguarding the brand by providing outplacement services is cost effective. Negative chatter about your company by former employees can't be controlled; however, by providing a successful transition experience, you can ratchet down the negative comments generated by former employees. Displaced workers are also consumers who influence the purchasing decisions of their friends and family. Instead of creating hundreds of new brand loyalists for your competitor, you can keep these dedicated brand enthusiasts on your side of the aisle.

Faster Re-Employment, Lower costs

Employees who choose to engage with outplacement assistance will find themselves back in the workforce quicker, which ultimately helps lower costs. Keeping an amicable relationship with a former employee will also reduce the risk of future litigation. When they are talking to career consultants, they are generally not talking to lawyers. The cost of outplacement services is much smaller than the cost of a lawsuit.

Attracting future talent and retaining high performers

Ironically, having a strategy to help departing employees can actually help recruit new ones. With such a cyclical economy, there is a strong correlation between how a company treats its departing employees and its future ability to attract and retain top talent. Just because an employee has left the building, doesn't mean he or she will not be an advocate for you in the future. In a recent survey, over 30% of new hires are referred by employees or alumni. Outplacement, if done correctly, can give your organisation a competitive advantage. By engaging with alumni, those positive relationships can boost your recruiting efforts.

Keeping positive morale with remaining employees

Treating transitioning employees with respect, care, honesty, and dignity shapes not only how your customers view your company, but also sends a message to current employees that they too can expect to be valued in the organisation. Numerous studies have supported the fact that employees who witness their friends and peers go through quality outplacement services view the company more positively, even if the downsizing circumstances are ugly. The stories that the newly transitioned are going to tell their friends, family, and your customers are just as important. Happy employees are productive employees after all. At a time when budgets are tight, it's tempting to skip outplacement services. If you view outplacement services as a strategic investment, your company will see the benefits years later.

Outplacement Services

The best outplacement services offer personal, strategic help. Most employees don't make a career of changing jobs, and are usually ill-prepared and uncomfortable in the process. At Parting Company we can manage both the process and the employee so the outcome is smooth and seamless.

Valuable programs begin with developing a strategic transition plan to identify and target future goals. Many employees find the opportunity to dream about their future or explore new fields to be liberating, not terrifying.

A program should also provide support with soft skills, such as interviewing and negotiating, as well as hands-on help with writing a career marketing strategy. In addition to personal guidance, outplacement should offer the technology to give clients access to online resources like e-Learning and research databases.

Employees usually gain access to online seminars, workshops, and coaching for a specified period of time from just a few months up to a year. All these are possible with Parting Company

Programs for executives should not only provide a deeper level of personal coaching but extras such as an Executive Agent (similar to a "sports agent") Programs for mid-level executives or clerical workers should provide one-on-one meetings with a personal coach. Really good programs allow for building customised programs in alignment with the employee's unique circumstances.

Program Packages

• Bronze (Outplacement)

Our entry level includes 3 coaching sessions, resume preparation, job search, interview skills and our GeneSys Occupational Interest Profile report.

• Silver (Outplacement)

Our manager supervisor level includes 5 coaching sessions, resume preparation, job search, interview skills and our GeneSys Occupational Interest Profile report.

Gold (Outplacement)

Our Executive coaching level includes 8 coaching sessions, resume preparation, job search, interview skills, access to our networks for placement opportunities, onsite access to our hot desk for support of online tools, and our GeneSys Occupational Interest Profile report.

Exit Interviews

Exit interviews are conducted with departing employees in a last ditch effort to learn what made them jump ship. Companies spend a lot of money recruiting and training up staff, so they want to try to prevent the revolving door from revolving too quickly. If employee job dissatisfaction, tyrannical management, lack of advancement opportunities, uncompetitive salaries or poor company culture is causing talented members of the team to move on, then you want to know about it.

Theoretically, the whole premise of the exit interview is to improve the way the company operates by picking the brain of departing employees who are likely to be candid about their experiences. The interview will essentially focus on three main points: why you are leaving, what you enjoyed about working there and what was problematic.

Questions will include things like: What did or didn't you like about your job? Did the job you were hired for match your expectations? Can you describe the management style of your manager? How did you find the company culture/advancement opportunities? Was there adequate training? Did you receive regular performance appraisals? And the big one – why are you leaving?

Parting Company can engage exiting employees in three ways; online, telephone and face to face dependent on the package selected. This information is then collated and a report is provided on a quarterly basis along with candid discussion on the steps to manage outcomes to better the organisation. If disclosures identify any behaviour that would put the organisation at risk, then a follow up contact is made immediately after the interview process to the organisation contact person. We can tailor a requirement to meet your needs including tracking information over time to show you trends and improvements or areas of further development within your organisation.

Program Packages

Bronze (Exit Interviews)

5 Exit Interviews in a 12 month period plus an annual analysis report. Extra interviews available at an additional rate per interview.

• Silver (Exit Interviews)

10 Exit Interviews in a 12 month period plus a 6 month interim and an annual analysis report. Extra interviews available at an additional rate per interview.

Gold (Exit Interviews)

15 Exit Interviews in a 12 month period plus a 3 month & 6 month interim and an annual analysis report. Extra interviews available at an additional rate per interview.

Performance Coaching Services

Our coaching services are ideal for employees who need to improve their performance, work through issues blocking their peak performance, or re think their career path. This is an ideal solution prior to outplacement where employees will often improve or self-select their own departure from the organisation.

All sessions begin with an Occupational Interest Profile and 15fqplus Psychometric Profile to ensure the role of the employee is suited to the skill and interest level, along with a 1 ½ hour coaching session where issues are discussed and the profiles outcomes are debriefed. A plan is then established and commenced once approval from the organisation is received.



Psychometric Testing

GeneSys has a large range of Personality, Values, Interests and Ability Measures. These are available in paper & pen and integrated software and online formats. It is always recommended that GeneSys assessments are conducted in a supervised environment. However this is not always possible. For this reason GeneSys Online has made available a number of tests for that purpose.

The following are the assessments we utilise in an online environment that are particularly useful in the development and assessment of staff and students in their development programs.

- Emotional Intelligence (EI)
- Jung Type Indicator (JTI)
- Values and Motives Inventory (VMI)
- Health & Safety Indicator (HSI)
- Occupational Interest Profile plus (OIP+)
- Learning Style Inventory (LSI)
- GeneSys 360°

Emotional Intelligence (EI)

GeneSys Online produces an Emotional Intelligence Report, which draws on the high reputation of the very reliable and trusted 15FQ+ personality measure, to describe candidates according to their Emotional Intelligence.

This gives you the best of both worlds: the validity and credibility of the 15FQ+ combined with the current demand in the modern workplace to describe & measure people according to their Emotional Intelligence.

Despite the considerable recent popularity and demand for Emotional Intelligence tools, most academics specialising in the area believe that most EI tools on the market are of questionable value, despite their extravagant and seductive claims. They believe that Emotional Intelligence is a function of personality and is most accurately defined and gauged by standard personality measures (like the 15FQ+).

Jung Type Indicator (JTI)

The Jung Type Indicator (JTI) assesses a person's psychological type using the categories first proposed by the Swiss Psychologist C.G. Jung. This theory of human typology can be traced back at least to the work of the Greek physician Hippocrates. This early typology contained within it the seeds of modern typological thinking. Psychologist Eysenck proposed four levels of personality description. At the lowest level are the person's specific responses to specific situations.

The second level of description consists of habitual responses; those responses we typically make when similar situations occur.

At the third level, these habitual responses are organised into personality traits. The highest level consists of the organisation of these personality traits into a general type. The JTI measures this highest level.

Reports and interpretations provide candidates and clients with information which can be used for developmental and other purposes.

The JTI is the ideal tool for examining personal style. It takes just 10 minutes to complete and is extremely reliable. The JTI provides information on how a person typically deals with information and the role they are likely to play in a team. Thus the assessment can play a key part in many development, team building and guidance programmes. Since the JTI is a broad based analysis of personality, it should not be used in selection.

Values and Motives Inventory (VMI)

The Values and Motives Inventory (VMI) is a self-report questionnaire which profiles the motivating forces that are expected to determine the amount of energy or effort that an individual is likely to expend in particular activities. As such, it can be used on its own or as part of an assessment battery for selection, development, guidance and team-building. It can assist in directing individuals into areas where they are likely to gain most satisfaction and make the greatest contribution.

Health & Safety Indicator (HSI)

The HSI profile arises from a personality questionnaire and an assessment of specific abilities. It must be interpreted in the context of other relevant factors such as experience, training, and wider skills. The profile should also be considered in light of the organisation's healthy and safety systems and culture, and with a view to the specific hazards faced in particular roles and workplace environments. This report consists of an overall score and several individual scales. Based on contemporary research, the overall score represents the overall tendency towards safe behaviour in the workplace environment. Individual scales indicate aspects of safety-related behavioural different preferences, tendencies, and abilities.

Occupational Interest Profile plus (OIP+)

The OIP+ provides a comprehensive assessment of vocational interests and personal work needs. Vocational interests are work areas which an individual would enjoy (e.g. administrative, persuasive, practical, etc.), whereas work needs are an individual's personal needs within a chosen area of work (e.g. need for variety, structure, people, etc.). Suitable for use with a wide range of occupational and professional groups, the OIP+ can be used as a careers guidance tool with school leavers or recent graduates. It can be used to facilitate outplacement decisions or help professionals explore new career

Learning Style Inventory (LSI)

The LSI assesses a person's learning style, helping them identify the strategies they most and least prefer to adopt when learning new material. It is a self-development tool which aims to help individuals maximise their learning potential by enabling them to tailor their approach to learning to match their strengths and weaknesses. Developed on the premise that all learning styles have both strengths and weaknesses, it provides a non-judgmental framework in which to explore self-development issues.

GeneSys 360° Online

GeneSys 360 implements a framework of 9 broad competency groups that, through extensive research, have been found to be important indicators of work performance. Each generic competency consists of the following components:

- Integrity
- Interpersonal Skills
- Planning & Organizing
- Resilience
- Quality Orientation
- Logical and Analytical
- Persuasiveness
- Energy and Drive

GeneSys 360 Online provides a detailed report covering all the selected competencies, with a specific focus on facilitating self-awareness and personal development. The report not only highlights overall rated competencies but also how self-ratings vary from those of other participant groups. It includes a listing of rated strengths and development needs for each competency and provides full details of all obtained ratings.

An integral part of GeneSys Online, GeneSys 360 provides a complete solution to the challenges of implementing 360° appraisal in your organisation. GeneSys 360 Online solves the administrative and logistical problems associated with 360° appraisal. Easy to use, the system allows you select your competencies from a comprehensive list and invite participants by email to complete the online appraisal. Once all the appraisals have been completed, the system collates the data and generates a detailed report.





RSVP CAREERS WHERE YOU ARE THE CENTER OF THE UNIVERSE

RSVP Careers

Most employers focus on newspaper ads and job boards to attract talent. The ads and postings typically focus on attracting individuals with experience in the employer's industry. While this approach can yield satisfactory candidates, there is an alternative approach that can produce better results long term.

At RSVP careers, we use our extensive networks and discreet connections to find the right person for you. Likewise, we encourage professionals to place their details on our database and set out to find the best of the best to fill your most trusted positions.

Our commitment to you, our customer, involves taking a comprehensive look into the world that is your business, becoming highly familiar with the work environment, understanding the culture or your organisation so we can find the right person with the right 'fit' for your role. We meet with the people involved with the position you are looking to fill and realise that the wrong person can be a costly mistake. That is why we guarantee your new team member after all, your staff are your greatest assets.

Career Coaching Services

Looking for a career move but not sure which way to go? Have you always thought you would be good at something else but really would like some confirmation from a professional? Are you a parent looking for career direction for your child?

If you are serious about making that move, then talk to us today.

Career Coaching Package

- Genesys Online Occupational Interest Profile (OIP+)
- One hour debrief session with one of our career coaches
- One hour follow up career planning session

As part of the introduction package, you will complete an online Occupational Interest Profile which will give us valuable information about your preferred areas of work and the types of work you like to engage in. The report gives a comprehensive breakdown of occupations at differing levels that may be of interest and the types of roles these may embrace. Role descriptions will range from tertiary qualified through to unqualified positions.

We then meet with you face to face at our coaching rooms and spend time listening to your needs, explaining the Occupational profile and work with you to develop a plan to move forward.

A further one hour session is then booked to follow up with you after you have had time to reflect on the report and our conversation. This is also a good time to further develop the plan and to assist you with any further questions or concerns you may have. At this point candidates may choose to complete their plan on their own, others may choose to work with one of our coaches to complete their resume and move on to our 'land that job' package.

Land that role Package

- Resume preparation
- Interview skills coaching
- Application preparation

The 'Land that role' package starts by being interviewed by one of our resume writers to gather information about your previous positions and to build a modern CV that can be used to apply for current roles or just to keep on hand should you decide to apply for a role or alert prospective employers to your availability. If you have a role you want to apply for, we can assist you with interview preparation and also write your application for you. Prices vary depending on the type and level of role you are applying for and the amount of criteria needing to be addressed.

Looking to make a move into a new role? Or looking for the next best person for your organisation?





Customer Service Programs

Have you ever had a bad experience when shopping or know someone who has? Chances are you have said yes to this question, but what about inside your organisation or business? Have you contacted another department, sent an email or had a phone conversation that has not gone well?

Then like most people, you have experienced poor customer service!

Customer Concepts is a new program from Albrighton Consulting that addresses the needs and challenges of providing excellent customer service in the 21st century. Technology has created its own challenges in buying online, email etiquette, dealing with conflict in the online shopping community and culture. Business today craves a service culture, but many companies and organisations, struggle to build it or maintain it in the long term.

Customer Concepts breaks down into 4 programs with the foundation skills as the basis. The specialist courses can be integrated with the foundation program which is required as the starting point to meet the quality registration process.

The Modules

- **Foundation Skills** addresses the basics everyone needs to know about dealing with customers, dealing with people, and understanding themselves in the process.
- The Internal Customer addresses the internal customer service needs and understanding that a service culture starts from within, with how we deal with our own staff, colleagues and departments and sets the tone of the organisation.
- The External Customer, targets our pure customer and client base. This module builds further on the foundation course and looks in more detail at the customer service culture, survey for feedback and acting on the feedback received.
- The Online Customer looks at the changing face of customer service in the online community.

These highly interactive courses involve psychometric profiles, group work activities and discussions, multimedia presentations, role plays and knowledge transfer. Each course runs for approximately 4 hours, so you can easily run our foundation course in the morning and a specialised program in the afternoon.

A Quality Endorsed Program

We provide the recognition and incentives to keep the good work going and maintain the investment you make to develop your organisation. As an endorsed program, Customer Concepts is supported by online revision training through our website. It comes with a quality revision program that provides your company or organisation with a certificate of customer service quality endorsement, to be displayed with pride in your business or organisation, Customer Concepts endorsed pins and certificate for all program participants and access for a period of 12months to our online community including revision training online, updates on new programs and discount on registration to any of our other training programs.





Blended Learning Options

Solutions created by Albrighton Consulting, offer your managers and leaders the best business ideas to help your company succeed. Solutions are available in Australia and New Zealand, sourcing the best solution at the best price to meet YOUR blended learning needs. Albrighton Consulting is able to be the solution managers for your next blended learning project in our learning management systems.

We also provide our own Online Learning Solutions in a range of management areas including, Human Resources, Management, Business, and Business Administration, Customer services, Small Business and Work Health & Safety.

If you have not thought about online learning previously, talk to us today about a solution for either you as an individual or for your whole organisation.

Contact Deirdre Albrighton direct to arrange a trial of the software or arrange for a presentation to your management team.



Customer Concepts Foundation

Good Service Is A Subjective Notion





Nationally Recognised Training

The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

The use of this NRT logo in this course guide denotes a nationally recognised training qualification.



Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a service that recognises the knowledge and skills you already have from life and work experience, previous courses and training or from self-taught knowledge and skills.

In applying for Recognition of Prior Learning (RPL), the knowledge and skills you have are measured against a unit or subject in the course in which you are enrolled or want to enrol. If successful, you might not have to do one or more units in your course, so you could complete your studies in less time and at less cost.

Scope of Registration

BSB40212	Certificate IV in Business		
BSB40507	Certificate IV in Business Administration		
BSB50207	Diploma of Business		
BSB50407	Diploma of Business Administration		
BSB40407	Certificate IV in Small Business Management		
BSB40312	Certificate IV in Customer Contact		
BSB41513	Cert IV in Project Management Practice		
BSB51413	Diploma of Project Management		
BSB40812	Certificate IV in Frontline Management		
BSB51107	Diploma of Management		
BSB41013	Certificate IV in Human Resources		
BSB50613	Diploma of Human Resource Management		
BSB41412	Certificate IV in Work Health and Safety		



Certificate IV in Business (BSB40212)

Total number of units = 10 1 core unit plus 9 elective units



Description

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB30112 Certificate III in Business or other relevant qualification/s
- providing evidence of competency in the majority of units required for the BSB30112
- Certificate III in Business or other relevant qualification/s
- Some vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

Pathways from the qualification

After achieving the BSB30112 Certificate IV in Business, candidates may undertake a range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.

Job Roles

Possible job titles relevant to this qualification include:

- Administrator
- Project Officer

Certificate IV in Business Administration (BSB40507)



Total number of units = 10 5 administration units plus 5 elective units

Description

This qualification reflects the role of individuals who use well-developed administrative skills and a broad knowledge base in a wide variety of administrative contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- Certificate III in Business Administration BSB30407 or other relevant qualification/s
- Evidence of competency in the majority of units required for the BSB30407 Certificate III in Business Administration
- Vocational experience in providing administrative or operational support to individuals and/or teams

Pathways from the qualification

After achieving the BSB40507 Certificate IV in Business Administration, candidates may undertake the BSB50407 Diploma of Business Administration, a qualification for those wishing to develop specialised technical or theoretical management skills, or a range of other Diploma qualifications.

Job Roles

Possible job titles relevant to this qualification include:

- Accounts Supervisor
- Executive Personal Assistant
- Office Administrator
- Project Assistant



Diploma of Business Administration (BSB50407)

Total number of units = 8
5 administration units plus
3 elective units

Description

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB40507 Certificate IV in Business Administration or other relevant qualification/s
- providing evidence of competency in the majority of units required for the BSB40507 Certificate IV in Business Administration or other relevant qualification/s
- extensive vocational experience in a range of environments in senior support roles.

Pathways from the qualification

After achieving the BSB50407 Diploma of Business Administration, candidates may undertake the BSB60207 Advanced Diploma of Business or a range of other diploma qualifications. ACTS has three Advanced Diplomas on scope being, Advance Diploma of Business, Advance Diploma of Management, Advance Diploma of Human Resources.

Job Roles

Possible job titles relevant to this qualification include:

- Administration Manager
- General Office Manager
- Office Manager

Diploma of Business (BSB50207)

Total number of units = 8



Description

This qualification reflects the role of individuals with substantial experience in a range of settings and who are seeking to further develop their skills across a wide range of business functions. This qualification is also suited to the needs of individuals with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to further develop in order to create further educational and employment opportunities.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- Certificate IV in Business BSB40207 or other relevant qualification/s
- Evidence of competency in the majority of units required for the BSB40207 Certificate IV in Business or other relevant qualification/s
- Vocational experience in a range of work environments in senior support roles but without a qualification

Pathways from the qualification

After achieving the BSB50207 Diploma of Business, candidates may undertake the BSB60207 Advanced Diploma of Business or a range of other Advanced Diploma qualifications. ACTS has three Advanced Diplomas on scope being, ADV Diploma of Business, ADV Diploma of Management, ADV Diploma of Human Resources.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Executive Officer
- Program Consultant
- Program Coordinator



Cert IV in Small Business Management (BSB40407)

Total number of units = 10 4 core units plus 6 elective units



Description

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of small business contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others, and have responsibility for the output of others.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at certificate level, including:

- with personal or vocational experience in a specific industry
- with vocational experience in a specific industry and an industry specific qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake a qualification in a specialist area within this Training Package such as marketing, management, human resources.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

Small Business Manager



Certificate IV in Customer Contact (BSB40312)

Total number of units = 13
3 core units plus
10 elective units



Description

This qualification reflects the role of individuals who typically undertake complex customer interactions, often as a team leader and with significant authority to delegate. Duties at this level may include using multi-channel communications; receiving and responding to complex customer requests or enquiries; handling customer complaints; applying key performance indicators; leading a team; coaching staff; scheduling and organising; and gathering, interpreting and organising data capture.

Candidates undertaking this qualification require sound communication and interpersonal skills. They may provide technical advice and support to a team.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30212 Certificate III in Customer Contact or other relevant qualifications
- Vocational experience assisting in a range of support roles without a formal business qualification.

Pathways from the qualification

After achieving the BSB40312 Certificate IV in Customer Contact, candidates may undertake the BSB50311 Diploma of Customer Contact, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of customer contact roles, or a range of other Diploma qualifications.

Job Roles

Possible job titles relevant to this qualification include:

- contact centre team leader
- quality assurance coordinator
- customer contact coach
- analyst
- scheduler
- complex enquiry customer contact operator.



Certificate IV in Project Management Practice (BSB41513)

Total number of units = 9
3 core units plus
6 elective units

Description

This qualification reflects the role of individuals who identify and apply project management skills and knowledge in a wide variety of contexts. They may be members of a project team but with no direct responsibility for the overall project outcomes. They support project operations in one or more roles and under direction may also use project tools and methodologies selectively to support organisational or business activities.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification
- Vocational experience in project-based work.

Pathways from the qualification

After achieving the BSB41513 Certificate IV in Project Management Practice, candidates may undertake the BSB51413 Diploma of Project Management, or a range of other Diploma level qualifications.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Project coordinator
- Project administrator
- Communications liaison
- Project officer

Diploma of Project Management (BSB51413)

Total number of units = 12 8 core units plus 4 elective units

Description

This qualification reflects the role of individuals who apply project management skills and knowledge. They may manage projects in a variety of contexts, across a number of industry sectors. They have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB41513 Certificate IV in Project Management Practice
- with extensive vocational experience in project roles where they may have had some limited responsibility for the output of others but do not have a formal project management qualification.

Pathways from the qualification

After achieving the BSB51413 Diploma of Project Management, candidates may undertake the BSB60707 Advanced Diploma of Project Management, a qualification involving the application of high level project and managerial skills, or a range of other Advanced Diploma qualifications.

Job Roles

Possible job titles relevant to this qualification include:

- Project manager
- Project leader
- Project team leader
- Project contract manager



Certificate IV in Frontline Management (BSB40812)



Total number of units = 10 4 core units plus 6 elective units

Description

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB30112 Certificate III in Business or other relevant qualifications
- with some vocational experience in a supervisory role but no formal qualification

Pathways from the qualification

After achieving the BSB40812 Certificate IV in Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications. ACTS also carries Diploma of Business, Human Resources and Business Administration.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

Diploma of Management (BSB51107)

Total number of units = 8 5 core units plus 3 elective units



Description

This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective of the specific work requirements with their managerial approaches.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- After achieving the BSB40812 Certificate IV in Frontline Management or other relevant qualification/s
- providing evidence of competency in the majority of units required for the BSB40812 Certificate IV in Frontline Management or other relevant qualification/s
- with vocational experience but without formal supervision or management qualification.

Pathways from the qualification

After achieving the BSB51107 Diploma of Management, candidates may undertake the BSB60207 Advanced Diploma of Business or a range of other Advanced Diploma qualifications.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

Manager



Certificate IV in Human Resources (BSB41013)

Total number of units = 10 6 core units plus 4 elective units

Description

This qualification reflects the role of individuals who work in a range of support positions in human resources management. In smaller companies they may work across all human resources functional areas and in larger companies they may be assigned responsibilities in units or business areas focused on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualifications
- with relevant vocational experience.

Pathways from the qualification

After achieving the BSB41013 Certificate IV in Human Resources, candidates may undertake the BSB50613 Diploma of Human Resources Management, or a range of other Diploma qualifications.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Human resources assistant
- Human resources coordinator
- Human resources administrator
- Human resources officer
- Payroll officer

Diploma of Human Resources Management (BSB50613)



Total number of units = 9 6 core units plus 3 elective units

Description

This qualification reflects the role of individuals who have a sound theoretical knowledge base in human resources management and demonstrate a range of managerial skills to ensure that human resources functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB41013 Certificate IV in Human Resources or other relevant qualifications
- with vocational experience in human resources management, but without formal qualifications.

Pathways from the qualification

After achieving the BSB50613 Diploma of Human Resources Management, candidates may undertake the BSB60407 Advanced Diploma of Management or a range of other Advanced Diploma qualifications

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Human Resources Advisor
- Human Resources and Change Manager
- Human Resources Consultant
- Human Resources Manager
- Senior Human Resources Officer



Certificate IV in Work Health and Safety (BSB41412)

Total number of units = 10 5 core units plus 5 elective units



Description

This qualification is suitable for people working in a work health and safety (WHS) role who may or may not work under supervision. They may provide leadership and guidance to others and have some limited responsibility for the output of others.

The qualification reflects the role of workers who apply a broad knowledge base and well-developed skills in a wide variety of contexts and may include coordinators, advisors and facilitators.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- After achieving the BSB30712 Certificate III in Work Health and Safety or other relevant Certificate III
 qualifications or other relevant Certificate III qualification
- Vocational experience in work health and safety roles without a formal qualification.

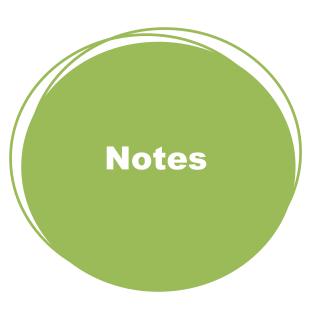
Pathways from the qualification

After achieving the BSB41412 Certificate IV in Work Health and Safety, candidates may undertake the BSB51312 Diploma of Work Health and Safety., a qualification for those wishing to develop specialised skills and knowledge required to coordinate and maintain the OHS program within an organisation, or a range of other Diploma level qualifications.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Occupational Health and Safety Coordinator
- Occupational Health and Safety Officer





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