

The Training Consortium

Course directory 2017

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Tasmanian
Government

Course index

Career and self-development	
Career empowerment	7
Email ninja: process your inbox to zero everyday®	8
Time management	9
Social media for your career	10
Communication and stakeholder engagement	
Communicate with confidence	12
Speaking confidently to groups	13
The art of collaboration	14
Think on your Feet®	15
Working with challenging clients	16
Financial management	
Financial management basics in the Tasmanian State Service	18
Managing public sector budgets	19
Human resources	
Mercer CED job evaluation	21
Leadership	
Applying mindful leadership	23
Management skills	
Improve your decision-making	25
Emotional intelligence for managers	26
Managing people and performance	27
New supervisor	28
Policy	
Getting to and through Cabinet	30
Policy: the basics	31
Policy development: advanced	32
Procurement and contracting	
Managing contracts	33
Procuring goods and services	35

Course index

Project management

Introduction to project management including PMBoK, ISO and PRINCE2®	37
Masterclass: Agile Project Management	38
Project management essentials	39
PRINCE2® Foundation	40
PRINCE2® Practitioner	41

Public sector

Graduate certificate in business (public sector management)	43
Introduction to the State Service	44
Practical ethics in the public sector	45
Practical ethics in the public sector – live and online	46
Practical ethics for managers in the public sector	47

Records management

Demystifying disposal	49
Developing or revising an agency retention and disposal schedule	50
Digital recordkeeping on a shoe-string budget	51
Information management: basic solutions	52
Introduction to metadata for records	53

Specialist

Certificate IV in Government (Statutory Compliance)	55
Conflict resolution for field officers	56
Investigation Skills	57

Writing Skills

Minutes and agendas made easy	59
Preparing documents for decision makers	60
Social media and the public sector	61
Writing clearly for government	62

This Course directory is updated as new courses become available.
It was last updated in May 2017.

Courses by region

All of the courses listed in this directory can be **delivered to any region** and are offered in the **South**.

If delivered in-house they can involve smaller groups and some customisation to specifically meet your organisations needs.

Contact us by phoning 03 6232 7511 for further information or to discuss how we can assist you.

North-West

Communication and stakeholder engagement

Speaking confidently to groups **12**

Public sector

Graduate certificate in business (public sector management) **42**

Practical ethics in the public sector – live and online **45**

Specialist

Certificate IV in Government (Statutory Compliance) **55**

Writing skills

Minutes and agendas made easy **58**

Writing clearly for government **60**

Courses by region

North

Career and self-development

Career empowerment	7
Time management	9

Communication and stakeholder engagement

Communicate with confidence	11
Speaking confidently to groups	12

Management skills

Emotional intelligence for managers	25
Managing people and performance	26
New supervisor	27

Public sector

Graduate certificate in business (public sector management)	42
Practical ethics in the public sector – live and online	45

Records management

Demystifying disposal	48
Digital recordkeeping on a shoe-string budget	50
Information management – basic solutions	51

Specialist

Certificate IV in Government (Statutory Compliance)	55
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Writing skills

Minutes and agendas made easy	58
Writing clearly for government	60

Career and self-development

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Career empowerment

Locations:	Hobart	Launceston	Hobart
When:	<u>16 February</u>	<u>30 March</u>	<u>17 August</u>
Pricing: (includes GST)	Member \$ 475.00	Non member \$ 593.75	
Duration:	4 hours plus 1 hour individual coaching session		
Information:	Call 03 6232 7511 or click here to access the flyer		

Work is part of our contribution to the world and may be paid or unpaid. It can impact on the people we meet, our lifestyles, well-being, confidence and identity. Through work we build and add to our knowledge, skills and future employability.

In a climate of continuous workplace change we all need to actively manage or reinvent our career. In this course you will explore the concept of career entrepreneurship and use this framework to review and update your career strategies.

This course is right for you if:

You want to review where you are in your career and enhance your career skills.

Your employer will benefit because:

You will have built and added to your career knowledge and employment skills.

Learning outcomes:

- overview of career development and the impact of change
- your work values
- reviewing your skills and identifying transferable skills
- opportunity, awareness and networking
- the elevator pitch
- having a career vision
- developing SMART career goals
- reality testing career options and barriers to success.

Accreditation:

This course is not accredited.

Email ninja: process your inbox to zero everyday[®]

Locations:	Hobart	Hobart	Hobart
When:	<u>10 March</u>	<u>11 August</u>	<u>1 December</u>
Pricing: (includes GST)	Member \$ 250.00	Non member \$ 312.50	
Duration:	2.5 hours		
Information:	Call 03 6232 7511 or click here to access the flyer		

Email has become the dominant form of communication in many workplaces. Increasingly people report that their inboxes are out of control. If this is you then a clear plan is essential to manage the endless stream of information in a timely, efficient and stress-free way.

These new practices can be applied as soon as you return to the workplace to ensure you get your inbox to zero every day.

This course is right for you if:

You need help with understanding, organising, and processing your inbox.

Your employer will benefit because:

You will have improved efficiency in managing your inbox and responding to emails in a timely and effective manner.

Learning outcomes:

- what is an inbox
- what is its purpose
- why does it often get out of control
- create categories to process every email quickly
- four simple processing rules
- how to make a start, even if your inbox is overflowing
- practical processing skills.

Accreditation:

This is not an accredited or an IT training course. It includes two follow-up videos to consolidate the course.

Time management

Locations:	Hobart	Launceston	Hobart
When:	<u>8 June</u>	<u>22 August</u>	<u>14 November</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75	
Duration:	1 day		
Information:	Call 03 6232 7511 or click here to access the flyer		

Do you find yourself overloaded with work? Can't set priorities and exhaust yourself daily without accomplishing your goals? This invaluable course teaches you to manage competing priorities to gain more control of your workload...and your life.

It uses psychological research and applies it practically to develop skills and strategies that will help you thrive. You will learn to schedule your time more effectively, stay on track and keep important goals top of mind.

This course is right for you if:

You find yourself struggling with competing priorities and lack the skills to effectively manage your time.

Your employer will benefit because:

You will have the time management skills to be more efficient and productive.

Learning outcomes:

- personal time management
- build your own time management system
- energy levels and concentration
- everyday time-saving techniques
- control distractions and interruptions
- overcoming procrastination, time wasting and perfectionism
- using technology effectively without it using you.

Accreditation:

This course is not accredited.

Social media for your career

Locations:	Hobart	
When:	<u>20 June</u>	
Pricing: (includes GST)	Member \$ 475.00	Non member \$ 495.00
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Social media has never simply been social. It displays your personality, interests and your ability to deploy and engage with new technologies. This course is designed to teach individuals how to optimise their use of social media as a professional tool for career advantage.

Participants will learn how to utilise appropriate online platforms to grow their networks and access the knowledge and experience of a larger community.

This course is right for you if:

You want to further your career through the use of social media.

Your employer will benefit because:

You will have learnt new ways of contributing to your profession in a meaningful way.

Learning outcomes:

- the range of tools available for promoting your professional reputation
- selecting a platform that is right for you
- how to set up your individual profile
- effective ways to share expertise and reach out to influencers
- develop relationships of reciprocity
- access the knowledge and experience of a larger community
- identifying and monitoring what is working well
- understanding the rules of social media networking.

Accreditation:

This course is not accredited and is presented in partnership with *Swinburne University of Technology*.

Communication and Stakeholder Engagement

Communicate with confidence

Locations:	Hobart	Launceston	Hobart
When:	<u>3 May</u>	<u>6 July</u>	<u>18 October</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75	
Duration:	1 day		
Information:	Call 03 6232 7511 or click here to access the flyer		

This course teaches you how to communicate with different people and work situations. When people interact, there is the potential for communication disagreements and challenges.

Communicating with confidence is a learned skill. It provides opportunities for positive change and development in the workplace. Having identified your personal communication methodology, you will expand this by learning new tools and techniques. You will also be able to recognise the different types of conflict and learn strategies to resolve these effectively.

This course is right for you if:

You would like to develop your confidence and communication skills.

Your employer will benefit because:

You will have the skills to communicate in a professional manner.

Learning outcomes:

- recognising, choosing and controlling your behavior
- identifying when, why and how to respond assertively
- communicating your point of view with clarity and impact
- strategies for managing potential conflict
- building recognition and solutions for conflict situations
- active listening and questioning techniques
- dealing with defensive responses.

Accreditation:

This course is not accredited.

Speaking confidently to groups

Locations:	Hobart	Launceston	Devonport	Hobart
When:	<u>23 March</u>	<u>12 July</u>	<u>23 August</u>	<u>14 September</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75		
Duration:	1 day			
Information:	Call 03 6232 7511 or click here to access the flyer			

This course will provide you with the skills and confidence to deliver clear and interesting presentations. It is designed to help people present their information in an engaging and credible way.

Limited to eight participants, it ensures that each participant gets the opportunity to receive personal coaching. The course includes a mixture of video, group discussion and practical exercises.

This course is right for you if:

You are required to make presentations as part of your role. It will also be of benefit to experienced presenters who would like to learn how to add impact to their presentations.

Your employer will benefit because:

Public speaking is a challenging scenario, and learning these techniques will assist your organisation to convey information in a professional manner.

Learning outcomes:

- controlling nerves and looking confident
- what you should do with your hands and eyes
- five ways to grab people's attention
- how to turn abstract ideas into powerful points
- organising your ideas into a logical structure or argument
- how to cope with going blank so the audience never realises
- the golden rules for using props
- preparing handouts and slides.

Accreditation:

This course is not accredited.

The art of collaboration

Locations:	Hobart	Hobart
When:	<u>30 March</u>	<u>29 September</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

In today's working world we are increasingly asked to come up with new ideas about how to share scarce resources. And all public service employees, at all levels of Government, are encouraged to think about how they can contribute to building a culture of collaboration across Government. You are also expected to apply the critical factors for collaborative success outlined in the *Collaboration Approach* and to achieve improved outcomes.

This one day course explores the fundamentals of working within a collaborative context.

This course is right for you if:

You are required to collaborate with individuals, groups or organisations.

Your employer will benefit because:

You will have learnt the key elements of collaboration necessary for a positive result.

Learning outcomes:

- what collaboration is really about and where it is important
- how collaborative conversations differ from other types of communications
- typical things that can go wrong and how to get them back on track
- observing what is going on in the collaborative process
- identify the factors that help or hinder collaboration
- holding successful collaborative conversations.

Accreditation:

This course is not accredited.

Think on Your Feet[®]

Locations:	Hobart	Hobart
When:	<u>15 & 16 June</u>	<u>4 & 5 September</u>
Pricing: (includes GST)	Member \$ 1,010.00	Non member \$ 1,120.00
Duration:	2 days	
Information:	Call 03 6232 7511 or click here to access the flyer	

Think on Your Feet[®] is the globally acclaimed course that trains you to organise and present your ideas even under pressure!

You will learn the capsules-of-persuasion concept: ten plans that structure your ideas quickly. By incorporating both left and right brain thinking, we can be articulate and creative within a logical framework. You will learn to communicate confidently in an impromptu situation, handle difficult questions and get your ideas across – even when there is no time to prepare.

This course is right for you if:

You want to improve your ability to respond and communicate effectively under pressure.

Your employer will benefit because:

You will return to work with a methodology to confidently answer questions and communicate your ideas in a persuasive manner.

Learning outcomes:

- how to communicate with clarity, brevity and impact
- ways to field difficult questions with confidence and logic
- techniques to be more persuasive and increase buy-in
- how to implement bridging strategies to lessen the emotional impact of tough questions
- ways to buy time for a well-considered response.

Accreditation:

This course is not accredited and is presented in partnership with *Swinburne University of Technology*.

Working with challenging clients

Locations:	Hobart	Hobart	Hobart
When:	<u>8 March</u>	<u>5 July</u>	<u>25 October</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75	
Duration:	1 day		
Information:	Call 03 6232 7511 or click here to access the flyer		

Excellent customer service is the ultimate aim of employees and organisations. At times employees are challenged by clients who can be demanding and aggressive.

This course will provide an overview of the range of reasons why clients may communicate and react in a challenging way. It will also explore differences in the way people behave and the responses and preventative strategies that can be used to manage a challenging situation.

This course is right for you if:

You are a frontline staff member or the manager of a frontline team.

Your employer will benefit because:

The course will be tailored to the needs of participants based on responses from a pre-course questionnaire.

Learning outcomes:

- define excellent client service
- types of challenging behavior
- understanding individual differences in the way people communicate
- personal reactions to challenging behavior
- the value of preventative strategies and their application in the workplace
- positive actions to reduce conflict and resolve issues
- building emotional resilience in the workplace.

Accreditation:

This course is not accredited.

Financial management

Financial management basics in the Tasmanian State Service

Locations:	Hobart	
When:	<u>30 November</u>	
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

The aim of this course is to provide an overview of the *Tasmanian State Government's Financial Framework*. It covers budgeting, accountability and control requirements. This includes understanding and applying the key financial management controls necessary to ensure accountability. You will also review the key reports used to monitor expenses and budgets within the financial framework.

This course is right for you if:

You are a financial delegate or budget holder employed by the state service. This includes managers seeking to refresh their understanding of their financial delegations and responsibilities.

Your employer will benefit because:

You will understand your financial obligations and responsibilities as an employee in the state service.

Learning outcomes:

- identify relevant Treasurer's instructions for your work responsibilities
- state the role of financial delegations within the financial framework
- apply key internal controls, particularly controls over the expenditure of public money and public property
- Treasurer's instructions for the procurement of goods and services and management of grants
- distinguish the various sources of funds within the public account
- describe the budget development process
- learn the nature and purpose of the general ledger, chart of accounts and key financial reports
- use financial reports to manage budget responsibilities.

Accreditation:

This course is not accredited.

Managing public sector budgets

Locations:	Hobart	
When:	<u>19 September</u>	
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Effectively managing the budget of a team, a project or program is an important ingredient to achieving the outcomes of your venture. There are a number of specific skills that can be developed to improve your effectiveness in managing a budget. These include building a budget from the ground up, negotiating your budget, understanding and analysing reports to monitor your budget and adapting to variations from budget.

This one day course references the *Tasmanian Government Budgeting Framework* and whole of government process.

This course is right for you if:

You have budget or cost centre responsibilities or are a member of an agency business unit and want to improve your budgeting knowledge and skills.

Your employer will benefit because:

You will learn how to manage your budget consistently with the whole of government processes.

Learning outcomes:

- where budgeting fits as part of financial management
- understanding government budgeting processes
- contemporary budgeting concepts and practices
- clarifying financial terms and jargon
- the dynamic relationship between operational and financial performance
- information needed for budgeting
- the difference between cash and accrual budgeting
- developing and controlling budgets, including setting financial targets and limits
- financial reporting, analysis and decision-making
- monitoring and managing the budget.

Accreditation:

This course is not accredited.

Human resources

Mercer CED job evaluation

Locations:	Hobart	
When:	<u>14 & 15 August</u>	
Pricing: (includes GST)	Member	Non member
	\$ 1 750.00	\$ 2 187.50
Duration:	2 days	
Information:	Call 03 6232 7511 or click here to access the flyer	

This course is one of the fundamental building blocks of HR management - assessing work value.

Mercer's CED Job evaluation methodology is an objective method for HR practitioners to compare positions in their organisation and provide rigor to procedures such as Compensation and Performance Appraisal.

This course is right for you if:

Your position uses the Mercer CED job evaluation and grading system.

Please note: *To be eligible to participate in this course your organisation must be an authorised and current user of the Mercer CED Job Evaluation system.*

Your employer will benefit because:

You will be able to confidently apply the Mercer CED Job Evaluation system within your organisation.

Learning outcomes:

- analysis of the architecture of the Mercer CED Job Evaluation system
- understanding the principles of job evaluation
- applying the Mercer CED Job Evaluation system
- case studies and manual
- evaluating jobs in a panel
- authorisation to use the Mercer CED Job Evaluation system in your organisation.

Accreditation:

This course is not accredited.

Applying mindful leadership

Locations:	Hobart	Hobart
When:	<u>25 July</u>	<u>19 September</u>
Pricing: (includes GST)	Member \$ 550.00	Non member \$ 687.50
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

What do Google, Samsung, Apple, P&G, McKinsey, Aetna, SAP, General Mills, LG, apple, eBay and the World Economic Forum all have in common?

All of these world-class organisations recognised that one of the fastest growing segments of our working population is burned out leaders. And they all responded by introducing mindful leadership programs to help their leaders to excel.

Expect to come away refreshed and with new ideas on mindfulness and how you can enhance your leadership performance.

This course is right for you if:

You would like explore or integrate a set of mindful practices into your leadership role.

Your employer will benefit because:

You will feel less stressed and better equipped to manage high work demands.

Learning outcomes:

- the six critical dimensions of emotional intelligence; Self-Awareness, Awareness of Others, Authenticity, Emotional Reasoning, Self-Management and Inspiring Performance
- Genos Emotional Intelligence Assessment report
- skills you can develop from the research into neuroscience, emotional intelligence and mindfulness
- mindful techniques to make better decisions under emotional pressure
- the practicalities of creating a positive work environment
- developing a stronger focus of attention and a trustworthy leadership presence.

Accreditation:

This course is not accredited.

Management skills

Improve your decision-making

Locations:	Hobart	
When:	<u>4 May</u>	
Pricing: (includes GST)	Member	Non member
	\$ 495.00	\$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Good decision-making is the foundation of individual and organisational success. But what is a good decision? And how do you know that you've made one?

Ultimately the only thing over which we have control are the decisions that we make. And yet, decision-making is something that few of us are taught how to do. Drawing on insights from the field of decision analysis (pioneered at *Stanford University*) this course will give you evidence based and practical knowledge of how to begin making better decisions.

This course is right for you if:

You provide advice or recommendations to executive and other senior decision makers.

Your employer will benefit because:

You will improve your organisation's capacity to achieve its objectives.

Learning outcomes:

- approach future decisions with an understanding of what constitutes a good decision and why
- framing: how to ensure that you're solving the right problem
- contribute more effectively to your organisation's capacity to achieve its objectives
- the power of alignment and logically consistent reasoning
- improve your individual performance by consistently making better decisions
- making a decisions and recommendations process and checklist
- skills and tools to ensure your short, medium and long-term decisions are consistent with your organisation's vision, goals, mandate and values.

Accreditation:

This course is not accredited.

Emotional intelligence for managers

Locations:	Hobart	Launceston	Hobart
When:	6 & 7 April	12 & 13 September	19 & 20 September
Pricing: (includes GST)	Member \$ 1,100.00	Non member \$ 1,375.00	
Duration:	2 days		
Information:	Call 03 6232 7511 or click here to access the flyer		

Managing is fundamentally about facilitating high performance and getting others to do things effectively and efficiently. Emotional intelligence is a key attribute that helps managers achieve this.

This two day course teaches the science behind emotional intelligence and how you can apply it to lead others. You will learn how to positively influence the decisions, behavior and performance of your team.

This course is right for you if:

You want to improve your management, impact, influence and create a positive work environment.

Your employer will benefit because:

You will learn how to facilitate high performance in your team.

Learning outcomes:

- neuroscience of emotional intelligence
- improve your understanding and management of emotions
- facilitate difficult conversations with confidence
- feel less stressed and better equipped to manage high work demands
- learn how to apply emotional intelligence
- how to use emotional intelligence to enhance your relationships within and outside of the workplace.

Accreditation:

This course is not accredited.

Managing people and performance

Locations:	Hobart	Launceston	Hobart
When:	<u>4 & 5 April</u>	<u>11 & 12 July</u>	<u>5 & 6 September</u>
Pricing: (includes GST)	Member \$ 935.00	Non member \$ 1,168.75	
Duration:	2 days		
Information:	Call 03 6232 7511 or click here to access the flyer		

Managing others can be the most frustrating and challenging part of a manager's role. Yet, done well it can also be the most rewarding.

What are the skills and strategies that make great managers and how do managers get the best out of themselves and others to create a motivating and engaging workplace?

This course is right for you if:

You are a manager who wants to build or refresh your skills in managing and leading people, increasing productivity and job satisfaction.

Your employer will benefit because:

You learn a range of easy to use strategies that will make a difference to your management practice and to your workplace.

Learning outcomes:

- what it means to be a manager
- managing your own time and priorities
- communicating expectations in a way that gets results
- making the best use of your organisation's performance management system
- how to coach, develop and support others
- giving feedback in a way that makes a difference
- having the tough conversations if you need to.

Accreditation:

This course is not accredited.

New supervisor

Locations:	Hobart	Launceston	Hobart
When:	<u>17 & 18 May</u>	<u>27 & 28 June</u>	<u>22 & 23 August</u>
Pricing: (includes GST)	Member \$ 1,010.00	Non member \$ 1,120.00	
Duration:	2 days		
Information:	Call 03 6232 7511 or click here to access the flyer		

This two-day course will help build your confidence and develop the practical skills you need to be an effective supervisor. Discover new tools and techniques to help you work effectively with others, motivate and engage your team and bring out the best in people.

This course is offered independently, but can also be used to gain:
BSBLDR402 Lead effective workplace relationships
BSBLDR403 Lead team effectiveness

This course is right for you if:

You are a 'first time' supervisor or wanting to move to a supervisory role.

Your employer will benefit because:

You will be equipped with proven supervisory techniques that can put into action immediately.

*Please note: *the course fee does not include the cost of the accreditation assessments.*

Learning outcomes:

- adapt your communication and management style
- establishing a common understanding of team purpose, roles, responsibilities and accountabilities
- provide direction and support to aid team members
- delegating appropriately
- using proven techniques to respond to challenging situations
- developing a positive team culture
- providing feedback to correct, encourage, value and reward individual and team efforts and contributions.

Accreditation:

TTC are partnering with Swinburne University of Technology to present this highly regarded course.

The course is offered independently but can also be used to gain two accredited units in the **BSB42015 Certificate IV in Leadership and Management** which is a nationally recognised qualification.

Policy

Getting to and through Cabinet

Locations:	Hobart	
When:	28 June	
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Cabinet has collective responsibility for key government policies and makes decisions on a range of issues. Quality policy advice can help Cabinet make decisions that will benefit the Tasmanian community.

However Cabinet is free to ignore any advice it receives, whether good or poor!

So what are the elements of a high quality Cabinet Minute? And how do you succinctly and clearly identify the essential issues for consideration?

This one day course will take you behind the scenes of how Cabinet operates.

This course is right for you if:

You are involved in preparing or approving advice to Cabinet.

Your employer will benefit because:

You will have improved ability to provide high quality and strategic advice for Cabinet.

Learning outcomes:

- Cabinet, who are they and what do they do?
- why it is important to provide good advice to Cabinet?
- processes and timelines
- the qualities of a good Cabinet Minute, including the expectations of Treasury and the Department of Premier and Cabinet
- intergovernmental processes
- how to write a good Cabinet Minute, including using plain English
- what Cabinet wants and needs to see to enable informed decision-making
- implementing and monitoring Cabinet decisions.

Accreditation:

This course is not accredited.

Policy: the basics

Locations:	Hobart	
When:	5 May	
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Public policy, both its development and implementation, is a key function of the public service. We are all impacted by policy in some way so it is important that we have an understanding of the policy process and how it relates to our work.

This course explores what policy is and how it is formed. If you are involved in the delivery of a service, ensuring compliance, protecting the environment, attracting tourists, encouraging development or providing an education – then you are implementing a government policy.

This course is right for you if:

You want to understand policy formulation and implementation. It is also suitable for anyone interested in a career in policy.

Your employer will benefit because:

It will help put your role in the public sector into a social and political context.

Learning outcomes:

- purpose of policy
- defining policy and the outcomes framework
- policy process and the public servant's role
- setting the policy agenda
- policy development, implementation and evaluation.

Accreditation:

This course is not accredited.

Policy development: advanced

Locations:	Hobart	
When:	8 & 9 June	
Pricing: (includes GST)	Member \$ 935.00	Non member \$ 1,168.75
Duration:	2 days	
Information:	Call 03 6232 7511 or click here to access the flyer	

This two day course follows on from *Policy: the basics* and builds on the skills needed to understand all aspects of the policy process. It will add new tools to your toolkit, sharpen your existing skills and unleash your policy leadership potential.

Aimed at practical application it also provides an opportunity to explore policy development in the context of real issues currently facing Tasmania.

This course is right for you if:

You are a public sector practitioner who wants to extend their knowledge in the development, implementation and evaluation of public policy.

Your employer will benefit because:

You will have increased your knowledge and confidence in how to undertake complex policy tasks.

Learning outcomes:

- what makes a good policy advisor
- policy tools and networks
- using evidence in policy formulation to align outcomes and outputs
- formulating policy that can be delivered
- policy skills that need to be developed within the organisation
- stakeholder analysis and engagement
- understanding the interaction between policy makers and the community
- role of the media and lobby groups.

Accreditation:

This course is not accredited.

Procurement and contracting

Managing contracts

Locations:	Hobart	Hobart
When:	<u>30 March</u>	<u>19 October</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

This course provides an introduction to managing contracts. It has been designed to be 'Learner Led' where the formal delivery of material is minimised and your involvement in activities and group discussions is maximised. You will cover all the stages in managing a contract – planning, delivering and evaluating.

This course is right for you if:

You are involved at any level in managing contracts.

Your employer will benefit because:

You will learn what a contract is and the roles, relationships and communications needed to successfully manage a contract.

Learning outcomes:

- develop a contract management plan
- identify and modify contractual documentation
- confirm, start and transition arrangements
- monitoring the performance of the contractor
- obtaining approval for variations
- developing and maintaining records
- checking the goods and/or services meet the specification
- risk management and managing disputes
- finalise, cancel or terminate a contract
- evaluate contract management processes.

Accreditation:

This course is not accredited.

Procuring goods and services

Locations:	Hobart	Hobart
When:	<u>29 March</u>	<u>18 October</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

This activity based course provides a comprehensive introduction to the procurement of goods and services - ranging from low risk procurements to complex and high risk procurements.

It includes a mix of discussions, group activities and scenarios to help you work through the procurement process.

This course is right for you if:

You are involved in the purchasing of goods and services for your organisation.

Your employer will benefit because:

You will gain an understanding of the procurement framework.

Learning outcomes:

- develop a procurement plan
- undertake basic market research and assessment
- determine the appropriate procurement process
- conduct basic procurement planning
- develop processes and criteria for evaluating offers
- request, receive and evaluate offers
- notifying suppliers.

Accreditation:

This course is not accredited.

Project management

Introduction to project management including PMBoK, ISO and PRINCE2

Locations:	Hobart	Hobart
When:	<u>4 August</u>	<u>8 November</u>
Pricing: (includes GST)	Member \$ 275.00	Non member \$ 343.75
Duration:	4 hours	
Information:	Call 03 6232 7511 or click here to access the flyer	

Do you participate in projects? Are you involved in activities that will create a product or service with specific outcomes – and within a set time frame? If the answer is 'yes', then this course is for you!

During this half-day course you will be introduced to the basics of project management. You will leave having with an understanding of the most commonly used standards and methodologies, including *PMBoK*, *ISO* and *Prince2*®.

This course is right for you if:

You are new to working on projects or have limited experience in project management.

Your employer will benefit because:

You will be more aware of accountability requirements and be more focused on the way projects are conducted.

Learning outcomes:

- overview of project management
- commonly used terminology
- the relevant standards, including PMBoK and ISO
- methodologies including Prince2®
- Software tools, MS Project
- what government resources are available
- practical exercises
- templates that you can use and adapt for your own work
- how to further develop your learning and understanding of project management.

Accreditation:

This course is not accredited.

Masterclass: Agile Project Management

Locations:	Hobart	
When:	<u>26 & 27 June</u>	
Pricing: (includes GST)	Member \$ 275.00	Non member \$ 343.75
Duration:	4 hours	
Information:	Call 03 6232 7511 or <u>click here to access the flyer</u>	

We begin with the foundation and history of the Agile movement and then the most common practices and frameworks used by teams including Scrum, Kanban, Lean Start-up and XP.

After this introduction the masterclass focuses on Agile project management activities including planning, monitoring and controlling projects. And the role of collaboration, developing appropriate feedback and budget targets to delivering customer value.

This masterclass is presented in partnership with *Swinburne University of Technology*.

This course is right for you if:

You are a practitioner looking to improve your project management capabilities.

Your employer will benefit because:

You will have learnt how to run projects in an Agile way.

Learning outcomes:

- understand the Agile manifesto and how it guides project management practice
- Agile delivery frameworks and practices
- becoming familiar with common visualization techniques
- plan and define Agile systems and processes to ensure that stakeholders and clients are actively engaged
- create a Product Backlog and Project Release Plan using Agile techniques
- apply Agile risk management, performance management and control techniques to a project.

Accreditation:

This course can be accredited. Please contact us for more information. Presented in partnership with *Swinburne University of Technology*.

Project management essentials

Locations:	Hobart	Hobart
When:	<u>6 & 7 June</u>	<u>15 & 16 November</u>
Pricing: (includes GST)	Member \$ 935.00	Non member \$ 1,168.75
Duration:	2 days	
Information:	Call 03 6232 7511 or click here to access the flyer	

This two-day course provides a comprehensive overview of project management. It allows key players in projects to explore the core concepts, tools and techniques to understand how business initiatives are planned, managed and evaluated.

This course is right for you if:

Are a new project manager who will be managing a projects that is complex in nature; you oversee portfolios of business projects; or you are an experienced project manager wishing to refresh your skills.

Your employer will benefit because:

You will learn the methodology of project management and be able to identify target outcomes for projects.

Learning outcomes:

- identify the key differences between projects and tasks
- understand the concepts of outputs and outcomes in a project context
- define and plan projects and prepare work plans
- assemble a governance model and identify stakeholder engagement
- develop risk mitigation strategies
- suitable processes for monitoring projects, including preparation of status reports
- the project manager's role in supporting output utilisation
- evaluate and close a project.

Accreditation:

This course is not accredited.

PRINCE2[®] Foundation

Locations:	Hobart	Hobart
When:	<u>10, 11 & 12 April</u>	<u>15, 16 & 17 May</u>
Pricing: (includes GST)	Member \$ 2,100.00	Non member \$ 2,200.00
Duration:	3 days	
Information:	Call 03 6232 7511 or click here to access the flyer	

This three day course provides a comprehensive overview of project management. It allows key players in projects to explore the core concepts, tools and techniques of how business initiatives are planned, managed and evaluated.

Participants have the opportunity to complete the PRINCE2 Foundation and PRINCE2 Practitioner course in the same week.

This course is right for you if:

You are working in a PRINCE2 environment and want to extend your knowledge of project management.

Your employer will benefit because:

You will have an accredited and recognised approach to project management.

Learning outcomes:

- identify the key differences between projects and tasks
- understand the concepts of outputs and outcomes in a project context
- define and plan projects and prepare work plans
- assemble a governance model and identify stakeholder engagement
- develop risk mitigation strategies
- suitable processes for monitoring projects, including preparation of status reports
- the project manager's role in supporting output utilisation
- evaluate and close a project.

Accreditation:

This course is accredited and participants will undertake a qualifying exam on the final afternoon of the course.

PRINCE2[®] Practitioner

Locations:	Hobart	
When:	<u>18 & 19 May</u>	
Pricing: (includes GST)	Member	Non member
	\$ 1,715.00	\$ 1,815.00
Duration:	2 days	
Information:	Call 03 6232 7511 or click here to access the flyer	

This two day course provides a comprehensive overview of project management. It allows key players in projects to explore the core concepts, tools and techniques of how business initiatives are planned, managed and evaluated.

Participants have the opportunity to complete the PRINCE2 Foundation and PRINCE2 Practitioner courses in the same week.

This course is right for you if:

If you have successfully completed the PRINCE2 Foundation examination and wish to attain Practitioner status by extending your knowledge of the PRINCE2.

Your employer will benefit because:

You will have an accredited and recognised approach to project management.

Learning outcomes:

- identify the key differences between projects and tasks
- understand the concepts of outputs and outcomes in a project context
- define and plan projects and prepare work plans
- assemble a governance model and identify stakeholder engagement
- develop risk mitigation strategies
- suitable processes for monitoring projects, including preparation of status reports
- the project manager's role in supporting output utilisation
- evaluate and close a project.

Accreditation:

This course is accredited and participants will undertake the qualifying exam on the final afternoon of the course.

Public sector

Graduate certificate in business (public sector management)

Locations:	Hobart	
When:	<u>June</u>	
Pricing:	Member	Non member
(GST na)	\$ 10,350.00	\$ 10,350.00
Duration:	The course is delivered over 15 months and includes four units of intensive 3-4 day workshops and assessments	
Information:	Call 03 6232 7511 or click here to access the flyer	

The Australian Public Service Commission, on behalf of the Board of Government, has appointed the Queensland University of Technology (QUT) to nationally deliver the Public Sector Management Program (PSM) Program. The PSM Program is a flexible and dynamic study option catering specifically for mid-level managers in the Australian public service.

TTC works with the Queensland University of Technology to promote participation in the course for Tasmania.

This course is right for you if:

You want to explore the concepts of ethics and integrity.

Your employer will benefit because:

Participants must be sponsored by their employer and assessment includes the completion of a major work based project.

Learning outcomes:

- understand and effectively manage the business of government
- think systemically in an ambiguous and contestable world
- accountability and being held to account
- become a reflective practitioner
- manage relationships for customer and business outcomes
- enable yourself and others for productivity and performance.

Accreditation:

This course is nationally accredited and students receive a Graduate Certificate in Business (Public Sector Management) from QUT.

You also become eligible for credit to further postgraduate programs, including QUT's Masters of Business Administration and Master of Business programs with other universities who have affiliated PSM Program arrangements.

Introduction to the State Service

Locations:	Hobart	
When:	<u>7 April</u>	
Pricing: (includes GST)	Member \$ 275.00	Non member \$ 343.75
Duration:	4.5 hours	
Information:	Call 03 6232 7511 or click here for more information	

If you are new to the State Service you are joining an employer which has diverse responsibilities and is made up of wide range of government agencies with locations throughout Tasmania.

This course provides an introduction into the dynamic and complex environment of the State Service in Tasmania.

This course is right for you if:

If you are new to the State Service or if you would like to find out more about how their role fits within Government.

Your employer will benefit because:

You will gain an insight into how the State Service interacts with government and operates as a whole.

Learning outcomes:

- how Government works in practice
- policy development and the legislative process
- how the three tiers of government interact
- accountability in the public sector
- authorising environment
- parliamentary and financial accountability
- individual responsibility and risk management
- role of the Ministerial Advisor
- relationship between State Service and Ministerial Offices
- tour of the Premier's Offices, Cabinet Room and Parliament House.

Accreditation:

This course is not accredited.

Practical ethics in the public sector

Locations:	Hobart	Hobart
When:	<u>4 April</u>	<u>26 September</u>
Pricing: (includes GST)	Member \$ 75.00	Non member \$ 75.00
Duration:	3.5 hours	
Information:	Call 03 6232 7511 or click here for more information	

Public sector employees are expected to behave ethically at work. But making good ethical decisions at work can be easier said than done. There are codes of conduct and legal requirements to navigate, as well as interactions with the public and private sector businesses to deal with. Private interests can collide with our public duty and decision-making can become unclear.

This course is delivered face-to-face and is for employees in all roles.

This course is right for you if:

You want to explore the concepts of ethics and integrity.

Your employer will benefit because:

You will learn how to make good ethical decisions at work.

Learning outcomes:

- use the concepts of ethics to develop yourself as an employee
- positively deal with ethical decisions and risks that confront you at work
- where to seek further help and information when you need it.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the *Integrity Commission*. Participants will be issued with a Certificate of Attendance.

Practical ethics in the public sector – live and online

Locations:	Virtual	Virtual	Virtual
When:	9 & 10 May	25 & 26 July	7 & 8 November
Pricing: (includes GST)	Member \$ 75.00	Non member \$ 75.00	
Duration:	Two by 1.5 hour sessions		
Information:	Call 03 6232 7511 or click here for more information		

Public sector employees are expected to behave ethically at work. But making good ethical decisions at work can be easier said than done. There are codes of conduct and legal requirements to navigate, as well as interactions with the public and private sector businesses to deal with. Private interests can collide with our public duty and decision-making can become unclear.

Facilitated via a live virtual classroom, the course tackles these very issues from the comfort and convenience of your own workplace.

This course is right for you if:

You want to explore the concepts of ethics and integrity.

Your employer will benefit because:

You will learn how to make good ethical decisions at work.

Learning outcomes:

- use the concepts of ethics to develop yourself as an employee
- positively deal with ethical decisions and risks that confront you at work
- where to seek further help and information when you need it.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the *Integrity Commission*. Participants will be issued with a Certificate of Attendance.

Practical ethics for managers in the public sector

Locations:	Hobart	Hobart
When:	<u>14 March</u>	<u>15 August</u>
Pricing: (includes GST)	Member \$ 195.00	Non member \$ 195.00
Duration:	Two by 1.5 hour sessions	
Information:	Call 03 6232 7511 or click here to access the flyer	

This one day course takes a real world perspective on the pressures that manager's face and the difficult decisions that emerge day to day. It provides practical guidance, tools and support to develop your understandings and your application of ethics in your role.

The course will help you make ethical decisions with greater confidence, deal with ethical dilemmas, and be a positive role model and support for your team members.

This course is right for you if:

You are a new or experienced manager in the public sector. This includes those who work in government agencies and authorities, local government, government businesses and universities.

Your employer will benefit because:

You will share your learning and be better equipped to support your team.

Learning outcomes:

- employ the attributes and behaviors of an ethical manager in your work
- apply effective ethical decision-making to issues you face at work
- assist your team members to deal with ethical issues in their work
- effectively deal with the ethical dilemmas of managing 'in the middle'.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the *Integrity Commission*. Participants will be issued with a Certificate of Attendance.

Records management

Demystifying disposal

Locations:	Launceston	Hobart	Launceston
When:	<u>1 March</u>	<u>6 April</u>	<u>1 June</u>
Pricing: (includes GST)	Member \$ 350.00	Non member \$ 350.00	
Duration:	1 day		
Information:	Call 03 6232 7511 or click here to access the flyer		

This course will provide participants with the knowledge and skills to manage digital and hardcopy records for destruction or transfer to the *Tasmanian Archive and Heritage Office*.

This course is right for you if:

You are a state or local government employee who has responsibility for information management or particular record disposal programs or tasks.

Your employer will benefit because:

You will learn the accountability requirements for records disposal and the correct procedures for disposing of records, as determined by the *Tasmanian Archive and Heritage Office*.

Learning outcomes:

- understand and appraise the value of records
- records in business systems
- generic retention and disposal schedules
- sentencing records using a retention and disposal schedule
- making disposal recommendations for unscheduled records
- practical disposal management exercises
- access recommendations when transferring records to the *Tasmanian Archive and Heritage Office*.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the *Tasmanian Archive and Heritage Office*.

Developing or revising an agency retention and disposal schedule

Locations:	Hobart	Hobart
When:	<u>27 April</u>	<u>17 August</u>
Pricing: (includes GST)	Member \$ 350.00	Non member \$ 350.00
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Organisations are increasingly under pressure to capture and manage a deluge of business records generated internally and externally. Developing your agency's own Records Retention and Disposal Schedule (RDS) will assist your organisation in managing these records effectively.

This course is right for you if:

State and local government employees who are responsible for managing records for their organisation.

Your employer will benefit because:

Developing a schedule is a major project, and agencies must contact *Tasmanian Archive and Heritage Office* (TAHO) to discuss proposed timetables and to enable the allocation of a government recordkeeping officer. This officer will provide guidance to the agency during the drafting of the schedule, including review, advice and commentary via the Online Retention and Disposal Application (ORDA), a new web-based retention and disposal development tool.

Learning outcomes:

- what is a RDS?
- the importance of a RDS
- RDS development methodology
- how to notify and work with a designated Government Recordkeeping Officer from TAHO throughout the process
- what background information you need to gather
- developing a RDS in ORDA
- approval process.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the TAHO.

Digital recordkeeping on a shoe-string budget

Locations:	Hobart	Launceston
When:	<u>12 October</u>	<u>29 November</u>
Pricing: (includes GST)	Member \$ 180.00	Non member \$ 180.00
Duration:	4 hours	
Information:	Call 03 6232 7511 or click here to access the flyer	

Do you need to get a handle on managing your digital records but don't have the budget to throw money at providing a solution?

Well this is the course for you!

It will teach you strategies to allow implementation of basic digital recordkeeping in budget strapped conditions.

This course is right for you if:

You work for a state, local government agency or authority and are involved in managing records.

Your employer will benefit because:

You will be able to assist your agency to plan or move to an electronic document and records management system.

Learning outcomes:

- practical strategies to allow implementation of basic digital recordkeeping
- broad principles for managing digital records
- scanning and imaging
- creating dedicated network storage for digital records
- establishing format standards
- cheap and cheerful software options
- where to get guidance
- communication with IT staff.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the *Tasmanian Archive and Heritage Office*.

Information management: basic solutions

Locations:	Hobart	Launceston	Launceston
When:	<u>3 February</u>	<u>19 July</u>	<u>21 September</u>
Pricing: (includes GST)	Member \$ 350.00	Non member \$ 350.00	
Duration:	1 day		
Information:	Call 03 6232 7511 or click here to access the flyer		

This course provides a comprehensive overview of the benefits of good recordkeeping principles, regulations and processes. Content includes the definition of a record, records in the workplace, what is and what is not a record, types of records and recordkeeping systems.

This course is right for you if:

You are an employee of a State or Local Government agency or Authority and have record keeping responsibilities.

You are responsible for managing the records of an individual business unit.

Your employer will benefit because:

You will learn how to comply with the legislation that affects recordkeeping including *AS ISO 15489* and the *Archives Act 1983*.

Learning outcomes:

- key concepts and definitions
- managing digital records
- records in your daily life and why we create records
- records capture, records registration, metadata, your role in the process
- classification and file titling, vocabulary controls and indexing
- retention and disposal schedules, access and security of records
- *AS ISO 15489*, *Archives Act*, best practice standards
- locating a record, movement and tracking, making changes to files and barcodes
- changes to files and barcodes.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the *Tasmanian Archive and Heritage Office*.

Introduction to metadata for records

Locations:	Hobart	
When:	2 November	
Pricing: (includes GST)	Member \$ 180.00	Non member \$ 180.00
Duration:	4 hours	
Information:	Call 03 6232 7511 or click here to access the flyer	

Metadata is used to find, understand, authenticate, trust, use, and manage records. It is generally the means by which much of a record's context is documented, and it the ultimate means by which the authority of a record can be proven.

It will provide participants with an introduction to metadata concepts, explain the role of metadata for records, and illustrate how better quality metadata can improve records management.

This course is right for you if:

If you are a record or information management professional from the Tasmanian government sector who is seeking a general introduction to the concept of metadata for records,

Your employer will benefit because:

You will learn how to comply with the legislation that affects recordkeeping including *AS ISO 15489* and the *Archives Act 1983*.

Learning outcomes:

- the different uses of the term metadata in different contexts
- role of metadata for records
- ways that better quality metadata can enhance recordkeeping
- the creation and management of metadata to achieve recordkeeping outcomes in your agency.

Accreditation:

This course is not accredited. It is facilitated by an experienced trainer from the *Tasmanian Archive and Heritage Office*.

Specialist

Certificate IV in Government (Statutory Compliance)

Locations:	Launceston	
When:	<u>May</u>	
Pricing: (includes GST)	Member \$ 660.00	Non member \$ 660.00
Duration:	This course is delivered over 6 months and includes seven workshop days and online modules and assessments	
Information:	Call 03 6232 7511 or click here to access the flyer	

This qualification is offered in conjunction with the Building Standards and Occupational Licensing section of the Department of Justice.

The course will be delivered by *CIT Solutions*, a Registered Training Organisation with authority to deliver and accredit the qualification. The course comprises 15 study units and utilises scenario-based learning to develop compliance specific knowledge.

This course is right for you if:

You work in the delivery of the building regulatory framework in Tasmania or are a compliance officer in local government, state government or the private sector.

Your employer will benefit because:

You will be able to ensure statutory compliance with legislation, regulations, government and organisational policy.

Learning outcomes:

- uphold and support the values and principles of the public service
- deliver and monitor service to clients
- use advanced workplace communication strategies
- apply government processes
- encourage compliance with legislation in the public sector
- support policy implementation
- exercise regulatory powers
- contribute to workplace safety
- investigate non-compliance
- act on non-compliance
- gather information through interviews
- undertake inspections and monitoring
- advise on progress of investigations
- finalise and report on investigations.

Accreditation:

The Certificate IV in Government (Statutory Compliance) is a nationally recognised qualification.

Conflict resolution for field officers

Locations:	Hobart	
When:	<u>4 July</u>	
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Conflict resolution is the process by which two or more parties engaged in a disagreement work towards reaching an agreement to resolve a dispute, debate or issue. If your work involves dealing with members of the public in a regulatory compliance environment then you are likely to be faced with a challenging situations or conflicting incidents on a regular basis.

This course will teach you the skills to recognise the most common drivers of conflict and how to proactively and safely work to resolve the issue.

This course is right for you if:

You work in a compliance or regulatory role and regularly engage with members of the public.

Your employer will benefit because:

You will have extended your knowledge of how to manage and safely work in conflict situations.

Learning outcomes:

- viewing a problem from multiple perspectives and demonstrating the ability to empathize and be an active listener
- strategies for controlling and managing your own emotions
- identifying the risks while thinking critically and objectively
- confidence in your knowledge of applying legislation
- the application of the P.E.A.C.E. model
- identifying the stakeholders agenda
- WHS and communication strategies to overcome/manage the conflict
- the importance of identifying, recording and formally reporting threats and offences.

Accreditation:

This course is not accredited.

Investigation skills

Locations:	Hobart	
When:	<u>25 & 26 May</u>	
Pricing: (includes GST)	Member \$ 935.00	Non member \$ 1,168.75
Duration:	2 days	
Information:	Call 03 6232 7511 or click here to access the flyer	

Are you an Authorised Officer? Do you enforce laws, ensure compliance or administer legislation? Does your role require you to conduct an investigation as a regulatory officer?

In the two day course you will learn investigative principles, investigation planning, record keeping and information collection techniques. This is a skills based course designed to provide you with practical tools for use in the workplace and to ensure investigative best practice.

This course is right for you if:

You are seeking to develop or further enhance your investigation skills.

Your employer will benefit because:

You will leave with new skills that can be put into immediate practice.

Please note: it is recommended that HR professionals should attend our *Investigating workplace misconduct* course.

Learning outcomes:

- legislation, powers and responsibilities
- identifying non-compliance
- applying the investigation process
- effective investigation plans
- important concepts of administrative law
- taking statements from complainants and witnesses
- conducting respondent interviews
- gathering and managing evidence
- preparing investigation reports
- the role and responsibilities of an Authorised Officer in a regulatory framework
- range of compliance and investigation tools
- defensible regulatory responses to identify non-compliance
- effective investigation and case file management.

Accreditation:

This course is not accredited.

Writing skills

Minutes and agendas made easy

Locations:	Launceston	Hobart
When:	<u>14 June</u>	<u>9 November</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75
Duration:	1 day	
Information:	Call 03 6232 7511 or click here to access the flyer	

Effective minutes and agendas can greatly improve the effectiveness of a meeting. You will learn about the role of the minute taker, preparing and circulating agendas, structuring meetings, taking accurate notes, recording motions and amendments and writing up what needs to be recorded.

To assist with the practical exercises you will be asked to bring along an example of the minutes and agendas that you currently write.

This course is right for you if:

You want to develop your skills in preparing minutes and agendas.

Your employer will benefit because:

You will learn the meeting process, and your responsibility in ensuring the accurate recording of the minutes.

Learning outcomes:

- preparing a meeting agenda
- what are the responsibilities of the chairperson, minute-taker and participants
- participating confidently in the meeting
- how to plan and write clear, concise minutes
- listening and staying focused
- rules for recording formal motions and amendments
- three steps for confidently and politely confirming details during the meeting
- structuring sentences in the active voice instead of the passive
- editing to eliminate unnecessary formality and padding.

Accreditation:

This course is not accredited.

Preparing documents for decision makers

Locations:	Hobart	Hobart	Hobart
When:	<u>28 February</u>	<u>10 May</u>	<u>20 September</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75	
Duration:	1 day		
Information:	Call 03 6232 7511 or click here to access the flyer		

A critical skill in the public sector is to provide advice and prepare documents. Well prepared documents enhance the quality of decision making within an organisation by capturing the right information and presenting it concisely and logically for busy decision makers.

In this course a framework for preparing documents will be introduced, discussed and developed – all to suit the real-life and practical needs of participants.

This course is right for you if:

You are required to prepare or contribute to documents that are designed to help others make decisions.

Your employer will benefit because:

You will be able to meet the increasing demand for concise and well prepared documents within your organisation.

Learning outcomes:

- effectively research, compile and edit information necessary for quality decisions
- use a straightforward structure for preparing and presenting your documents
- enhance their impact to ensure they are engaging and stand out from the others
- condense difficult information into a compelling and easy-to-understand document
- using a logical structure for developing and presenting documents
- presenting numbers effectively
- enhancing the impact of the business case in order to get decisions made.

Accreditation:

This course is not accredited.

Social media and the public sector

Locations:	Hobart	
When:	<u>18 May</u>	
Pricing: (includes GST)	Member \$ 475.00	Non member \$ 495.00
Duration:	1 day	
Information:	Call 03 6232 7511 or <u>click here to access the flyer</u>	

Social media has become a popular communication channel and many organisations are successfully using it as a tool to build reputation, brand awareness and community engagement. But the public sector also needs to be on top of technology trends and intentional in their use of social media - know what they want to achieve and how to do it well.

This new course is presented in partnership with Swinburne University of Technology.

This course is right for you if:

You use social media in a government agency or department.

Your employer will benefit because:

You will have learnt about social media and its use in a public sector environment.

Learning outcomes:

- the digital divide and how 90% of digital disruption is yet to come
- social media and the art of two-way social engagement
- existing social media policy guidelines within your organisation and the *Tasmanian Government Communications Policy*
- overview of the most commonly used social media platforms, tools and rules
- creating content - words, images, audio and video
- responding to positive, neutral and negative comments using the *Social Media Response Flowchart*
- *Social Media Content Planning & Scheduling template* and *Social Media Usage Policy & Procedures template*
- other useful tools
- identifying success measures and how they will be monitored.

Accreditation:

This course is not accredited.

Writing clearly for government

Locations:	Hobart	Hobart	Hobart	Devonport	Hobart
When:	<u>18 May</u>	<u>26 July</u>	<u>28 September</u>	<u>23 November</u>	<u>5 December</u>
Pricing: (includes GST)	Member \$ 495.00	Non member \$ 618.75			
Duration:	1 day				
Information:	Call 03 6232 7511 or click here to access the flyer				

Information about government policies, programs and services aims to use plain language, a consistent style and an appropriate tone to ensure target audiences can understand the information being communicated.

This unique one-day course has been designed to address the writing skills needed in the Tasmanian public sector, with an emphasis on grammar and ensuring your writing is active and concise.

This course is right for you if:

You are involved in preparing information or creating documents for external and internal use.

Your employer will benefit because:

You are guaranteed to leave with new writing skills that you can put into immediate practice.

Learning outcomes:

- defining plain language
- techniques for writing in plain language
- punctuation and grammar
- writing concisely and actively
- writing to an audience
- readability statistics
- the ten commandments of effective writing
- practical exercises (you are welcome to bring along your laptop or iPad for the exercises).

Accreditation:

This course is not accredited.

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TTC Member Organisations 2017

Australian Government

Australian Antarctic Division
Department of Human Services
Department of Veterans' Affairs
National Disability Insurance Agency

State Government

Department of Education
Department of Health and Human Services
Department of Justice
Department of Police, Fire & Emergency Management
Department of Premier and Cabinet
Department of Primary Industries, Parks, Water and Environment
Department of State Growth
Department of Treasury & Finance
Tasmanian Audit Office
Tasmanian Health Service
TasTAFE

Other

Forestry Tasmania
Local Government (includes all member councils and LGAT)
Macquarie Point Development Corporation
Motor Accidents Insurance Board
Office of the Ombudsman and Health Complaints Commissioner
Public Trustee
TasWater
Tourism Tasmania
University of Tasmania

The Training Consortium
State Service Management Office
Department of Premier and Cabinet
Level 9, 144 Macquarie Street
Hobart Tas 7001

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