SHORT COURSES

Professional Development / CPD self-managed study courses for personal or workplace skills improvement

This range of Short Courses is intended for self-directed study – to refresh or to improve skills for the workplace or for personal development. Learning content is provided in topic chapters with questions provided at the end of each chapter to reflect on learning. Available online but also available as printed modules if required.

Access 2010

PDSD_A2010

Module rationale:

To create a database on your computer you need a Database Management System (DBMS) that allows you to define and modify database structure, and allow users to add or enter data. There are many DBMSs, such as SQL Server, Oracle, and SAP, but the most common DBMS for desktop computers is Microsoft Office Access®. This resource uses Microsoft Office Access 2010 in a Windows 7 environment to demonstrate database features.

This module covers:
- Databases
- Creating a new database with a table
- Primary keys
- Modifying tables
- Primary keys
- Create a lookup
- Queries
- Reports
- Modifying reports
- Forms
- Database maintenance
- Getting help

Access 2013

PDSD_A2013

Module rationale:

To create a database on your computer you need a Database Management System (DBMS) that allows you to define and modify database structure, and allow users to add or enter data. There are many DBMSs, such as SQL Server, Oracle, and SAP, but the most common DBMS for desktop computers is Microsoft Office Access®. This resource uses Microsoft Office Access 2013 in a Windows 8 environment to demonstrate database features.

This module covers:
- Databases
- Microsoft Access
- Creating a new database with a table

- Primary keys
- Modifying tables
- Relationships between tables
- Create a lookup
- Queries
- Reports
- Modifying reports
- Forms
- Database maintenance
- Getting help

Advertising and promoting

PDSD_APG

Module rationale:

Promotion like any other organisational activity requires sound planning and clear strategies that are results oriented. An organisation must promote and market itself and its product or services in order to produce successful sales.

This module covers:
- Plan promotion and advertising
- Selecting media vehicles
- Placement and timing of advertisements
- Prepare, cost and schedule media
- Promotion
- Booking it in
- Evaluate

Assertive communication

PDSD_ACN

Module rationale:

To achieve important outcomes in the workplace it is important to communicate assertively utilising a full range of communication mediums while sustaining robust and productive working relationships.

This module covers:
- Communication processes
- Communication styles
- Behaviour characteristics
- Learn to be assertive
- The other aspects of communication
- Negotiation

Being a mentor

PDSD_BMR

Module rationale:

The mentoring process is not just a procedure or one-off activity; it involves the development and maintenance of a relationship that is beneficial to the person being mentored.

This module covers:
- What is a mentor
- Ground rules

- Maintaining confidentiality
- Developing relationships
- Solving problems and making decisions
- Networking
- Support and encouragement
- Resolving differences
- Planning
- Feedback
- Relationship changes
- Closure
- Effectiveness of mentoring
- Reporting outcomes

Being an advocate

PDSD_BAAE

Module rationale:

Advocates must be able to communicate effectively, handle and resolve conflict, negotiate effectively and, where possible or practical, empower the person or group they represent so they can follow through on issues for themselves.

This module covers:
- Advocacy
- Skills needed by advocates
- Gaining consent
- The advocacy process
- Negotiation
- Going public

Communication skills

PDSD_CSS

Module rationale:

Most of us tend to operate on instinct when we deal with others. We might have an idea that we need to talk to someone about the project they are working on and we might have an idea that we need to ask them for a key date, but that is about as far as our communication planning usually goes. Being aware of the flow of communication and building this awareness into your communication procedures will help you get more out of each interaction.

This module covers:
- Communication concepts
- Preventing poor communication
- Effective communication strategies
- Electronic/ written communication

Conducting internal audits

PDSD_CIAS

Module rationale:

Having established the need for conducting an internal audit, it will be necessary to form an audit team and conduct a meeting.

This module covers:
- Conduct pre-audit meeting and agenda
- Confirm objectives and scope

- Identify and gather information
- Interview appropriate persons
- Gather relevant information and sample documentation
- Assess and review audit team findings in line with audit scope
- Seek and reach agreement on corrective action reports
- Conduct exit meeting
- Examine results and findings against audit objectives
- Explain context of audit

Conducting interviews

PDSD_CIS

Module rationale:

Conducting interviews is one of the most important parts of an effective HR Management process.

This module covers:
- Selection/ employment interviews
- Appraisal interviews
  Grievance interviews
  Disciplinary interviews
  Termination interviews
  Exit interviews

Conducting useful market research

PDSD_CUMRH

Module rationale:

Market research is a key element within the total field of marketing information.   It links the consumer, customer and public to the marketer through information which is used to:
- identify and define marketing opportunities and problems
- generate, refine and evaluate marketing actions
- improve understanding of marketing as a process and of the ways in which specific marketing activities can be made more effective

This module covers:
- The role of market research
- Starting with objectives, hypotheses and scope
- Types and sources of information/ data to be gathered
- Collecting information/ data
- Segmentation and recruiting respondents
- Checking quality of information collected, processing and analysing it
- Research reports

Continuous improvement

PDSD_CIT

Module rationale:

Continuous process improvement means making things better today than yesterday. It is about learning from what was done today so that it becomes possible to do things better tomorrow. It seeks to expose (without blaming) as many issues and problems as possible as opportunities for organisational improvement and then collectively problem-solve to improve organisational processes as part of a cycle.

This module covers:

- The continuous improvement cycle and why it is important
- Identifying areas for improvement
- Production, inputs and outputs
- Continuous improvement and change
- Implementing and monitoring improvements

Creating a flexible workplace

PDSD_CFWE

Module rationale:

Flexible workplaces are needed because the old-fashioned idea of an ideal worker is becoming less common. The ideal worker is a person who can work full time, and be solely committed to their job, because they are supported by someone who does not work who attends to their non-work needs.

This module covers:
- Flexible work arrangements and benefits
- Types of flexible work arrangements
- Legislation
- Individual flexibility agreements
- Implementation plans
- Managing flexible work agreements

Creating a safety culture

PDSD_CSCE

Module rationale:

A safety culture is a culture where a set of core values and behaviours promote safety in the workplace. Each organisation should have its own idea of safety culture (based on procedures, values and behaviours) and involve all employees.

This module covers:
- Safety culture in the workplace
- Responsibilities
- Contributions
- Safety checks
- Identifying hazards
- Risk controls
- Hierarchy of control
- Reporting incidents
- Responding to emergencies
- Signs and protection

Customer complaints

PDSD_CCS

Module rationale:

A complaint is an expression of dissatisfaction made by a customer. They might be reasonable or non-justifiable.

This module covers:
- How complaints are made and turning them around
- Helping customers to complain
- Complaints handling policies
- Using communication skills

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- Complaint records and registers
- Deciding what to do
- Referring customers on

Customer needs

PDSD_CNS

Module rationale:

The philosophy of a successful business will always give attention to focusing on its customers.

This module covers:
- Greeting customers
- Communicate with customers
- Cultural awareness
- Determine customer needs
- Providing information to customer
- Customer feedback

Delivering training at work

PDSD_DTWK

Module rationale:

Managers and supervisors who are involved in the delivery of training must be aware that prior to designing and developing any training plans, programs or courses, it is necessary to identify who needs to be trained, how they should be trained, what they need to know and what level of training is necessary. Incorrectly targeted training is unproductive and a waste of time and money.

This module covers:
- Targeting training
- Learning- how does it happen?
- Designing a training program
- Working out what has been learned

Develop a budget

PDSD_DBT

Module rationale:

Designing and developing budgets is an operations management function. Gathering, collating and interpreting the data/ information for developing and communicating the budget is an information management function. Monitoring budget applications is a performance management function.

This module covers:
- Ensuring budget objectives are clear and consistent
- Cash, expenditure and revenue items are clearly defined
- Communicating budget with stakeholders
- Setting the budget time frame
- Documenting budgets
- Reporting

Developing a learning organisation

PDSD_DLON

Module rationale:

Changes or additions to our thinking are anchored in behaviours that demonstrate particular learning or knowledge. Learning is, to put it simply and concisely, behavioural change.

This module covers:
- Learning opportunities
- Learning needs of individuals
- Performance management plans
- Diversity of needs
- Enhance individual, team and organisational performance
- Facilitate and promote learning
- Develop workplace learning procedures
- Recognition, feedback and rewards
- Monitoring learning performance
- Introduce improvements
- Recording and reporting competency

Developing an induction program

PDSD_DIPS

Module rationale:

Induction is the process whereby new workers, or workers moving from one area/ job to another, are made familiar with the business, the legislative environment, the workplace, the people, and the job to enable them to become productive within a relatively short period of time.

This module covers:
- Employee induction
- Developing induction policy
- Induction programs
- Probation and feedback
- Monitoring and evaluating induction programs

Developing customer loyalty

PDSD_DCLY

Module rationale:

Before you consider customer loyalty - how to get it and how to keep it - you need to know who your customers are and where your customers come from. You need to understand your market and the needs and wants of that section of the market that will purchase products and services you offer.

This module covers:
- Your customers
- Service strategies that generate customer loyalty
- Different customers, different issues
- Problem diagnosis

Diversity - understanding and managing

PDSD_DUMG

Module rationale:

Differences between people relate to culture, race, nationality, gender, ethnic group, age, personality, cognitive style, education, disability, background. Successful organisations embrace diversity and value the benefits it brings.

This module covers:
- Understanding and valuing diversity
- Colleagues and customers
- Challenges

Effective meetings

PDSD_EMS

Module rationale:

Meetings provide a forum for one or more people to exchange ideas, share information, debate theories and collectively agree on courses of action. They can, if planned, organised and run correctly, be a useful organisational tool that achieves effective results. If not planned and conducted effectively they can become the source of a loss of productivity and frustration.

This module covers:
- Effective meetings
- Organising meetings
- Preparing for meetings
- Meeting roles
- Conducting meetings
- Closing meetings
- Minute taking

Emotional intelligence

PDSD_EIE

Module rationale:

Emotional intelligence (EI) involves our ability to understand, express, and control our own emotions but also relates to the capacity to understand, interpret and respond to the feelings of others.

This module covers:
- What is emotional intelligence?
- Signs of high EI, measuring and developing EI
- Using EI in relationships
- Emotional intelligence in the workplace and the effect of emotionally intelligent employees on business outcomes
- Controlling emotions and anger and expressing emotions
- Stress and resilience

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Excel 2010

PDSD_E2010

Module rationale:

Microsoft Excel 2010 running under Windows 7 is used throughout this training resource. The screenshots can vary compared to other computers depending on screen resolution and personalisation options. The information can apply to other versions of Excel or Windows; check the documentation that came with Excel or Windows for more information.

This module covers:
- Spreadsheets
- Using Microsoft Excel 2010
- Styles
- Working with data
- Entering data
- Working out totals
- Basic formatting
- Pages
- Formulae
- Charts
- Printing
- Sharing spreadsheets
- Getting help

Excel 2013

PDSD_E2013

Module rationale:

Microsoft Excel 2013 running under Windows 8 is used throughout this training resource. The screenshots can vary compared to other computers depending on screen resolution and personalisation options. The information can apply to other versions of Excel or Windows; check the documentation that came with Excel or Windows for more information.

This module covers:
- Spreadsheets
- Using Microsoft Excel 2013
- Styles
- Data Entry
- Spreadsheet formatting
- Formulae
- Charts
- Printing spreadsheets
- Sharing spreadsheets
- Saving spreadsheets
- Getting help

Governance - Being a Board member

PDSD_GBBMR

Module rationale:

You have been asked to sit on a board. There are a number of things you might need to know. Let's start with some information about legislation. Depending on the state or territory and on the type of organisation over which the board presides, there will be legislation that impacts on board activities. Board members must be aware of their responsibilities with regard to this legislation and the requirements applicable to the staff who work in the organisation.

This module covers:
- Legislation
- Organisation function and board roles
- Relationships and conduct
- Reports
- Meetings and review
- Companies
- Funding agreements
- Change

Health and safety incident management

PDSD_HSIMT

Module rationale:

Health and safety legislation in Australia is state based; each jurisdiction is responsible for its own laws and regulations. Legislation is uniform, however, because in most states it is based on the same model legislation. This means legislation is fundamentally the same throughout Australia, albeit with slight variations.

This module covers:
- Preparing for incidents: Health and safety legislation
- Preparing for incidents: The Emergency plan
- Preparing for incidents: Equipment used in emergencies
- Attending an incident: Initial response
- Attending an incident: First aid
- Attending an incident: Liaising with emergency services
- After an incident: Site integrity
- After an incident: Notification
- After an incident: Debriefing
- Investigating an incident: The investigation team
- Investigating an incident: Investigation scope
- Investigating an incident: Information sources
- Investigating an incident: Investigation techniques
- Finalising an incident: Construct a timeline
- Finalising an incident: Creating a report

Health and safety leadership

PDSD_HSLP

Module rationale:

Part of a leadership role, including supervisory and managerial positions, is contributing to the strategies for meeting health and safety responsibilities. As workplace leaders, supervisors and managers are in a position to implement the processes designed to meet the health and safety obligations. To do this effectively supervisors and managers must be "Safety Leaders".

This module covers:
- A brief history
- Leadership
- Protecting health and safety
- Consultation
- Hazard identification and risk assessment
- Control measures
- Incident investigation

Identifying marketing opportunities

PDSD_IMOS

Module rationale:

The aim of marketing is to attract customers. Good information is the foundation for good marketing.

This module covers:
- Identify marketing opportunities
- Assess opportunities to enter, shape or influence the market
- Investigate marketing opportunities
- Determine the financial viability of each marketing opportunity
- Determine probable return on investment and potential competitors
- Rank marketing opportunities
- Taking advantage of viable marketing opportunities
- Communicate viability of making changes

Innovation in the workplace

PDSD_IWE

Module rationale:

Change is normal and natural for all of us. We change constantly as does the world around us. In the organisational sense, the objective of change must be productive transformation and adjustment that enables increased competitiveness and contributes to the organisation's ability to take advantage of the opportunities offered by the changing conditions of the business world

This module covers:
- Interpret the need for innovation
- Work practices and procedures that support innovation
- Implement management practices to support innovation
- Promote innovation in the workplace
- Create a physical environment that supports innovation
- Provide information and learning opportunities

Leadership in work organisations

PDSD_LWOS

Module rationale:

Leadership relies on personal power. Carrying the title of manager does not automatically make a person a good leader.

This module covers:
- Leadership roles
- Leadership characteristics
- Cultural competence
- Vision and leadership
- Leadership styles
- Organisation health

Managers as coaches

PDSD_MACS

Module rationale:

Coaching, in terms of application, is a more confined role than mentoring. It does not often encompass the breadth of advice and type of relationship normally found in a mentoring situation.

This module covers:
- Coaching fundamentals
- Coaching principles
- Coaching methods
- Feedback, assessment, follow up

Manage a franchise

PDSD_MFE

Module rationale:

Under the franchising business model both parties - the franchisor and franchisee - have obligations, and it is up to the franchisor to determine and define these obligations within a disclosure document and the franchise agreement.

This module covers:
- Determine obligations of both parties under franchising agreement
- Ensuring compliance with franchising obligations and legislative requirements
- Develop reporting requirements
- Identify and resolve instances of non-compliance
- Monitor franchisee reports
- Identify potential disputes and resolve
- The review process for franchise operation
- Identify improvements
- Make recommendations to improve operations
- Identify and address learning needs

Managing a sales team

PDSD_MSTM

Module rationale:

Show respect for team members. When we respect others, it is easier for them to respect us. Cooperative and effective working relationships are based on mutual respect. While the team leader/ manager will probably be involved in some selling, their primary role is the achievement of the organisation's sales goals through other people.

This module covers:
- Characteristics of good teams and leaders
- Creating a sales plan
- Assigning territories and setting service standards
- Setting sales targets, sales results and analysing results
- Managing a budget and resources
- Ethics and legislation
- Teaching sales skills
- Team meetings

Managing change

PDSD_MCE

Module rationale:

Organisations move through a number of identifiable stages as they grow and develop. In some cases, these changes are planned, in others they are unplanned. Sometimes the forces for change come from within the organisation and at other times they will be caused by external forces or influences. The need for organisations to meet and to cope with changing conditions requires innovation, creativity and flexibility.

This module covers:
- New opportunities
- Reflections
- Large and small changes
- Identifying opportunities
- Change and innovation
- Change leadership
- Resistance
- Monitoring and evaluation

Managing debt and consumer credit

PDSD_MDCCT

Module rationale:

Consumer credit is a line of credit extended for personal or household use. It is credit extended to an individual for the purchase of consumer goods and services.

This module covers:
- Consumer credit
- Credit options
- Loans
- Costs of using credit
- Interest rates
- Using consumer credit effectively
- Manage personal credit rating and history

Managing off-site staff

PDSD_MOSSF

Module rationale:

Frontline managers, team leaders or supervisors can be responsible for a variety of work teams, those who are located in the office or company environment and those who work remotely from home, a satellite office or even interstate or overseas. Managing off-site staff presents a number of challenges that need to be understood if the full benefits of these arrangements are to be achieved.

This module covers:
- Advantages and disadvantages of off-site workers
- Inducting off-site workers, defining roles and formalising agreements
- Including off-site staff and keep them in the communication loop
- Performance targets and monitoring ▪ Training, coaching and mentoring
- Legislation, insurance and resources

Managing work stress

PDSD_MWSS

Module rationale:

Stress is part of life. It is the force that motivates us to achieve even small things. It stimulates us to act. If you want to look at it in a slightly more negative form, stress is an unavoidable consequence of life. Yet there is both good and bad stress

This module covers:
- Understanding stress
- Excess stress reactions
- Managing work to prevent excess stress
- Managing stress reactions
- Balance

Networking - how and why

PDSD_NHWY

Module rationale:

Networking involves making efforts to meet people and make contacts with people you have something in common. The main purpose of networking is to develop relationships with others for mutual advantages. Networking can provide you career advice, leads, business referrals, suggestions, useful information, ideas and emotional support. Successful networking leads to business opportunities.

This module covers:
- Establishing relationships
- Opportunities for networking
- Sharing information about networking
- Professional networks and associations
- Maintaining business relationships
- Reaching your goals
- Communicating with your networks

Online sales

PDSD_OSS

Module rationale:

What is your online business about? Do you sell your own products or someone else's? If you sell someone else's product/s, do you do this by developing a relationship with a wholesaler or by becoming an affiliate? Whatever your business model, pick a good niche.

This module covers:
- Strategies
- Performance indicators
- Market share/ sales
- Customer acquisition and retention
- Your web presence
- Customer relationship management systems

Organisations and social responsibility

PDSD_OSRY

Module rationale:

Social responsibility refers to an organisation's obligation to minimise its negative impact on society and the environment. Some organisations will go further than others; they will not only ensure that they are reducing their negative impact on society; they will also strive to make a positive contribution to society.

This module covers:
- Social responsibility
- Environmental responsibility and sustainability
- Responsible investing
- Philanthropy and community service
- Social responsibility and human rights
- Indigenous people
- Reporting and transparency

Organisations and sustainability

PDSD_OSY

Module rationale:

When considering sustainability in this context, we are talking about financial sustainability rather than environmental sustainability. Organisations that are financially sustainable are able to provide customers with products and services at a competitive price that allows them to cover their costs and generate a profit.

This module covers:
- Financial sustainability
- Long term planning and goal setting
- Sustainability and globalisation
- Workers and succession planning
- Customer satisfaction and service
- Quality products and services
- Innovation and change

Organising events

PDSD_OES

Module rationale:

A function is a formal or informal social gathering, activity, event or ceremony, which has significant importance. Your role in organising functions is to clearly identify clients' needs. You can then design the function—products and services around those identified needs.

This module covers:
- Planning the event
- Resources and set-up
- Options and ideas for event concept, theme and format
- Operational and service practicality
- Present proposal
- Facilitate effective event planning
- Issue event orders and prepare and distribute operational documentation
- Prepare invoices and obtain feedback

Outlook 2010 and Internet Explorer

PDSD_MO2010IER

Module rationale:

Organisations rely heavily on electronic communication systems as part of their daily activities. Electronic systems allow information to be transmitted and received anywhere in the world almost instantaneously. This offers huge advantages over traditional communication methods, such as conventional mail, which can take days (or even weeks) to be delivered, depending on the distance between parties.

This module covers:
- Communication software
- Sending e-mail
- Flagging e-mail
- Undeliverable e-mail
- Security and incoming e-mail
- Organising e-mail
- E-mail archives
- Mailing lists
- Internet
- Internet search engines
- Bookmarks
- Collaborate online
- Conducting business online

Outlook 2013 and Internet Explorer 11

PDSD_MO2013IE11

Module rationale:

Organisations rely heavily on electronic communication systems as part of their daily activities. Electronic systems allow information to be transmitted and received anywhere in the world almost instantaneously. This offers huge advantages over traditional communication methods, such as conventional mail, which can take days (or even weeks) to be delivered, depending on the distance between parties.

This module covers:
- Communication software
- Sending e-mail
- Flagging e-mail
- Undeliverable e-mail
- Security and incoming e-mail
- Organising e-mail
- E-mail archives
- Mailing lists
- Internet
- Internet search engines
- Bookmarks
- Collaborate online
- Conducting business online

Performance management

PDSD_PEMT

Module rationale:

Performance management is the process of communication between manager and employee that results in mutual understanding of what the employee has achieved over a set period of time and what they need to do during the next period of time. This includes setting performance objectives and standards.

This module covers:
- What is performance management?
- Position descriptions and KPIs
- Performance appraisal methods and meetings
- Provide regular feedback
- Recognising and dealing with performance
- Performance and skills gaps and planning for improvement

PowerPoint 2010

PDSD_MPP2010

Module rationale:

This resource shows Microsoft PowerPoint 2010 running under Microsoft Windows 7 in screenshots. Other presentation software has similar features; check the program documentation for information about developing presentations.

This module covers:
- Designing presentations
- Opening PowerPoint
- Viewing presentations
- Design and formatting
- Builds and transitions
- Multimedia
- Finalise the presentation
- Printing for presentations
- Getting help

PowerPoint 2013

PDSD_MPP2013

Module rationale:

This resource uses Microsoft PowerPoint 2013 running in a Microsoft Windows environment for screenshots. Other presentation software has similar features; check the program documentation for information about developing presentations.

This module covers:
- Designing presentations
- Viewing presentations
- Adding content
- Design and formatting
- Builds and transitions
- Multimedia
- Making sure your presentation is error free
- Printing for presentations
- Removable media
- Exporting presentations

Prioritising work

PDSD_PWK

Module rationale:

Each employee needs to know what is expected of them, when it is expected and the standard to which they are required to work. They can then develop personal work objectives, prioritise their work and incorporate prioritised tasks into personal schedules.

This module covers:
- Planning and complete a work schedule
- Factors affecting objectives
- Tools for scheduling tasks
- Monitor own work
- Seeking feedback on performance
- Reporting variations
- Knowledge and skill development

Product knowledge

PDSD_PKE

Module rationale:

Product knowledge is the understanding of the features and benefits of products and services. Communication and interpersonal skills will enable you to explain what a product can do, how it will benefit the customer, and how it will meet identified customer needs.

This module covers:
- What is product knowledge?
- Obtaining product knowledge
- Using knowledge and making a sale
- Legislative requirements
- Competition

Profiling the market

PDSD_PTMT

Module rationale:

Market analysis is a systematic investigation of the growth and the composition of a market. Segments divide the market into groups in order to fully investigate a market. This helps to focus the market research to produce relevant and useable results.

This module covers:
- Segment the market
- Identify the target market
- Profile target audience
- Develop a positioning strategy

Project Management

PDSD_PRMT

Module rationale:

A project is a temporary endeavour to create a unique product, service or result. It has a definite start and a definite end along with a unique purpose.   Every project should have a well-defined objective and hence output a unique product, service or result.

This module covers:
- Defining project management
- Project scope
- Project plans
- Defining activities
- Planning tools
- Time management
- The critical path
- Project budgets
- Monitoring the project
- Cost management
- Record keeping
- Project windup

Promoting a small business

PDSD_PSMS

Module rationale:

To determine the most appropriate focus of marketing opportunities, it is necessary to understand the capability of the organisation, the nature of its products and services as well as its strategic goals.

This module covers:
- Develop marketing strategies
- Evaluate the customer base and target market
- Determine marketing mix
- Distribution channels and customer service
- Determine promotional activities
- Customer needs and preferences
- Develop marketing mix
- Implement marketing strategies
- Monitor and improve marketing performance
- Identify opportunities for change and improvement
- Investigate changes in the market

Promoting and managing a conference

PDSD_CPMT

Module rationale:

Management of a conference begins with planning. You will need a brief of the conference requirements and should confirm the requirements with those on whose behalf you will be planning the conference. Identify the purpose of the conference. The purpose will determine the planning procedures. Study and interpret the brief and clarify any issues. Confirm the budget. Determine the venue and duration of the conference.

This module covers:
- Planning
- The budget
- Choosing the venue
- Consequences
- Conference Venue Safety Inspection
- Securing speakers/ drafting programs
- Promotion
- Acceptances

- Sending out information
- Final arrangements
- Speakers

Microsoft Publisher 2010

PDSD_MP2010

Module rationale:

This training resource uses Microsoft Publisher 2010 running under the Windows 7 operating system to demonstrate how to produce a publication and utilise software functions.

This module covers:
- Publication design
- Creating a publication
- Publisher 2010
- Business information
- Building blocks, templates, and master pages
- Starting a new publication
- Importing text
- Images
- Arranging objects
- Finalising publications
- Saving to removable media
- Getting help

Microsoft Publisher 2013

PDSD_MP2013

Module rationale:

This training resource uses Microsoft Publisher 2013 running under the Windows 8 operating system to demonstrate how to produce a publication and utilise software functions.

This module covers:
- Publication design
- Creating a publication
- Publisher 2013
- Business information
- Building blocks, templates, and master pages
- Starting a new publication
- Importing text
- Images
- Arranging objects
- Finalising publications
- Saving to removable media
- Getting help

Recruiting and selecting

PDSD_RSG

Module rationale:

The recruitment process takes a lot of time and money. This means that you need to find an excellent member of staff the first time rather than someone who needs to be replaced.

This module covers:
- Identifying excellent staff

- Competition for excellent staff
- Finding excellent candidates and responding to them
- Screening and assessing candidates
- Interviewing and checking references
- Selecting and secure the best candidate

Retail sales and service

PDSD_RSSE

Module rationale:

Successful customer service strategies are dependent on good market research. Smart retailers research their markets and the products or services their customers intend to purchase, before they purchase stock. High performing manufacturing organisations enter into relationships with their direct customers, and with their customer's customers - the consumers or end-users—by researching both the direct customers and the end-users' interests, prior to design, manufacture and sale of products.

This module covers:
- Customer service strategies
- Complaints
- Setting targets and monitoring sales
- Policies and procedures
- Set goals and negotiate supply
- Resources/ supplies

Risk assessment and control

PDSD_RACL

Module rationale:

Risk management is the total approach to the protection of an organisation's assets, environment, and the achievement of the organisation's goals or objectives. It is a logical, systematic method of identifying, analysing and treating, monitoring and communicating hazardous or potential risk situations associated with the activities, function and processes of business.

This module covers:
- The business environment
- Risks involved in business operations
- Identifying risks
- Contingencies
- Analyse and evaluate risks
- Risk assessment and control
- Treating risks
- Planning controls
- Auditing the success of risk controls
- Collecting performance data
- Documentation—records and reports
- Workplace competencies supporting workers

Skills for influencing and negotiating

PDSD_SING

Module rationale:

Power, influence and negotiation are interrelated. Influence can be described as the ability to indirectly affect the actions of other people or things. We all know people who seem to do this effortlessly and other people who go ignored. Effective people are strong influencers.

This module covers:
- Foundations
- Personal perspectives
- Influencing behaviours
- Advanced communication
- Negotiating

Starting a micro business

PDSD_SMBS

Module rationale:

A micro business or micro enterprise is an organisation with less than five employees which is established to provide goods or services to consumers. It includes self-employed individuals and many micro businesses are operated with just one person.

This module covers:
- Micro businesses and feasibility
- Market trends, market size and segmentation
- Risks associated with micro businesses
- Characteristics and skills needed to run a micro business
- Writing a business plan
- Finances and resources for a micro business
- Complying with legislation tax and insurance requirements

Stock control and inventory

PDSD_SCIY

Module rationale:

Inventory management is primarily about specifying the size and placement of stocked goods. Inventory management is required at different locations within a facility or within multiple locations of a supply network to protect the regular and planned course of production against the random disturbance of running out of materials or goods or overstocking of goods.

This module covers:
- Inventory and stock control equipment, software and systems
- Stock level maintenance
- Cyclical stock counts
- Discrepancies are identified
- Workplace documentation
- Inventory reports

Strategic Planning

PDSD_SPG

Module rationale:

If your plan is not in writing, you do not have a plan at all. Instead, you have only a dream, a vision, or perhaps even a nightmare. The simple written plan works best. Strategic planning refers to a set of procedures and concepts that result in a cohesive plan to shape and guide what an organisation (or other entity) is, what it does, and why it does it. (Bryson 2004)

This module covers:
- Business strategies
- Understanding the market
- The SWOT analysis - the external environment
- The internal environmental analysis
- Stakeholders
- Mission and vision statements
- Planning to control performance
- Action plans

Supervising

PDSD_SG

Module rationale:

Management and leadership are not the same thing. Managers are organisers who focus on operations. Leaders work with others to encourage them to use their own initiative and improve their skills so that work is completed to the highest standard. These distinctions are important and need to be recognised in the workplace. Good supervisors are both Managers and Leaders.

This module covers:
- Planning work
- Management, leadership and supervision
- Leading and supporting
- Conflict at work
- Training, coaching, mentoring
- Communication at work

Telephone communication

PDSD_TCN

Module rationale:

The service you provide to those who communicate with you over the telephone should be of the same high standards as that provided in face-to-face interactions. Good customer service is dependent on the effective communication. Telephone communication involves sending and receiving messages - speaking and listening.

This module covers:
- Creating an outstanding image
- Protocols
- Challenging calls
- Effective outbound calls
- Handling pressure

Time management at work

PDSD_TMWK

Module rationale:

A key to making effective use of time is understanding what you want and what you need to achieve.   You cannot manage time - time happens. You can, however, manage the way you use the available time.

This module covers:
- Identify your objectives
- Plan to achieve objectives
- Performance
- Prioritising
- Scheduling
- Strategies
- Managing interruptions
- Effective meetings

Understanding and managing conflict at work

PDSD_UMCWK

Module rationale:

The three main sources of conflict are:

Emotional - conflicts which are generally based on misunderstanding, and might be characterised by anger, fear or other strong emotions which cloud issues. Values based - although individuals are entitled to hold different beliefs and views, it is sometimes difficult to accept this. Needs-based - where two parties either have different needs or both parties have the same needs but there are insufficient resources to meet them both fully.

This module covers:
- Conflict and its causes
- The cost and stages of conflict
- Responses to conflict
- Identifying the cause of the conflict using communication skills
- Problem-solving and negotiation
- Conflicts that cannot be resolved

Using online resources safely

PDSD_UORSY

Module rationale:

The internet is a global system of computer networks where users at any one computer can, with permission, get information from any other computer. The information is sent from computer to computer through telephone lines and satellites.

This module covers:
- World Wide Web
- Search engines
- Downloading from websites
- Legal and ethical issues
- Online security
- Online transactions

Windows 7

PDSD_MWIN7

Module rationale:

Computers, also called personal computers (PCs) or computer systems, are comprised of several main components. PCs are accepted as those running the Windows 7 operating system.

This module covers:
- Parts of a Personal Computer
- Connecting the computer
- Booting a computer
- Computer settings
- Power management
- Software
- Installing software
- Basics
- File systems
- Malware
- Storage devices
- Printing
- Multimedia

Windows 8

PDSD_MWIN8

Module rationale:

Computers, also called personal computers (PCs) or computer systems, are comprised of several main components. PCs are accepted as those running the Windows 8 operating system.

This module covers:
- Parts of a Personal Computer
- Connecting the computer
- Log on
- System basics
- Customise the desktop
- Desktop icons
- Application windows
- Files and Folders
- Removable storage
- Recycle bin
- Printing
- Installing software
- Malware
- Shutdown
- Getting help

Word (Microsoft) 2010

PDSD_MW2010

Module rationale:

This unit was developed using the program Microsoft Word 2010. Your computer may have a different word processing program such as another version of Word or Works. Most word processing programs use formatting principles and options which are similar.

This module covers:

- Using Microsoft Word 2010
- Create a document
- Navigation
- Formatting text
- Paragraphs
- Page setup
- Styles
- Lists
- Finalising documents
- Printing documents
- Getting help

Word (Microsoft) 2013

PDSD_MW2013

Module rationale:

This resource uses Microsoft Word 2013 on a PC running Windows 8. The information might apply to other operating systems or word processing applications; check the user documentation for tasks or screenshots that differ.

This module covers:
- Using Microsoft Word 2013
- Document appearance
- Document styling
- Templates
- Tables
- Images
- Referencing
- Importing content
- Printing documents
- Saving documents
- Proofing
- Getting help

Work teams

PDSD_WTS

Module rationale:

When we hear the word team, we automatically associate it with our favourite sporting team, but teams also exist in most workplaces. A team is a group of people who work together to achieve certain outcomes. Teams develop and become productive in different periods of time depending on their working environment and the stimulus they receive. Understanding how teams develop and applying that knowledge is key to business success.

This module covers:
- What is a team?
- The team leader
- Team roles
- Developing a team
- Team culture
- Learning for team members
- Solving problems

Workforce planning

PDSD_WPG

Module rationale:

Before organisations can even begin to formulate a workforce plan, they need to get an accurate picture of the workforce they currently have. Organisations need to analyse their workforce to determine areas where there might be excesses or shortages. It is then possible to consider the strategic plan and assess the HR needs of the organisation over a longer term.

This module covers:
- Workforce requirements
- Factors affecting workforce supply
- Workforce objectives and strategies
- Analyse staff turnover
- Retaining skilled labour
- Workforce diversity and cross cultural management
- Sourcing skilled labour
- Communicating workforce strategies
- Develop contingency plans
- Support workforce planning objectives
- Strategies to deal with change
- Succession planning
- Employer of choice
- Monitor and evaluate workforce trends
- Survey organisational climate
- Review government policy
- Evaluate the change process

Your career pathway

PDSD_YCPY

Module rationale:

It is very rare to walk directly into the perfect job role. There are usually a series of small steps that need to be taken, sometimes over many years, before longer-term goals can be met. A career path is the journey that people take to reach their career goals. Understanding and managing a career path is a critical concept that should be taught at high school, but it is never too late.

This module covers:
- Career pathways and management, and stages of career development
- Interests, skills and personality
- Career exploration
- The importance of education and training
- Goals and documenting plans
- Finding jobs, career portfolios and marketing yourself
- Transfers, promotions and changing careers