

TLC TRAINING NEWS

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TEN YEARS OLD

TLC is about to celebrate its 10th Birthday.

Catherine Logue started the business in July 1995 with a passion for quality, innovative training and a belief that we should share our knowledge and skills, putting our experience to good use.



During the past 10 years, TLC has worked with business operators, corporate businesses and individuals seeking personal development and in some areas, new careers.

The range of training subjects TLC has delivered during that time has touched many areas including the retailing and manufacturing sectors, public service, public utilities, banking, hospitality, mining, medical and teaching fields.

TLC has sponsored a series of Job Seeking workshops for the unemployed, helping with tips and ideas for preparing their CVs and Interviews. Earlier this year, TLC together with a local Rotary Club, sponsored a free one day seminar "APPLY" on job seeking skills. This event saw 55 young people make the most of training day and walk away with ideas and new contacts for their potential employment.

TLC has produced a series of self help booklets known as the "Career Series" for young school leavers to prepare their portfolio to apply for their first job. The series also includes a CD of resume templates for fast tracking the preparation process.

Marketing your Business

A common term we hear in marketing is
WIIFM

What does that stand for, I hear you ask?

What's in it for me

This was the key message at the workshops, think about what your customer is looking for you're your business.

In May this year, we had the privilege of hosting Bill McCurry to Adelaide from New Jersey USA. Bill has co-authored several books including "Digital Guerilla Marketing" and "It's Your People ... Really".

We ran 2 workshops, one for the Retail Photographic Industry and one for Training Professionals. Bill tailored the material for the attendees so the case studies and information was specific to their businesses. The feedback from those who found time to attend was very rewarding: comments like...



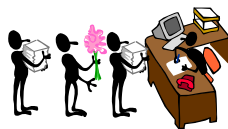
- ❧ *"Bill has given me so many ideas to get my business moving"*
- ❧ *"I can't wait to try this new idea"*
- ❧ *"I felt a little embarrassed that my website was used as a role model, but it felt great to receive the accolades and know I was heading in the right direction"*
- ❧ *"Just love the chocolate fix"*

The workshops were taped, so we have prepared a 3 CD set of the presentation for those who were not able to attend. Great listening in the car, on the way to work or between appointments.

Copies of Bill's latest book "It's Your People Really" are also available from the office. Just give Melanie a call and organize for her to send you a copy. If you want to look Bill up his website is: www.mccurryassociates.com

Tips for the Interview

Making a good impression



- Dress appropriately.
- Your appearance is neat
- Don't fidget
- Be punctual
- Take a copy of your application
- Listen carefully to questions
- Clarify the question
- At a panel respond to each person
- Use the panel member's name
- Ask questions when invited
- Thank them for their time

Our "Getting the Interview & the Job" program helps you with many tips for the job application process. Offered one to one or in small groups, or ask about our self help booklets on 82270310.

Managing your Time & Space

Do you feel comfortable organising your work environment? Are there things you need to do to make more use of your time and space?

Tips for your work desk area:

- Avoid "Pilomania"
- Use your Master List
- Create efficient files
- Impress people!

Tips for your In-tray:

This is a dangerous part of your desk. Think about this in two parts:

- Permanent Residents
- New arrival

If you are going under, what you need is a RAFT

R read
A action
F file



and/or

T trash

If your team need some help in their time and space managing skills, why not ask us about our Effective Time Management workshop on 82270310.

TRAINER QUALIFICATIONS

In 2006, the new Trainer qualifications from the TAA package will be effective. For those training staff who have undertaken many of the units of the current Certificate IV in Assessment & Workplace Training but not yet completed, time is of the essence!!

The new program will require further study, although there is naturally some recognition of the units already completed. The last opportunity to complete BSZ98 Certificate IV in AWT as it is know in this October and November.



The dates at TLC are:

Workshop 1 Train Small Groups	Oct 10 th – 13 th 2005
Workshop 2 Advanced Trainer	Oct 24 th – 27 th 2005
Workshop 3 Assessor units	Nov 10 th - 11 th 2005

TAA Training Package

The outline of the new qualification offers a set of core units and then, a range of electives to make up the Certificate IV in Training and Assessment. The next step then, is to continue with your study and, using some of the units from the Certificate, qualify with your Diploma.

Certificate IV in Training & Assessment TAA40104 consists of 12 core and 2 electives while the Diploma in Training and Assessment TAA50104 consists of 5 core and 7 electives.

Core from Certificate IV

- Work effectively in vocational education and training
- Foster and promote an inclusive learning culture
- Ensure a healthy and safe learning environment
- Use Training Packages to meet clients needs
- Design & develop learning programs
- Plan and organize group based delivery
- Facilitate work based learning
- Facilitate individual learning
- Plan and organize assessment
- Assess competence
- Develop assessment tools
- Participate in assessment validation

Sample of Electives from Certificate IV

- Facilitate group-based learning
- Develop innovative ideas at work

To enroll and complete your Certificate IV in Assessment and Workplace Training BSZ98 please phone Melanie on 08 82270310 and book your seat for the last program in October and November 2005.