

457 Visa Training - Benchmark B - Workshop Options
Your one stop shop for Visa Training Benchmarks

Product Name	Description	Product Code	Cal Occ Code	Offering Mode	Delivery Hours	Cost
Customer Service Workshop - Stage 1 - Building your Business	<ul style="list-style-type: none"> • What is customer service? • Customer service – its place in our business • Customer thinking • The customer experience • Customer complaints • Building our business through delivering customer delight 	165-1-00029V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Customer Service Workshop - Stage 2 - customer service, focusing on face to face service	<ul style="list-style-type: none"> • Practical tips in customer service delivery • The 5 steps of service delivery • Planning for a great customer experience • Recognising and plugging customer service gaps • Delivering a quality service 	165-1-00030V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Customer Service Workshop - Stage 3	<p>Managing online interactions with customers through multiple channels as a small business.</p> <ul style="list-style-type: none"> • What are the core online channels? • Collaborating with customers. • 'Netiquette', do's and don'ts. • Integrating online service delivery across channels. <p>Note: As customer experience is a core pillar of marketing, there are some shared concepts with Marketing 2, social media.</p>		16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Customer Service Workshop - Stage 4	<p>Managing customer complaints as a small business, and understanding what a customer expects.</p> <ul style="list-style-type: none"> • Analysing customer expectations. 		16SGR-001	Face to Face	3 Hours	\$ 1,450

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	<ul style="list-style-type: none"> Ensuring consistency in customer experience. What can we do as a small business when it goes wrong? Tips to achieve positive outcomes. Monitoring and learning, how could we do this better? 		16SGR-002	Online	1 month access	\$ 800
Communication Skills for Business Meetings	<p>A highly practical workshop to develop communication skills for use with potential business partners and contacts</p> <ul style="list-style-type: none"> Representing and promoting your business in a professional manner How to develop rapport and open up business opportunities Useful and practical language to respond to the unexpected Handling objections and complaints 	165-100136V01	16SGR-011	Face to Face	4 Hours	\$ 1,950
Creating Effective in Store Displays	<ul style="list-style-type: none"> Selling using effective Merchandise Presentation and Display Store Presentation – Housekeeping, Pricing & Signage Merchandise Presentation Creating a display 	165-100144V01	16SGR-001	Face to Face	6 Hours	\$ 2,950
Finance Fundamentals Stage 1, Part A - Specifically designed for small business	<ul style="list-style-type: none"> Part A of understanding some key concepts for small business (Stage 1) Funding – debt or equity and why? Where can you source funds? – pros. and cons? Which is best for you – cash or accrual? 	165-1-00097V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800

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Product Name	Description	Product Code	Cal Occ Code	Offering Mode	Delivery Hours	Cost
	<ul style="list-style-type: none"> Income & cash flow statements, balance sheets – basic reasons you need them, and not just your accountant 					
Finance Fundamentals Stage 1, Part B - Specifically designed for small business	<ul style="list-style-type: none"> Part B of understanding some key concepts for small business (Stage 1) Breakeven point – different cost measurements, which is right for you? Margin and mark up – understanding the basics GST and other ATO obligations – the basics and choosing from your options Measuring health and success – what should you measure and why? 	165-1-00098V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Finance Fundamentals in Practice - Stage 2 - Specifically designed for small business	<ul style="list-style-type: none"> Providing some practical examples for small business (Stage 2) Roll your sleeves up and get hands on in your own business, with worksheets and tools Develop a better appreciation of income statements, cash flow (the beating heart of your business), balance sheets, health checks and GST 	165-1-00099V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Human Resources - Introduction - Stage 1 - Designed for small business	<ul style="list-style-type: none"> Employee responsibilities as owner/manager Pay and benefits Training and development Workplace health and safety Many practical tips and valuable resources to help small business 	165-1-00036V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800

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Product Name	Description	Product Code	Cal Occ Code	Offering Mode	Delivery Hours	Cost
Human Resources - Recruitment and Selection - Stage 2 - Designed for small business	<p>The right people are critical for a small business:</p> <ul style="list-style-type: none"> • Workforce planning • Advertising • Interview skills • Assessment methods • Job offers and contracts • Lots of tips, videos and links to resources to help a small business 	165-1-00037V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Improving Sales through Merchandising and Display - Designed for retail, cafes & restaurants	<p>A guide to building an improved customer experience and delivering sales:</p> <ul style="list-style-type: none"> • Improve your selling skills and customer service • Designing an effective selling environment • Improve your product merchandising and drive sales • Creating better visual displays and customer interaction 	165-1-00033V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Leadership Workshop - Stage 1 - Essential Skills & Knowledge in leading a team	<p>A guide to build essential skills and knowledge in leading:</p> <ul style="list-style-type: none"> • What makes you a leader? • Leading people to success and managing tasks • Team building, morale and motivation • Recognition and reward 	165-1-00034V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Leadership Workshop - Stage 2 - Being the guide & architect, leading a small business or team for success	<p>A guide to being a successful guide, architect and boss:</p> <ul style="list-style-type: none"> • Leading a business • Viewing things from different perspectives • Effective communication 	165-100139V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800

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Product Name	Description	Product Code	Cal Occ Code	Offering Mode	Delivery Hours	Cost
	<ul style="list-style-type: none"> Building a strong culture Designing an effective team for success 					
Marketing Fundamentals Workshop - Stage 1	<ul style="list-style-type: none"> What is marketing? Market environment & analysis Market research Understand your customer Creating your market The 7 P's of marketing (includes branding) Basics of electronic marketing & social media Marketing management 	165-1-00027V01	16SGR-001	Face to Face	4 Hours	\$ 1,750
			16SGR-002	Online	1 month access	\$ 800
Marketing - Stage 2 - Social Media for Small Business - Focusing on using social media to help your business	<ul style="list-style-type: none"> Creating a positive customer experience using social media Reaching out to customers – and their friends and contacts Improve communication with your customers Inform your audience of specials in real time Increase sales by 'digital' word of mouth Being easy for your customer to find and drive traffic to your website 	165-1-00031V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Project Management - A toolkit for Small Business - PM1 Fundamentals	<p>Managing what we will do, who will do it, when it will be done, what it will cost, and staying in control of scope for your own business, and managing work jobs for others as well</p> <ul style="list-style-type: none"> What is project Management? What is scope, and how do we define it? Managing scope and preventing scope creep 		16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800

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Product Name	Description	Product Code	Cal Occ Code	Offering Mode	Delivery Hours	Cost
	<ul style="list-style-type: none"> Creating a project schedule, and developing a budget Working out the project's cash flow 					
Project Management - A toolkit for Small Business – PM2 Change Management	<ul style="list-style-type: none"> How do we track our spend and deliver on budget? How do we ensure delivery on time? How do we stop customer changes to a job from impacting our profitability? The basic skills of Project Management will keep you in control! 	165-1-00035V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Project Management - A toolkit for Small Business - PM3 Supply, Tracking & Budgets	<ul style="list-style-type: none"> Controlling your supply side procurement Some contract ideas Tracking the schedule and putting slippage back on track Budgetary management and control 		16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Project Management - A toolkit for Small Business – PM4 Managing stakeholders, quality & improvements	<ul style="list-style-type: none"> Identifying who is important - why & how Managing stakeholders What is quality delivery Quality planning & improvement Contractor selection 		16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Project Management - A toolkit for Small Business – PM5 Effective communication	<ul style="list-style-type: none"> How do we communicate Do's and don'ts in project communication Scheduling & controlling project meetings Monitoring for success Review and integration of projects 		16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800

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Quality Assurance	<ul style="list-style-type: none"> What is quality assurance and quality systems? What are the benefits of quality assurance? Quality, your customers and the competition Key areas to improve quality in your business How is quality assurance implemented and monitored? 	165-1-00032V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Risk Management - Protect your business health	<ul style="list-style-type: none"> Identification of risks that can impact a business (i.e. legal, financial, human, economic, regulatory, criminal) Assessment of risk severity to your business and prioritising Developing contingency planning for identified risks Planning to manage and monitor risks 	165-1-00028V01	16SGR-001	Face to Face	4 Hours	\$ 1,750
			16SGR-002	Online	1 month access	\$ 800
Team Membership - Stage 1 - Coaching in being a team member in small business	Building effective teams in small business: <ul style="list-style-type: none"> Building team goals Identifying and developing your team role Understanding the role of others in teams Managing conflicts in teams Improving your listening skills and effective communication 	165-1-00101V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800
Team Membership - Stage 2 - Coaching in being a team member in small business	Building effective teams in small business: <ul style="list-style-type: none"> Improving interpersonal and communication skills How to be more effective in meetings Appreciating the needs of people from different ethnic background Different team types for different tasks 	165-100138V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
			16SGR-002	Online	1 month access	\$ 800

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X	X	X	X	X	X	X
Microsoft office - Excel 2010 / 2013 Introduction	Half Day: <ul style="list-style-type: none"> • Work within the Excel 2010 environment • Understand the different sections of a spreadsheet • Open and navigate within a spreadsheet • Enter and edit data • Modify an existing spreadsheet • Create a new spreadsheet • Use basic formulae and functions to perform calculations 	165-1-00065V01	16SGR-001	Face to Face	4 Hours	\$ 1,750
			16SGR-002	Online	1 month access	\$ 950
Microsoft office - Excel 2010 /2013 Introduction Plus	Full Day: Includes half-day course plus: <ul style="list-style-type: none"> • Create your own Templates • Format worksheets effectively • Print spreadsheets effectively • Create basic charts • Use a range of printing technique 	165-1-00066V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 950
Microsoft office - Excel 2010 / 2013 Advanced	Full Day: <ul style="list-style-type: none"> • Use advanced functions • Print and display formulae • Validate cell entries • Create Lookups and Data Tables • Create and use Pivot Tables and Pivot charts • Export and import data 	165-1-00067V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 950

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Product Name	Description	Product Code	Cal Occ Code	Offering Mode	Delivery Hours	Cost
Microsoft office - Outlook 2010 / 2013 Basic	<p>You should have a basic understanding of how to operate a personal computer and basic window operations such as opening and closing programs. This course shows you how to operate email, use a calendar and maintain a list of contacts. You will learn to:</p> <ul style="list-style-type: none"> • Navigate around Outlook • Set up send and receive emails • Operate the contacts folder and email • Have a basic understanding of tasks 	165-100050V01	16SGR-001	Face to Face	3 Hours	\$ 1,450
				Online	1 month access	\$ 850
Microsoft office – Power point 2010 / 2013 Introduction	<p>Half Day:</p> <ul style="list-style-type: none"> • Work with the basic features of PowerPoint • Create a new presentation and add slides with different layouts • Work with text and change attributes • Insert and modify graphics in a presentation • Add transitions to slides • Create charts 	165-1-00068V01	16SGR-001	Face to Face	4 Hours	\$ 1,750
			16SGR-002	Online	1 month access	\$ 850
Microsoft office – Power point 2010 / 2013 Introduction Plus	<p>Full Day: Includes half-day course plus:</p> <ul style="list-style-type: none"> • Add WordArt and Shapes to slides • Hyperlink to files • Modify charts • Add animation to slides 	165-1-00069V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 950

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	<ul style="list-style-type: none"> Add music and videos Rehearse a presentation Use a range of printing techniques 					
Microsoft office - Publisher 2010 / 2013 Introduction	Half Day: <ul style="list-style-type: none"> Use Installed and Online Templates to create publications Create Business Information Sets Modify a publication's layout and structure Edit content in the publication Edit, format and link text boxes 	165-1-00070V01	16SGR-001	Face to Face	4 Hours	\$ 1,850
			16SGR-002	Online	1 month access	\$ 850
Microsoft office - Publisher 2010 / 2013 Introduction Plus	Full Day: Includes half-day course plus: <ul style="list-style-type: none"> Create your own Templates Work with columns Create a multi-page publication Format pictures Import text and pictures Use a range of printing techniques 	165-1-00071V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 950
Microsoft office - Word 2010 / 2013 Introduction	Half Day: <ul style="list-style-type: none"> Understand the Word 2010 screens and menus Create and modify documents Set page margins and sizes Work with paragraph formatting Use indents, paragraph spacing and line spacing Work with bullets and numbering 	165-1-00062V01	16SGR-001	Face to Face	4 Hours	\$ 1,750
			16SGR-002	Online	1 month access	\$ 850

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Microsoft office - Word 2010 / 2013 Introduction Plus	Full Day: Includes half-day course plus: <ul style="list-style-type: none"> Set and use Tabs to professionally display documents Use the sort feature Format a document using built-in Styles Create a Table of Contents for a long document Work with templates Use a range of printing technique 	165-1-00063V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 950
Microsoft office - Word 2010 / 2013 Advanced	Full Day: <ul style="list-style-type: none"> Accessing a Style Guide Protect documents from unauthorised changes Create electronic forms Working with section headers and footers Add property information to a document Work with equations and mathematical symbols Using captions Customise Word 2010 defaults Use SmartArt Graphics Inserting footnotes 	165-1-00064V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 950
MYOB - Banking using MYOB	<ul style="list-style-type: none"> Setting up bank accounts and banking preferences Receiving payments Paying bills and suppliers 	165-1-00058V01	16SGR-001	Face to Face	4 Hours	\$ 1,950
			16SGR-002	Online	1 month access	\$ 950

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	<ul style="list-style-type: none"> • Understanding Bank Deposits • Printing Bank deposit slips • Entering bank charges • How to complete a Bank Reconciliation • Working with recurring transactions 					
MYOB - Customer accounts using MYOB	<ul style="list-style-type: none"> • Working with customers cards – creating new, modifying and deleting customers cards • Entering Customers opening balances • Setting up / Changing Credit terms • Understanding Form layouts for Invoicing • Entering Sales Invoices including item and service invoices • Entering discounts • Entering deposits paid • Entering Cash sales • Printing / emailing Invoices • Entering backorders • Entering Credit notes/ adjustments • Entering payments received from customers • Using Bank deposits • Printing Customers/ Sales reports • Printing customer statements • Printing Overdue letters to send to customers 	165-1-00059V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 1,150

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MYOB - General Ledger MYOB	<ul style="list-style-type: none"> • Designing MYOB Reports • Designing/ editing Chart of accounts • Using account names v account numbers • Creating/ modifying/ deleting header accounts • Creating/ modifying/ deleting details accounts • Entering Opening Balances • Modifying Chart of Accounts • Understanding Reports • Customising reports • Using account names v account numbers • Analysing Financial Reports • Understanding Company data Auditor • Working with Linked accounts • Designing Invoices • Password control • Analysing financial reports • Exporting reports to Excel 	165-1-00057V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 1,150
MYOB - GST and BAS using MYOB	<ul style="list-style-type: none"> • Understanding Tax codes • Creating, modifying and deleting tax codes • Entering tax codes when ordering or selling goods • Complete a Business Activity statement using MYOB • Setting up BASLink • Entering PAYG Instalment • Creating the tax payment 	165-1-00061V01	16SGR-001	Face to Face	4 Hours	\$ 1,950
			16SGR-002	Online	1 month access	\$ 950

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Product Name	Description	Product Code	Cal Occ Code	Offering Mode	Delivery Hours	Cost
MYOB - Introduction to Inventory using MYOB	<ul style="list-style-type: none"> • Creating Inventory/stock items • Entering opening balances of stock items • Entering buying/ selling details • Understanding Units of measure • Completing & balancing with a physical stock take • Using Auto build items • Working with backorders • Printing relevant Stock reports 	165-1-00056V01	16SGR-001	Face to Face	4 Hours	\$ 1,950
			16SGR-002	Online	1 month access	\$ 950
MYOB - Introduction to MYOB	<p>Overview of MYOB and its capabilities:</p> <ul style="list-style-type: none"> • Explanation of the MYOB screen and menu bar • Understanding the command centre and its menus • Overview of Chart of Accounts • Overview of Card Files • Entering basic transactions including Payments receipts, Sales Invoices and suppliers Bills • Finding transactions • Displaying and Printing reports • Understanding the Setup menu and preferences. • Setting up Security preferences • Exiting MYOB 	165-1-00054V01	16SGR-001	Face to Face	4 Hours	\$ 1,950
			16SGR-002	Online	1 month access	\$ 950

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MYOB - Payroll using MYOB	<ul style="list-style-type: none"> • Setting up a payroll system • Understanding Payroll categories • Setting up and editing payroll allowances and deductions • Linking payroll categories with general ledger accounts • Creating new employee cards • Editing and deleting employees data • Setting up employee’s entitlements • Create a standard wage for each employee • Payment of wages • Payment of salaries • Payment of leave entitlements • Making a Pay run • Paying employees by cheque or direct debit • Working with Timesheets • Printing payroll liabilities reports 	165-1-00060V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 1,150
MYOB - Suppliers accounts using MYOB	<ul style="list-style-type: none"> • Working with Suppliers cards – creating new, modifying and deleting suppliers cards • Entering Suppliers opening balances • Suppliers banking details • Understanding Form layouts for purchasing • Making Electronic payments • How to enter Quotes, Orders, Bills for purchases • Receiving orders with or without a bill • Adding new stock items purchased 	165-1-00055V01	16SGR-001	Face to Face	6 Hours	\$ 2,400
			16SGR-002	Online	1 month access	\$ 1,150

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	<ul style="list-style-type: none"> Setting up Restocking of stock items Entering Payment to supplies How to find orders and bills entered Printing Suppliers / Purchase reports Printing Remittance advices 					
x	x	x	x	x		x
<p>Food Safety and Handling</p> <p>Participants will receive an Academic Transcript and a Food Safety Supervisor Certificate.</p> <p>In order to enrol, they need to have a USI number:</p> <p>https://www.usi.gov.au/</p>	<p>In accordance with the NSW Food Authority, this course provides training for people who handle or prepare food.</p> <p>It is designed to improve their understanding in hygienic food handling practices and to ensure that food is prepared in a safe, hygienic and high quality manner.</p> <p>This qualification applies to organisations who serve food that is:</p> <ul style="list-style-type: none"> ready to eat potentially hazardous, and not sold and served in its packages <p>The two units to be delivered are:</p> <p>SITXFSA001A - Implement food safety procedures SITXOHS002A - Follow workplace hygiene procedures</p>	165-1-00039V01	16SUT-001	Face to Face	8 hours or 2 sessions x 4 hours each	\$2,700

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X	X	X	X	X		X
Statement in Organizational Change (Change Management) Up to 12 participants	<p>Leadership</p> <ul style="list-style-type: none"> • Reviewing leadership styles and practices experienced by the group and highlighting potential changes to in the workplace • Model high standards of management performance and behaviour • Enhance organisation's image • Make informed decisions <p>Change and Innovation</p> <ul style="list-style-type: none"> • Create opportunities to maximise innovation within the team • Organise and agree effective ways of working • Support and guide colleagues • Reflecting on results <p>Team building</p> <ul style="list-style-type: none"> • Focussing on the task of building effective teams, based on the relationships and communication practices in the workplace • Collect, analyse and communicate information and ideas • Develop trust and confidence • Develop and maintain networks and relationships • Manage difficulties into positive outcomes 	165-1-00024V01	15ULT-001	Face to Face	7 hours or 2 sessions x 3.5 hours each	\$ 2,850

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X	X	X	X	X		X
Promoting your Business - Practical Social Media, PR and Promotion Skills Up to 12 participants	<ul style="list-style-type: none"> Want more business success? Need to get your message out there and attract more customers? Want to start an online community and boost sales? <p>In this 3 day practical, hands on course you will step through how to promote your business and learn a range of promotional methods that you can start to use immediately.</p> <p>We will cover all your promotional options and then explore the best way for you to use social media, advertising and PR to promote and grow your business</p>	165-1-00003V01	16ULT-001	Face to Face	18 hours (3 sessions of 6 hours each)	\$ 4,950

Notes:

- Food and Safety Handling** workshop: Participants will receive an Academic Transcript and a Food Safety Supervisor Certificate. In order to enrol, they need to have a USI number: <https://www.usi.gov.au/>
- Workshop:** *Prices are per workshop* and each workshop can have up to 10 eligible staff members (unless stated otherwise on the description) *who are Australian citizens or permanent resident staff only; that are not only the owners, directors, management or their family members.* Our workshops are **non-assessable**, unless stated on the description
- Online:** A link will be sent to you with one month access plus one month extension, for a total of 2 month access. It takes approximately 3 to 4 hours to go over the information on each module, but the participant can stop at any time and do it at their own pace
- Face to Face:** prices shown are for companies undertaking the training at one of our seven selected colleges or at the company's premises if they are located on the Sydney metro area; if this is not the case, price is to be negotiated for other locations
- TAFE Locations for delivery :** Ultimo, St George, Gymea, Loftus, Petersham and Randwick