



Lessons in Success

Drake Training National Course Schedule
January - June 2012

CELEBRATING

60th

Anniversary

DRAKE

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WHO WE ARE

Drake Training

Drake Training is one of Australia's foremost corporate and individual training organisations and is part of the Drake International group of companies, which commenced business in 1951 in Canada.

Drake Training has provided learning and development solutions to clients nationally since 1984. Our offering ranges from desktop applications training, through to professional development, accredited training and consulting services.

It is the intention of Drake Training to assist our clients in maximising efficiency and productivity through our unparalleled network of training expertise and resources.

To aid us in our program of continual service evaluation and improvement, we have adopted the Australian Quality Training Framework (AQTF), which correlates to our Registered Training Organisation (No. 21945), specialising in business related qualifications. This standard effectively integrates and controls all aspects of our operation, which impacts upon the quality of the service provided. The ultimate goal and responsibility of every Drake Training employee is total customer satisfaction.

Drake Training also offers learning and development services to compliment our training programs, including training needs analysis, courseware development, e-learning development and post training coaching.



WHAT WE DO

Our flexible delivery options allow clients to choose a training solution that suits their timeframe and budget. Clients can attend a public scheduled class, arrange for a private course, complete their course online or even receive one on one coaching.

Our capability to deliver an end to end training solution, ensuring quality outcomes and client satisfaction enables us to work across industry sectors and varying job roles.

Drake provides a wide range of learning and development solutions that can be delivered using various options and methodologies. Drake offers these solutions through its:

- **Public Courses**

Courses listed on the Training Schedule are conducted at a venue organised by Drake Training and open to the general public to attend at the recommended retail price.

- **Private Courses**

Drake Training coordinate the venue and facilitator to conduct a course specifically for the client.

- **Onsite Training at Client Premises**

Drake Training will coordinate a facilitator to conduct the required course at the Clients premises. Often the most cost effective delivery of learning outcomes.

- **Customised Training**

Drake Training can create and deliver courseware tailored to the specific business needs of the client.

- **One-on-One Training**

Drake Training coordinate a facilitator to conduct a one on one training session for an individual at Clients premises.

- **Online Training**

Drake Training offers its clients the convenience of e-learning with a range of Desktop, Compliance, Professional Development and Accredited courses to choose from. Most appropriate for remote and mobile workforces.

- **Consulting Services**

Our facilitators are also specialised consultants. Conducted within Clients premises, consulting services range from, roaming the floor training to assisting with creating databases spreadsheets and advanced documents.



PROFESSIONAL DEVELOPMENT

Our professional development courses form an exceptional solution to those who require training for a new role, or for those of us who will benefit from 'refresher' sessions in business skills. Standard principles of applied adult learning and effective reinforcement through workshop based activity are incorporated during our courses. In addition, Drake has incorporated a methodology which has been derived from over 27 years of professional development and executive training. The STAR methodology is applied as the core delivery foundation to this series of courses. It commences with the identification of existing knowledge, moves on to building skills and techniques, and is completed by relating learning to the workplace and committing to behavioural change.

Our professional development courses are available via our public course schedule, delivered as private courses and alternatively they can be customised to your organisation's specific needs. Our programs can be delivered in-house or at our Drake Training facilities.

Leadership and Management Development

Our suite of professional development courses includes topics for leaders and managers, assisting them to build successful, high performing teams. These programs address the core skills required for effective leadership and management, and equip students with practical tools and techniques to implement in the workplace.

Our leadership and management courses include:

- Change Management
- Lead, Manage, and Develop Teams
- Coaching Skills for Managers
- Managing Performance
- Influencing and Negotiating
- Conducting Effective Meetings
- Improve Your Managerial Effectiveness*
- Developing Executive Leadership*
- Train the Trainer

Business Skills

Drake Training's short courses can address challenges for many individuals by providing them with fundamental business skills such as communication (verbal and written), customer service, negotiation, and time management. Whilst many of us can demonstrate these skills instinctively, poor habits can develop over time and going 'back to basics' can provide a simple solution for change and improvement.

Our core business skills courses include:

- Assertive Behaviour and Communication
- Business Writing
- Delivering Powerful Presentations
- Preparing Proposals, Reports and Business Documents
- Project Management Fundamentals
- Effective Communication Skills
- Managing Chaos: Tools to Set Priorities and Make Decisions under Pressure*
- Stress Management
- Time Management
- Effective Conflict Resolution
- Creating Lasting customer Experiences
- Outstanding Telephone Service
- Selling Over the Phone
- Turning Difficult Customers into Loyal Customers
- Strategic Planning*
- Critical Thinking*

* AMA – American Management Association

PROFESSIONAL DEVELOPMENT

Business Enhancement

Drake provides business development and improvement solutions, preparing businesses for the next step and allowing them to achieve benchmark standards.

At Drake Training, it's not just the experience of our team, or our commitment to your success that makes us one of the best - it's also our unique and practical methodology. Drake Training partners with some of Australia's leading Lean and Six Sigma training organisations to deliver a training solution specific to the business process improvement identified by your organisation. Our other selected partners include AMA the American Management Association, the Bernard Group and Blue Ocean Strategy Australia; via these partnerships we are able to bring to you leading edge training solutions.

Lean – Six Sigma

Lean is a process management philosophy focusing on increasing efficiency and speed while reducing non-value adding activity and eradicating waste. Fortune 500 companies have used Lean to deliver reductions in cycle time in excess of 50% driving substantial customer growth, while at the same time materially reducing process time, increasing efficiency and capacity, and reducing costs.

Recognised as the 'Best Global Practice' process improvement methodology, Six Sigma achieved benefits of \$427 billion over a 20 year period. This result was realised by 53% of the top Fortune 500 companies utilising the Six Sigma method. As an integral part of our business, Drake's Six Sigma programs have been paramount to organisational success and continue to lead the way in process management and improvement methodology. Drake's Six Sigma programs can be delivered in scheduled public courses or customised for on-site delivery at your location. Drake's Six Sigma offering includes training and certification at all levels (Yellow, Green, and Black) and also implements the concepts of Lean within its Six Sigma Programs.

Instructor Led Courses:

- Lean Fundamentals (1 day)
- Lean Champion (3 days)
- Lean Six Sigma Yellow Belt (1 day)
- Lean Six Sigma Green Belt (4 days)
- Lean Six Sigma Executive Champion (1 day)
- Change Management (1 day)

AMA – American Management Association

Drake Training has partnered with the AMA to deliver across Australia leading-edge AMA certified training solutions that will equip you with the skills, knowledge and tools needed to grow and prosper in today's competitive market. This product suite covers Business Enhancement, Leadership & Management, Strategic Planning and Thinking & Innovation. AMA professional development solutions trace back to 1913 and today is recognized as a world leader.



PROFESSIONAL DEVELOPMENT

High Performance Mindset at Work

The High Performance Mindset at Work program is highly effective because it equips participants with the core commitments and dynamic actions that enable people to maximise the achievement of both organisational and personal goals while maintaining wellbeing and positive relationships inside and outside of work.

The training program has been designed and developed by Professor Michael E. Bernard of the University of Melbourne, an international expert on learning, motivation and achievement and author of over 50 books.

The course is based on the latest research on the psychology of success and utilises the latest multi-media learning system to enable participants to implement and sustain a personal action plan long after the completion of the course.



Blue Ocean Strategy

Typically, companies try to outperform their rivals to grab a share of existing demand. Space gets crowded, growth and profits reduce, products become commoditized and competition turns your ocean bloody red. Sound familiar?

Blue oceans, in contrast, are defined by untapped market space, demand creation and the opportunity for highly profitable growth. Yes, imitators may arise, but experience shows there is typically a wide window of opportunity. Blue Ocean Strategy® has the principles, tools, methods, case studies and experience to show you how to follow a proven and systematic approach to generating new demand and creating and maintaining uncontested markets.

Over two days you will be immersed in the practical application of the Blue Ocean Strategy® methods and tools. The workshop is highly interactive giving you time to test the tools in groups, so consider bringing your executive team in groups to work together at this course. Included in the workshop fee, all attendees are given 12 months access to an online e-learning portal, designed to enhance your retention and continuous learning beyond the workshop. Your facilitator will be an experienced, qualified and accredited trainer and consultant in Blue Ocean Strategy®.



Safety Training Services

Drake Safety offers a broad range of short courses. We are able to provide customised programs by choosing the best courses to suit our clients specific needs, these short courses include e-learning and blended learning models:

- Conducting a Job Safety Analysis
- OHS Consultation
- OHS Committee Training
- Incident Management and Investigations
- Understanding Mental Health and OHS
- Negotiating Skills and Issue Resolution
- Understanding OHS Law – Harmonisation
- Best Practice Injury Management
- What is Occupational Rehabilitation
- Soft Tissue Management
- Injury Management Obligations of Employers
- Injury management Obligations of Employees
- Return to Work Coordination
- Managing Complex Cases
- Premium Calculations
- Claims Management Practices

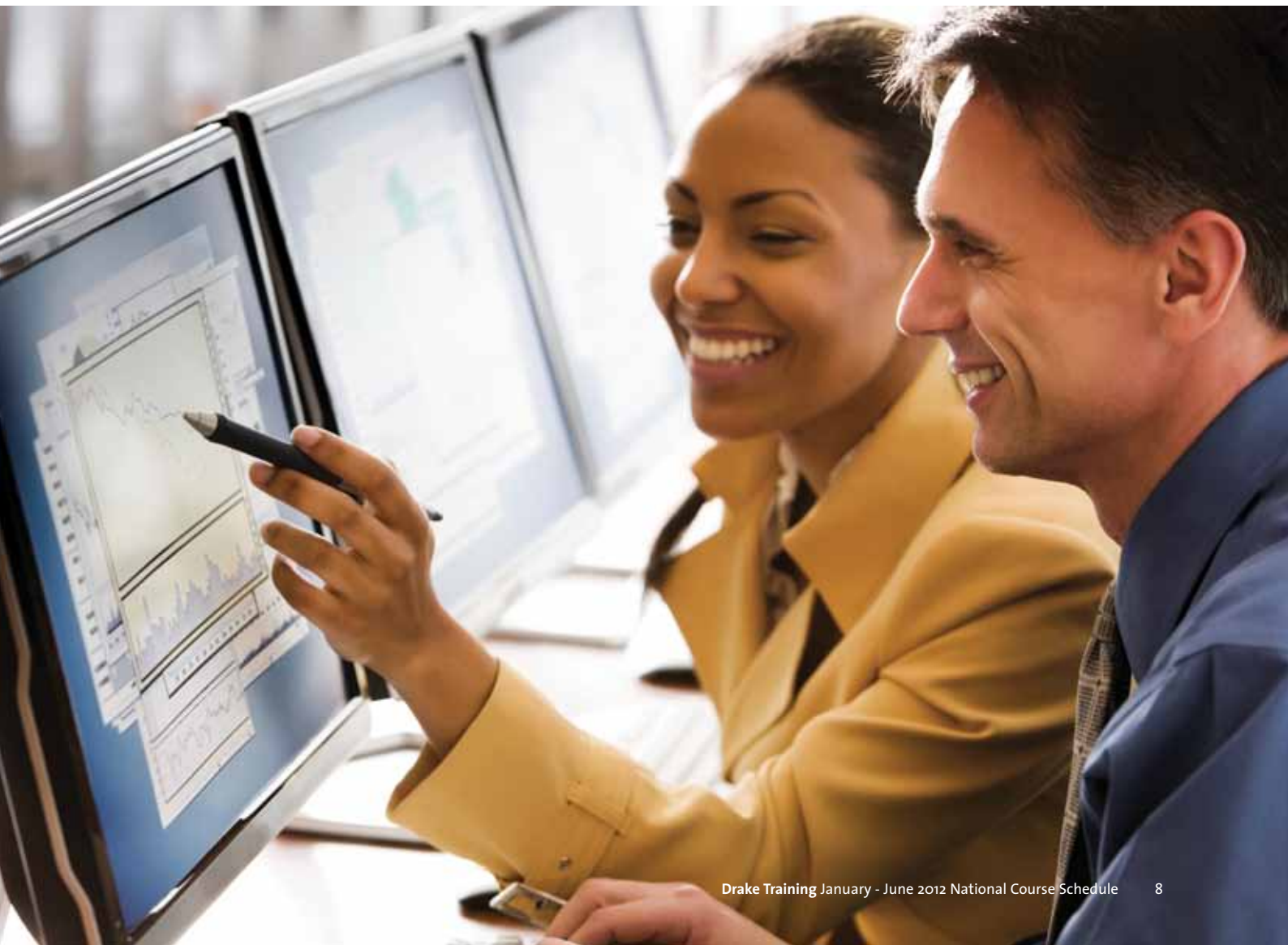
DESKTOP APPLICATIONS

Desktop Training

Drake provides class room based desktop applications training in the Microsoft Office suite to students across all skill levels. Drake offers these programs across all versions of Microsoft Office, including the most recent version, Microsoft Office 2010. Our interactive courses include practical exercises and examples to assist students in learning the functionality and use of the desktop application. Our desktop classroom courses form part of our public course offering and can also be delivered as private courses within your organisation.

Applications Include:

- Office Upgrades
- Excel
- Word
- PowerPoint
- Project
- Database Access



ONLINE LEARNING

Drake e-academy

For sixty years, Drake International has worked with organisations to analyse and implement productivity and performance improvement solutions, using our wide reach of proprietary methodologies, technologies and services.

For all these years Drake has been delivering 'Human Capital Solutions' through people, process and technology.

Our single minded focus has been on creating measurable results for organisations. We strongly believe that organisations and people are at their highest level of productivity when they are working with the right skills and behaviours, using the best processes and technologies and are staffed at the right level based on workload requirements.

We understand that everyone has unique needs and distinct challenges, striving to be high performing, productive and competitive.

Our extensive range of online programs through the Drake e-academy will equip you with the skills and knowledge to realise your vision.

Remember our door is open to you and we look forward to supporting you throughout your learning experience.

Drake e-academy currently offers over 300 on-line courses across the following learning subjects:

- Desktop applications
- Compliance and Corporate Governance
- Leadership, Management and Self-Development
- Project Management, Financial Services and Recruitment
- Local Government, Medical Practice, and Community Care
- Hospitality and Retail
- Formal Qualifications

Visit www.draketraining.com.au and click on the Drake e-academy button.

CONSULTING SERVICES

Coaching

Drake Training can tailor executive learning programs to meet client needs, and can map against organisational capability frameworks. In particular, Drake is able to incorporate proven methodologies, such as Lean, or the GROW coaching model, to underpin components of executive learning including coaching skills, change management, and business process excellence. Drake Training is also able to provide Executive Coaching through its national network of experienced and qualified executive coaches.

Training Needs Analysis

Our Needs Analysis Process is designed to identify:

- Competency gaps
- Key management priorities
- Most effective method of presentation to optimise performance

Our tailored training programs are presented by dedicated qualified professionals with experience across many organisational levels and industries.

Program Design & Courseware Development

Drake's instructional designers create and develop courseware for individual learning needs. This process can be as simple as customising existing content, but also extend out to an end-to-end solution, including consultation, training needs analysis, research, writing content, and development of training strategies.

E-learning Development

Drake custom builds e-learning programs for organisations who wish to offer an online or blended learning option to its staff. E-learning programs include various levels of learner interaction, depending on client needs and budget, and can be hosted through SCORM compliant learner management systems.



CONSULTING SERVICES

Workforce Planning

Workforce Planning is a process to ensure that your organisation meets its strategic objectives by identifying its future needs for skilled staff and developing plans to meet these objectives. Workforce planning has been defined in a number of ways, but the most common definition is:

“Having the right number of people with the right skills, experiences, and competencies, in the right jobs, at the right time”.

A workforce development plan and strategy can provide short and long-term analysis of the employees and provide recommendations for attraction, retention, and development of skilled workers. This will enable your organisation to make informed decisions to ensure all services are supported by an adequately skilled workforce.

Benefits of Workforce Planning include:

- The ability to identify more effective and efficient use of people at work
- Enabling proactive management as opposed to just-in-time management
- Assisting to ensure that all managers have sufficient information available to allow them to manage their business effectively
- Developing better business managers
- Planning for skills development of existing staff
- Targeting training expenditure to achieve value for money and to benefit the individual and the organisation
- Understanding issues associated with retention and turnover

Skills for Growth

This Workforce Development Program is a Victorian Government initiative dedicated to working with small and medium-sized businesses to explore training and education opportunities that will benefit the business and develop the skills of their staff.

The Skills for Growth Program helps to ensure that your business has qualified staff with a focus on growing the business. This is achieved through a review of your business objectives, skills assessment, and training recommendations.

To find out if your business qualifies, contact 1300 362 262 or email skillsforgrowth@au.drakeintl.com for more information.

ACCREDITED QUALIFICATIONS

Launch Your Career

Whether you're seeking to expand your skill set for a promotion or commence a new role, Drake Training can help you choose the right qualification to start you on your way.

Drake Training is a Registered Training Organisation (No.21945) specialising in business related qualifications. We have extended our scope and can assist your organisation in a number of areas including business, sales, frontline management, and customer contact. Drake has access to programs from Certificate III to Advanced Diploma level.

Visit www.draketraining.com.au to see our current scope and accredited training options.

Drake can work with you to select units of competency that are relevant to your organisation and job type. We can incorporate Drake's modular short courses and your own training, into an accredited format that may make you eligible for government funding, while at the same time motivating your staff by upgrading their qualifications.

Drake Training Accredited Courses:

- Certificate III in Business
- Certificate III in Customer Contact
- Certificate III in Frontline Management
- Certificate IV in Business
- Certificate IV in Business Administration
- Certificate IV in Business Sales
- Certificate IV in Franchising
- Certificate IV in Frontline Management
- Certificate IV in Project Management
- Certificate IV in Training and Assessment
- Diploma of Business
- Diploma of Franchising
- Diploma of Management



COURSE SCHEDULE

Desktop Training Courses – Nationally

COURSE TITLE	DAYS	DATES						COST (Inc. GST)
		JAN	FEB	MAR	APR	MAY	JUN	
Office Upgrades								
Upgrade to 2007	1	20		19			17	\$440.00
Upgrade to 2010	1		17		30		27	\$440.00
Word								
Word 2003 Level 1	1		6		4		28	\$440.00
Word 2003 Level 2	1	9		28		29		\$440.00
Word 2003 Level 3	2		9		18		5	\$880.00
Word 2007 Level 1	1	23		16		22		\$440.00
Word 2007 Level 2	1		13		12		20	\$440.00
Word 2007 Level 3	2	10		15		28		\$880.00
Word 2010 Level 1	1		15		20		21	\$440.00
Word 2010 Level 2	1	12		23		28		\$440.00
Word 2010 Level 3	2		21		26		20	\$880.00
Excel								
Excel 2003 Level 1	1	31		22		29		\$440.00
Excel 2003 Level 2	1		1		5		18	\$440.00
Excel 2003 Level 3	2		2		2		7	\$880.00
Excel 2007 Level 1	1	11	3	8	13	14	19	\$440.00
Excel 2007 Level 2	1	16	14	15	13	10	19	\$440.00
Excel 2007 Level 3	2	30	28	29	23	30	25	\$880.00
Excel 2010 Level 1	1	24		19		25		\$440.00
Excel 2010 Level 2	1		7		11		22	\$440.00
Excel 2010 Level 3	2	17		26		24		\$880.00
PowerPoint								
PowerPoint 2003 Level 1	1	16		14		21		\$440.00
PowerPoint 2003 Level 2	1		13		12		15	\$440.00
PowerPoint 2007 Level 1	1	23		21		18		\$440.00
PowerPoint 2007 Level 2	1		20		17		14	\$440.00
PowerPoint 2010 Level 1	1	30		20		24		\$440.00
PowerPoint 2010 Level 2	1		14		18		22	\$440.00
Project								
Project 2007 Level 1	2	19		22		17		\$880.00
Project 2007 Level 2	2		27		26		28	\$880.00
Databases								
Access 2007 Level 1	2			1		1		\$880.00
Access 2007 Level 2	2		6		4		7	\$880.00
Access 2010 Level 1	2	9		8		8		\$880.00
Access 2010 Level 2	2		8		10		12	\$880.00

Courses Available on Application

The following Drake courses are available on application and can be delivered as private courses on your premises. Please contact us for more information.

- Access 2003
- Access 2003 - Programming VBA
- Access 2007 - Programming in VBA
- Excel 2003 - Programming in VBA
- Excel 2007 - Programming in VBA
- Project 2003 Level 1 and 2
- Outlook 2003 and 2007

Note

Drake Training reserves the right to cancel courses due to insufficient enrolments or conditions beyond its control. Notification of any cancellations will be made as early as practical and include a full refund.

COURSE SCHEDULE

Professional Development Training Courses – Nationally

COURSE TITLE	DAYS	DATES						COST (Inc. GST)
		JAN	FEB	MAR	APR	MAY	JUN	
Leadership and Management Development								
Change Management	1	25		28		23		\$545.00
Lead, Manage, and Develop Teams	2		13		11		12	\$1090.00
Coaching Skills for Managers	1		17		16		8	\$545.00
Managing Performance	1	27		30		11		\$545.00
Influencing and Negotiating	2	12		8		9		\$1090.00
Conducting Effective Meetings	1	30		29		21		\$545.00
Train the Trainer	2	23		1		1		\$1090.00
Communication Skills								
Assertive Behaviour and Communication	1	10		13		8		\$545.00
Business Writing	1		16		13		18	\$545.00
Outstanding Communication Skills	1		27		26		25	\$545.00
Self Management								
Stress Management	1	20		6		3		\$545.00
Time Management	1		2		3		5	\$545.00
Effective Conflict Resolution	1		23		24		22	\$545.00
Sales and Customer Service								
Creating Lasting Customer Experiences	1		20		17		19	\$545.00
Outstanding Telephone Service	1	11		7		4		\$545.00
Selling Over the Phone	1		1		2		1	\$545.00
Turning Difficult Customers into Loyal Customers	1		7		5		7	\$545.00
AMA American Management Association								
Improving your Managerial Effectiveness	3		13		11		12	\$1980.00
Managing Chaos: Tools to Set Priorities & Make Decisions	2			19		17		\$1300.00
Strategic Planning	3		22		16		18	\$2150.00
Critical Thinking	2			15		15		\$1450.00
Developing Executive Leadership	3		8		3		6	\$2150.00

Courses Available on Application

The following Drake courses are available on application and can be delivered as private courses on your premises. Please contact us for more information.

- Project Management fundamentals
- Delivering Powerful presentations
- Preparing Proposals, Reports and Business Document
- Lean Six Sigma
- High Performance Mindset at Work
- Blue Ocean Strategy

Note

Drake Training reserves the right to cancel courses due to insufficient enrolments or conditions beyond its control. Notification of any cancellations will be made as early as practical and include a full refund.

Contact Us

For course enquiries please contact Drake Training. We will look forward to helping you with your training needs.

Phone : 1300 362 262
 Email : dt@au.drakeintl.com
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 Website : www.draketraining.com.au

AUSTRALIA

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BRISBANE
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GLADSTONE
GOLD COAST
HOBART
KARRATHA
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MOORABBIN
NEWCASTLE
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