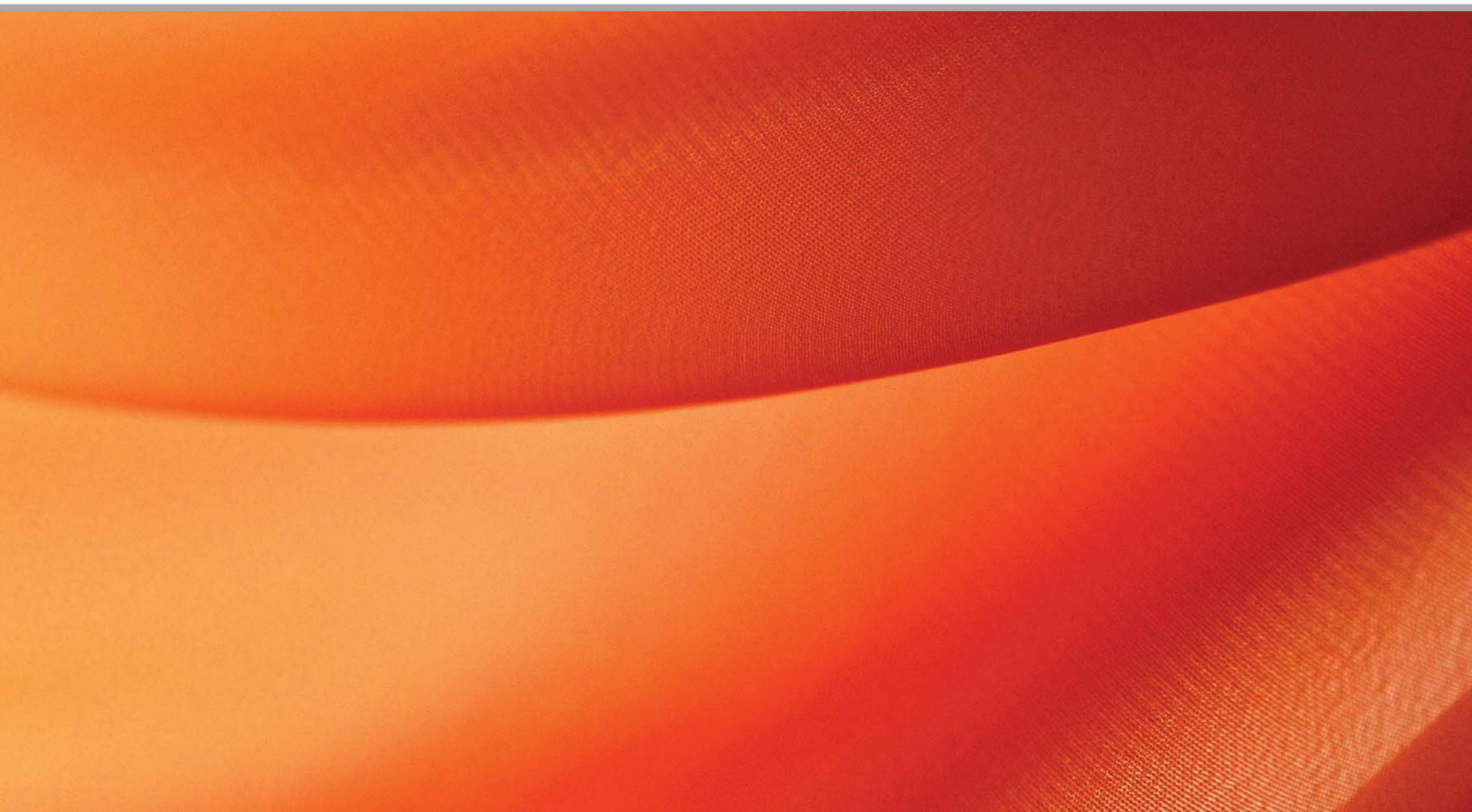




*Moving With **The Times***



Welcome to the **Drake** **e-academy!**

For sixty years, Drake International has worked with organisations like yours 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 Economics' through people, process and technology.

Our single minded focus has been on creating measurable results for your organisation. 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 as you strive to be high performing, productive and competitive.

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

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



Desktop

*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



Desktop Online

Efficiency begins by fully understanding how to get the best out of the operating tools you work with. Our IT and computing courses provide comprehensive instructions on how to get the most out of your software packages. From introductory to advanced levels, these programs enable you to advance or refresh in order to confidently operate at any level. Improve your software skills and perform your job faster, smarter, and more efficiently.

Microsoft Excel (3 – 8 hours)

1. Office 2007 Excel Bundle*
2. Excel 2007: Level 1
3. Excel 2007: Level 2
4. Excel 2007: Level 3
5. Office 2003 Excel Bundle*
6. Excel 2003: Level 1
7. Excel 2003: Level 2
8. Excel 2003: Level 3
9. Office 2002 Excel Bundle*
10. Excel 2002 (Office XP): Level 1
11. Excel 2002 (Office XP): Level 2
12. Excel 2002 (Office XP): Level 3
13. Excel 2010: transition from Excel 2003

Advanced

1. Office 2000 Excel Bundle*
2. Excel 2000: Level 1
3. Excel 2000: Level 2
4. Excel 2000: Advanced
5. Office 2010:
transition from Office 2003

Microsoft Word (3 – 8 hours)

1. Office 2007 Word Bundle*
2. Word 2007: Level 1
3. Word 2007: Level 2
4. Word 2007: Level 3
5. Office 2003 Word Bundle*
6. Word 2003: Level 1
7. Word 2003: Level 2
8. Word 2003: Level 3
9. Word 2002 (Office XP): Level 1
10. Word 2002 (Office XP): Level 2
11. Word 2002 (Office XP): Advanced
12. Word 2010: transition from Word 2003

Microsoft Outlook (3 – 8 hours)

1. Office 2007 Outlook Bundle*
2. Outlook 2007: Level 1
3. Outlook 2007: Level 2
4. Outlook 2007: Level 3
5. Outlook 2003: Level 1
6. Outlook 2003: Level 2
7. Outlook 2003: Level 3
8. Outlook 2002 (Office XP):
Introduction
9. Outlook 2002 (Office XP):
Advanced
10. Outlook 2010:
transition from Outlook 2003

Microsoft PowerPoint (3 – 8 hours)

1. Office 2007 PowerPoint Bundle*
2. PowerPoint 2007: Level 1
3. PowerPoint 2007: Level 2
4. PowerPoint 2003: Level 1
5. PowerPoint 2003: Level 2
6. PowerPoint 2002 (Office XP):
Introduction
7. PowerPoint 2002 (Office XP):
Advanced

Microsoft Project (3 – 8 hours)

1. Office 2007 Project Bundle*
2. Project 2007: Level 1
3. Project 2007: Level 2
4. Project 2003: Level 1
5. Project 2003: Level 2
6. Project 2002: Level 1
7. Project 2002: Level 2

Microsoft Access (3 – 8 hours)

1. Office 2007 Access Bundle*
2. Access 2007: Level 1
3. Access 2007: Level 2
4. Access 2007: Level 3
5. Access 2007: Level 4
6. Office 2003 Access Bundle*
7. Access 2003: Level 1
8. Access 2003: Level 2
9. Access 2003: Level 3
10. Access 2003: Level 4
11. Access 2002 (Office XP): Level 1
12. Access 2002 (Office XP): Level 2
13. Access 2002 (Office XP): Level 3
14. Access 2002 (Office XP): Level 4
15. Access 2010:
transition from Access 2003

Microsoft FrontPage (3 – 8 hours)

1. Office 2003 FrontPage Bundle*
2. FrontPage 2003: Level 1
3. FrontPage 2003: Level 2
4. FrontPage 2002 (Office XP):
Introduction
5. FrontPage 2002 (Office XP): Advanced

Microsoft Windows Vista (3 – 8 hours)

1. Microsoft Windows Vista Bundle*
2. Microsoft Windows Vista: Level 1
3. Microsoft Windows Vista: Level 2

CCNA Bundle* (24.5 hours)

COMPTIA A+ Bundle* (24.5 hours)

COMPTIA Network+ Bundle* (120 hours)

*Bundles include multiple courses for the selected application + version

Compliance and Corporate Governance Online

Our compliance and induction courses are beneficial for general awareness in all industries and across all organisational levels. They are written in easy-to-understand language, and provide a solid foundation for improved risk management and employee brand awareness across any organisation. Courses cover both employee and management level responsibilities.

Our Compliance series is designed to provide you with vital knowledge about:

- The Australian Legislative requirements.
- Minimum standards of behaviour.
- The benefits of complying with these standards.
- Real-life scenarios and workplace case studies demonstrating breaches of compliance.

What to do if you are involved in or aware of a breach.

COMPLIANCE

Equal Opportunity and Sexual Harassment (1 hour each)

1. Equal Employment Opportunity
2. EEO - Best Practice Recruitment Guidelines
3. Sexual Harassment Prevention
4. Introduction to the Fair Work Act 2010
5. Discrimination Prevention (NZ)
6. Sexual Harassment Prevention (NZ)

Trade Practices and Consumer Protection (1 to 3.5 hours each)

1. Trade Practices - An Introduction
2. Trade Practices and Consumer Protection
3. Trade Practices and Consumer Protection (Financial Services)
4. Fair Trading - An Introduction (NZ)
5. Trade Practices and Consumer Protection (NZ)
6. Competition and Consumer Law - An Introduction
7. Competition and Consumer Law

Ethics and Conduct (1 – 2 hours each)

1. Ethics and Conduct
2. Fraud Awareness/Whistleblowers
3. Code of Conduct - Victorian Public Sector
4. Anti-Money Laundering
5. Charter of Human Rights and Responsibilities

Health and Safety in the Workplace (1 to 1.5 hours each)

1. OHS in the Office
2. Emergency Management
3. Health and Safety in the Office (NZ)
4. OHS Manual Handling
5. OHS Working at Heights
6. OHS Plant Safety
7. OHS Forklift Safety
8. Introduction to Safety Leadership
9. Bullying Prevention
10. Bullying Prevention (NZ)
11. Asbestos Awareness
12. Privacy
13. Privacy - Victorian Health Records Act
14. Privacy - The Victorian Information Privacy Act
15. Privacy for the Onhire and Recruitment Industry
16. Privacy (NZ)
17. Privacy - Queensland Information Privacy Act
18. OHS Communication and Consultation
19. OHS How to create a Safety Culture
20. OHS How to Formulate Workplace Emergency Plans
21. OHS Incident Management
22. OHS Risk Management Process

CORPORATE GOVERNANCE (1 – 2 hours each)

1. Corporate Governance: An induction
2. Applied Corporate Governance
3. Duties of Officers and Directors
4. Financial Analysis for Officers and Directors
5. Not-for-Profit Board Secretary

Leadership, Management, and Self- Development Online

This series provides you with just-in-time training for managers looking to build their skills in key areas such as performance management, continuous improvement and budgeting.

MANAGING PEOPLE AND BUSINESS (1 – 1.5 hours each)

1. Key Accounts - How to Strengthen Client Relationships
2. Green Office
3. Introduction to Change Management
4. Introduction to Performance Management
5. How to Manage Workplace Conflict
6. How to Develop Business Plans and Budgets
7. How to Improve your Risk Awareness
8. Introduction to Mentoring
9. Introduction to Total Quality Management
10. Implement Continuous Improvement
11. Recruitment and Selection

SELF DEVELOPMENT (1 – 2 hours each)

1. Business Writing Skills
2. How to Write Effective Business Emails
3. How to Write Effective Business Letters
4. How to Manage Priorities
5. How to Manage Stress
6. How to Manage Workplace Conflict
7. How to Communicate Effectively in the Workplace
8. Healthy Thinking

Project Management, Financial Services, and Recruitment Online

Gain the skills that will allow you to undertake projects confidently. Courses within this series address the discipline of prioritising, planning, organising, and managing resources to bring about the successful completion of specific project goals and objectives.

Training and assessment services that provide the outcomes defined in the Financial Services Training Package (FNS04), the Australian Qualification Framework (AQF) and ASIC Regulatory Guide 146 (RG 146).

Courses within this category cover topics from an introduction to the industry to doing the right thing when handling personal client and candidate information. Cluster specific topics and courses together, to arm yourself with the skills to succeed within the recruitment industry.

PROJECT MANAGEMENT (2 – 4 hours each)

1. Project Management - An Introduction
2. Project Management - Essentials

FINANCIAL SERVICES (2 – 50 hours each)

1. Anti-Money Laundering
2. Trade Practices and Consumer Protection (Financial Services)
3. RG 146 Tier 2 - General Advice

RECRUITMENT (1 – 6 hours each)

1. Recruitment e-Induction
2. Recruitment Skills Development Program
3. How to Increase New Business and Market Share
4. Planning for Success
5. EEO - Best Practice Recruitment Guidelines
6. Effective Reference Checking
7. Recruitment and Selection
8. Privacy for the Onhire and Recruitment Industry
9. RCSA Code for Professional Conduct

Local Government, Medical Practice, and Aged & Community Care Online

Courses within this series target those working in the public sector committed to providing high level ethical and professional standards of service to the community.

Courses in this series provide essential training for those within general practice, however are also applicable for health care workers across any industry.

Essential industry training in Aged and Community Services. Units can build towards a formal qualification.

LOCAL GOVERNMENT (1 – 4 hours each)

1. Fraud Awareness/Whistleblowers
2. Charter of Human Rights and Responsibilities
3. Code of Conduct - Victorian Public Sector
4. Privacy - Victorian Health Records Act
5. Privacy - The Victorian Information Privacy Act
6. Introduction to the Land Use Planning System

MEDICAL PRACTICE (1 – 2 hours each)

1. Ulceration of the Lower Legs
2. Course in Diabetes Management in the General Care Setting

AGED & COMMUNITY CARE (1 – 6 hours each)

1. Introduction to Eyes
2. Orientation to Aged Care Work

Hospitality and Retail Online

Our range of hospitality courses provides core training in health, safety, and hygiene, and responsible service of alcohol whilst building towards a formal qualification in hospitality. Courses are relevant for entry level staff in the hospitality or tourism industry, and are beneficial to managers interested in providing training for staff working in positions that require handling of food and alcohol.

Acquire exceptional skills to help you master the art of successful retailing – whether on the shopfloor or behind the scenes. From visual merchandising to leading and managing a retail team, courses can be clustered for an optimum learning experience.

HOSPITALITY

1. SITHFAB009A Provide Responsible Service of Alcohol
2. SITXOHS001A Follow Health Safety and Security Procedures
3. SITXOHS002A Follow workplace hygiene procedures
4. SITHGAM006A Provide Responsible Gambling Services

RETAIL (1 – 6 hours each)

1. Buying for Retail
2. Customer Service and Selling
3. Managing Conflict in Retail
4. Recruiting Effectively for Retail
5. Reference Checking for Retail
6. Visual Merchandising
7. Develop a Marketing Communications Plan
8. Trade Practices – Introduction for retailers
9. Leading a Retail Team Effectively
10. Managing Performance in Retail
11. SITXFSA001A Implement Food Safety Procedures
12. SIRRFSA002A Monitor Food Safety Program

Formal Business Qualifications Online

Whether you seek new career opportunities, ways to understand the business environment better or want to be more successful in leading and managing teams there is a nationally recognised Drake Qualification to help you on your learning journey.

With government funding options available, there could not be a better time to undertake a Certificate IV or Diploma qualification. And if time is a problem, our online qualifications are self paced and give you the offline support you need in order to successfully complete your next learning goal.

ACCREDITED TRAINING

1. BSB40807 Certificate IV in Frontline Management
2. BSB40207 Certificate IV in Business Competency
3. BSB40507 Certificate IV in Business Administration
4. BSB41507 Certificate IV in Project Management
5. BSB41007 Certificate IV in Human Resources
6. TAA40104 Certificate IV in Training and Assessment
7. TAA40104 Certificate IV in Training and Assessment (Bridging Course)
8. BSB51107 Diploma of Management
9. BSB50207 Diploma of Business
10. BSB50407 Diploma of Business Administration
11. BSB51407 Diploma of Project Management
12. BSB50607 Diploma of Human Resources Management
13. Individual Modules Certificate IV level
14. Individual Modules Diploma level
15. BSB50407 Diploma of Business Administration
16. BSB40407 Certificate IV in Small Business Management



AUSTRALIA

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KARRATHA
MELBOURNE
MOORABBIN
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TOOWOOMBA
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