

Health and Safety

- General Health and Safety -

- Advanced Health and Safety (AU)
- Advanced Health and Safety (NZ)
- Alcohol and Other Drugs in the Workplace
- Contractor Management
- Driver Safety
- Electrical Safety (AU)
- Electrical Safety (NZ) - *NEW*
- Emergency Procedures
- Ergonomics
- Fatigue Management
- Fire Safety
- First Aid Refresher
- Hazard Identification
- Health and Safety Awareness (NZ)
- Health and Safety Committees
- Health and Safety for Managers (NZ)
- Health and Safety Representatives (AU)
- Health and Safety Representatives (NZ)
- Health and Safety Risk Management (NZ)
- Incident Investigation
- Injury Management (AU)
- Injury Management (NZ)
- Manual Tasks
- Natural Disaster Emergency Procedures (NZ)
- Office Safety
- OHS Awareness (Vic)
- OHS for Managers (Vic)
- OSH Awareness (WA)
- OSH for Managers (WA)
- Stress Management
- Stress Management for Managers
- Understanding the Health and Safety at Work Act (NZ)
- Warden Instruction
- WHS Awareness (AU)
- WHS for Managers (AU)
- WHS Risk Management (AU)
- Work / Life Balance (AU)
- Work / Life Balance (NZ)
- Working Alone Safely
- Workplace Inspections (AU)
- Workplace Inspections (NZ) - *NEW*

- Chemical and Laboratory Safety -

- Hazardous Chemicals (AU)
- Hazardous Substances (NZ)
- Labels and Safety Data Sheets
- Labels and Safety Data Sheets (NZ) - *NEW*
- Laboratory Safety - Biological Hazards
- Laboratory Safety - Chemical Hazards
- Laboratory Safety - Chemical Hazards (NZ) - *NEW*
- Laser Safety
- Radiation Safety - *NEW*
- Solvents
- Spill Prevention and Control
- Working with Silica Dust

- Mining and Resources Industry -

- Managing Safety and Health for Appointed Persons (WA)
- Mining Health and Safety Awareness (AU)

- High Risk / Construction Industry -

- Asbestos Awareness (AU)
- Asbestos Awareness (NZ) - *NEW*
- Confined Space Entry
- Construction Safety Orientation (AU)
- Construction Safety Orientation (NZ)
- Forklift Safety
- Hand Hazard Awareness
- Hearing Conservation
- Hot Work
- Lock Out / Tag Out
- Manual Tasks for Construction Workers
- Personal Protective Equipment
- Plant Safety
- Safe Work Planning (SWMSs and JSAs)
- Working at Heights (AU)
- Working at Heights (NZ) - *NEW*
- Working near Services (AU)
- Working near Services (NZ) - *NEW*
- Working Outdoors (AU)
- Working Outdoors (NZ) - *NEW*

- Chain of Responsibility -

- Chain of Responsibility Code of Practice (AU)
- Dimensions and Indivisible Loads (AU)
- Fatigue Management Duties of Off-Road Parties (AU)
- Heavy Vehicle Driver Fatigue (AU)
- Heavy Vehicle Driver Safety - *NEW*
- Introduction to Chain of Responsibility (AU)
- Load Restraint (AU)
- Transporting Dangerous Goods (AU)
- Weight of Loads (AU)

- Retail and Food Industries -

- Armed Robbery Survival Skills
- Food Handling and Hygiene Procedures
- Food Safety Standards
- Health and Safety for the Retail Industry (NZ)
- Managing Food Allergies and Intolerances
- WHS for the Retail Industry (AU)

Health Care / Clinical

- Abuse and Neglect
- Chronic Disease Awareness
- Client Risk Management
- Dealing with Difficult and Aggressive Patients
- Death Procedures
- Decision Making and Consent
- Dementia
- Hand Hygiene
- Incontinence
- Infection Control
- Invasive Procedures
- Manual Tasks for Health Care Workers
- Medication Management (AU)
- Medication Management (NZ) - *NEW*
- Nutrition and Swallowing (AU)
- Nutrition and Swallowing (NZ) - *NEW*
- Positive Behaviour Support
- Preceptorship
- Safe Patient Handling

Ethics and Conduct

- General -

- Business Continuity Management
- Business Ethics
- Business Travel Arrangements
- Closing the Gap
- Closing the Gap (WA)
- Code of Conduct
- Competition and Consumer Act Awareness (AU)
- Competition and Consumer Law (NZ)
- Conflict of Interest
- Copyright (AU)
- Corporate Governance (AU)
- Corporate Governance (NZ)
- Fraud and Corruption Awareness
- Global Anti-Bribery and Corruption (AU)
- Global Anti-Bribery and Corruption (NZ)
- Privacy Awareness (AU)
- Privacy Awareness (NZ)
- Protected Disclosures (NZ)
- Records Management
- Remuneration and Rewards (AU)
- Remuneration and Rewards (NZ) - *NEW*
- Risk Management
- Spam Act Awareness (AU)
- Understanding and Working with the Board
- Understanding Employee Rights (NZ) - *NEW*
- Understanding Workplace Rights (AU)
- Working from Home

- Government Sector -

- Access to Official Information (NZ)
- Accountable and Ethical Decision Making (WA)
- Delegation of Authority (QLD)
- Freedom of Information (ACT)
- Freedom of Information (NT)
- Freedom of Information (SA)
- Freedom of Information (Vic)
- Freedom of Information (WA)
- Information Privacy Awareness (ACT)
- Information Privacy Awareness (NT)
- Information Privacy Awareness (Qld)
- Personal Information Protection (Tas)
- Privacy and Data Protection Awareness (Vic)
- Privacy and Personal Information Protection (NSW)
- Protected Disclosures (Vic)
- Public Access to Government Information (NSW)
- Public Interest Disclosures (ACT)
- Public Interest Disclosures (NSW)
- Public Interest Disclosures (NT)
- Public Interest Disclosures (Qld)
- Public Interest Disclosures (Tas)
- Public Interest Disclosures (WA)
- Recordkeeping Awareness (WA)
- Right to Information (Qld)
- Right to Information (Tas)
- Victorian Charter of Human Rights and Responsibilities
- Whistleblower Protection (SA)

- Health Care and Education Sector -

- Child Protection (NZ) - *NEW*
- Health Information Privacy (Qld)
- Health Records and Information Privacy (NSW)
- Health Records Privacy (ACT)
- Health Records Privacy (Vic)
- Mandatory Reporting (ACT)
- Mandatory Reporting (NSW)
- Mandatory Reporting (Qld)
- Mandatory Reporting (SA)
- Mandatory Reporting (Vic)
- Mandatory Reporting (WA)

- Universities -

- Animal Research Ethics (AU)
- Human Research Ethics (AU)
- Intellectual Property (AU)
- Research Integrity (AU)
- Student Code of Conduct

EEO

- Disability Awareness (AU)
- Disability Awareness (NZ)
- Discrimination and EEO (AU)
- Discrimination and EEO (NZ)
- Discrimination and EEO for Managers (AU)
- Discrimination and EEO for Managers (NZ)
- Diversity in the Workplace (AU)
- Diversity in the Workplace (NZ)
- Managing Unconscious Bias
- Mental Health Awareness (AU)
- Mental Health Awareness (NZ)
- Mental Health Disclosure (AU)
- Mental Health Disclosure (NZ)
- Sexual Harassment Prevention
- Sexual Harassment Prevention for Managers
- Supporting Colleagues with Anxiety
- Supporting Colleagues with Depression
- Workplace Bullying and Occupational Violence
- Workplace Bullying and Occupational Violence for Managers

Customer Service

- Customer Service
- Developing Client Relationships
- Handling Angry and Upset Customers
- Managing Complaints
- Professional Telephone Etiquette

Talent Management

- Coaching
- Interviewing Skills and Techniques
- Managing Probation
- Mentoring Others
- Offboarding
- Onboarding
- Performance Management for Employees
- Performance Management for Managers
- Recruitment and Selection
- Strategic Talent Management
- Writing Position Descriptions and Job Advertisements

Finance

- Anti-Money Laundering and Counter-Terrorism Financing (AU)
- Anti-Money Laundering and Countering Financing of Terrorism (NZ)
- Cash Handling
- Credit Assessment Fundamentals
- Credit Contracts and Consumer Finance Act Awareness (NZ)
- Credit Risk Management
- Finance for Non-financial Professionals
- Insider Trading Awareness (AU)
- Insider Trading Awareness (NZ)
- Managing Budgets
- National Consumer Credit Protection Act Awareness (AU)
- National Credit Code Awareness (AU)
- Procurement Guidelines
- Procurement Guidelines for ACT Government
- Procurement Guidelines for NSW Government
- Procurement Guidelines for Queensland Government
- Procurement Guidelines for Victorian Government
- Procurement Guidelines for WA Government
- Securing Payment Card Data

Business Management

- Introduction to Workplace Data
- Workforce Planning

Communication and Personal Development

- Business Etiquette
- Business Writing Skills
- Conflict Resolution For Employees
- Creating eLearning Modules
- Cross-Cultural Communication - *NEW*
- Cultural Awareness - *NEW*
- Designing and Delivering Presentations
- Developing Resilience
- How to Communicate Effectively
- Improving Your Listening Skills
- Influencing and Negotiating with Others
- Problem Solving
- Running Effective Face-to-Face Training
- Time and Priority Management
- Understanding Body Language
- Understanding Different Behavioural Styles
- Writing Effective Emails

ICT

- Acceptable Internet Use
- Electronic Communication and Social Media
- Information Security Management

Sustainability / Environment

- Air Emissions Management
- Corporate Social Responsibility
- Environmental Awareness
- Resource Efficiency
- Sustainability Awareness
- Sustainable Energy Practices
- Waste Management (AU)
- Waste Management (NZ) - *NEW*
- Water Conservation

Induction

- Contractor Induction (High Risk) (AU)
- Contractor Induction (High Risk) (NZ)
- Contractor Induction (Low Risk) (AU)
- Contractor Induction (Low Risk) (NZ)
- Directors Induction
- Employee Induction
- Health Services Induction
- Laboratory Induction
- Manager Induction
- Site Induction

Leadership and Management

- Building and Managing Teams
- Change Management
- Emotional Intelligence in Leadership
- Engaging and Motivating Employees
- Leadership
- Making Decisions
- Managing Difficult Situations
- Managing the Discipline Process
- Managing Workplace Conflict
- Running Effective Meetings

Project Management

- Planning and Running Events
- Project Management
- Writing Effective Business Cases

Quality Assurance

- Contributing to Innovation
- Good Manufacturing Practice (AU)
- Good Manufacturing Practice (NZ) - *NEW*
- Lean Manufacturing
- Quality Management
- Six Sigma

Sales

- Creating Business Blogs
- Handling Objections
- Introduction to Sales
- Networking Skills
- Sales Prospecting
- Telephone Sales

Microsoft Office (2010, 2013, 2016, 365)

- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word