



ACSE E-LEARNING COURSE LIBRARY

INTRODUCTION TO ACSE

BUSINESS SKILLS

Essential professional development courses for improving your business management skills.

COURSES

- Introduction to Workplace Data
- Workforce planning

COMMUNICATIONS AND PERSONAL DEVELOPMENT

There are a range of communication skills or personal qualities that make someone a good employee or team member. Brush up on or acquire new skills with these highly useful courses for you or your employees.

COURSES

- Business and Office Etiquette
- Business Writing Skills
- Conflict Resolution for Employees
- 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
- Running Effective Meetings
- Time and Priority Management
- Understanding Body Language
- Understanding Different Behavioural Styles
- Writing Effective Emails

CUSTOMER SERVICE

Good customer service is the foundation of any business. Empower your team with the tools to engage and service customers effectively

COURSES

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

FINANCE

Financial management is a crucial aspect of any thriving business. Having an understanding at least of some of the basics of financial management is essential.



AUSTRALIAN COLLEGE OF SKILLS & EDUCATION

RTO: 45310: ABN 33618480738

COURSES

- Anti-Money Laundering and Counter-Terrorism Financing
- Finance for Non- Financial Professionals
- Managing Budgets
- Procurement Guidelines
- Securing Payment Card Data

INDUCTION

It is important that all new employees receive induction training at the beginning of their employment and that they are provided with all the equipment and information necessary to carry out their jobs effectively. Induction programs allow the employee to gain valuable information regarding the organization and how they will be expected to integrate in it.

COURSES

- Contractor Induction (High Risk)
- Contractor Induction (Low Risk)
- Manager Induction
- Site Induction

LEADERSHIP AND MANAGEMENT

Good business culture and governance starts with well trained managers. These courses offer a range of essential skills for anyone in a management or leadership position.

COURSES

- 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

Project management is an important part of ensuring business objectives are met on time and on budget. Good project management establishes the goals of the project and

identifies appropriate guidance to ensure the project meets the needs of its stakeholders.

COURSES

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

TALENT MANAGEMENT

Successful organisations understand that they need to implement talent management processes to attract, develop, motivate, retain and promote productive employees and meet their strategic business goals and objectives.

COURSES

- Coaching NEW
- Interviewing Skills and Techniques
- Managing Probation
- Mentoring Others
- Onboarding
- Performance Management for Employees

WORKPLACE HEALTH & SAFETY

Work Health and Safety is a core business activity in any work place. Establish active work health and safety management practices are consistent with good business outcomes. To achieve this requires an organization and its workers to be proactive in making workplaces safer. It is also important to ensure that the necessary expertise exists to make this happen.

COURSES

- Advanced Health and Safety
- Alcohol and other Drugs in the Workplace
- Asbestos Awareness
- Confined Space Entry
- Construction Safety Orientation
- Contractor Management
- Driver Safety
- Electrical Safety
- Emergency Procedures
- Ergonomics
- Fatigue Management
- Fire Safety
- First Aid Refresher





AUSTRALIAN COLLEGE OF SKILLS & EDUCATION

RTO: 45310 ABN: 33618480738

- Hazard Identification
- Hearing Conservation
- Hot Work
- Incident Investigation
- Injury Management
- Manual Tasks
- Occupational Health and Safety
- Personal Protective Equipment
- Safe Work Planning (SWMSs and JSAs)
- Stress Management
- Warden Instruction
- WHS Awareness
- WHS for Managers
- WHS Risk Management
- Working Alone Safely
- Working at Heights
- Working near Services
- Working Outdoors
- Workplace Inspections

Community Services professional development courses

- Conflict Management
- Behavior Management
- Relationship building
- Compassion fatigue
- Careers' fatigue
- Trauma

- Children Health Safety
- Child protection legislation

Childcare professional development courses (Non Accredited training)

- Observation and planning in CCC
- CCC policy in context
- Children health and safety
- Workplace health and safety
- Food Handling
- Child Protection
- Being Sun Smart
- Quality Improvements Plans
- Overview of Family Day Dare regulations
- Importance of Play
- National Quality Framework
- National Quality Standards
- Early years learning Framework and observations
- Emergency Evacuation in early Childhood Education

Contact Us

- 1300 212 169
- www.acse.edu.au
- info@acse.edu.au

