

FREE SHORT COURSES UNTIL 30 MARCH 2021

COVID-19 has changed the way we work.
Under the Queensland Economic Recovery Plan you can upskill at no cost for
a limited time.



REMOTE WORKFORCE
COURSES



IT & COMPUTING
COURSES



MANAGEMENT &
LEADERSHIP COURSES



WORKPLACE SKILLS
COURSES



Over 20 Quick online courses available:

- ✓ Adapt to your changing work environment
- ✓ Spruce up your resume!

Eligibility: Courses are fully funded for QLD residents who need training to maintain or gain employment with a QLD small business.

To Enrol: <https://adapteducation.com.au/short-courses/qld-funded-short-courses/>

This small business online training program is proudly funded by the Queensland Government.

REMOTE WORKFORCE SHORT COURSES

COURSE	TARGET AUDIENCE	COURSE DESCRIPTION
Setting up a safe home-based office	Anyone currently working in or setting up a home-based office.	In this course you will learn about Work Health and Safety legislation; risk management; setting up a safe work environment; ergonomics; and maintaining a safe work environment.
Participating in successful online meetings	Employees seeking more confidence using online meeting platforms.	In this course you will learn the “Do’s and Don’ts” of participating in online meetings; online meeting etiquette; strategies to better engage in online meetings; and effectively using common online meeting platform features.

IT & COMPUTING SHORT COURSES

COURSE	TARGET AUDIENCE	COURSE DESCRIPTION
Digital literacy skills	Anyone new to using computers and other digital devices.	This course is an introduction to computers, devices (phones & iPads), and the online world. In this course you will learn how to use a computer to complete tasks such as create a document, write an email, research online and interact on social media sites. Online safety, privacy and security are addressed in this course.
Creating business documents in Microsoft Word	Any individual seeking a “refresher” course in Microsoft Word up to an intermediate level.	This course covers the following topics and more: creating templates, creating forms, creating business letters and reports; utilising beginner and intermediate level features of MS Word.
Design and create spreadsheets in Microsoft Excel	Any individual seeking a “refresher” course in Microsoft Excel up to an intermediate level.	This course covers the following topics and more: spreadsheet design; using automatic functions; using formulae; creating charts and tables; using beginner and intermediate level features of MS Excel.

WORKPLACE SKILLS & PERSONAL DEVELOPMENT SHORT COURSES

COURSE	TARGET AUDIENCE	COURSE DESCRIPTION
Dealing effectively with customer complaints	Administration, sales or customer service staff seeking strategies to better respond to complaints.	In this course you will learn about causes of complaints and turning them around; systems that help customers to complain; complaint handling policies; using communication skills; complaint records and registers; deciding what to do; resolving or escalating complaints.
Effective customer service	Any individual working in a service role.	In this course you will learn about how to communicate with customers, determine the customers' needs as well as the importance of ongoing service.
Networking	Those seeking strategies to better engage with others.	In this course you will learn about establishing relationships; identifying networking opportunities; maintaining business relationships; and professional networks and associations.
Prioritising work	Anyone seeking strategies to better manage themselves in the workplace.	In this course you will learn about planning a schedule; factors affecting objectives; tools for scheduling; monitoring your progress; seeking feedback on performance; Reporting variations; developing your skills and knowledge.
Time management at work	Anyone seeking strategies to better manage themselves in the workplace.	In this course you will learn about identifying your objectives; planning; managing yourself; strategies to prioritise and manage tasks more effectively; managing interruptions and other barriers; effective meetings.
Emotional intelligence	Those seeking strategies to better understand and manage themselves and others in the workplace.	In this course you will learn about emotional intelligence (EI); signs of high EI; using EI in relationships; the effect of emotionally intelligent employees in a workplace; controlling and expressing emotions; stress and resilience.
Managing work stress	Those seeking strategies to better manage themselves in the workplace.	In this course you will learn about: what is stress; excess stress reactions; managing work to prevent excess stress; managing stress; strategies to achieve balance.
Innovation in the workplace	Any employee or manager seeking guidance on how to support innovation in the workplace.	In this course you will learn about interpreting the need for innovation; change and innovation; supporting innovation; and providing information and learning opportunities.
Conducting internal audits	Those seeking guidance on conducting an internal audit of an organisation, program or business area.	In this course you will learn about conducting a pre-audit meeting, gathering and reviewing relevant information, assessing and reviewing findings, developing audit reports, conduct exit meeting, reviewing actions taken post audit.

SUPERVISOR & MANAGEMENT SHORT COURSES

COURSE	COURSE DESCRIPTION
Conducting interviews	In this course you will learn the correct processes to follow to conduct effective recruitment interviews, appraisal interviews, grievance interviews, disciplinary interviews, termination interviews, and exit interviews. Emphasis is placed on thorough processes and communication strategies.
Delivering training at work	In this course you will learn about planning, designing and conducting training programs; and conducting assessment.
Mentoring	In this course you will learn about the types of mentoring relationship, establishing and developing a mentoring relationship, supporting and developing a mentoree, providing feedback, evaluating a mentoring relationship and closure.
Developing a learning organisation	In this course you will learn about learning opportunities; the learning needs of individuals; enhancing performance; the importance of recognition; and introducing improvements.
Leadership in the workplace	In this course you will learn about leadership roles; characteristics of a good leader; cultural competence; leadership styles; and organisation health.
Managing change	In this course you will learn about change; identifying opportunities for change; change leadership; innovation and change; as well as monitoring and evaluation.
Managing meetings	In this course you will learn about: organising meetings; preparing for meetings; meeting roles; conducting meetings; closing meetings and minute taking.
Skills for influencing and negotiating	In this course you will learn about the relationship between power, influence and negotiation; how to use influencing behaviours; advanced communication techniques; and negotiating techniques.
Supervising	In this course you will learn about planning work; balancing management tasks and operational tasks, leadership and supervision; supporting staff; managing team conflicts; training, coaching and mentoring; communication and feedback.
Understanding and managing conflict at work	In this course you will learn about conflict and its causes, the cost and stages of conflict, strategies for dealing with conflict, problem solving and negotiation, responding to conflicts that cannot be resolved.
Continuous improvement	In this course you will learn about the importance of continuous improvement; the continuous improvement cycle; how to identify areas for improvement; continuous improvement and change; and implementing and monitoring improvements.

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