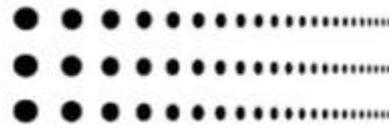




Business Skills
Qualifications
IT Solutions



[NDA website](#)

[NDA training course dates](#)

[Make an enquiry](#)

Welcome to the November edition of NDA's newsletter.

Well - I knew it would happen. In [last month's issue](#) I wrote about proofreading to illustrate an article on business writing skills. This is one of those dangerous topics. If you write about customer service you can expect a few emails telling you *exactly* what's wrong with your customer service standards and if you write about proofreading then Mr P. Edant of Lower Gripplethwaite will delight in letting you know exactly how many grammatical errors and typos you missed.

In case my fears were realised I added the following sentence to the end of the original article:

If you can't find the three deliberate errors in the text you should consider attending NDA's Business Writing Skills course.

I gave the article to my wife to check and several hours later she came back shaking her head saying that, despite her best efforts, she could not find any errors.

I explained my strategy and that there were no intended errors and she outlined in some detail exactly what she thought of my strategy. We changed the strategy. The sentence was deleted from the article, the newsletter published - and no one reported any errors.

Three days later I posted 2,170 course schedules to Hobart clients with half the course dates accidentally omitted. Aarrgh!

Skills Fund Launch

Last week's newsflash on the launch of the Skills Fund produced a strong response - we are elbow-deep in writing applications with partner organisations. **If you missed the newsflash it is reproduced below.** It really is an excellent opportunity to raise the skill levels of staff at minimal cost and with minimal disruption to the workplace.

Don't delay on this if you are interested - these programs close early once all the cash is allocated.

With warm regards

Nigel Davies
Director, NDA

You are receiving this newsletter either because you attended an NDA training course and ticked the relevant box on the course review form or because a friend subscribed you. You can unsubscribe automatically at any time by clicking the link at the bottom of the email.

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Your feedback

Great newsletter – fascinated by your musical encounter with the birds. Must work on insects too – may explain why on a return trip to Hobart there wasn't a single insect squashed on the windscreen. Very loud Led Zeppelin and Queens of the Stone Age both ways kept them from death diving into the windscreen and made the journey go faster.

*Cheers
Michele*

Michele runs the Pinot Shop in Launceston, one of Tasmania's best bottleshops (although she would quibble at the "one of" and "bottleshop" hardly does it justice). She publishes a wine newsletter and is a **wordsmith** and **proofreader extraordinaire**. In fact I challenge you to find an error in any of her newsletters :-). You can view her website and subscribe to the newsletter at <http://www.pinotshop.com/>.

ND

*Hi - loved your last two newsletters - very helpful!
LG, Hobart*

Invitation to partner NDA in the Skills Fund Program

We invite organisations to partner NDA in this year's *Skills Fund Program* administered by *Skills Tasmania*. Tenders for the program opened on October 13 and remain open until 26 April 2013:

For existing workers:

- An employer may apply for a maximum of **40 qualifications** (Cert III or higher) and **unlimited skill sets**
- An industry association may apply for a maximum of **80 qualifications** and **unlimited skill sets**
- The *Skills Fund* will cover between **50% and 90% of the cost of qualifications**, depending on the size of the organisation and **90% of the cost of skill sets**

For Jobseekers:

- An RTO may apply for a maximum of 15 Cert II - Cert IV qualifications in partnership with a Disability Employment Services organisation or Jobseeker Agency
- The *Skills Fund* will cover **100% of the cost of qualifications**

[The offer](#)

Applications must come from an employer or industry association and must be developed in partnership with a Registered Training Organisation (RTO). NDA will:

- Work with you to identify the best qualifications and skill sets for your staff
- Help you prepare an application with NDA specified as the RTO

Why partner NDA?

NDA has considerable experience in tendering to *Skills Tasmania* and enjoyed a **100% success record** in the last round of funding. We have a strong track record for **delivering quality training** and helping clients to **complete qualifications successfully**. Partnering with NDA may **increase your chances of a successful tender**.

Qualifications offered by NDA

- Certificate IV in Training and Assessment
- Diploma / Cert IV / Cert III / Cert II in Business
- Diploma / Cert IV / Cert III in Business Administration
- Diploma / Cert IV in Human Resource Management
- Diploma / Cert IV in Management
- Diploma / Cert IV in Project Management
- Diploma / Cert IV / Cert III / Cert II in Information Technology

You can view the outlines for these qualifications [here](#).

Skill Sets offered by NDA

Many of NDA's IT and Business Skills training courses are mapped to nationally accredited units and qualify for skill set funding. These include:

- IT courses such as Excel, Microsoft Word, Access and Project
- Business Skills courses such as Time Management, Business Writing Skills, Project Management and many others

You can view a list of NDA courses and course outlines [here](#).

What to do next

If you would like to discuss this opportunity, please either reply to this email or call me on 1300 765 736.

New staff

To help us support all you smart people studying for qualifications we have enlisted the help of two new staff - Leanne Landherr in Launceston and Tony Spruce in Hobart.

Leanne is a qualified accountant with a Bachelor of Commerce degree. She has worked for some of Tasmania's largest companies, leading to a ten-year position as Corporate Support Manager of St Giles Society. Leanne draws upon this broad background in her role as a trainer/assessor and is also a MYOB wiz.

Tony has extensive management experience in the publishing and telecommunications industries, backed up by a Graduate Diploma in Management. Amongst his many achievements he has composed, performed and recorded a motivational song for the Australian Olympic Swimming Team.



Leanne



Tony on duty



Tony off duty

Tablets, mobile devices and e-book readers

The tablet / mobile market continues to evolve at gigahertz speed. The static PC is gradually being relegated to bulk text input applications. Most of the other popular applications - web browsing, email, social media, streaming audio and video, e-book reading, personal productivity etc - are increasingly being performed on light, portable hand-held devices.

Because of this, PC sales have stagnated over the last couple of years and everyone is scrambling to catch up with Apple and Samsung, the market leaders in tablets; [Google's Nexus 7 tablet](#) was released recently and [Microsoft's Surface tablet](#) will be released in the US on October 26.



Google Nexus 7



Microsoft Surface

Microsoft have also released a [touch screen web version of Microsoft Office](#), to match the touch screen Windows 8 operating system. This gives diehard Microsoft

users the possibility of a single 'look and feel' environment across both PCs and tablets.

Additional competition comes from another direction as e-book readers evolve from simple monochrome devices into powerful colour screen tablets such as Amazon's [Kindle Fire HD](#) (\$199 US from Amazon and \$329 Aus from [Readershop](#) in Australia. The Readershop website lists some of the features that you get for the extra cash - an Australian power supply, local warranty, protective case etc - but does it really add up to \$130 difference?



And on the subject of books, the all singing and dancing Apple iPad puts a big dent in your forehead when you nod off while reading in bed and the eight-hour battery life is less than convenient.

Why not take a look at the touchscreen, just-released-in-Australia, wallet and forehead-friendly [Kindle Paperwhite](#)? It weighs only 7oz and has a two-month battery life (\$119 US from Amazon and \$239 Aus from [Readershop](#)). Once again, the US version ships only with a USB charging cable while Readershop's local version has a number of additional accessories. The only fly in the ointment is that, at the time of writing, Readershop are sold out and Amazon lists a 4 - 6 week shipping delay.



Note. The only Kindles an Australian resident can officially purchase from the US Amazon site are the original Kindle and Kindle Touch, starting from \$89. To purchase the Fire or Paperwhite your best options are to buy from Readershop; eBay, where the Paperwhite is currently listing at \$227 on the Australian e-Bay site; or from the US Amazon site and use the US address and shipping services of a package forwarding agent such as [Shipito](#).

Another thing to remember with the Kindle Fire, regardless of where you purchase it from, is that you cannot access the US Amazon film and media downloads without a US credit card. You can only access the books and apps. In this respect it is no different from Apple's iPad and iTunes.

Inside Google's data centres

Google has always been intensely secretive about the giant server farms that power its search queries, ads and apps - until now. For possibly the first time an outsider has been allowed on to 'the floor' to write about the data factories that consume 1.5% of all electricity used on the entire planet. You can read his fascinating account [here](#).



Tutorials for Qualification Units

Many people find returning to study and completing assignments an intimidating prospect - especially those without previous experience of higher education.

To assist clients in completing Diploma qualifications, NDA offers optional tutorial sessions in Hobart and Launceston. Each session is aligned to a particular unit of a qualification and provides opportunities for clients to discuss the unit content with their assessor, network with other clients and complete assessment exercises.

There is no charge for attendance.

We present tutorials in the most popular units annually and notify clients enrolled in those units by email closer to the date (**so please don't try to enrol just yet!**). Here is the draft schedule for tutorials in 2013.

Unit	Hobart Date	L'ton Date
Manage operational plan	20/02/2013	11/02/2013
Develop a workplace learning environment		13/03/2013
Manage personal work priorities and professional development	27/03/2013	19/03/2013
Manage people performance	28/03/2013	22/04/2013
Manage quality customer service	10/04/2013	
Ensure team effectiveness	18/04/2013	
Promote innovation in a team environment	16/05/2013	24/05/2013
Develop workplace policy and procedures for sustainability	23/05/2013	18/06/2013
Manage an information or knowledge management system	6/06/2013	
Manage workforce planning	12/06/2013	25/06/2013
Plan or review administrative systems	13/06/2013	18/07/2013
Manage budgets and financial plans	8/07/2013	
Manage business document design and development	31/07/2013	30/07/2013
Manage payroll	2/08/2013	13/08/2013
Manage performance management systems	29/08/2013	16/08/2013

Plan and manage conferences	September	September
Recruit, select and induct staff	September	September
Manage recruitment selection and induction processes	October	October
Manage risk	October	October

Certificate IV in Training and Assessment (TAE)

The new [Certificate IV in Training and Assessment](#) (TAE40110) becomes a compulsory qualification for anyone delivering accredited training after June 30, 2013. NDA offers this qualification through our classroom courses [Learning Design](#), [Training Delivery](#) and [Assessment](#). Being a specialised training company we like to think we do a reasonable job with this qualification.

"It was great to have so many practical activities to participate in."

AR, Diagnostic Services Pty Ltd

"It was really good doing the course at NDA and a pleasure dealing with the staff there who obviously enjoy the work that they do. The customer service standard shown by NDA (promptness of response to queries and client contact generally) was quite impressive."

CB, Transend Networks

This course will give you the accreditation and, just as important, the skills to train and assess people at the workplace - why would you go anywhere else for this qualification? **Call Chris on 1300 765 736 for more information about NDA's Certificate IV in Training and Assessment.**

Upgrade your old Training and Assessment qualification (TAA)

The Certificate IV in Training and Assessment (TAA40104) has been superseded by a new qualification - Certificate IV in Training and Assessment (TAE40110).

NDA can upgrade your old Certificate IV in TAA to the new Certificate IV in Training and Assessment (TAE40110) quickly and painlessly through an RPL process for only \$295 - [see here for details](#).

If you require further information call Chris on 1300 765 736 or email chris@nda.com.au.

20% public course discount for clients studying qualifications

For many years we have offered clients studying for qualifications free attendance at NDA public courses aligned with their qualifications. We now also offer a 20% discount for trainees on the cost of any other NDA public course. To obtain the discount just identify yourself as a trainee when you enrol.

Forthcoming training courses

The following courses will shortly be presented by NDA, some at significant

discounts on standard rates (**to obtain the discount, please phone Janelle on 1300 765 736** and mention this email when making bookings):

Hobart IT Courses

[Excel Basics](#) 1 Nov - \$240
[Excel Introductory](#) 1/2 Nov - \$480
[Project](#) 5/7 Nov - \$480
[Excel Advanced](#) 6/8 Nov - \$480
[Word Introductory](#) 9/12 Nov - \$480
[MYOB Setup and Operation](#) 12/13 Nov - \$570
[Access Introductory](#) 14/15 Nov - \$480 **two for the price of one**
[SQL Introductory](#) 15 Nov - \$285
[PowerPoint](#) 16 Nov - \$240 **two for the price of one**
[MYOB Payroll](#) 16 Nov - \$285
[MYOB Advanced](#) 19 Nov - \$285
[Access Advanced](#) 21 Nov - \$240
[Designing Simple Websites](#) 30 Nov - \$285

Hobart Business Skills Courses

[Time Management](#) 29 Oct - \$285
[Training Delivery](#) 31 Oct /1 Nov - \$570
[Effective Supervision Skills](#) 12 Nov - \$285
[Managing Successful Projects](#) 14/15 Nov - \$570
[Assessment](#) 21/22 Nov - \$570
[Delivering Convincing Presentations](#) 23 Nov - \$285

Launceston IT Courses

[Excel Basics](#) 1 Nov - \$240
[Excel Introductory](#) 1/2 Nov - \$480
[Excel Intermediate](#) 2/6 Nov - \$480
[Project](#) 6/7 Nov - \$480
[Excel Advanced](#) 8 Nov - \$480
[MYOB Setup and Operation](#) 8/9 Nov - \$570
[Word Intermediate](#) 12/14 Nov - \$480
[Access Introductory](#) 13/15 Nov - \$480
[MYOB Advanced](#) 20 Nov - \$285

Launceston Business Skills Courses

[Assessment](#) 1/2 Nov - \$570
[Effective Supervision Skills](#) 12 Nov - \$285
[Managing Successful Projects](#) 21/22 Nov - \$570
[Time Management](#) 29 Nov - \$285

Devonport IT Courses

[Excel Introductory](#) 1/2 Nov - \$480
[Excel Advanced](#) 6/8 Nov - \$480
[MYOB Setup and Operation](#) 12/13 Nov - \$570
[PowerPoint](#) 15 Nov - \$240 **two for the price of one**
[Word Intermediate](#) 12/14 Nov - \$480 **two for the price of one**

[Word Advanced](#) 14/16 Nov - \$480
[MYOB Payroll](#) 16 Nov - \$285
[MYOB Advanced](#) 19 Nov - \$480
[Project](#) 27/28 Nov - \$480

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