



GROW YOUR PEOPLE GROW YOUR BUSINESS

MANUFACTURING



RETAIL



CALL CENTRE



HOSPITALITY



AGED CARE



CLEANING



BUSINESS



WAREHOUSING



trainingexperts
australia



Training Experts Australia is one of the country's leading training providers. We are fully Government-accredited, and offer a wide range of world-class training options, for both new and existing employees.

When you choose us, you benefit from:

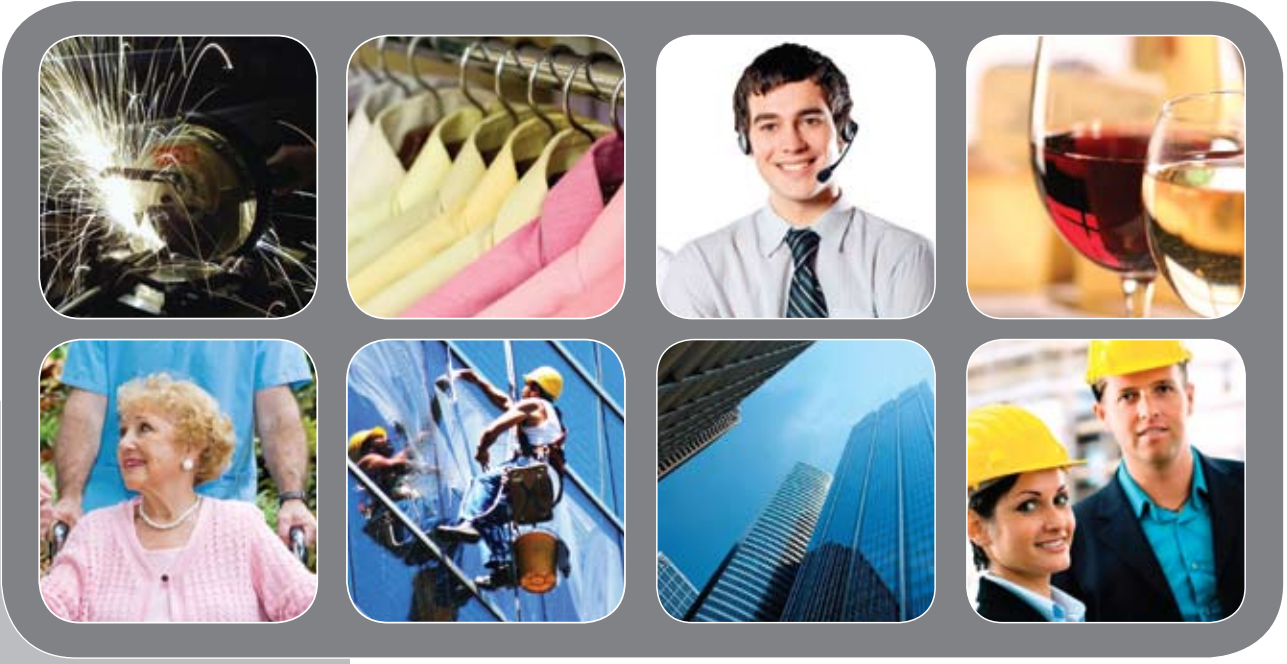
- Customised training programs designed to match your needs
- A professional and passionate team of trainers, consultants and account managers
- Over 10 years' experience in workplace training, across a wide range of industries
- An end-to-end service that includes administrative support, regular reporting and advice.

We provide workplace training for the following industries:

- Hospitality
- Retail
- Business Management
- Warehousing
- Aged Care
- Competitive Manufacturing
- Cleaning
- Call Centres

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OVERVIEW

DID YOU KNOW YOU COULD EARN MONEY BY TRAINING YOUR EMPLOYEES

Right now, the Australian Federal Government is offering financial incentives to ensure businesses such as yours are helping workers expand and refine their skills. These incentives can equate up to a substantial \$4,000 per eligible employee.

In addition to immediate financial gain, training your employees can deliver a whole range of important benefits – including:

IMPROVED EFFECTIVENESS: With new skills and knowledge, your employees have the knowledge and tools to work more productively and effectively – generating more profit for your business.

GREATER FLEXIBILITY: Through training, your employees can become more open to change – meaning more flexibility and responsiveness for your overall business.

FINANCIAL SAVINGS: By training your staff you can also generate financial savings through reduced insurance costs, and less maintenance and repair costs.

HIGHER RETENTION: Happier, more motivated staff means less turnover – and less recruitment costs for you.

IMPROVED MORALE: Your staff will be more motivated and happier coming to work every day. When their skills are formally recognised, your employees feel their contribution to the company is more valued.

COMPETITIVE ADVANTAGE: With the right skills, your staff will provide better customer service and keep your customers happier for longer.

REPUTATION: You are providing nationally-recognised training – which makes you a better employer. This training also gives you an effective way to train and induct new people into your business.



ELIGIBILITY

IS YOUR BUSINESS ELIGIBLE FOR
GOVERNMENT-FUNDED TRAINING?

Regardless of the size or nature of your business, you may be eligible for the following Government benefits:

- ▶ Training commencement and completion incentives of up to \$4,000 per person.
- ▶ Free Certificate III and Certificate IV Level qualifications.
- ▶ Payroll tax exemptions.
- ▶ Wage assistance through the Government's Assistance to Australian Apprentices with Disabilities program.

WHO IS ELIGIBLE?

The Government provides funding to both existing and new employees.

- ▶ An existing employee is someone who is employed for more than three months full-time or more than 12 months part-time.
- ▶ A new employee is someone who is employed for less than three months full-time or less than 12 months part-time.

TO BE eligible for government funding, your employees must:

- ▶ Work a minimum of 15 hours per week
- ▶ Be an Australian citizen or permanent resident
- ▶ Not already hold a Certificate 3 or higher tertiary qualification.



SUCCESS STORIES

WORLD-CLASS TRAINING.
WORLD-CLASS RESULTS.

Take a look at a few of our recent success stories

BABIES GALORE

We have provided training to various Babies Galore franchises for many years. Recently, the Babies Galore Group asked us to deliver a customised training program for all their staff, Australia-wide. Developed in close consultation with Babies Galore's National HR Manager, the training program now covers operational requirements, customer service, and specific policies and procedures. The training has been essential for the ongoing development of staff – and has given employees the knowledge and skills to fulfil the company's high customer service standards and expansion plans.

DOMINO'S PIZZA AUSTRALIA

We have been working with Domino's Pizza since 2001. During this time, we have delivered retail, hospitality and management training to various Domino's Pizza stores in Greater Sydney metropolitan locations – as well as throughout regional NSW. The programs have been customised to suit Domino's Pizza's company focus and legislative requirements, incorporating food safety and occupational health and safety training.

NORTON ST GROCER

Norton St Grocer approached Training Experts Australia, seeking a structured and nationally-accredited training program to support their existing, in-house training. We worked closely with Norton St Grocer's Operations Partner to facilitate tailored training programs in Certificate III in Retail Operations and Certificate IV in Retail Management. By capitalising on the Government incentives available for these programs, the training was implemented across two locations to all eligible staff members in a variety of different courses. The training is also now part of the store's Induction Program for all new staff members.

In addition, all of Norton St Grocer's students receive a tailored training program and customised support materials – which serve as an ongoing training reference resource.

AUSTRALIA SECURITY SERVICES

Australia Security Services has many large and high profile clients - including Melbourne Olympic Park, the Melbourne Tennis Centre and Channel 7. When it came time to train employees for the Melbourne Commonwealth Games, they decided to seek the services of an experienced and reliable training provider. Training Experts Australia were engaged to perform this work – and have enjoyed a successful partnership with Australia Security Services ever since. We now provide training in Security Operations, Risk Management, Crowd Control and Frontline Management – and have helped Australia Security Services to deliver high customer service standards to their clients, reduce staff turnover, and meet all OH&S, legislative and licensing requirements.

FREQUENTLY ASKED QUESTIONS

Take a look at our frequently asked questions (and answers) below.

WHAT DOES THE GOVERNMENT CLASSIFY AS A 'NEW EMPLOYEE'?

This is someone who is employed for less than three months full-time, or less than 12 months part-time.

WHAT DOES THE GOVERNMENT CLASSIFY AS AN 'EXISTING EMPLOYEE'?

This is someone who has been employed for more than three months full-time, or more than 12 months part-time.

HOW IS TRAINING DELIVERED?

Training can be delivered on a one-on-one basis and/or in small groups once per month. The method of delivery is up to you! We work hard to ensure minimal disruption to your business, and our trainers are committed to providing non-obtrusive training, assessment and instruction.

WHAT TRAINING RESOURCES DO I RECEIVE?

We provide each trainee with a tailored training manual at no additional cost. Where appropriate, we will incorporate your existing company policies and procedures into our training program and manuals.

DO MY EMPLOYEES RECEIVE ANY OFFICIAL CERTIFICATES?

Yes. Each employee will receive a nationally accredited Training Certificate. These certificates will be issued by Training Experts Australia, and are recognised and valued within each industry sector.

WHEN DO I RECEIVE MY INCENTIVE PAYMENTS?

The Australian Apprenticeship Centre (AAC) arranges these payments on behalf of the Government.

One incentive can be claimed after 3 months, and the other can be claimed on successful completion. To find out more about this process, call one of our expert consultants on 1300 553 151.

WHY DO EMPLOYEES NEED TRAINING?

Training can help any business – particularly if you are focused on improving the quality of your product or service offering, increasing productivity, improving customer service or increasing your competitive edge.

DOES THE COMPLETION OF THE TRAINING MEAN I HAVE TO CHANGE PAY CONDITIONS FOR MY EMPLOYEES?

Certification does not automatically mean a change in pay conditions. We are enhancing the skills of your employees in their current positions. Please refer to your awards and workplace agreement to find out more about this.

STILL GOT QUESTIONS?

Call us for a free consultation on 1300 553 151, and find out how we can help your business.





Develop your service levels and the performance of your employees with targeted onsite training

NATIONAL RTO PROVIDER NO: 21814 ABN: 66 120 657 267

Training Experts Australia (TEA) are experts in the vocational training industry. Please contact your TEA Business Manager to discover how everyday we positively assist businesses like yours.

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