IBSA
Innovation & Business Skills Australia

TAKE CHARGE OF YOUR BUSINESS

A PRACTICAL REFERENCE GUIDE TO LEARNING OPPORTUNITIES FOR SMALL AND MICRO BUSINESSES IN AUSTRALIA

WWW.IBSA.ORG.AU

COPYRIGHT STATEMENT

© COMMONWEALTH OF AUSTRALIA 2009

The views expressed in the copyright work do not necessarily represent the views of the Commonwealth of Australia.

This work is copyright and licensed under the AEShareNet Share and Return Licence (AEShareNet–S Licence). The onus rests with you to ensure compliance with the AEShareNet-S Licence and the following is merely a summary of the scope of the Licence.

When you obtain a copy of material that bears the AEShareNet-S Licence mark by legitimate means you obtain an automatic license to use, copy, adapt and/or redistribute this work. If you develop enhancements of the material, you agree that copyright in any enhancements vest automatically in the original copyright owner.

Conditions for the licence can be found at http://www.aesharenet.com.au/S4. Queries regarding the standard AEShareNet-S Licence conditions should be directed to the AEShareNet website at http://www.aesharenet.com.au/help/support/.

In addition to the standard AEShareNet-S Licence conditions, the following special conditions apply:

The licence is limited to Australia and New Zealand.

You are entitled to charge a cost recovery fee for distribution or communication of the original work only if you are an educational provider and use the material within your organisation or use the material for the services of your organisation. Otherwise no fee may be charged.

If you develop an enhanced version of the material for:

a. commercial distribution; you must provide a copy of the Enhanced Version and the proposed pricing for the Enhanced Version to the Commonwealth at least twenty (20) Business Days prior to distribution.

b. non-commercial distribution (eg cost recovery); notification is not required.

Use of this work for purposes other than those indicated above, requires the prior written permission from the Commonwealth. Requests and notification of the distribution of Enhanced Versions should be addressed to Training Copyright, Department of Education, Employment and Workplace Relations (DEEWR), GPO Box 9880 Canberra City, ACT, 2601 or email copyright@training.com.au.

DISCLAIMER

While care has been taken in the preparation of this material, DEEWR and the original developer do not warrant that any licensing or registration requirements specified here are either complete or up-to-date for your State or Territory. DEEWR and the original developer do not accept any liability for any damage or loss (including indirect and consequential loss) incurred by any person as aresult of relying on the information contained in this material.

The Commonwealth, through the Department of Education, Employment and Workplace Relations, does not accept any liability to any person for the information or advice (or the use of such information or advice) which is provided in this material or incorporated into it by reference. The information is provided on the basis that all persons accessing this material undertake responsibility for assessing the relevance and accuracy of its content. No liability is accepted for any information or services which may appear in any other format. No responsibility is taken for any information or services which may appear on any linked websites.

PUBLISHED BY: Innovation & Business Skills Australia Ltd
Level 2, Building B, 192 Burwood Road
Hawthorn VIC 3122
Phone: +61 3 9815 7000
Fax: +61 3 9815 7001
Website: www.ibsa.org.au
Fax: reception@ibsa.org.au

PRINTED BY: XL Colour Printing
28-32 Bruce St
Kensington VIC 3031

FIRST PUBLISHED: 21 September 2009
AESHARENET CODE: S
PRINT VERSION NO: 1.0
RELEASE DATE: 21 September 2009

These materials were developed by Innovation & Business Skills Australia in association with the Commonwealth Governement through the Department of Education, Employment and Workplace Relations.

Contents

DISCLAIMER 5

INTRODUCTION 6

LEARNING JUST FOR YOU 7

NATIONAL ORGANISATIONS 8

Business Enterprise Centres 8
Enterprise Connect 8
New Enterprise Incentive Scheme 9
APESMA mentors online 9
RAPID Retailing (Australian Retailers Association) 10
Women in Technology 10
Mentornet Australian Business Women's Network 11
COSBOA 11
Shirlaws Business Coaching 12
Family Business Australia (FBA) 13

AUSTRALIAN CAPITAL TERRITORY (ACT) 14

Learning Options 14
Canberra Business Point 14

NEW SOUTH WALES (NSW) 15

Active Working Solutions 15
Australian College QED 15
Central Coast Community College 16
Directions Australia 16
The Institute of Bi-Lingual Business Training (IBBT) 17
Maxwell Services 17
Tursa Employment & Training Inc (TURSA) 18
Target Training 18
TAFE NSW – Western Sydney Institute 19
Riverina Business Enterprise Centre Ltd 19
WEA Sydney 20
WEA Illawarra 20
Stepping Up Mentoring Program 21
Women in Business Mentor Program 21
TAFE NSW, North Coast Institute 22
Wodonga Institute of TAFE 22

SOUTH AUSTRALIA (SA) 23

Electus Pty Ltd 23
TafeSA – Adelaide South Institute 23

IBSA
Innovation & Business Skills Australia

TASMANIA (TAS) 24
TAFE Tasmania 24
Mentor Resources 24

VICTORIA (VIC) 25
Kangan Batman Institute of TAFE 25
University of Ballarat 25
Small Business Mentoring Service (SMBS) 26
International Business Mentors 26
Workspace Australia 27
Learning Verve 27

QUEENSLAND (QLD) 28
Healthy Business Training Academy 28
Business Success Group (BSG) 28
Directions Australia 29
Enrich Training 29
The Sunshine Coast Business Academy 30
Response Learning 30
Small Business Solutions Queensland 31
Academy of Career Training 31
Quality Training Solutions 32

WESTERN AUSTRALIA (WA) 33
Flowers Design School 33
Central TAFE 33
Small Business Mentor service 34
Challenger TAFE 34

CHECKLIST FOR ENGAGING WITH REGISTERED TRAINING ORGANISATIONS (RTOS) 35

PUBLISHER INFORMATION 36

Disclaimer

This reference guide is not intended as a 'preferred provider' list. It is a guide, prepared by Innovation and Business Industry Skills Council Ltd (IBSA), designed to assist you to identify organisations that may help you work through your business issues to find the most appropriate solutions, some of which may be training focused.

The list of organisations in the reference guide is not exhaustive and will be updated periodically.

Before undertaking any service or training you should make sure that the organisation that you have chosen will provide the service and / or training that meets your specific needs. We have provided a checklist for 'Engaging with Registered Training Organisations (RTO's)' at the end of the reference guide that may assist you in making training decisions. Not all of the organisations listed in this directory are RTOs. If you need an RTO, you should check that the organisation that you choose is registered as an RTO.

This guide is provided for information only; it is your responsibility to contact the relevant organisations to determine if the service or training they provide fully meets your needs. The information contained in this guide has been provided by the listed organisations, IBSA accepts no liability for accuracy of the information provided in this guide or the quality of any services, or the accuracy of any information, provided by any of the organisations listed in it.

Note:

This is a working document and will be updated from time to time. It is intended as an online resource and has been printed for the purpose of the launch of Intellectual Property units and skill sets.

If you would like your organisation included in this reference guide please contact:

Eddie Hardman - eddie@ibsa.org.au

or

Maria Deak - maria@ibsa.org.au

IBSA
Innovation & Business Skills Australia

Introduction

- Have you ever had a problem in your business but didn't know how to go about fixing it?
- Do you have a great new business idea, but don't know how to make it a reality?
- Are you trying to expand your operations? Reach new markets?
- Or are you trying to find a way to regain some balance between your business and your life?
- This guide can lead you to someone who can help.

With an overwhelming array of information out there about how to improve your business, it's difficult to know where to start when it comes to solving your specific business issues. This guide to learning opportunities for small and micro businesses provides a useful list of organisations that can help you work through your business issues and find the most appropriate solutions.

Some of the organisations offer advice and referrals to other learning opportunities, some provide mentoring services and some provide courses on specific elements of operating a small or micro business.

Some are National organisations, and others operate in specific states and territories. The sections have been colour coded for ease of reference.

IBSA
Innovation & Business Skills Australia

Learning just for you

We recognise that each small or micro business is unique. Therefore what you need to know to improve your particular business situation will also be unique. Opportunities to learn – to find the right information and to develop the sorts of skills you need to solve your business issues – are most effective if they:

- are customised to meet the needs of your specific business situation
- are available at a time and place that works for you and the business
- provide tangible benefits to you and your business
- are provided by someone you can trust
- draw upon the expertise of people with relevant experience and know-how.

The issues underlying particular business problems however are often shared by many other small and micro businesses.

Some of the most common issues for small businesses are:

- sales
- customer service
- health and safety
- communication skills
- marketing and promotion.

And for micro businesses they are:

- networking
- sales
- computer/IT skills
- self-management skills
- financial management
- business planning.

Getting involved in learning with other small or micro business owners and managers can therefore be very helpful, as many great solutions come from talking to other people who are in the same situation and share some of the same problems.

The organisations listed in this guide provide services that are tailored specifically to small and micro business and offer a variety of ways in which you can learn what you need to solve your business issues and take your business in the direction you want it to go.

National Organisations

BUSINESS ENTERPRISE CENTRES

The national network of 130 business enterprise centres (BECs) across Australia is a conduit for offering practical assistance to micro and small businesses. BECs are community-based, not-for-profit organizations. Their aim is to facilitate the creation, retention and development of sustainable business enterprises and to foster local economic development.

They offer a range of services in business information, training programs, business referrals, government programs, business networks, workshop/seminars, mentoring support, business analysis and general management.

Located in both capital cities and regional areas across Australia, BECs provide information for those wishing to start a business or for those operating an established business. They assist small and micro business owners make sense of the mountain of information that is available to them, working through option to allow the clients to determine the course of action best suited to them.

For more information:

Phone: 1300 363551

Email: admin@beca.org.au

Website: www.beca.org.au

ENTERPRISE CONNECT

Enterprise Connect provides comprehensive support to Australian small and medium sized enterprises (SMEs), by helping SMEs acquire the knowledge, tools and expertise to improve productivity, increase competitiveness and fully capitalise on their growth potential.

Enterprise Connect comprises two components, the Manufacturing Network and Innovation Centres. Together, they provide a national network of services and support for eligible SMEs to access expert, practical advice and support tailored to their individual firms.

Enterprise Connect offers eligible small business a free business review, followed up matched funding from the Government to implement the recommendations of the review.

For more information:

Phone: 131 791

Email: enterpriseconnect@innovation.gov.au

Website: www.enterpriseconnect.gov.au

NEW ENTERPRISE INCENTIVE SCHEME

The New Enterprise Incentive Scheme (NEIS) helps eligible unemployed people to start up and run a new, viable small business. NEIS providers carefully select participants with the right characteristics and viable business ideas and provide them with training in small business management and business skills, and business plan development. At the end of training (up to three months), those who have their business plan approved can receive business advice and mentoring support during the first year of business operation.

The mentors provided are people with proven business acumen and experience in marketing, finance, accounting or other relevant business skills. They visit the business a number of times during its first year of operation. Since 1985, over 100 000 people have participated in the program. Over 80% are either still operating a business, employed and/or in some form of education and training 15 months after starting their NEIS business.

For more information:

Contact your nearest NEIS provider.

Locations can be found on the website: www.workplace.gov.au/workplace.programmes/NEIS

APESMA MENTORS ONLINE

APESMA is a not-for-profit industry association with over 23 000 members including professional engineers, scientists, pharmacists, architects, veterinarians, IT professionals, professionals working in the transport industry.

Mentors Online is a web-based mentoring program available to members of APESMA who are operating and managing a small or micro business. It matches professionals just starting out in business or needing assistance in a particular area with professionals with an established small business and appropriate expertise and experience. Mentors and mentees are encouraged to discuss any areas of concern or issues relating to their working lives.

To be eligible to participate, mentees must bring to the program at least a rough outline of a business plan. They then complete a comprehensive online orientation tutorial, are taken through the expectations APESMA has for their conduct and commitment and they then submit their applications nominating particular skills gaps or areas in which they would like some assistance along with their contact details. Their names are recorded against particular skills gaps and they are ready to be matched with suitable mentors. Mentees can expect to spend around 90 minutes per week but this will vary depending on the issues the mentor and mentee are communicating about.

For more information:

Contact: Dr. Kim Rickard

Email: mentorsonline@apesma.asn.au

Website: www.apesma.asn.au/mentorsonline

RAPID RETAILING (AUSTRALIAN RETAILERS ASSOCIATION)

The Australian Retailers Association delivers a program funded by the Australian Government Business Entrepreneurship in Small Business Program, which is available to business retailers and owners.

The program offers education, mentoring and structured networking with fellow retailers. It includes 4 full day workshops, followed by 4 on-site mentoring sessions (2 hours each) with an experienced retail business mentor.

For more information:

Contact: Bruce Roberts

Email: bruce.roberts@retail.org.au

Phone: 0438 447 960

Website: www.retail.org.au

WOMEN IN TECHNOLOGY

Women in Technology (WiT) is a technology industry association for women in Australia. Its mission is to create a sustainable network of members focused on the advancement of women in technology industries.

WiT offers a mentoring system designed to facilitate the personal and professional growth of its members through the formation of successful coaching and mentoring relationships.

The mentoring system is based on a self-matching philosophy. Participants can search the membership database for mentors or mentees and make contact with anyone they feel might match their requirements. WIT also hosts a number of events which provide opportunities to find an appropriate mentor or mentee. WIT has a range of resources available including mentoring agreements, role definitions, suggested activities and feedback mechanisms.

For more information:

Email: secretariat@wit.org.au

Phone: 0430 219 091

Website: www.wit.org.au

MENTORNET AUSTRALIAN BUSINESS WOMEN'S NETWORK

Mentornet is a program offered by the Australian Business Women's Network which provides business education for women across Australia. It uses funding from the Australian Government.

There are two aspects to the Mentornet program. The first is to help women improve their business knowledge through training in key areas of business and the second is the provision of a mentor to help women achieve their business goals. By the end of the program, participants will have created a detailed business plan incorporating marketing, operations and financial plans. They will also have received training in core business development skills and collaborated with a network of peers.

Small-group mentoring and peer support is provided at the same time as the business skills training. Mentors provide guidance and direction in business management as well as coaching and encouragement. The mentor commitment is approximately 36-48 hours over six months.

The program uses up-to-the-minute e-learning technology (including the internet, webinars, blogs and teleconferences) to deliver information, education, networking and mentoring. Members can participate from the comfort of their own home.

For more information:

Email: mentoring@abn.org.au

Phone: 1300 720 120

Website: www.abn.org.au

COSBOA

The Council of Small Business of Australia is a peak body for small business organisations, industry groups and individual firms representing small business sector in Australia and providing the small business sector with information. Assistance is provided to individual members and member associations by developing business opportunities through affiliations with key organisations. All members can use COSBOA's affiliations and contacts with industry and business organisations.

COSBOA assists members by monitoring government activities, influencing the development of government policies, presenting industry viewpoints, providing opportunities for members to become involved in policy development and providing members with access to information on key policies impacting on the small business industry.

For more information:

Phone: (02) 6251 1773

Website: www.cosboa.org

IBSA
Innovation & Business Skills Australia

SHIRLAWS BUSINESS COACHING

Shirlaws is a fastest growing Business Coaching organisation, operating in the Australia, New Zealand, UK and US. Our Australian clients are in all the major cities: Sydney, Melbourne, Brisbane, Adelaide, Perth and regional areas of Australia.

Our unique business services focus on the sustainable growth and development for your business by addressing all those key issues that prevent profitable growth occurring.

A new client will typically experience the following steps with the Shirlaws Business coach:

- Review the business with the client (the reality check- what going on now)
- Analyse how commercial and cultural issues relate to each other and how they affect day-to-day activity in the business (where the blockages might be)
- Work with the client to design a program for change that addresses issues and provides a blueprint for long-term growth (how to achieve your vision and goals)
- Show the client how to implement the changes for themselves (support your learning)

Business Coaching can start at any time – the program is custom designed to meet your needs and focus on improved results.

For more information:

Contact: Chris Jones

Mobile: 0434 953874

Email: cjones@shirlawscoaching.com

Website: www.shirlawscoaching.com

FAMILY BUSINESS AUSTRALIA (FBA)

Family Business Australia are specifically for family owned businesses – ie businesses with two or more members of the family working together and with 51% of ownership in family hands. All our education offering is targeted to address the dynamics of working with family – and running a successful business.

We offer courses nationally as follows:

- Family Business Directors' Course – two days
- Family Business Awareness Course – half a day
- Workshops in succession planning, conflict resolution, developing sibling teams
- Developing a family code of conduct/constitution
- Working with the ones you love – remuneration/promotion

For more information:

SA

Contact: Heather Dowling

Phone: 08 8376 5598

Email: fbasa@fambiz.org.au

NSW

Contact: Karen Doyle

Phone: 02 9592 3880

Email: fbansw@fambiz.org.au

QLD

Contact: Anna East

Phone: 07 3715 6823

Email: fbaqld@famiz.org.au

VIC & TAS

Contact: Trudy Alcoe

Phone: 03 9867 5322

Email: fbavic@fambiz.org.au

ACT

Contact: Kylie Kovac

Phone: 0419 578176

Email: fbaact@fambiz.org.au

WA

Contact: Lorraine Willis

Phone: 08 9454 2843

Email: fbawa@fambiz.org.au

Website: www.fambiz.or.au

Australian Capital Territory (ACT)

LEARNING OPTIONS

Learning Options is based in Canberra and offers a Certificate III in Micro Business Operations and a Certificate IV in Business (Small Business Management). These programs are appropriate for anyone interested in establishing their own small business or for small business operators who are looking to formalise or upgrade their skills and experience.

Programs are completed via self-paced learning with workplace based projects. There is no classroom attendance required.

For more information:

Contact: Karen Nicholas

Email: courses@learningoptions.com.au

Phone: (02) 6239 3111

Website: www.learningoptions.com.au

CANBERRA BUSINESS POINT

Canberra Business Point is a free ACT Government funded program delivered by Deloitte Growth Solutions. It provides a comprehensive suite of services including the provision of basic start-up and regulatory information, business development tools, one-on-one mentoring, e-learning tutorials, a range of on-line tools and a series of networking events. The service also provides support to companies looking to expand their exporting focus, commercialise new and emerging technologies and will assist in the development of entrepreneurs. The service has been available to all of Canberra's business community since July 2007.

There are no eligibility requirements to attend the free workshops at Canberra BusinessPoint.

For more information:

Phone: (02) 6263 7200.

Website: www.canberrabusinesspoint.com.au

Canberra businessPoint
Professional Support for Business

IBSA
Innovation & Business Skills Australia

New South Wales (NSW)

ACTIVE WORKING SOLUTIONS

Active Working Solutions offers distance learning opportunities for anyone who is about to commence, or who is already operating a small business. Their Certificate IV in Small Business Management covers key points about opening and running a successful business, such as legal requirements, planning, promotion and managing finances and business operations.

Learners can complete the whole course, or individual units that best meet their needs and can enrol in the course at any time and work at their own pace, supported by a team of professionals via phone and email.

For more information:

Contact: Lee Vossen

Email: lvossen@activeworkingsolutions.com.au

Phone: 1300 132 990

Website: www.activeworkingsolutions.com.au

AUSTRALIAN COLLEGE QED

In the ACQ Starting & Managing Your Own Business Course you will gain a unique understanding of what it takes to establish a small business, the critical factors to consider when planning your business and the essential requirement to grow your business toward success. The course will teach you to research business opportunities, the principles of a viable business as well as financial planning and business operations. Setting up and managing a small business requires preparation, planning, finance, marketing and a sound understanding of what drives a business to growth.

Gaining an understanding of your legal and financial responsibilities, know how to build contingency into your budgets, implementing the appropriate skills to promote your business and developing customer strategies are essential components of small business management, whether you are managing a small or large company.

This course has been developed against the national requirements for small business management, and includes practical activities and industry relevant projects. It caters to the needs of small business in Australia and meets all the requirements of the nationally recognised Certificate IV in Small Business Management BSB40407. Upon completion of the course, students who competently complete all modules will have gained a nationally recognised qualification.

There are no formal prerequisites required to enrol in this course; however access to a small business environment to undertake practical projects is required.

For more information:

Contact: Australian College QED

Phone: 1800 790 490

Fax: (02) 9387-7605

Email: enquiry@acq.edu.au

Website: www.australiancollege.edu.au

IBSA Innovation & Business Skills Australia

CENTRAL COAST COMMUNITY COLLEGE

Central Coast Community College offers a range of learning opportunities for owners and managers of small businesses, or those thinking about moving into either of those roles. Their Certificate IV in Small Business Management covers a wide range of vital small business management principles and practices, such as marketing, finances, business planning, legal and risk management, and customer relationships. Learners can complete the whole course or just those topics that suit their business needs.

There are no classes to attend, and email and phone contact with a tutor and all materials are provided. The College offer courses in bookkeeping (either in a classroom setting, or via distance learning) and managing your business finances.

For more information:

Phone: (02) 4348 4300

Website: www.cccc.nsw.edu.au

DIRECTIONS AUSTRALIA

Directions Australia has the capacity to develop learning and development programs which are customised to meet business and individual needs.

We operate in regional and remote locations and offer flexible delivery modes including face to face, distance based, part time and outside business hours.

If you have an idea for a viable small business the BSB40407 Certificate IV in Small Business Management may assist you to establish you with your self employment venture.

We can assist individuals to access government funding to subsidise the cost of training.

Some of the funding programs that Directions Australia can access include the New Enterprise Incentive Scheme (NEIS), Traineeship funding and the Productivity Places Program (PPP).

Directions Australia has provided training and consultancy services since 1991 which include nationally accredited and non accredited training.

We have been awarded the NSW Small Business Training Provider of the year in 2008.

Directions Australia can deliver a wide range of Business Services qualifications, such as the BSB40407 Certificate IV in Small Business Management, relevant skill clusters or individual units of competency.

BSB40407 Certificate IV in Small Business Management covers core units which comprise of establishing legal and risk management requirements of a small business, planning small business finances, marketing the small business and undertaking small business planning.

For more information:

Contact: Sunny Sohal

Phone: 1300 88 46 55

Fax: 02 9150 5861

Email: sunnys@directionsaustralia.com.au

Website: www.directionsaustralia.com.au

THE INSTITUTE OF BI-LINGUAL BUSINESS TRAINING (IBBT)

IBBT offers business management workshops targeted to specifically assist adult learners from non-English backgrounds. Qualified and business experienced trainers facilitate the training workshops using a combination of the client's first language of instruction (e.g. Chinese- Mandarin & Korean language) and English language where appropriate. They have delivered small business management training to over 1000 self-employed people and small business operators in Melbourne, Sydney and Brisbane over an 8 year period.

Operators from diverse cultural and linguistic backgrounds make up approximately one third of the total business population in NSW. Chinese and Korean small business owners and managers are renowned for their enthusiasm and determination to succeed in business. Their performance and business survival is however limited by an incomplete or inadequate understanding of the Australian regulatory and legal environment.

There is a need for small business owners & operators to be better informed and educated about the range of legislation, regulations and taxation requirements impacting upon their business. The most significant barrier is that most of the accessible data relating to small business laws and compliance regulations are all written in English.

Focusing on selected units from the Certificate IV in Small Business Management, IBBT's delivery methodology is designed to encourage maximum comprehension and understanding of management concepts to positively improve the business proprietor's confidence in their own ability to conduct their business properly. Learning tools include the use of case studies, role plays, simulated events, group work, individual/group discussions, and syndicate projects.

For more information:

Contact: Bruce McLennan

Email: ibbt@optusnet.com.au

Phone: (02) 42 838 278 Mobile: 0412 129 700

Website: www.ibbt.com.au.

MAXWELL SERVICES

Maxwell Services offers a course to assist small business people to "rev-up" their thinking and actions, take a snapshot of where they are currently, where they want to be and to set up and follow through with actions to get there.

The course is offered via web-based or distance mode, supported by personal coaching and high quality resources. It focuses on 'the F words' of small business:

- Focus – What do you want out of your business? How have you structured it?
- Flourish – What are the features of your business? What's great about it?
- Friendships – who do you, have to assist and advise you? How do you currently promote the business? Who do you promote to? Are the relationships working?

Finale – What are your long term plans to end your part in your business?

For more information:

Contact: Jennifer Hemmings

Email: jennyh@maxwells-services.com.au

Phone: (02) 6238 1927

Website: www.maxwells-services.com.au

IBSA
Innovation & Business Skills Australia

TURSA EMPLOYMENT & TRAINING INC (TURSA)

TURSA offers customised small business management programs for employers that allow:

- flexibility in timing to meet business troughs and peaks
- training and assessments that reflect actual working conditions
- delivery by trainers who have managed a small business and can relate to the day to day issues facing the business owner
- incorporating current workplace training into the program.

Tursa is able to deliver programs across the region from Southport, QLD to Coffs Harbour. Other areas outside this region can be on a negotiated individual basis.

For more information:

Contact: Suzie Grissell

Email: suzie.grissell@tursa.com.au

Phone: 1800 266 425

Website: www.tursa.com.au

TARGET TRAINING

Target Training is a Sydney-based privately owned training company. Established in 1999, the organisation provides both accredited and non-accredited learning opportunities, with a focus on the retail industry. As well as the Certificate IV in Small Business Management, they offer workshops around topics such as customer service, selling, visual merchandising, staffing, marketing and advertising, minimising theft, and business planning.

The company offers various services including one-on-one consulting, customised workshops, flexible work-based courses and Mystery Shopping.

For more information:

Contact: Marie Yardin

Email: info@targettraining.com.au

Phone: 1300 736 005

Website: www.targettraining.com.au

TAFE NSW – WESTERN SYDNEY INSTITUTE

TAFE NSW - Western Sydney Institute offers courses in Small Business Management and Micro Business Operations. The Small Business course covers topics such as legal and risk management, preparing business and financial plans, managing finances and promoting the business.

The Micro Business course is designed for independent contractors and micro business operators and focuses on topics such as investigating and developing a business proposal, organising finances and resources and complying with tax, regulation and insurance requirements.

Both courses offer a wide range of elective choices to meet the needs of the business.

For more information:

Contact: Louise Godwin

Email: louise.godwin@tafensw.edu.au

Phone: (02) 9865 1100

Website: www.wsi.tafensw.edu.au

RIVERINA BUSINESS ENTERPRISE CENTRE LTD

The Riverina Business Enterprise Centre provides advisory services and access to information for small business owners and people considering going into business. As well as providing advice on business issues, they offer a range of workshops for business owners on topics such as:

- researching your business
- marketing and sales
- record keeping and legal issues
- financial and business planning
- developments in telecommunications
- making your website pay
- and relationship management skills which studies show are the cornerstone of small business success.

For more information:

Contact: Shirley Rapmund or Jennifer Hogan

Phone: 1800 676 039

Website: www.wesleymission.org.au

WEA SYDNEY

WEA offers a small business management course for those who are thinking of starting a business or are already running a small business. The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of small business contexts.

The course is conducted over 6 one-day sessions, covering topics such as legal requirements, planning, promotion and managing finances and business operations. A practical hands-on approach is taken and all assessment is conducted in class time.

For more information:

Contact: Syed Moniruzzaman

Email: Syed.Moniruzzaman@weasydney.nsw.edu.au

Phone: (02) 9264 2781

Website: www.weasydney.com.au

WEA ILLAWARRA

WEA Illawarra offers a range of training services that can assist owners, managers and staff of small and micro businesses. Understanding that each business has different needs we have developed a variety of flexible learning options in order to fit the schedules of individuals and meet their business needs.

In addition to traditional classroom based training our flexible options include:

- flexible self paced classroom sessions with a choice of morning , afternoon or evening sessions where the student chooses the sessions that fits their personal schedule
- work based programs – where we come to you - programs designed to your individual needs and visits scheduled to suit the workplace.
- online programs – work at your own pace with 24/7 access to material under the guidance of a facilitator /trainer /assessor
- distance programs
- act as a your Training Provider for trainees (both new entrant and existing workers) in a range of Business qualifications

WEA Illawarra provides a wide range of training from non-accredited subject specific training customised to your business to nationally recognised qualifications or individual units of competency. The programs provided by WEA Illawarra cover management, business, frontline management, administration, IT, finance and training and assessment.

Contact me today to discuss your needs.

For more information:

Contact: Kerrie Smith

Phone: 02 42 261622

Fax: 02 42 261156

Email: training@weaillawarra.com.au

Web: http://www.weaillawarra.com.au/

STEPPING UP MENTORING PROGRAM

Stepping Up is a program which links small business owners across New South Wales to build profits, jobs and exports. It offers long-lasting skills, networking with other business owners and access to an experienced business person to focus the issues and plans that will make a difference. The Stepping Up Program recognises that when a business is ready to expand, a 'voice of experience' can be invaluable, particularly when that person has no conflict or vested interest.

There are two core components of the Program. Workshops on current business growth issues are offered over 10 hours. Participants are also matched with an experienced business person who can discuss with them challenges such as developing a business or marketing plan, a financial strategy, a production problem or a new market entry strategy. Business owners who are accepted into the Stepping Up Program also participate in a business development program which is typically three to four months in length.

For more information:

Website: www.smallbiz.nsw.gov.au/smallbusiness

Email: first@business.nsw.gov.au

Phone: 1300 134 3590

WOMEN IN BUSINESS MENTOR PROGRAM

This mentoring program is part of the Stepping Up Mentoring Program, specifically designed to help up-and-coming female business owners to grow their business by linking them with experienced business people. The

Program, which encourages co-operative learning between business people, uses mentoring and practical sessions to help women improve their business skills and boost their confidence. Networking is a key component of the Program.

The Program runs for 45 hours over six months, and has four main components:

- business skills workshops;
- business forums;
- networking event;
- one-on-one mentoring meetings.

Almost 2000 women have participated in the Program since its inception, and a large percentage have seen positive results:

- 93 per cent of mentorees improved their business skills;
- 85 per cent of mentorees had better business networks; and
- 70 per cent of mentorees increased their annual turnover.

For more information:

Website: www.smallbiz.nsw.gov.au

TAFE NSW, NORTH COAST INSTITUTE

TAFE NSW, North Coast Institute provides learning opportunities for small and micro businesses across the north coast of New South Wales.

The Institute offers a range of courses for those running, or considering establishing a small or micro business. They are:

- Small Business Operations preparatory course – for those assisting in a small business, or intending to start or small or micro business. It focuses on issues such as examining the suitability of a business idea, using technology and understanding debt and credit.
- Small Business Management Certificate IV – for those managing a small or micro business. It focuses on issues such as legal requirements, finance, marketing and business planning.
- Small Business Home-Based Business course – for those establishing or operating a micro business for self employment. It focuses on resource requirements, business planning and information and communications technology.

For more information:

Phone: 1800 024 239

Website: www.nci.tafensw.edu.au

WODONGA INSTITUTE OF TAFE

Wodonga Institute of TAFE offers learning opportunities for existing small and micro business operators, and for new business entrepreneurs who are looking at starting a new business.

They are currently in the process of developing an exciting new small business program in consultation with the local Chamber of Commerce and Business Enterprise Centre, focusing on the needs of local businesses and industries.

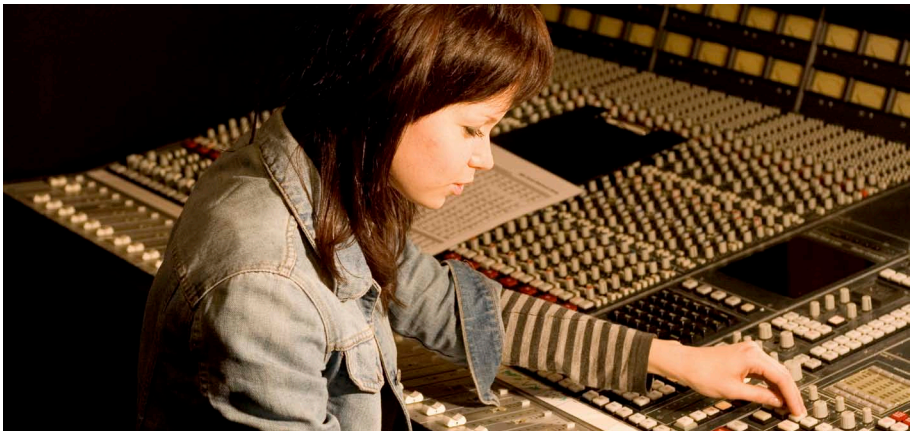
For more information:

Contact: Prashil Singh

Email: psingh@wodonga.tafe.edu.au

Phone: (02) 6055 6000.

Website: www.wodonga.tafe.edu.au



South Australia (SA)

ELECTUS PTY LTD

Electus is a Registered Training Organisation who has been in business for 20 + years servicing the South Australian market and have affiliates in all other states of Australia.

We have trained over 70,000 students and our clients come from a diverse range of small and large businesses and government departments.

Electus offer 42 nationally recognised qualifications specialising in the area of business and IT, in addition we also provide 60 + professional development short courses. Our training is flexible and affordable catering to all budgets and is offered in classroom style, onsite or one-on-one training. All training is delivered by accredited trainers with a minimum of 5 years industry experience and a Certificate IV in Training & Assessment.

Electus are dedicated to providing consistent professional training through our flexibility and affordability, enabling us to meet the needs of many small and micro businesses, including during the present times of the financial crisis.

For more information:

Contact: Joanna Robson

Email: mail@electus.com.au

Phone: (08) 8221 5517

Website: http://www.electus.com.au

TAFESA – ADELAIDE SOUTH INSTITUTE

Small Business Training Centre TafeSA – offers flexible learning solutions to small business. Courses offered can be undertaken during the day or evening as well as through external study and blended delivery.

A program of study can be created using units from the nationally accredited Certificate IV in Business (Small Business Management) – BSB40407.

This Certificate is a comprehensive course designed to give existing and potential small business operators the edge in the skills leading to success.

It covers a range of management practices necessary to operate a small business in an increasingly complex business environment including marketing, financial management, legal obligations and planning.

Students are able to select ‘skills sets’ or individual units to suit their specific needs or to complete the qualification.

We allow for continuous enrolment and provide email, online and phone support to assist students to study at their own pace.

For more information:

SMALL BUSINESS TRAINING CENTRE - TAFE SA, Adelaide City Campus

Website: www.sbtc.sa.edu.au

Email: sbtc@tafesa.edu.au

Phone: (08) 8410 0000

IBSA Innovation & Business Skills Australia

Tasmania (TAS)

TAFE TASMANIA

TAFE Tasmania offers learning opportunities in Micro Business Operations and Small Business Management for those already running a business, or who are planning to set up their own business. Learners can complete a whole course, or choose to do individual units or groups of units that relate to their own business and development needs.

Courses are offered with flexible choices such as day and evening classes, online delivery and flexible delivery at home or in the workplace. Participants can choose one, or a combination of these forms of learning.

For more information:

Phone: Devonport - (03) 6421 5585

Launceston - (03) 6336 2861

Hobart - (03) 6233 4879

Website: www.tafe.tas.edu.au

MENTOR RESOURCES

Mentor Resources is a not for profit company founded by the Rotary Club of Hobart. It offers free mentor guidance and assistance to new and existing small businesses. Mentors are successful experienced business people, many of whom are retired, who volunteer to assist small businesses and community groups within their community. Mentors offer unbiased opinions by calling on their practical experience and skills.

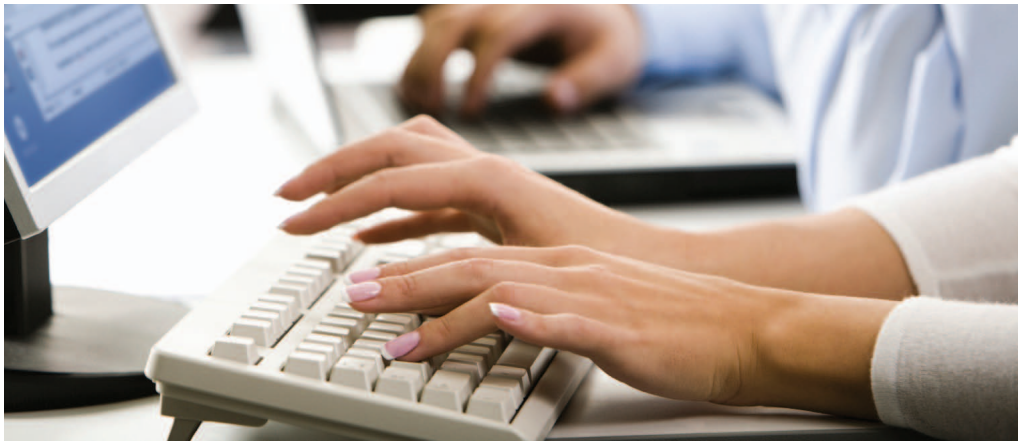
The service offered is an initial phone call, a meeting (usually lasting about one hour) and then a follow up meeting approximately one week later, to ascertain progress.

For more information:

Website: www.mentorresources.org.au

Email: mail@mentorresources.org.au

Phone: (03) 62533 5448 or 1300 367 279 (within Tasmania)



IBSA Innovation & Business Skills Australia

Victoria (VIC)

KANGAN BATMAN INSTITUTE OF TAFE

Kangan Batman TAFE offers both accredited and non-accredited learning opportunities for small business owners and managers in the areas of small business management and micro business management. Learners can complete a set of core units covering legal requirements, financial and business planning and promotion, or can choose a combination of units to meet their unique requirements. Training is available during the day or evening, or through flexi-mode (home study) with tutor support.

Kangan Batman Institute of TAFE is also a Business Enterprise Centre, specialising in small business management and planning, and offering services such as business training, counselling and networking.

They are also Victoria's biggest provider of the 'New Enterprise Incentive Scheme', helping about 350 new businesses to start up each year across Melbourne.

For more information:

Contact: BEC Customer Service

Phone: (03) 9094 3008

Website: www.kangan.edu.au/bec

UNIVERSITY OF BALLARAT

The University of Ballarat offers learning options in leadership and management ranging from short courses and skill sets to nationally accredited courses, from entry level to degree. Courses cover topics such as leadership, project management, building teams, time management, customer service, communication and sustainability.

Programs are based on industry needs, changing as industry changes. This allows for new and innovative practices to be incorporated into tailored training as it happens.

Courses are offered in a variety of modes including on site, workshops and online delivery.

For more information:

Contact: Patrick Murphy.

Email: pj.murphy@ballarat.edu.au.

Phone: (03) 5327 9100.

Website: www.ballarat.edu.au

SMALL BUSINESS MENTORING SERVICE (SMBS)

This is a government funded mentoring service that aims to improve the employment potential, sales and profits of Victorian small businesses. It offers one on one counselling sessions to small and micro businesses. Clients are usually able to have 3 – 4 sessions.

SBMS has approximately 70 mentors, both male and female, from a variety of business disciplines and with a range of industry experience. They all have experience in small business, either running their own or working in an organisation that has strong links to small businesses.

SMBS mentors help by listening and providing a different perspective on issues and problems, and by providing practical insight and alternative view points. They also help business owners to look at the wider picture and develop a plan for achieving set goals. Finally, mentors work with business owners to set future directions needed to make the business prosper, with a plan for getting there.

For more information:

Website: www.sbms.org.au

Note: the website provides names and details of people to contact, depending on where you are located in Victoria.

INTERNATIONAL BUSINESS MENTORS

International Business Mentors is a for profit business, based in Melbourne, and providing business mentors for CEOs, directors, business owners, family businesses and senior executives. Mentoring sessions are usually provided on a one to one, confidential basis. On occasions however, others are included, at the request of the Mentee, and in some cases, key staff or other owners or directors are invited to attend sessions when the content involves their area of expertise. In family businesses, other family members may need to be involved in some or all of the sessions depending on the circumstances and issues.

Business mentors are carefully selected to ensure they align with:

- What the mentee specifies is critically important;
- Personal characteristics of the mentee; and
- The key issues and challenges facing the business.

International Business Mentors often employ a balanced scorecard approach in which they examine and discuss all aspects of the business including finances, marketing, people, customers, operations, KPIs and strategic planning. They also offer training programs for groups or individuals on business skills.

International Business Mentors requires a commitment of 6 months by mentees.

For more information:

Contact: Chris Cartney

Email: chris@internationalbusinessmentors.com

Phone: (03) 9607 8270

Mobile: 0407 560 520

Website: www.internationalbusinessmentors.com

WORKSPACE AUSTRALIA

Workspace provides flexible workspace and business support services to new start up or expanding small businesses. Economical rental, low start-up costs and easy entry/exit terms and business advice and support gives small businesses a major help along when first establishing.

Workspace Australia has established small business centres in Bendigo, Castlemaine, Donald, Dunolly, Eaglehawk, Gisborne and Maldon.

Startup Businesses or Businesses expanding from home are offered three years free business support in all aspects of their business. Flexible workspaces are made affordable with rentals kept to approximately 80% of market value.

For more information:

Contact: Workspace Australia Ltd

Email: info@workspaceaustralia.com

Phone: 03 5446 1558

Website: www.workspaceaustralia.com

LEARNING VERVE

Learning Verve provide expertise in training, coaching, performance management, career planning, human resources and recruitment. Learning Verve are also a Registered Training Organisation (RTO) that delivers The Certificate IV in Small Business Management (BSB40407). This is a practical course that gives you the skills and confidence to successfully create, promote and manage a thriving small business.

This course will take you through many of the skills and strategies that you will need to avoid the common pitfalls facing people in small businesses.

The course is designed for those already operating or wanting to establish a small business as well for senior employees, trade professionals, bookkeepers and anyone who wants to develop a smarter approach to business management.

This course provides training in business planning, marketing, financial management, customer service and other key business topics.

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of small business contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others, and have responsibility for the output of others.

For more information:

Contact: Jay Cohen – Director

Phone: (03) 9676 9211

Mobile: 0423 041 357

Fax: (03) 9676 2499

Email: admin@learningverve.com.au

Website: www.learningverve.com.au

Queensland (QLD)

HEALTHY BUSINESS TRAINING ACADEMY

The Academy has been delivering training and mentoring services to small and micro businesses since 1994. As well as delivering whole certificate programs in Microbusiness Management and Small Business Management, the Academy offers short courses to assist business owners in 'filling the gaps' using one or more selected units from nationally recognised training.

All courses are fully mentored, and can be built specifically around the type of business operation of the proprietor. Courses are delivered by user-friendly distance learning and assessments can be delivered via email.

For more information:

Contact: Amy Boleszny

Email: amy@hbta.edu.au

Phone: (07) 5502 6662

Website: www.hbta.edu.au

BUSINESS SUCCESS GROUP (BSG)

The Business Success Group has over fifteen years of experience in the Queensland training industry. It delivers training in Micro Business Operations and Small Business Management to small business clients across a wide range of industry areas. It also offers specialist small business mentoring and advisory services to indigenous and remote clients, as well as the New Enterprise Incentive Scheme (NEIS) through which they have assisted in the establishment of literally several thousand new small business enterprises.

Training is offered in a flexible format including a mix of on-site workshops, coaching and external assessment. Training programs can be customised for clients and scheduled to take account of peak work periods, availability, planned schedules and any individual constraints. BSG also offers on-going support and mentoring for small businesses and staff to ensure techniques are applied in the workplace long after the formal training has finished.

For more information:

Email: bsg@bsgroup.com.au

Phone: (07) 3666 5900

Website: www.bsgroup.com.au

DIRECTIONS AUSTRALIA

Since 1991, Directions Australia has provided nationally accredited and non accredited training and consultancy services.

Directions Australia can deliver a wide range of Business Services qualifications, such as the BSB40407 Certificate IV in Small Business Management, relevant skill clusters or individual units of competency. Learning and development programs can be customised to meet business and individual needs.

We operate in regional and remote locations and offer flexible delivery modes including face to face, distance based, part time and outside business hours.

We can assist individuals to access government funding to subsidise the cost of training. Some of the funding programs that Directions Australia can access include the New Enterprise Incentive Scheme (NEIS), Traineeship funding and the Productivity Places Program (PPP).

We have been awarded the NSW Small Business Training Provider of the year in 2008.

For more information:

Contact: Sunny Sohal

Phone: 1300 88 46 55

Fax: 02 9150 5861

Email: sunnys@directionsaustralia.com.au

Website: www.directionsaustralia.com.au

ENRICH TRAINING

Enrich Training is a Brisbane based training organisation specialising in Business Management and Business Administration. It delivers training to small businesses throughout South East Queensland, working with them to customise programs around the products, policies, services and practices of particular businesses.

Their Certificate IV in Small Business Management develops broad business skills and ideas for people who are directly involved in managing a small business. The course develops proactive self-management skills, operational skills, financial forecasting, marketing and strategic planning skills that will help participants offer even greater value to the business. The course is flexible which means that it is suitable for a wide range of businesses and industries, incorporating several training methods and styles, including online and self-paced training.

Enrich also offers a range of short, information packed courses that deliver on skills and knowledge without a huge investment of time.

For more information:

Contact: Helen Batterham

Email: helen@enrichtraining.com.au

Phone: (07) 3861 0549

Website: www.enrichtraining.com.au

THE SUNSHINE COAST BUSINESS ACADEMY

The Sunshine Coast Business Academy recognises that the needs of small and micro businesses are as individual as the next person, and has therefore developed a flexible training and mentoring program to suit the needs of individual businesses. Their 'Doing Business Better' program is a training and mentoring program especially designed for small business owners/managers and key persons.

The program involves a series of workshops focusing on Business Planning, Managing Operations; Marketing and Promoting Products/Services; Managing Finances; Managing People; Customer Service; Succession Planning. This is combined with a one on one mentoring service with professional business mentors who help the business develop a business plan, or review current business plan and develop better business practices through the review outcomes. The program is totally flexible with no obligation to attend every single workshop and with the option to choose workshops that would be most beneficial. If they prefer, participants can access the mentoring service only.

For more information:

Contact: Leigh Rachow

Email: director@scba.com.au

Phone: (07) 5443 7599

Website: www.scba.com.au

RESPONSE LEARNING

Response Learning designs and delivers programs for small business with a focus on working with the client to achieve their operational needs and to drive behaviour change in key areas of development need. It is able to design discrete programs or whole qualification courses, applying contextual learning, problem solving and strategic thinking into their programs to achieve deeper learning.

Programs involve workshops combined with coaching. The coaching is an integral part of their programs, with coaches encouraging and supporting the participant to apply the learning to their unique business operation.

Programs are tailored to individual business needs and can be offered via face to face workshops around shift work hours, video learning, distance learning, E Learning and blended learning.

For more information:

Contact: Wendy Hall

Email: admin@responseaust.com.au

Phone: (07) 3357 4400

Website: www.responseaust.com.au

SMALL BUSINESS SOLUTIONS QUEENSLAND

Small Business Solutions is a government subsidised initiative designed to enhance the business skills, profitability and growth of small businesses. It offers small business owners real business assistance from accredited industry professionals.

In addition to one-on-one coaching from qualified mentors in the workplace, SBS also offers access to vocational education and training qualifications through skills recognition and tailored training events for specific small business needs. Because it is government-subsidised, SBS's services are affordable and accessible to small businesses across Queensland.

For more information:

Email: enquiries@smallbusinesssolutions.qld.gov.au

Phone: 1300 40 60 80

Website: www.smallbusinesssolutions.qld.gov.au

ACADEMY OF CAREER TRAINING

Based in Toowoomba, The Academy of Career Training (ACT) offers advanced level training to small and micro business personnel in the areas of Diploma in Frontline Management and Certificate IV in Project Management.

Their Diploma in Frontline Management is designed to help managers lead others in order to achieve great results in the workplace. The course covers topics such as managing people, work priorities and professional development, workplace relationships and information systems, operational, budgets and financial plans and facilitating and capitalising on change and innovation. The course is delivered through a series of fortnightly meetings, where the emphasis is on learning and applying frontline management principles to real-life situations.

The Certificate IV in Project Management is for those who collaborate on projects or manage projects from conception through to completion. It covers the nine key principles of project management as recognised nationally and internationally.

For more information:

Contact: Glen Halter

Email: actnow@bigpond.net.au

Phone: (07) 4659 5062

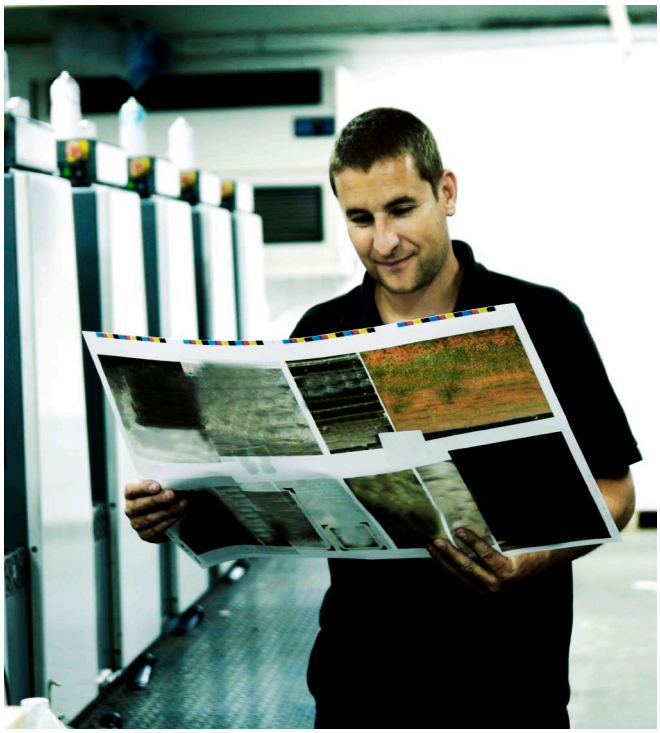
Website: www.actnow.qld.edu.au

QUALITY TRAINING SOLUTIONS

Quality Training Solutions offer the Certificate IV in Small Business (or individual units from the certificate) via distance learning or on line learning, meaning you can start when you are ready, progress at your own pace and study where an when it suits you.

This course is ideal for anyone currently managing their own business or someone else's, or wanting to become a business owner/manager. This certificate covers all aspects of planning, managing and growing a successful business. Topics include marketing, leadership, business planning, budgeting, client relations, and more.

Participants can select the units that best suit their needs, a complete the full certificate or individual units. Participants are supported experienced professional trainers, who can be contacted via phone or email.



For more information:

Contact: Angela McGregor

Email: info@qts.edu.au

Phone: 07 55622317

Website: www.qts.edu.au

IBSA
Innovation & Business Skills Australia

Western Australia (WA)

FLOWERS DESIGN SCHOOL

Flowers Design School recognises that success in the floristry industry does not rely entirely on creativity and floristry skills – business and management skills are also essential.

The School offers the Certificate IV in Business and Management Skills to the floristry industry. The course is offered in workshop format, incorporating relevant and useful assessment activities. For example, one assignment gives participants an opportunity to develop a comprehensive business and marketing plan that translates their passion, dream, goal or idea into a realistic and useable road map.

For more information:

Contact: Chris Godwin

Email: chris@floristry.com.au

Phone: (08) 9321 0222

Website: www.floristry.com.au

CENTRAL TAFE

Located in Perth, Central TAFE offers a Certificate IV in Small Business Management. This course equips participants with the practical skills and knowledge to plan, establish, promote and operate a small business of 20 employees or less. It covers topics such as business planning, business finances, marketing a small business and the legal and risk management requirements of small business in a wide variety of contexts.

Central TAFE offers flexible learning options - off campus delivery.

For more information:

Contact: Ros Howell

Email: ros.howell@central.wa.edu.au

Phone: 1300 300 822

Website: www.centraltafe.wa.edu.au

IBSA
Innovation & Business Skills Australia

SMALL BUSINESS MENTOR SERVICE

This mentoring service is offered by Small Business Development Corporation, a Western Australian State Government agency focused on the development of the small business sector.

All mentors have a strong affinity with small business. They may be retired or semi-retired, or active in business and have the desire and available time to 'give back something' to the small business community. The role of a voluntary business mentor in the Small Business Mentor Service is that of 'wise counsel' and 'sounding board'. Business mentors speak from their knowledge, understanding and experience in business. They do not drive or direct the business, or make decisions for their mentee, but guide them in their management of the business.

For more information:

Contact the SBDC or a local Small Business Centre.

For the location of Small Business Centres:

Phone: 1800 093 340 or (08) 9220 0222

Email: mentors@sbdc.com.au

CHALLENGER TAFE

Challenger TAFE's Information Technology and Business Skills Centre covers a number of locations spread across the south metropolitan area from Fremantle to Rockingham and Mandurah as well as the Peel regional area.

Small business owners are being offered the opportunity to obtain a nationally recognized qualification specifically aimed at people who require skills and knowledge to embark on a career in small business or people already in small business wanting to enhance their skills. This training has been custom designed to meet your needs as a small business owner or operator. Topics covered include:

- Business Planning
- Marketing
- Managing finances
- Legal requirements
- Risk management
- Customer relationships

The Certificate is offered on a flexible basis with participants choosing either workshop attendance or online delivery combined with one on one mentoring in the workplace. You can choose to complete the full qualification or individual topics that meet your needs.

The IT and Business Skills Centre also offers a range of one-day workshops and short courses covering computer skills, MYOB, customer service and project management. These courses are ideal for business owners as well as their employees.

For more information:

Contact: Kelly Ward

Email: Kelly.ward@challengertafe.wa.edu.au

Phone: (08)9239 8291

Website: www.challengertafe.wa.edu.au

Checklist for engaging with Registered Training Organisations (RTOs)

The questions are designed to assist you to select the RTO which offers the best service for your business.

1.	Can the RTO give you the names and contact numbers of other organisations they have worked with?	
2.	Can the RTO demonstrate prior experience in delivering training in your industry?	
3.	Can the RTO show you materials and learning resources that they will use?	
4.	Can the RTO provide you with a Training Program which shows quite clearly when they will do assessments and when training will need to be done?	
5.	Can the RTO tailor training that specifically meets your needs?	
6.	Do all of the RTO's trainers and assessors hold the appropriate qualifications?	
7.	Does the RTO's Training Program tell you how often they will come to your workplace and what they will do when they are there?	
8.	Is the RTO willing to conduct sessions at times relevant to your business needs?	
9.	Will the RTO deliver training in your workplace?	
10.	If necessary, can then RTO provide a trainer who can support workers who need language, literacy and/or numeracy support?	
11.	Can the RTO demonstrate the ability to work in partnership with you and others in your workplace?	
12.	What price is the RTO charging for Existing Worker Traineeships?	
13.	Does the RTO want the same price for each Trainee, or are they willing to have a price per person that reflects what Units are chosen and how much training the person needs to do? (This applies for Existing Worker Traineeships only)	
14.	Where you want the RTO to do assessments only, is the RTO comfortable with you providing any training that is needed, or you hiring in someone else to do the training? (Existing Worker Trainees Only)	
15.	What training and assessment material does the RTO use?	
16.	Will the RTO provide you with a Training Record Book for each trainee?	
17.	Is the RTO offering to guarantee that all people assessed will in the end be assessed as competent? (i.e. that everyone will pass – N.B. They should not guarantee this, no-one can)	
18.	Will the RTO provide training reports at least 3 monthly detailing all competencies completed?	
19.	Does the RTO understand that 'training' is not the core business of your organisation but that training has an important function in improving the effectiveness and efficiency of the business?	
20.	Is the RTO aware that if they sign someone off as competent, when they know them not to be, then they are breaking the Law?	
21.	Is the training provided by the RTO subsidised by the Commonwealth or State/Territory governments?	

It is important to remember that you need an RTO that can provide the services that you want, not what the RTO wants you to have.

IBSA
Innovation & Business Skills Australia

Publisher information

For more information on this booklet, please contact Innovation & Business Skills Australia.

Better Business through Innovation

IBSA is one of 11 authorised Industry Skills Councils, and is Australia's official voice on skills and training for industries underpinning the innovation economy:

Education	Financial Services	Business Services
Printing & Graphic Arts	Cultural & Related Industries	Information & Communication Technologies

IBSA's mission is to build the capability, professionalism and innovative capacity of the Australian workforce. Sharp-focussed consultation with industry allows us to gather market intelligence on skill needs and trends. Our workforce development products and services reflect real industry skill requirements and are designed to foster innovation in thinking and practice.

To bring together fresh thinking and sound research IBSA fosters the support and collaboration of informed people from across industry, vocational education and training and research sectors.

IBSA
Innovation & Business Skills Australia

e reception@ibsa.org.au
t +61 3 9815 7000
w www.ibsa.org.au
f +61 3 9815 7001
Level 2, Building B, 192 Burwood Rd, Hawthorn, Victoria, AUSTRALIA 3122