

COURSE LIST

At Learning Seat, we are committed to changing workplace behaviour for good. We offer a comprehensive range of compliance courses that promote understanding of key legislation aimed at fostering safe and equitable workplaces. Protect your brand and people so that your business can thrive. Browse our course list to learn more.

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KEY COMPLIANCE SUITES AT A GLANCE

Key compliance Australia

- Law at Work (suite) (9 titles)
 - Bullying
 - Electronic Communication and Social Media
 - Equal Opportunity in Employment
 - Health and Safety
 - Privacy
 - Sexual Harassment
 - Competition Law
 - Consumer Law
 - Misleading and Deceptive Conduct
- The S.A.F.E. Files (suite) (8 titles)
 - Consumer Law
 - Electronic Communication and Social Media in the Workplace
 - Equal Opportunity in Employment
 - Misleading Conduct and Competition Law
 - Privacy
 - Sexual Harassment in the Workplace
 - Work Health and Safety
 - Workplace Bullying
- Compliance Essentials (suite) (7 titles)
 - Consumer Law
 - Equal Opportunity in Employment
 - Work Health and Safety
 - Privacy
 - Sexual Harassment in the Workplace
 - Trade Practices
 - Workplace Bullying
- Managers and Executives (suite) (3 titles)
 - Equal Opportunity in Employment for Managers and Executives
 - Sexual Harassment in the Workplace for Managers and Executives
 - Workplace Bullying for Managers and Executives

Key compliance New Zealand

- Compliance Essentials New Zealand (suite) (6 titles)
 - Equal Opportunity in Employment
 - Sexual Harassment in the Workplace
 - Workplace Bullying
 - Work Health and Safety
 - Trade Practices and Consumer Protection Program
 - Privacy

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EMPLOYMENT LAW

Bullying

- Compliance Essentials New Zealand Workplace Bullying
- Compliance Essentials Workplace Bullying
- Law at Work Bullying
- Law at Work Electronic Communication and Social Media
- The S.A.F.E. Files Electronic Communication and Social Media in the Workplace
- The S.A.F.E. Files Workplace Bullying
- Workplace Bullying for Managers and Executives

Conduct

- Accountable and Ethical Decision Making
- Charter of Human Rights and Responsibilities
- Code of Conduct New South Wales Local Councils
- Code of Conduct - Victorian Public Sector
- Code of Conduct for the Queensland Public Service
- Ethics and Conduct
- RCSA Code for Professional Conduct 2010
- Workplace Ethics

Equal opportunity

- Compliance Essentials Equal Opportunity in Employment
- Compliance Essentials New Zealand Equal Opportunity in Employment
- Equal Opportunity in Employment for Managers and Executives
- Law at Work Equal Opportunity in Employment
- The S.A.F.E. Files Equal Opportunity in Employment

Fair Work Act

- Fair Work Act 2009 (suite) (3 titles)
 - Fair Work Act 2009 General Protections
 - Fair Work Act 2009 Managing Poor Performance and Misconduct
 - Fair Work Act 2009 National Employment Standards

Sexual harassment

- Appropriate Behaviour at Work Parties
- Compliance Essentials New Zealand Sexual Harassment in the Workplace
- Compliance Essentials Sexual Harassment in the Workplace
- Law at Work Sexual Harassment
- Sexual Harassment in the Workplace for Managers and Executives
- The S.A.F.E. Files Sexual Harassment in the Workplace

HEALTH AND SAFETY

Driver safety

- Fleet Safety 101

Health and safety

- Compliance Essentials Work Health and Safety
- Compliance Essentials New Zealand Work Health and Safety
- Emergency Management **UPDATED!**
- First Aid Awareness
- Forklift Safety
- Hand Hygiene
- Hazardous Manual Tasks*
- Law at Work Health and Safety
- Manual Handling
- Office Ergonomics
- Plant Safety
- The S.A.F.E. Files Work Health and Safety
- Working at Heights
- Working in Hot and Cold Conditions
- Workplace Inspections

High-risk environments

- Asbestos Awareness
- Survive Armed Robbery

Management

- Safety Leadership Suite (5 titles)
 - Safety Leadership – Communication, Consultation and Cooperation (available separately)

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- Safety Leadership – Managing Health and Safety in the Workplace (available separately)
- Safety Leadership – Incident Management (available separately)
- Safety Leadership – Risk Management in the Workplace (available separately)
- Safety Leadership – Making and Reviewing Emergency Plans (available separately)

RISK AND GOVERNANCE

Child safety

- Mandatory Reporting of Child Abuse in Schools
- Victorian Child Safe Standards – We All Have a Role to Play

Corruption and bribery

- Anti-Money Laundering Awareness
- Fraud Awareness
- Whistleblowers

Information security

- Cybersecurity

Risk management

- How to Establish and Implement a Risk Management Program
- How to Improve Your Risk Awareness
- How to Manage Risk

CONSUMER LAW

Consumer law

- Compliance Essentials Consumer Law
- Compliance Essentials Trade Practices
- Compliance Essentials New Zealand Trade Practices and Consumer Protection Program
- Law at Work Competition Law
- Law at Work Consumer Law
- Law at Work Misleading and Deceptive Conduct
- **National Consumer Credit Protection Act**
- The S.A.F.E. Files Consumer Law

- The S.A.F.E. Files Misleading Conduct and Competition Law

LEADERSHIP

Leadership

- EEO - Best Practice Recruitment Guidelines
- How to Communicate Effectively as a Leader
- How to Deliver a Presentation
- How to Develop Interpersonal Skills in the Workplace
- How to Develop Teams and People **NEW!**
- How to Manage a Team
- How to Manage and Measure Employee Work
- How to Manage Learning Programs for Remote Employees
- How to Manage People Performance **NEW!**
- How to Manage Workplace Conflict
- How to Mentor in the Workplace
- How to Plan and Monitor Personal Work Performance
- How to Work Effectively with Diversity
- Introduction to Total Quality Management

Management

- How to Create and Monitor Employee Development Plans
- How to Create and Support an Operational Plan
- How to Develop Business Plans and Budgets
- How to Implement a Continuous Improvement Program
- How to Implement an Operational Plan **NEW!**
- How to Interpret Market Trends and Development **NEW!**
- How to Manage a Budget
- How to Manage an Operational Plan **NEW!**
- How to Recruit and Induct Employees
- Introduction to Change Management
- Project Management - An Introduction
- Project Management - Essentials
- Reading People Program

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BUSINESS AND COMMUNICATION SKILLS

Communication skills

- How to Communicate Effectively in the Workplace

Writing skills

- Effective Business Writing Toolkit **NEW!**
- Writing for Government

Business skills

- How to Manage Priorities
- How to Manage Stress
- Problem Solving Tools and Techniques

PRIVACY AND FREEDOM OF INFORMATION

Privacy

- Compliance Essentials New Zealand Privacy
- Compliance Essentials Privacy
- Law at Work Privacy
- Privacy – Queensland Information Privacy Act **UPDATED!**
- Privacy – Victorian Health Records Act **UPDATED!**
- Privacy – Victorian Privacy and Data Protection Act
- The S.A.F.E. Files Privacy

Record management

- Records Management Awareness Victoria
- Records Management Western Australia

SALES AND CUSTOMER SERVICE

Account management

- Key Accounts - How to Strengthen Client Relationships

Customer service

- Customer Service and Selling

Sales

- Business-to-Business Sales Training program

- Closing and Objection Handling (available separately)
- Defining the Target Market (available separately)
- Managing the Sales Conversation and Understanding Client Needs (available separately)
- Prioritisation and Planning (available separately)
- Understanding and Managing the Sales Process (available separately)

Retail

- Retail Excellence (suite) (16 titles)
 - Angry and Upset Customers (available separately)
 - Critical Thinking (available separately)
 - Customer Interaction (available separately)
 - Customer Motivation (available separately)
 - Discovery Questioning (available separately)
 - Features and Benefits (available separately)
 - Handling Objections (available separately)
 - Listening Skills (available separately)
 - Matching and Mirroring (available separately)
 - Pacing (available separately)
 - Personal Development (available separately)
 - Problem Solving Strategies (available separately)
 - State of Mind (available separately)
 - Successful Recommendations (available separately)
 - The Importance of Rapport (available separately)
 - Trial Closing (available separately)
- Challenging Situations (suite) (2 titles)
 - Angry and Upset Customers (available separately)
 - Handling Objections (available separately)
- Developing Customer Relationships (suite) (3 titles)
 - Matching and Mirroring (available separately)
 - Pacing (available separately)
 - The Importance of Rapport (available separately)

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- Identifying Customer Needs (suite) (3 titles)
 - Customer Interaction (available separately)
 - Discovery Questioning (available separately)
 - Listening Skills (available separately)
- Making Recommendations (suite) (3 titles)
 - Features and Benefits (available separately)
 - Successful Recommendations (available separately)
 - Trial Closing (available separately)
- Personal Excellence (suite) (5 titles)
 - Critical Thinking (available separately)
 - Customer Interaction (available separately)
 - Personal Development (available separately)
 - Problem Solving Strategies (available separately)
 - State of Mind (available separately)
- Develop a Marketing Communications Plan
- Visual Merchandising
- Buying for Retail

HEALTH SERVICES

Disability services

- Positive Behaviour Support

HUMAN RESOURCES AND RECRUITMENT

Human resources

- Effective Reference Checking
- Recruitment and Selection

Profiling

- OneTest - Behavioural Style Assessment (DISC)*
- OneTest – Emotional Intelligence Test (MSCEIT)*
- OneTest – Work Safety Assessment*

COMPUTING SKILLS

Accessibility – Microsoft Word

- DAT 101: Everyday Document Accessibility

Software applications

Access

- Access 2010 Bundle (courses available separately)
 - Access 2010 - Intro Training
 - Access 2010 - Intermediate Training
 - Access 2010 - Advanced Training
- Access 2013 Training

Excel

- Excel 2010 Course Bundle (courses available separately)
 - Excel 2010 - Intro
 - Excel 2010 - Intermediate
 - Excel 2010 - Advanced Training
 - Excel 2010 - Pivot Tables Training
 - Excel 2010 - Charting Training
 - Excel 2010 - Creating Accessible Workbooks Training
 - Excel 2010 - Statistical Analysis Training
- Excel 2013 Course Bundle (courses available separately)
 - Excel 2013 - Intro Training
 - Excel 2013 - Charting Training
 - Excel 2013 - Frequently Used Formulas & Functions Training
 - Excel 2013 - Evaluating Data Training
 - Excel 2013 - Pivot Tables Training
- Excel 2016 PC

Office

- Office 2010 Course Bundle (courses available separately)
 - Office Suite 2010 - What's New? Training
 - Office Suite 2010 - Creating Accessible Documents Training
- Office 2013 Course Bundle (courses available separately)
 - Office 2013 - What's New? Training
 - Office Suite 2013 - Accessibility Features Training
 - Creating Accessible Documents in Office 2013 Training
- Office 365 Course Bundle (courses available separately)
 - Using Office 365 Training
 - Office 365 - Administrator Training
 - Collaborating and Sharing Using Office 365

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OneNote

- OneNote 2010 Training
- OneNote 2013 Course Bundle (courses available separately)
 - OneNote 2013 Training
 - OneNote for Organization and Collaboration

Outlook

- Outlook 2010
- Outlook 2011 Training (Mac)
- Outlook Training 2013
- Outlook Web App Mail 2013 Training
- Outlook 16 Training (Mac)
- Outlook 2016 Training

PowerPoint

- PowerPoint 2010 Course Bundle (courses available separately)
 - PowerPoint 2010 - Intro Training
 - PowerPoint 2010 - Intermediate Training
 - PowerPoint 2010 - Advanced Training
 - PowerPoint 2010 - Getting Started Training
 - PowerPoint 2010 - Creating Accessible Presentations Training
- PowerPoint 2013 Course Bundle (courses available separately)
 - PowerPoint 2013 - Intro Training
 - PowerPoint 2013 - Animation & Effects Training
 - PowerPoint 2013 - Shapes & SmartArt Training
 - PowerPoint 2013 - Working with Pictures Training
 - PowerPoint 2013 - Adding Media Training
- PowerPoint 2016 (PC)

Project

- Project 2010 Training
- Project 2013 Training

Publisher

- Publisher 2010 Training
- Publisher 2013 Training

SharePoint

- SharePoint 2010 - Advanced Training
- SharePoint 2013 - Basics Training

Word

- Word 2010 Course Bundle (courses available separately)
 - Word 2010 - Intro Training
 - Word 2010 - Intermediate
 - Word 2010 - Advanced Training
 - Word 2010 - Newsletter Training
 - Word 2010 - Mail Merge Training
 - Word 2010 - Citation & Bibliography Training
 - Word 2010 - Creating Accessible Documents Training
- Word 2013 Course Bundle (courses available separately)
 - Word 2013 - Intro Training
 - Word 2013 - Creating Forms Training
 - Word 2013 - Tables & Graphics Training
 - Word 2013 - Mail Merge Training
 - Word 2013 - Newsletter Training
 - Word 2013 - Building References Training
 - Word 2013 - Tracking Changes & Comments Training
- Word 2016 (Mac)
- Word 2016 (PC)

QUALIFICATIONS*

Business

- BSB40415 Certificate IV in Small Business Management
- BSB40515 Certificate IV in Business Administration
- BSB40215 Certificate IV in Business
- BSB42015 Certificate IV in Leadership and Management
- BSB50215 Diploma of Business
- BSB51915 Diploma of Leadership and Management

Human resources

- BSB41015 Certificate IV in Human Resources
- BSB50615 Diploma of Human Resources Management

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Project management

- BSB41515 Certificate IV in Project Management Practice
- BSB51415 Diploma of Project Management

* Not available on all platforms