Informa Corporate Learning
Course Catalogue
your one-partner solution for training & development

500+ courses, 30+ industry sectors

Mining, Energy & Natural Resources
OHS, Human Factors & HR
Banking & Finance
Contracts, Legal & Procurement
Leadership, Management & Communication
Infrastructure & Transport
General Engineering & Maintenance
Business Skills & Commercial Acumen
Government Policy, Education & Healthcare

your one partner solution for training & development
About Informa Corporate Learning

We are training and development specialists, forming part of the global Informa group of businesses.

We boast one of the largest, most diverse ranges of training courses in Australia.

Our training is facilitated by carefully selected expert practitioners, contracted to deliver targeted, timely information that fosters knowledge and learning transfer.

Informa Corporate Learning offers both public and on-site delivery for its programs.

Take a look at what we offer.


Hot off the press

Our portfolio of courses is continuously extended in response to market needs.

For the latest programs, please visit www.informa.com.au/training
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The course addressed everything it promised to in the brochure. I feel it has helped me feel more professionally confident and given me tools to continue the process. Isabel was knowledgeable, informative, supportive – just wonderful!

*Manager, Department of Defence*
Communicating with Influence & Professional Presence

Practical 2 day course imparting tools to enhance communication, interpersonal interaction, visual credibility & executive presence.

Key Learning Objectives
- Identify the dynamics of your communication and presentation style
- Improve your capacity to influence and persuade others through interpersonal communication elements
- Develop the skills to communicate with credibility and personal power
- Develop specific verbal, vocal and visual communication skills to influence senior management and all stakeholders
- Learn how to overcome confidence breakers in the workplace
- Achieve an assertive, persuasive, yet quick thinking response style
- Learn to project executive presence and influence through image and personal style

Course Faculty
Kerry Cumming, Sandi Givens, Sheila Harloe & Reyna Matthes

Who Will Benefit
Those wishing to enhance their personal profile and improve their interpersonal interactions, confidence, and communication with internal and external stakeholders

Book Now

Community Consultation & Stakeholder Engagement
For the Private Sector

A 2 day course to help organisations refine community & stakeholder engagement processes & improve communication, facilitation, planning & conflict management skills.

Key Learning Objectives
- Review the principles of community engagement
- Develop risk/benefit assessment skills – how to ascertain current and potential community and stakeholder concerns
- Construct a methodology to identify potential costs, benefits and impacts
- Determine appropriate processes and tools to incorporate for community engagement by examining objectives, stakeholders and resources
- Formulate a community engagement timeline and implementation plan
- Undertake internal skills assessments to establish available skill sets to assist implementation
- Communication, facilitation and dispute resolution tools to encourage participation whilst avoiding disputes

Course Faculty
TBA

Who Will Benefit
All staff playing key organisational roles in community and stakeholder engagement processes, project participants and consultants

Book Now

Conflict Management Masterclass

This course provides participants with skills & resources to manage & resolve conflict, to improve team cohesion & productivity

Key Learning Objectives
- Understand the nature of conflict and reaching agreement
- Understand the psychology behind actions and reactions
- Improve your self-knowledge, empathy and rapport by exploring EI
- Understand different personality types, how they react and how you react
- Observe the role our thinking, body language and tone play in dealing with conflict
- Become comfortable in dealing with opposing views
- Develop strategies to manage your emotions and actions
- Apply the theory and ideas to actual situations – and adapt to suit
- Increase team cohesion – use conflict to develop stronger respect for each others’ strengths

Course Faculty
Peter Giutronich

Who Will Benefit
Team leaders, those who work in functional areas that use stakeholder communication strategically and anyone wishing to foster interpersonal harmony

Book Now
Leadership, Management & Communication

Customer Service as a Conflict Preventer

Training you in how to gain meaningful feedback from customers that can guide your business to effective decision-making

Key Learning Objectives
- Understand the imperative of consulting with customers to gain actionable input
- How the nine rules of service apply in the service context in your business
- Why ‘satisfaction surveys’ should be avoided because only ‘feelgood feedback’ can be derived from them
- How customer feedback can be used to improve service – and many ideas for achieving this
- Alternative methods for gaining customer feedback

Course Faculty
Jillian Mercer

Who Will Benefit
Managers for whom customer service and service recovery is a key issue, marketing managers seeking to link strategy to feedback

Book Now

Developing Professional Assertiveness & Confidence

The Key to Increased Confidence, Credibility & Assertiveness at Work

A 2 day course on the skills, strategies & techniques required to be assertive & project credibility, composure & confidence at work

Key Learning Objectives
- How to identify and manage different types of business behaviour
- Benefit from an in-depth personal assertiveness assessment
- Discover how to enhance self confidence, self esteem and self belief
- Techniques for maintaining composure and credibility
- Develop critical skills to handle criticism, anger, negativity and confrontation
- How to overcome confidence breakers in the workplace
- Identify the differences between assertiveness, confidence, influence and power
- Develop skills to make you a more confident, credible and assertive communicator

Course Faculty
Kerry Cumming, Sandi Givens, Peter Giutronich, Sheila Harloe & Reyna Matthes

Who Will Benefit
Any professional who wishes to enhance their personal profile and improve their assertiveness, becoming more effective in all their interactions

Book Now

Effective Negotiation & Communication Skills

A 2 day course combining principles of persuasion, influence, negotiation & communication in skills and techniques that leverage credibility, confidence & persuasiveness

Key Learning Objectives
- Apply proven principles of persuasion and influence to ensure win-win outcomes
- Improve the results of your negotiations by following key principles and procedures
- Optimise your pre-negotiation preparation to ensure improved outcomes
- Understand, recognise and manage negotiation tactics and negative behaviours
- Recognise different behavioural types and learn ways to relate better to others
- Understand and utilise key communication tools to improve your influence on others
- Integrate, combine and apply a range of value adding communication, persuasion and negotiation skills

Course Faculty
Kerry Cumming, Peter Giutronich & Sheila Harloe

Who Will Benefit
All those looking to refresh or improve their skills in communicating, negotiation and persuading in the workplace – at any level

Book Now

Who Will Benefit
Managers for whom customer service and service recovery is a key issue, marketing managers seeking to link strategy to feedback

Book Now

Key Learning Objectives
- Understand the imperative of consulting with customers to gain actionable input
- How the nine rules of service apply in the service context in your business
- Why ‘satisfaction surveys’ should be avoided because only ‘feelgood feedback’ can be derived from them
- How customer feedback can be used to improve service – and many ideas for achieving this
- Alternative methods for gaining customer feedback

Course Faculty
Jillian Mercer

Who Will Benefit
Managers for whom customer service and service recovery is a key issue, marketing managers seeking to link strategy to feedback

Book Now

Developing Professional Assertiveness & Confidence

The Key to Increased Confidence, Credibility & Assertiveness at Work

A 2 day course on the skills, strategies & techniques required to be assertive & project credibility, composure & confidence at work

Key Learning Objectives
- How to identify and manage different types of business behaviour
- Benefit from an in-depth personal assertiveness assessment
- Discover how to enhance self confidence, self esteem and self belief
- Techniques for maintaining composure and credibility
- Develop critical skills to handle criticism, anger, negativity and confrontation
- How to overcome confidence breakers in the workplace
- Identify the differences between assertiveness, confidence, influence and power
- Develop skills to make you a more confident, credible and assertive communicator

Course Faculty
Kerry Cumming, Sandi Givens, Peter Giutronich, Sheila Harloe & Reyna Matthes

Who Will Benefit
Any professional who wishes to enhance their personal profile and improve their assertiveness, becoming more effective in all their interactions

Book Now

Effective Negotiation & Communication Skills

A 2 day course combining principles of persuasion, influence, negotiation & communication in skills and techniques that leverage credibility, confidence & persuasiveness

Key Learning Objectives
- Apply proven principles of persuasion and influence to ensure win-win outcomes
- Improve the results of your negotiations by following key principles and procedures
- Optimise your pre-negotiation preparation to ensure improved outcomes
- Understand, recognise and manage negotiation tactics and negative behaviours
- Recognise different behavioural types and learn ways to relate better to others
- Understand and utilise key communication tools to improve your influence on others
- Integrate, combine and apply a range of value adding communication, persuasion and negotiation skills

Course Faculty
Kerry Cumming, Peter Giutronich & Sheila Harloe

Who Will Benefit
All those looking to refresh or improve their skills in communicating, negotiation and persuading in the workplace – at any level

Book Now

Who Will Benefit
Managers for whom customer service and service recovery is a key issue, marketing managers seeking to link strategy to feedback

Book Now
Leadership, Management & Communication

**Emotional Intelligence & Leadership Masterclass**
In the Workplace

A 2 day course on Emotional Intelligence, a skill known to predict success as a leader, manager, negotiator & influencer

**Key Learning Objectives**
- The human brain, emotion and peak performance: What causes emotions and how do they impact others?
- Essential terminology and general implications of improving performance based on emotional competence
- Develop a deeper, practical understanding of the key emotional competencies and how to gain, maintain and enhance them
- How to adapt your behaviour to a style that is more conducive to improved performance
- Examine the key aspects of Emotional Intelligence: Self awareness, self regulation, social awareness and social skills

**Course Faculty**
Alan Patching

**Who Will Benefit**
This course is relevant for all those looking to improve their personal performance, productivity, communication, negotiation and influencing skills

**Book Now**

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**English & Communication Skills ESL Professionals**
Improving Pronunciation, Articulation & Confidence for Non-Native Speakers

At this 2 day course, learn to ‘send & comprehend’ accurate messages by improving written & oral presentations & corporate literacy

**Key Learning Objectives**
- Develop writing and presentation styles for an Australian audience
- Improve corporate and current business language literacy
- Update vocabulary trends in written and spoken English
- Realise the benefits and potential of reader-centered writing
- Improve articulation and gain confidence in written communications
- Recognise and correct inconsistencies in writing and presentation styles
- Examine the process of logical writing how it improves message strength
- Examine voice, tone and other verbal communication tools
- Become fluent in professional business presentation
- Develop confident public speaking skills in business settings

**Course Faculty**
Jennifer Strachan

**Who Will Benefit**
Overseas-born professionals looking to boost job performance through improved communication skills, especially in written and spoken English

**Book Now**

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**Mastering Influence & Persuasion**
In the Corporate Environment

This advanced course provides professional communication skill-building opportunities for those who strive for improved outcomes in diverse, pressure-filled business environments

**Key Learning Objectives**
- Understand the psychology behind your motivations and behaviours and those of others
- Understand favoured learning styles of others and how to use these for optimum outcomes
- Learn the powerful principles of the science behind key elements of human interaction, persuasion and influence
- Learn how to build rapport with anyone at any time
- Tailor your communications to maximise impact
- Master confrontation without defensiveness
- Handling resistance: turn a negative into a positive

**Course Faculty**
Peter Giutronich

**Who Will Benefit**
Those looking to improve their ability to influence others to help achieve business outcomes – whether peers or managers

**Book Now**
Leadership, Management & Communication

Negotiation & Persuasion Masterclass
Achieving results through advanced emotional intelligence

A 2 day course exploring the technical & behavioural aspects of negotiation. Analyse persuasion psychology & improve your negotiating ability

**Key Learning Objectives**
- Understand your current strengths and areas for improvement in negotiation
- Understand the power of clear and effective strategy
- Select the best strategy for different relationships
- Analyse and make the best of power balances
- Examine strategies and tactics of The Other Side and develop appropriate counter approaches
- Recognise your own persuasion style and how to enhance it
- Increase your confidence in negotiating with senior people
- Gain better recognition as a worthy company representative in more complex negotiations
- Reach negotiated agreements where all parties are happy to work together in the future
- Be confident you are taking maximum value from the negotiating table

**Course Faculty**
Karen Schmidt

**Who Will Benefit**
All professionals involved in negotiations who seek increased levels of personal confidence and a set of implementable skills

**Book Now**

---

Time Management & Productivity Masterclass
Coordination, Organisation & Delegation Skills

A 1 day course introducing a structured & systematic approach to time management with practical techniques to reach your productive peak

**Key Learning Objectives**
- Assess your current approach to time management
- Identify productivity bottlenecks and the cause of time management issues through environmental mapping
- Practise proven goal setting techniques that target the short, medium, and long term
- Manage priorities to maximise your return on investment of time – focus on the activities that give you the greatest returns
- Identify and map out systems and processes that will leverage your time in your existing work environment.
- Learn best practices in organising work
- Develop a personal time management system and action plan

**Course Faculty**
Alan Patching

**Who Will Benefit**
This course is relevant for all people looking to improve their productivity and task management effectiveness in the workplace

**Book Now**

---

Effective Office Management

A 2 day course showcasing how to run a dynamic & stimulating office environment, where people work together effectively to achieve results

**Key Learning Objectives**
- The strategic importance of defining and understanding your crucial role as an office manager
- The key to a robust and effective organisation
- How to effectively manage the dynamics of change
- Take on extra responsibility while staying in control
- Effective negotiation and influencing skills and how to best apply them in your role
- How to get the outcome you desire through effective win/win communication skills
- How to cram 24 hours into a morning – a masterclass in dynamic time management
- How to manage difficult people, situations and stress in a calm and effective manner
- Foster a productive and efficient office environment

**Course Faculty**
Janet Leung

**Who Will Benefit**
Executive/personal assistants or anyone looking to become an office manager or who regularly takes on office management responsibilities

**Book Now**

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TOP SELLER

Negotiation & Persuasion Masterclass
Achieving results through advanced emotional intelligence

A 2 day course exploring the technical & behavioural aspects of negotiation. Analyse persuasion psychology & improve your negotiating ability

**Key Learning Objectives**
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- Be confident you are taking maximum value from the negotiating table

**Course Faculty**
Alan Patching

**Who Will Benefit**
All professionals involved in negotiations who seek increased levels of personal confidence and a set of implementable skills

**Book Now**
Leadership, Management & Communication

From PA to Office Manager Masterclass
A 1 day course featuring practical tools & techniques designed to help you succeed in day-to-day tasks

Key Learning Objectives
• Understand the difference in mindset between people who occupy the roles of personal assistant and office manager
• Comprehensively articulate the office manager role, including existing and new skill requirements
• Learn how to garner credibility and leverage your manager’s support
• Key skills for managing supplier relationships including selection criteria and performance management
• Tips and tools for running meetings that stay on track and taking minutes that get read and actioned
• Grasp HR recruitment and performance management issues relevant to your role
• Enhance the events that you are responsible for by introducing a project management approach to event management

Course Faculty
Karen Schmidt

Who Will Benefit
Senior executive/personal assistants or office managers wanting to enhance their skills through formal, structured training with real world applications

Book Now

Manager by Default
Leadership & Delegation for the Senior EA

Key Learning Objectives
• Gain a new perspective, new optimism and a new respect for your role and responsibilities
• Understand that leadership does not need a ‘title’
• Develop your ability to influence and persuade others
• Discover your negotiation style and that of others and develop skills to deal effectively with different styles
• Gain buy-in from stakeholders over whom you have no line authority
• Confidently utilise the keys to successful and effective delegation
• Discover how to support and develop your own role and that of your boss
• Demonstrate leadership during times of conflict and restructure
• Become a change champion
• Consciously adopt a strategic support strategy

Course Faculty
Sandi Givens

Who Will Benefit
Senior EAs and PAs working with key executives and those looking to make the transition into a more senior role

Book Now

Professional Assertiveness & Management Skills
For EAs & Office Professionals

Key Learning Objectives
• Expand your management capabilities and methods
• Help your manager clarify his/her directions and know exactly what is expected of you
• Use effective communication methods to gain respect and achieve outcomes
• Deal with difficult situations, anxiety, conflict and other workplace stresses
• Develop coaching and teaching skills to save time and reduce frustration
• Build your personal action plan for real change and growth
• Manage your manager and adjust your communications style to suit his/her needs
• Sell your ideas assertively and effectively
• Collaboratively create performance measures that help you develop

Course Faculty
Sandi Givens

Who Will Benefit
Executive and personal assistants and secretaries, administrative assistants, legal secretaries, office managers, research, media, editorial and marketing assistants

Book Now
### Achieving High Performance Leadership

**Challenge everything you know about managing & leading & adopt powerful tools, techniques & strategies proven to deliver outstanding results**

**Key Learning Objectives**
- Are you faced with the need to enhance your leadership skills? Are you responsible for someone who is?
- Do you appreciate that the leadership buck stops with you and that you have to drive the changes?
- Do you understand that business is a tough game and that you are accountable for performance?
- Will you give 2 days of your very precious time to a workshop that will rock your thinking on 21st century leadership and management?
- Do you want to go back to work and immediately put practical new tools to work?
- Are you serious and courageous enough to challenge your organisation’s status quo?

**Course Faculty**
David Powell

**Who Will Benefit**
Senior executives who are looking to improve their leadership skills and ability to strategically influence teams and deliver results

**Book Now**

### Effectively Managing People & Teams

**Effectively integrate excellent planning & organisational skills with the "people" skills of communicating expectations, motivating, delegating & leading your team**

**Key Learning Objectives**
- Identify a manager’s unique responsibilities and qualities
- Appreciate the changes in your style needed to inspire and influence others
- Learn to set tangible and manageable expectations with your manager and team
- Appreciate the importance of EQ vs IQ in becoming an effective people manager
- Mastermind your transition; build new relationships, managing vs doing and ‘managing upwards’
- Recognise and adopt motivational and influential communication styles
- Develop skills in delegating, prioritization and problem solving

**Course Faculty**
Janet Leung & Peter Giutronich

**Who Will Benefit**
Those managing the transition into their first management role and overseeing work done by others to achieve organisational goals

**Book Now**

### From Technical Professional to Manager & Leader

**For technical people promoted to management, this course develops skills in leading, empowering, influencing & driving the performance of others**

**Key Learning Objectives**
- Avoid the 5 most common mistakes made in delegating
- Gain an insight into team roles and responsibilities and generate and foster team spirit
- Acquire convincing motivation, communication and influencing skills
- Develop a leadership style that gains buy-in and respect
- Develop workable strategies for resolving conflict
- Promote accountability and self improvement to achieve superior performance
- Improve project management to deliver on time and on budget
- Tactfully provide useful feedback – both positive and negative

**Course Faculty**
Alan Patching, Greg Bayne & Peter Giutronich

**Who Will Benefit**
Technical professionals moving from a specialist role to one with management responsibilities that require delegation and motivation of others

**Book Now**
Leadership, Management & Communication

Improving Team Dynamics & Performance

For those with tasked to develop skills in leading, managing, empowering, influencing & driving the performance of others to meet objectives

Key Learning Objectives
- Gain a deeper understanding of the WHY behind rules and expectations
- Explore and leverage the relationship between beliefs, values and behaviour
- Develop effective delegation abilities
- Gain an insight into team roles, responsibilities and generate and foster team spirit
- Understanding the role of leadership on team dynamics
- Acquire convincing engagement, communication and influencing skills
- Learn skills to hold people to account
- Discover how to build trust, respect and develop others’ capability

Course Faculty
Peter Giutronich

Who Will Benefit
Managers and leaders in the corporate environment who work with teams, and are responsible for optimising the performance of these teams

Performance Management Skills For Managers

A complete, practical guide to improving individual & team performance

Key Learning Objectives
- Understand the importance and purpose of strong performance management
- Learn how to create and implement a robust performance management process
- Discover how to spot the warning signs of poor performance and take pre-emptive action
- Understand motivation in the work place and how to achieve it
- Learn ways to reward good performance, financially and non-financially
- Ensure that all team members understand and commit to their goals

Course Faculty
Peter Giutronich, Narayan van de Graaff & Sheila Harloe

Who Will Benefit
Essential for all managers and leaders who recognise that an effective approach to performance management is an essential set of skills

Project Leadership Masterclass

Develop leadership competencies in experienced project managers. Provide vision, set direction, instil ‘team player’ mentality & surmount change

Key Learning Objectives
- Learn to lead project teams through various behaviour-motivating dynamics
- Identify team members’ Motivational Value System to encourage enhanced collaboration for improved productivity
- Interpret the concept of integrity and ethics in modern project leadership
- Determine the predictable stages in the process of personal change and appropriate leadership strategies for support and guidance
- Conflict leadership
- Recognise the stages of team development and how to lead people through
- Correct structuring of teams especially in relation to ‘business as usual’ activities
- Determine various levels of project conflict and the most appropriate leadership strategy for its resolution

Course Faculty
Alan Patching

Who Will Benefit
Senior project managers and executives responsible for gaining support from colleagues and project participants to guide a project to completion

Book Now

Book Now

Book Now
Leadership, Management & Communication

Strategic Leadership & Influencing Skills

Mobilise Commitment. Influence Change. Build Loyalty

A 2 day course that unleashes your influencing capabilities & develops your leadership style, enhancing personal credibility, building trust & harnessing support

Key Learning Objectives

- Master the 6 foundational styles of leadership
- Create effective organisational climate
- Navigate organisational politics effectively
- Influence multiple stakeholders
- Build support for your agenda
- Maintain strategic relationships
- Discover the link between decision makers and influencers
- Learn how to think strategically
- Hold people accountable and get results
- Effectively drive change

Course Faculty

Peter Howard

Who Will Benefit

Managers seeking to strengthen their power base, influencing abilities and leader attributes to deliver results while navigating organisational politics

Course Faculty

Janet Leung

Who Will Benefit

Designed for newly-appointed managers, supervisors, team leaders and project managers who wish to learn and/or strengthen their management skills

Book Now


The Management Transition

A 2 day training for new managers to learn & develop necessary skills, particularly those that directly influence personal & team results

Key Learning Objectives

- Identify a manager’s unique responsibilities and qualities
- Manage the transition from being managed to being a manager
- Set tangible, accountable and manageable expectations with your manager and team
- Understand the importance of EQ vs IQ in becoming an effective people manager
- Mastermind your transition through building relationships, managing vs doing, and ‘managing upwards’
- Recognise communication styles to become a clear, positive influencer and motivator
- Acquire the necessary skills to build, motivate and retain an accountable team
- Manage ‘change fatigue’ through effective communication
- Become a capable, practical problem solver and persuasive delegator
- Manage and prioritise time, workflow and productivity

Course Faculty

Janet Leung

Who Will Benefit

Managers seeking to strengthen their power base, influencing abilities and leader attributes to deliver results while navigating organisational politics

Book Now

Diploma of Management

One of Australia’s most highly respected qualifications for middle & senior managers, combining training with on-the-job experience

Key Learning Objectives

• Learn how to create high performing teams
• Enhance your teams’ time management, priority-setting and organisational skills
• Develop influence and credibility in leading peers and team members
• Acquire key project management skills to tackle demanding workloads
• Communicate effectively in important conversations to ensure positive outcomes
• Learn how to alleviate stressful and pressured situations
• Develop your emotional intelligence and ability to handle challenges including goal setting and conflict management
• Apply and practice your skills in different contexts to increase your level of influence in the organisation

This qualification is being offered at zero cost through government subsidies to eligible candidates.

Find out more at www.iired.com.au/diplomaofmanagement, email us at onsite@iired.com.au, or call us on 02 9080 4077

Book Now
Leadership, Management & Communication

Balanced Scorecard – Planning & Mapping a Strategy

Executive training exploring best practice strategy analysis methods & governance frameworks to plan, map, & critique a Balanced Scorecard

Key Learning Objectives
Real Skill Building
This course will transfer key skills to executives:
• How to identify strategic risk
• How to develop a governance framework to manage this risk

Customised Approach
• This will not be a ‘classroom based’ course, but rather facilitated learning, using case study learning methodologies
• While the course will be based on the most recent thinking in risk and governance, the approach will emphasise application and practicality

Value Adds
Participants will walk away with a complete toolkit, including templates to aid implementation

Course Faculty
TBA

Who Will Benefit
All those responsible for analysing existing processes and improving the performance of existing systems/processes using measurement/KPI setting and analysis

Book Now

Business Boards – What Works & Why

A comprehensive 2 day course examining the fundamentals of board business – as they relate to commercial operations

Key Learning Objectives
• Analyse changes in governance
• Understand the basis of these changes and the factors that caused them
• Review options for different stages of a company’s life
• Examine the main tasks and responsibilities facing a company board
• Speculate on trends that are likely to occur in the next ten years

Course Faculty
Jane Bridge

Who Will Benefit
Those involved with cultural heritage and Indigenous engagement programs and/or the negotiation of native title and land use agreements

Book Now

Cultural Governance & Indigenous Engagement
Beyond the Rhetoric

A specialist course outlining the development & delivery of a realistic way forward for cultural governance & Indigenous engagement programs

Key Learning Objectives
• Emerging policies linking project approvals to cultural heritage and Indigenous engagement requirements
• Pragmatic approaches to compensation in the absence of legal definition
• Corporate objectives for Indigenous engagement programs to better focus on outcomes
• Current best practice models that can be incorporated into future negotiations
• Ensure better program delivery and skills transfer
• Minimize risk and adverse outcomes but build community capability
• Review the use of trusts, foundations and other structures to improve equity and financial accountability
• Understand the resources required to implement successful engagement programs
• Develop an understanding of government programs and how to avoid ‘cost shifting’

Course Faculty
Margarita Escartin & Terry Paxton

Who Will Benefit
Those involved with cultural heritage and Indigenous engagement programs and/or the negotiation of native title and land use agreements

Book Now
Managing Across the Generations
Examine the attitudes & perspectives that impact the way different generations work, & foster a productive, respectful working environment

Key Learning Objectives
- Analyse the implications of the changing workforce demographics on recruitment and retention
- Understand how each generation forms their views on the world of work
- Overcome the common misconceptions and stereotypes attributed to each generation
- Identify the strengths of each generation and design strategies for maximising their contribution to your corporate objectives
- Implement strategies for productively leading, motivating and communicating with all generations
- Effectively manage performance and deal with individual expectations at work
- Provide suitable opportunities for people at all stages of their career path
- Analyse the future trends expected to impact on labour markets in the coming decades

Course Faculty
Karen Schmidt

Who Will Benefit
Managers who want to better understand their workers, and HR professionals who need to advise line managers on generational issues

Mastering the Media Stakeholder
1 day training in what drives media decisions, how to manage media contact & how to minimise negative exposure

Key Learning Objectives
- An inside view of the media landscape
- Unravelling the lifecycle of a news story
- Understanding the key drivers of media decisions
- How to work effectively with journalists
- Getting seen and heard
- The basics of risk minimisation
- Understanding the elements and structure of media coverage
- Key communications tools and timeframes

Course Faculty
TBA

Who Will Benefit
PR and communications professionals inexperienced with news media; HR professionals; marketing and business development professionals; brand and reputation managers

Presenting to Boards
Training you in the secrets of successful boardroom presentations: How to prepare & present effectively at the highest corporate level

Key Learning Objectives
- Understand the critical concerns of board members
- Develop strategies to overcome directors’ objections
- Present information in a strategic context
- Understand board dynamics
- Work with and through the Chairman
- Write effective board papers to support your presentation
- Deal with difficult directors
- Sell your proposal at board level
- Understand your place on the board agenda
- Prepare to excel in the boardroom

Course Faculty
TBA

Who Will Benefit
Senior executives, corporate advisers (legal, accounting, finance professionals) and senior sales/business development people

Book Now

Book Now

Book Now
Communication Skills for Women Workshop

A 2 day course boosting your performance as a communicator, influencer & decisionmaker. Use your understanding of communication styles to impact others

Key Learning Objectives
• Discover your unique communication style and how this may position perceptions about you
• Recognise and interpret behavioural characteristics and patterns of others and how to respond appropriately
• Assertively convert aggression and conflict into co-operation
• Negotiate for results with integrity, objectivity and focus
• Learn that traits usually attributed to women are elements for successfully influencing others, including those more senior to you
• Understand how to be appreciated as a team player

Course Faculty
Sandi Givens

Who Will Benefit
Professional women including new and experienced managers, supervisors, team leaders, project managers, support staff and those in contact with stakeholders

Book Now

Confidence & Assertiveness for Women

For women who want more authority, recognition & respect at work

Tools & strategies to strengthen your personal awareness, interaction & leadership skills & further define your style within your organisation

Key Learning Objectives
• Eradicate inner conflicts which might limit workplace performance
• Master sustainable control of stress and stressors in the work environment
• Improve positive-attitude maintenance in challenging situations
• Assess personal leadership style quickly, accurately and privately
• Assess candidly the influence your personality has on others
• Lead through ‘empowerment’ not power
• Gain respect and appreciation from those with whom you interact
• Experience a sense of personal growth
• Be the first to initiate
• Expect and give acceptance to maintain esteem

Course Faculty
Sandi Givens

Who Will Benefit
Women wishing to enhance their personal profile, enhance their interpersonal interactions and raise their level of confidence in the workplace

Book Now

Gender Agenda: Women in Leadership Workshop

A 2 day course on key skills in professional assertiveness & delivery, self management, delegation, coaching, mentoring & empowerment. Expedite career progression

Key Learning Objectives
• Identify your own leadership style
• Acquire characteristics and competencies of a successful leader to fuse into your style
• Achieve an assertive, persuasive response style without aggression
• Create an image of authority and increase your influential capacities
• Delegate while empowering peers to achieve corporate goals
• Confidently and effectively coach, mentor and lead high performance teams
• Understand male leadership styles and use to your advantage
• Create your own opportunities to direct and advance your career by:
  > Developing specific communication skills to influence senior management
  > Projecting professional presence and influence
  > Networking
• Negotiation that fosters cooperation while building professionalism and respect

Who Will Benefit
Professional women new to leadership or wanting a refresher, and any woman who wishes to enhance interpersonal interactions and confidence

Course Faculty
Kerry Cumming, Reyna Matthes & Sandi Givens

Book Now
Leadership, Management & Communication

Leadership for Women in Government
Dealing with ‘Change Fatigue’ & Ongoing Turbulence

A 2 day course equipping you with critical skills for self management, decision making & career progression in times of change

Key Learning Objectives
• Learn how to identify your own leadership style
• Increase your capacity to influence others
• Achieve an assertive response style without seeming to be aggressive
• Create an image of authority
• Discover how to direct your own career path
• Improve your chances of being selected for promotion
• Understand the styles of male leadership
• Advance your negotiation skills to achieve greater success

Course Faculty
Kay Lord

Who Will Benefit
This course provides an unparalleled opportunity for women to develop practical leadership skills

Book Now

Leadership Masterclass for Women in Government
Making sense of change & uncertainty with your team

A 1 day course for graduates of Leadership for Women in Government. Build on that learning to become a transformational leader

Key Learning Objectives
• Update your awareness of your leadership capabilities and power to influence others
• Build an understanding of how transformational leadership changes work environments and team performance
• Develop your transformational leadership skills to maximise your effectiveness
• Understand and assess key techniques for each capability to develop your own style
• Apply communications skills to build inspiring and powerful relationships
• Create your own blueprint for change in the workplace in order to lead in turbulent times

Course Faculty
Kay Lord

Who Will Benefit
Women who wish to develop practical leadership skills and benefit from the breadth of knowledge and experience of their peers

Book Now

Written Communication Workshop

Training you in a credible, reader-friendly & persuasive writing style. Become a clear, concise & productive writer

Key Learning Objectives
• Use words, punctuation, sentences, paragraphs and whole document structure to communicate clearly and persuasively
• Understand the impact of your tone
• Recognise trends in grammar, punctuation and syntax in the business environment
• Streamline proof-reading and editing of your writing
• Condense copious, detailed, technical information into a reader-friendly, succinct format
  > Structure, plan and design your report/proposal
  > Combine text, graphics and tables to communicate key information concisely
• Write executive summaries that non-technical readers and decision makers respond to

Course Faculty
Gina Frampton

Who Will Benefit
All those who communicate in a written form – including by email – as part of their everyday work

Book Now
Written Communication Masterclass
Become a Persuasive Communicator

A 1 day course improving your writing through strengthened awareness of both your readers & yourself as author. Create persuasive business writing

Key Learning Objectives
- Understand how reading has changed and how to write accordingly
- Assess your personality profile and how it affects your writing
- Assess the reading style of your reader to better tailor your writing style to their needs
- Learn how to write for a whole-brain audience
- Understand how to write business documents faster using the ‘PWEF’ formula
- Learn how to overcome writer’s block
- Understand the basics of good page layout
- Use neuro-linguistic writing tools to create relationships
- Understand the properties of a powerful executive summary
- Receive practice and feedback using laptop based exercises

Course Faculty
Phil Dye

Who Will Benefit
Anyone who needs to write for stakeholders, whether they are colleagues, managers, customers, suppliers, clients or potential clients

Book Now
### Business Skills & Commercial Acumen

**First time I have been to an accounting/budgeting course that I actually understood and actually enjoyed! The instructor was very easy to listen to and understand the content of what he was explaining. Very qualified and knew his stuff**

*Clinical Research Manager, Roche Products*

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Business Continuity Audit

A 1 day course examining the steps required to audit, review & benchmark a Business Continuity Management (BCM) process

Key Learning Objectives
- Understand the key elements of a BCM process
- Examine ‘best practice BCM’ using current standards and guidelines
- Examine regulatory compliance and corporate governance as it relates to BCM
- Examine the fundamentals of a ‘Business Continuity Management System’ as a basis for audit, review and benchmarking
- Establish the questions needed to audit and review
- Develop an audit and review checklist
- Evidence-based audit and review – how to score BCM assurance

Course Faculty
TBA

Who Will Benefit
This course is designed for anyone involved in audit, review or benchmarking of risk and business continuity management for organisations

Book Now

Business Continuity for Industrial Organisations

Business continuity management training (planning & implementation) for organisations with industrial & production facilities that need protection during a crisis

Key Learning Objectives
- Identify key risks and impacts to value-creating activities and resources in an industrial or production environment
- Recognise the link between risk management and business continuity management
- Understand the key elements of a business continuity management process
- Create business continuity strategies and plans for day-to-day production and office-based operations
- Understand business continuity in the supply chain
- Develop a ‘corporate’ response to a crisis
- Implement a business continuity management training rehearsal and maintenance regime
- Benchmark against business continuity and crisis management case examples

Course Faculty
TBA

Who Will Benefit
This course is designed for anyone involved in risk and business continuity management for industrial organisations

Book Now

Business Continuity for Service Organisations

Business continuity management training (planning & implementation) for the key elements of service organisations that need protection during a crisis

Key Learning Objectives
- Identify key risks and impacts to value-creating activities and resources in a service environment
- Recognise the link between risk management and business continuity management
- Understand the key elements of a business continuity management process
- Create business continuity strategies and plans for day-to-day service operations
- Understand business continuity in the supply chain
- Develop a ‘corporate’ response to a crisis
- Implement a business continuity management training rehearsal and maintenance regime
- Benchmark against business continuity and crisis management case examples

Course Faculty
TBA

Who Will Benefit
This course is designed for anyone involved in risk and business continuity management for service organisations

Book Now
Business Skills & Commercial Acumen

Business Continuity Fundamentals

Training in developing & implementing a powerful, pragmatic Business Continuity Management (BCM) process to protect an organisation during a crisis

Key Learning Objectives
- Examine ‘best practice BCM’ using current standards and guidelines
- Understand the key elements of a business continuity management process
- Recognise the link between risk management and business continuity management
- Create business continuity strategies and plans for day-to-day operations
- Explore the elements of corporate crisis management
- Become familiar with a business continuity management training rehearsal and maintenance regime

Course Faculty
TBA

Who Will Benefit
This course is designed for anyone involved in risk and business continuity management for organisations

Book Now

Advanced Marketing Concepts
For Non-Marketing Executives

Marketing course for technical people who have a basic grasp of marketing fundamentals. Perform successful marketing without a marketing team

Key Learning Objectives
- Review marketing fundamentals including key marketing terms, the marketing mix, the promotion mix and the marketing plan
- Align marketing plans with corporate strategy and understand the need to contribute to overall strategic objectives
- Understand why research is so important, and how to gather and interpret market research information and use this to set marketing objectives and strategy
- Understand Integrated Marketing Communications and how to maximise the tools you have available
- Price competently and understand how to track, measure and evaluate marketing initiatives
- Be aware of how competition might affect you
- View every opportunity from a marketing perspective and have tools and ideas available

Course Faculty
Bourby Webster

Who Will Benefit
Team leaders, engineers, group managers, technical managers and specialists, project managers, senior technical staff responsible for business development and marketing

Book Now

Business Development Skills
For Technical Professionals

A 1 day course equipping technical specialists with the tools & techniques to build business, win bids/clients & improve their commercial acumen

Key Learning Objectives
- The functions of business development and marketing, how they differ, how they relate, and their strategic fit
- Key marketing tools and channels, including top-level marketing concepts such as brand, the marketing plan and the marketing mix
- Systematically develop an opportunity pipeline and use it to convert leads into opportunities
- When not to bid
- Align proposals with objectives, to maximise new client acquisition
- Design marketing and client relationship plans to support business development activities
- Stakeholder relationships and networking: mobilise these important elements
- Tracking relationship management
- Understand cross-selling and identify opportunities to do so
- Competitive analysis: methods to assess your competition well

Course Faculty
Bourby Webster

Who Will Benefit
Team leaders, group managers, technical managers and specialists, project managers, senior technical administration staff responsible for business development and marketing

Book Now
**Business to Business Pricing**

Pricing Strategy Insights

This 2 day course assesses your organisation’s approach to pricing, & identifies opportunities to drive revenue & profit growth

**Key Learning Objectives**
- Develop a comprehensive understanding of pricing theory as it relates to business-to-business markets
- Learn how to assess your organisation’s pricing performance
- Explore leading pricing practices from a variety of business-to-business market sectors
- Develop an understanding of leading pricing research and analysis techniques
- Review different approaches to managing the pricing function and establishing pricing policies
- Prioritise opportunities to improve your company’s pricing outcomes

**Course Faculty**
Colin Jasper

**Who Will Benefit**
Individuals responsible for pricing within their organisation: General managers, business unit managers, pricing managers, sales managers, marketing managers, finance managers

**Book Now**

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**Book Now**

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**Marketing Fundamentals**

For Technical People

Course enabling non-marketers to optimise their interaction with marketing departments & feel confident in marketing a firm, product or service

**Key Learning Objectives**
- Become familiar with key marketing terms including top level marketing concepts such as brand and why every employee needs to know them
- Comprehend the function of marketing within an organisation: Why do we need marketing?
- Understand the importance of marketing in perception, reputation and relationship building
- Understand how marketing is a critical partner of business development activities
- Gain confidence in marketing a product or service
- Learn to draft a marketing plan with or without the input of a marketing department and be confident you can deliver it

**Course Faculty**
Bourby Webster

**Who Will Benefit**
Team leaders, engineers, group managers, technical managers and specialists, senior technical administration staff responsible for business development and marketing support

**Book Now**

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**Book Now**

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**How to Triple Sales by Phone**

Training in the skills & techniques you need on the telephone to get more leads, appointments & close more sales

**Key Learning Objectives**
- Understand the importance of attitude when selling
- Develop a captivating tonality for the phone
- Design the questions and demonstrate the listening skills that build rapport
- Become aware of the language that kills a sale
- Create a powerful telemarketing script for an appointment and a sale
- Master sales presentation skills, closes, objection handling and up-selling
- Understand the 6 steps to preparing a successful telemarketing campaign
- 7 ways to overcome call reluctance and fears of rejection

**Course Faculty**
TBA

**Who Will Benefit**
Telemarketers, telephone sales staff, sales consultants, sales managers, sales/telesales trainers, call centre managers, direct marketers, the self-employed, coaches, consultants

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**Book Now**
Business Process Improvement
Examining Methodologies

A 2 day course examining process improvement principles & methodologies, assessing benefits to the organisation & various implementation considerations

Key Learning Objectives
• Review the key principles of process improvement such as Six Sigma, Lean, CMMI
• Understand how to ensure the strategy and customer measures drive the business process measures
• Review the concept of customer loyalty and the Net Promoter Score
• Demystify the various approaches to improving the business process measures and understand which each would apply
• Understand how to apply improvement methodologies in particular Lean and Six Sigma and the various tools available
• Understand how these improvement methodologies fit with external standards such as CMMI, Business Excellence, ISO 9000
• Understand deployment challenges and options to mitigate for the organisation

Course Faculty
Anita Cunningham

Who Will Benefit
General and senior management, strategy experts, finance managers, business/continuous improvement and business excellence managers

Book Now

Business Process Re-engineering

An intensive course providing logical analysis of business processes coupled with techniques to restructure systems that drain organisational resources

Key Learning Objectives
• Learn how to achieve efficiencies in the workplace
• Understand what a business process is and its components
• Audit an existing process
• Isolate processes that are in need of re-engineering
• Identify the appropriateness of new processes
• Overcome problem areas and bottlenecks
• Use process mapping methodology to develop process flows
• Various techniques for mapping and designing efficient processes
• Know how to practically implement and review new processes

Course Faculty
TBA

Who Will Benefit
Line managers, supervisors and business owners responsible for ensuring business efficiencies through the maintenance and evolution of dynamic business processes

Book Now

KPI Measurement & Optimisation

Training in insights & tools that structure management responsibilities into an accountable, systematic process – guiding decision-making, resource allocation & performance

Key Learning Objectives
• Define KPIs and their purpose in an organisation or project
• Identify value-adding and non-value-adding KPIs
• Critical analysis of various KPI case studies
• Interpret the ‘Strategic Fit’ – the hierarchy of measurement from broad strategy to daily tasks
• Develop a set of KPIs focused on measuring the right things at the right time, in the right way
• Plan how to engage KPI stakeholders
• Develop an approach for launching KPIs
• A process for ongoing measurement, analysis and stakeholder buy-in

Course Faculty
TBA

Who Will Benefit
All those who have management responsibility and are concerned with improving the bottom line, staff productivity, team effectiveness and ROI

Book Now
Business Skills & Commercial Acumen

Commercial Awareness & Business Acumen
An A–Z in Business Skills & Becoming Commercially Savvy

A 2 day course equipping you with skills to identify profitable business strategies & their financial drivers, generating buy-in from senior stakeholders

Key Learning Objectives
• Describe the basics of business strategy and how this helps your business
• Strategically analyse markets and understand competitive advantage
• Challenge thinking and stimulate innovation for specific and measurable benefit
• Improve confidence and credibility in discussing aspects of business strategy with senior executives
• Introduce a business case framework to ensure rigour in proposing services that add value
• Develop a good grasp of financial levers, indicators and metrics
• Better justify commercial issues and business cases from a financial perspective
• Recognise and grasp market opportunities that others miss
• Practice working with the 10 strategic levers that keep your business profitable over the long term

Course Faculty
John Cleary

Who Will Benefit
Those new to a management/commercial role who need to improve business understanding and confidence – especially those from a technical discipline

Book Now

Cash Flow Management
Including Forecasting, Budgeting & Planning

A 2 day course imparting tools, techniques and strategies to plan, budget, forecast liquidity, and optimise cash flow

Key Learning Objectives
• Understand why even profitable companies can fail if cash flow is overlooked: the importance of cash flow and cash flow management
• Get to know the tools, techniques and strategies that are used in managing cash flow and liquidity
• Recognise the effect of capital structure on cash flow and effect of cash flow on capital structure
• Understand the relationship between cash flow and working capital
• Observe the effect of cash flows on company valuation
• Understand the importance of cash flow budgeting and planning
• Use relevant ratios and metrics to assess performance
• Plan, design, construct and use cash flow forecasting models

Course Faculty
Lance Gordon

Who Will Benefit
General, commercial, divisional and operational managers, sales managers, finance managers and directors, accounting staff, financial analysts

Book Now

Excel Fundamentals
Tips, Tools & Techniques for Optimising Spreadsheets

Increase proficiency & efficiency & produce more detailed and comprehensive analysis in a multitude of business applications

Key Learning Objectives
• Review essential excel tools and functions
• Learn and apply some of the most common and useful functions and formulas to save time and maximise the usefulness of outputs
• Efficiently and effectively manage large amounts of data
• Build dynamic worksheets from scratch
• Analyse and present information for maximum usefulness and effective decision making
• Best practice techniques to improve presentation, professionalism and reliability
• Reduce errors and risks in using spreadsheet and analysing data
• Understand which tools, functions and formulas to use for different tasks and objectives
• Learn how to use formulas and functions without having to remember everything by memory

Course Faculty
Lance Gordon

Who Will Benefit
Finance managers and directors, junior analysts, accountants, accounting staff and support staff, financial analysts and support staff, commercial/operational managers

Book Now
Excel Masterclass

A practical advanced course covering a range of advanced Excel based tools & techniques for analysing & manipulating financial information

Key Learning Objectives

- Expand your understanding and appreciation of Excel tools and functions
- Acquire a detailed understanding of which functions and formulas would be most beneficial and effective to the task at hand
- Select efficient formulas for more advanced analytical functions
- Techniques and tips to review and check analysis & formulas
- Key methods for saving time and maximising value
- Tips and techniques to enhance the usefulness and insight of the outputs of financial analysis
- The most powerful and useful excel functions and formulas and how to use them to the fullest extent
- Reduce errors and undue risks and make the analysis more transparent and 'auditable'

Course Faculty
Lance Gordon

Who Will Benefit
Finance managers and directors, junior analysts, accountants, accounting staff and support staff, financial analysts and support staff, commercial/operational managers

Book Now

Financial Modelling Fundamentals
An Introduction to Model Building in Excel

Learn to create professional models, how to incorporate & structure reams of information, what to analyse & how to display the results via charts, data tables & conditional formatting

Key Learning Objectives

- Examine relevant functions and commands in Excel for building models
- Define a financial model: its purpose, structure and common errors
- Key elements of best-practice model design
- Build a case study model
  > The skeleton structure, construction and operation pages
  > Creating assumptions, calculations, dates, worksheets, debt schedules, ratios etc
- Risk – identify scenarios and incorporate breakeven, what-if and payback analysis
- Document, summarise and present results
- Tips for using your new skills so you don’t forget them back at work

Course Faculty
Liam Bastick

Who Will Benefit
Business/finance/government analysts, GMs, finance managers/directors, investment managers, CFOs, bankers, accountants and those in corporate/structured finance

Book Now

Forecasting, Budgeting & Planning
Methodologies, Tools & Techniques

Get the most out of business forecasts

Key Learning Objectives

- Create and understand forecasts and budgets
- Use budgets to measure performance and make decisions
- Take forecasting further by learning key theory techniques to improve forecast results
- Develop an understanding of key financial indicators and ratios
- Discover techniques to assess project risk

Course Faculty
TBA

Who Will Benefit
General managers, sales, marketing, financial managers and business owners required to formulate budgets, forecast business activity or conduct feasibility testing

Book Now
Introduction to Finance & Accounting
For Non-Finance Professionals

Invest 2 days and learn to make decisions with confidence, by enhancing your understanding and interpretation of financial management information.

Key Learning Objectives
- Understand accounting terminology, jargon, theory, concepts and principles
- Provide examples of assets, liabilities, revenues, expenses and equity
- Understand why businesses fail, even if they are profitable
- The purpose, formats and content of financial statements
- Understand financial reports and appreciate the trends behind the key financial figures
- Accounting treatment of inventory, bad debts, depreciation and intangible assets
- Understand the difference between companies, partnerships and sole traders as business models
- The capital investment decision making process and how this applies to businesses and large projects
- Apply costing processes and break even analysis
- Apply simple budgeting and reporting processes

Course Faculty
TBA

Who Will Benefit
Executives who need an introduction/ refresher in finance and accounting and managers/specialists with financial responsibility (e.g. budgeting or other financial reporting)

Book Now

Project Leadership, Management & Communication

A 2 day course developing leadership competencies in experienced project managers. Provide vision, set direction, instil ‘team player’ mentality & surmount change.

Key Learning Objectives
- Learn to lead project teams through various behaviour-motivating dynamics
- Identify team members’ Motivational Value System to encourage enhanced collaboration for improved productivity
- Interpret the concept of integrity and ethics in modern project leadership
- Determine the predictable stages in the process of personal change and appropriate leadership strategies for support and guidance
- Conflict leadership
- Recognise the stages of team development and how to lead people through
- Correct structuring of teams especially in relation to ‘business as usual’ activities
- Determine various levels of project conflict and the most appropriate leadership strategy for its resolution

Course Faculty
Alan Patching

Who Will Benefit
Senior project managers and executives responsible for gaining support from colleagues and project participants to guide a project to completion

Book Now

Project Managing Contract Administration

Training in using project management to streamline the contract administration process, examining contract planning, prioritisation, scheduling & tracking methodologies.

Key Learning Objectives
- Use a Work Breakdown Structure (WBS) to determine whether you are overloaded
- Strategically and constantly prioritise contract administration tasks
- Ensure that you have committed enough time for each task or milestone
- Track multiple tasks relating to various contracts at the same time
- Create a master project calendar with a timeline for each contract by identifying the major milestones
- Define the relationship between multiple contracts, complex projects and processes
- Control, administer and manage the administration of multiple and complex contracts
- Use scheduling, estimating and resource allocation tools appropriate to the contract administration task
- Insights into managing relationships and expectations for the contracts

Course Faculty
TBA

Who Will Benefit
This course is designed for both the novice and the experienced manager involved in ensuring effective service delivery

Who Will Benefit
Senior project managers and executives responsible for gaining support from colleagues and project participants to guide a project to completion

Book Now
The Project Director Transition
How to Survive & Thrive in the Transition from Project Manager

For those looking to streamline & add value to projects as a project director through strategic insight, leveraging & influencing

Key Learning Objectives
• Establish the authority needed in the project director role
• Navigate between project management and project director tasks to achieve strategic goals
• Understand the commercial essentials in project director work
• Use complex project risk tools and their outputs
• Learn the importance of proper planning and avoiding shortcuts
• Use a range of methods for determining project value
• Effectively use the psychology of leadership and communication
• Apply proven trouble shooting techniques in a range of situations

Course Faculty
Alan Patching

Who Will Benefit
This course is relevant for all those involved with project management looking to transition into a project director role

Understanding & Fast-Tracking Project Approvals
For Mining & Infrastructure Projects

A 1 day course demystifying & systematising project approvals, including what processes to implement & how to effectively manage consultants/specialists

Key Learning Objectives
• Types of approvals you may encounter
• Approval tools and processes to ensure strategies are in place
• Effective scheduling and tips for streamlining
• Managing external consultants/specialists
• Coordinating internal approvals specialists – getting the best from them
• Facilitate effective liaison with regulatory authorities
• Facilitate effective stakeholder engagement required for approvals
• Identify strategies to take back to your own project

Course Faculty
TBA

Who Will Benefit
Project managers who seek timely approvals through identifying what approvals to manage and how to deal more effectively with stakeholders

Book Now

Book Now
## The Contract Management Professional Program (CMP)

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Small group, entertaining presenter, lots of interaction and discussion. I have learned a lot and reinforced some current practice and new ideas for updating practices. Terry was easy to talk to, very knowledgeable on the subject matter and was able to break down the material to level of participants understanding.

*Contracts Manager, Trident Clinical Research*
The Contract Management Professional Program (CMP)

At last! Contract management specialists in Australia now have the opportunity to receive formal recognition of learning for their knowledge and skills: The Informa Corporate Learning Contract Management Professional program (CMP).

A new industry benchmark

The CMP program addresses all of the knowledge areas required to become a proficient contracts manager. Written by the CMP Executive Panel, the curriculum is delivered in bite-sized workshops. Examinations require candidates to apply learned material to solve contracts challenges within their organisation.

How it works

Candidates must attend courses in two mandatory knowledge areas – Contract Law and Contract Management – and one optional knowledge area (Contract Strategy and Tendering & Procurement). Eligible courses are marked “CMP” in this catalogue. At the close of each course, candidates’ knowledge is tested. After passing all of the course tests for a knowledge area, candidates may apply for the summary examination. On passing three examinations, the candidate is certified as a Contract Management Professional.

Get started

To start your journey towards completing the Contract Management Professional Program, email cmp@informa.com.au or telephone +61 2 9080 4082.

Roll it out

Because CMP program addresses all aspects of contract management, it’s a great framework for a performance gap analysis for your organisation. Contact us to see how we can help you.
Contracts, Legal & Procurement

Contract Management & Administration Fundamentals
A Complete Guide to Contract Administration Best Practice

A 2 day course examining theory & best practices in contract planning, reporting, claims & variations, plus methods that streamline contract administration

Key Learning Objectives
- Examine the process of entering into contractual relationships
- Understand contracts: how to read, interpret and evaluate them
- Examine the key aspects of contract administration and the claims process
- Appreciate the contractual issues surrounding variations, delays and defects
- Develop procedures to effectively deal with contractual issues
- Appreciate contract compliance issues in project management
- Analyse effective document control, reporting and communication systems
- Introduce cooperative negotiation and partnering skills for dispute avoidance and resolution

Course Faculty
Alan Patching, Alana Dowley & Gavin Halling

Who Will Benefit
All personnel involved with the administration or management of contracts, or project managers required to perform contract administration

Book Now

Contract Claims Variations & Disputes Masterclass

This course provides a comprehensive review of claims including how they can be identified, substantiated, managed & assessed

Key Learning Objectives
- Establish what claims are and when they occur
- Properly identify potential claims
- Ensure claims are properly presented and supported by relevant facts
- Establish how claims should be quantified and valued
- Understand what contractual requirements are in relation to claims
- Implement an effective claims management procedure
- Understand obligations when assessing claims

Course Faculty
Alan Patching

Who Will Benefit
Anyone who is involved with the administration and management of contractors and/or subcontractors

Book Now

Contract Law Fundamentals for Non-Lawyers
Compact 2 day course demystifying key elements of contract law & contractual obligations, assisting contract negotiation & drafting & avoiding disputes

Key Learning Objectives
- Gain the tools, knowledge and means to handle and develop legally astute and advantageous contracts
- Implement strategies to ensure your contracts are plainly expressed and well risk-managed
- Protect your interests if things go wrong in the future
- Clearly understand the force of your contractual obligations
- Identify clauses which can be used to effectively manage risk
- Recognise the optimal times to exert the power of the clauses in your contracts
- Appreciate what constitutes a good contract and why
- Ensure that your organisation has a high level of ‘contractual governance’
- Understand the contractual implications of practical e-commerce

Course Faculty
Alana Dowley, Beverly Honig, Sean McCarthy & Terry Reid

Who Will Benefit
Anyone who is involved with the administration and management of contractors and/or subcontractors

Who Will Benefit
This course is relevant for all those who have some dealings with contracts in their everyday business environment

Book Now
Contracts, Legal & Procurement

**CMP**

**Contract Law Masterclass for Non-Lawyers**

A 2 day course examining advanced elements of contract law & obligations to manage risk, systematically audit contracts & improve dispute resolution

**Key Learning Objectives**

- Examine and address current topical issues in contract law
- Review statutory and common law obligations that must be incorporated into contracts
- Develop processes to ensure contract objectives are delivered while mitigating risk
- Systematically review and edit existing contracts
- Implement drafting changes that improve contract clarity and structure
- Ensure contract clauses optimise risk by mastering drafting and testing techniques
- Implement reviews of contractual governance in your organisation to ensure contract management excellence
- Examine insurance arrangements and indemnities
- Design effective methods of dispute resolution and documentation collection

**Course Faculty**

Alana Dowley, Beverly Honig, Sean McCarthy & Terry Reid

**Who Will Benefit**

Contract advisors and those who work with contracts every day: General managers, CEO’s, marketing managers and business development managers


**CMP**

**Contract Law Advanced Masterclass for Non-Lawyers**

An Interactive Workshop Clarifying Complex Terms & Conditions

A 2 day course boosting your drafting skills through extracting, discussing & interpreting the real intent behind ambiguous clauses, terms & conditions

**Key Learning Objectives**

- Identify the legal issues which arise from using certain contract terms clauses
- Review numerous terms and conditions and identify when and where such terms and conditions should be used in contracts
- Examine case examples of terms and conditions e.g. indemnities, insurance, payment clauses, liability clauses, liquidated damages clauses, termination clauses
- How to maintain control of the contracting process by using terms and conditions and designing an appropriate framework
- Consider drafting techniques to ensure terms and conditions do not create ambiguity and uncertainty in contracts

**Course Faculty**

Beverly Honig, Sean McCarthy & Terry Reid

**Who Will Benefit**

Anyone who deals with contracts in their day-to-day business environment, including contract advisors, general managers, CEO’s, BDMs


**CMP**

**Contract Management & Strategy Masterclass**

For Services & Works Contracts

This 2 day course develops a robust tendering & contract management framework for the design & delivery of capital works projects

**Key Learning Objectives**

- Set up a risk-managed contract strategy and planning guidelines
- Review contract law principles to confidently recognise rights and obligations
- Understand professional services and term works contracts
- Allocate skills and resources for an optimal team and structure
- Master the difficulties with designing and applying supplier selection/evaluation criteria
- Contract drafting and amending, and adapting standard forms where appropriate
- Revise and improve contract administration processes
- Methods to avoid claims, delays, disruptions, performance and contractual issues
- Address performance management issues in works contracts

**Course Faculty**

Alana Dowley & Gavin Halling

**Who Will Benefit**

Personnel concerned with defining and implementing best practice works contracts through procurement or delivery of professional services in any sector

**Contract Writing & Negotiation for Non-Lawyers**
*For Services & Works Contracts*

Learn the tools, techniques & methodologies needed to become a competent contract writer & negotiator.

**Key Learning Objectives**
- Examine negotiation strategies for commercial negotiations
- Review various skills, tactics and tricks of negotiators
- Develop a robust contract structure that can be adapted to suit
- Learn key skills of solid commercial contract drafting
- Write clauses that will not be misinterpreted and will facilitate success
- Examine the components of commercial contracts
- Understand the use and amendment of standard form contracts

**Course Faculty**
Alana Dowley & Gavin Halling

**Who Will Benefit**
Contracts managers, officers, administrators, project managers and technical personnel, internal auditors

**Book Now**

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**Contract Risk Management**
*Integrating Risk for Improved Contract Outcomes*

2 days training in practical & efficient risk management processes that add value and improve performance throughout the contract/project cycle.

**Key Learning Objectives**
- Develop an integrated risk management process for all your contracts/projects to reduce business risk
- Obtain a realistic contingency for your contracts so as to improve competitiveness as a tenderer or for obtaining project funding
- Use risk management with the parties pre- and post-contract to gain better contract outcomes
- Quantify issues to enhance quicker and more commercially-focused contract negotiations
- Develop contracts that are more equitable using risk management
- Learn to use risk processes to ensure the contract is robust (or to find its weaknesses)
- Integrate safety risk management processes that flow from Principal to Designer, Contractor and Operators/Maintainers

**Course Faculty**
Gavin Halling

**Who Will Benefit**
All personnel involved with the administration or management of contracts, or project managers required to perform contract administration

**Book Now**

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**Contract Negotiation & Influence Masterclass**
*Pre- & Post-Contract Negotiation Strategies & Scenarios For Win-Win Outcomes*

A 2 day course showcasing strategy, communication & influence skills to boost your contract negotiating ability – both pre-contract & post-award.

**Key Learning Objectives**
- Prepare strategically for every contract negotiation
- Understand how to negotiate obstacles to contract formation
- Improve your capacity to achieve your contractual entitlements by negotiation,
- Effectively execute contract negotiations from both contract conditions and financial/technical performance perspectives
- Make the best of contract-determined power balances in negotiating various issues in the post-award contract administration context
- Review strategy options regarding negotiating vs other dispute resolution approaches in the contracts context
- Understand and apply various aspects of the psychology of relationships to contract negotiation scenarios
- Understand the pros and cons of failure to reach negotiated agreements during administration of contracts

**Course Faculty**
Alan Patching

**Who Will Benefit**
All personnel working with contracts, either in the principal or contractor team, and curious how risk management improves contract/project outcomes

**Book Now**
Contracting Structures & Project Delivery
Comparing & Assessing Sustainable Contracting Options

A 1 day course in identifying & targeting the essentials of a successful project: Market analysis, outcome specification, financial options & risks

Key Learning Objectives
• Examine the contract issues for each phase of a project
• Common labels for project contracts (alliances, partnering, ECI, PPPs, turnkey, etc.) and what they really mean
• Take a strategic look at your contract needs – investigate what form of contract would fit your project best
• Design the key elements of a contract for your project – outcomes, financial and risk
• Key insights into contract structure – designing contracts for the project, not the other way around
• Analyse the difference between project and contract management – complementary, but not the same thing

Course Faculty
Dr Sara Cullen & Annette Perrin

Who Will Benefit
Project managers who want to deliver successful projects and are seeking guidance and practical solutions to contractual issues

Legislation & Case Law Fundamentals for Non-Lawyers

A 1 day course demystifying the history and practice of lawmaking, case law & legislation & its relevance to business professionals

Key Learning Objectives
• Review the history of case law, Acts of Parliament and the Constitution
• Learn how statutes are made, interact with case law and maintain quality
• Develop practical approaches to finding relevant law which impacts on professional practice
• Understand how to read and interpret Acts of Parliament and associated delegated legislation
• Find cases which create business rules
• Understand how to apply and read cases in order to ascertain how the rules should be incorporated into a business’ practices procedures
• Ensure compliance and good governance by incorporating legislative and judge-made rules
• Understand how to use the Internet to develop methods of finding the law

Course Faculty
Terry Reid

Who Will Benefit
Those who want to understand how an Act is made and should be decoded, and how legislation is formed

Maintenance Contract Management
Best Practice Principles
Benchmarked with Case Studies

A 2 day course examining legal complexities, contract management fundamentals, negotiation techniques & maintenance contract best practices

Key Learning Objectives
• Understand the reasons for the use of various contractual models
• Develop a contractual design to fit the strategic business needs of your company
• Develop the key deliverables for all parties to the agreement
• Develop a strategic, outcome-focused methodology to planning and developing contracts
• Examine legal fundamentals and key contract conditions
• Build and manage your bargaining power and learn cost control techniques
• Develop key measures to indicate the health of the contract performance and relationships
• Plan to deal with issues, variation and dispute management

Course Faculty
Dr Sara Cullen

Who Will Benefit
Maintenance contract managers, officers and administrators, engineers and superintendents, project managers and procurement staff involved in contract development and specifications

Book Now

## Establishing & Writing Service Level Agreements

**Planning & Writing & Managing a Quality SLA**

Intensive course on designing an SLA to deliver quality service from third-party providers, encouraging performance, rewarding quality & rectifying non-compliance

### Key Learning Objectives

- The difference between a Contract and an SLA – how to optimise their relationship
- Robust resource allocation, timeline and workflow planning
- Build a comprehensive business framework for developing and managing SLAs
- Identify key stakeholders in the agreement and specify accountabilities
- Overcome challenges in defining and monitoring service quality
- Ensure all interdependent parties interpret the SLA in the same way
- Determine simple, attainable, affordable, measurable KPIs
- Establish rewards/recourse to ensure outsource partners and service providers will deliver
- Detail clear and structured reporting requirements to ensure timely stakeholder communication

### Course Faculty

TBA

### Who Will Benefit

This course is designed for both the novice and the experienced manager involved in ensuring effective service delivery

### Book Now


## Developing Contract Specifications, SOWs & KPIs

**Designing & Writing Specifications & Performance Measures that Work in Practice**

2 day course: Design & write practical specifications & performance measures with accuracy & clarity, facilitating efficient management & on-target performance

### Key Learning Objectives

- Know why the specification is the most important part of the contract
- Understand why your personal negotiation style affects how you write specifications
- Gain practical experience writing each part of a specification
- Be able to critique any specification (and fix it)
- Know how to write up KPIs that will work in practice
- Fit the specification into the overall contract

### Course Faculty

Dr Sara Cullen

### Who Will Benefit

All personnel involved in writing, approving and/or managing specifications or "SoXs" (Statements of Work, Statements of Requirements etc.)

### Book Now


## Strategic Sourcing & Vendor Selection

Training in tools & methodologies for those tackling the next generation of sourcing & its associated new wave of issues

### Key Learning Objectives

- Change structures of deals based on 7 key configuration attributes including scope, type of suppliers and pricing
- Adapt and manage issues encountered in changing existing structures
- Develop a faster, more streamlined process for the ‘next generation’ lifecycle
- Ensure there is competition with a re-tender when an incumbent provider exists
- Operationalise a structured, smooth disengagement from an existing provider Competently manage handovers between old and new providers
- Learn ways to back-source where appropriate
- Improving your contract to ensure a better quality, win-win contract

### Course Faculty

Dr Sara Cullen

### Who Will Benefit

This course is relevant for all those involved with the next generation of sourcing decisions, processes and potential contracts

### Book Now

Contracts, Legal & Procurement

**Tender Preparation & Evaluation**
A full journey through the tender process

A 2 day course equipping you with the skills to attract quality proposals, conduct efficient evaluations & optimise value

**Key Learning Objectives**
- Take a strategic outcome-focused approach to planning and developing tenders
- Understand where the tender fits in the contract lifecycle to build bargaining power
- Identify and implement the most appropriate team to develop, evaluate and negotiate
- Plan the tender stages from ROI to tender award
- Devise evaluation criteria that select optimal providers, solutions and value
- Construct accurate and transparent pricing criteria
- Develop a Request for Proposal structure that attracts quality responses
- Tools for productive and accurate tender evaluation
- Conduct due diligence to ensure the bid and solutions are accurate
- De-brief unsuccessful bidders

**Course Faculty**
Dr Sara Cullen & Annette Perrin

**Who Will Benefit**
Those involved with tendering specification, process or evaluation, procurement, contracts, purchasing and supply, strategic alliances, agreements, and service level agreements

**Book Now**

**Tendering Masterclass**
A 2 day course revealing both sides of the tender transaction, to sharpen the strategies & performance of seasoned tender professionals

**Key Learning Objectives**
- Understand key issues that affect parties on both sides of the tender transaction
- Explore four writing focus areas common to buyers and sellers
- Learn strategic insight into the ‘other side’ for a competitive edge
- Outcomes for buyers that sellers will also gain insight into:
  - Achieve clear tender objectives that encourage competition
  - Produce cohesive and powerful requests
  - Maintain seller interest throughout the tender process
  - Build a rock-solid business case during evaluation
- Outcomes for sellers that buyers will also gain insight into:
  - Maintain buyer interest through powerful persuasion techniques
  - Build a rock-solid business case without pricing yourself out of the market

**Course Faculty**
David Lunn

**Who Will Benefit**
Those involved with tendering and looking to gain practical new ideas and insights into best practice tips and tools

**Book Now**

**Winning Competitive Bids & Tenders**
Training in tools to create a structured approach to competitive tenders, for executives responsible for securing projects through competitive bidding

**Key Learning Objectives**
- Methods to evaluate tender opportunities
- Strategies for organising, winning and managing tenders
- A tender win/loss analysis and go/no go decision
- Competitive analysis and identifying key competitive advantages
- Pricing the tender – is there a right price?
- Preparing for the differences between a tender submission and proposal
- ‘Marketing’ a tender
- Techniques for internal bidding, joint ventures and partnerships
- Making an impact with a tender presentation
- The tender evaluation process – key evaluation criteria

**Course Faculty**
Dr Sara Cullen

**Who Will Benefit**
Those involved with tender specification, process or evaluation, procurement, contracts, purchasing and supply, and service level agreements

**Book Now**
### Building A Contract Scorecard

**Designing an Outcomes Based Contract**

Invest in your contracts from a commercial perspective: 2 days training towards ensuring your contracts focus on clear business goals

**Key Learning Objectives**
- Learn what is important to a contract’s success
- Map out stakeholders and their needs/goals – the total portfolio of outcomes sought from contracts
- Identify the parties’ span of control – don’t measure what they can’t control
- Develop sound KPI measurements that work in practice
- Investigate performance management options, including carrots, sticks and others
- Report the scorecard – ensure you can present outcomes to stakeholders
- Making it happen – using the scorecard throughout the contract lifecycle

**Course Faculty**
Dr Sara Cullen

**Who Will Benefit**
All personnel involved with deciding to bid and/or preparing bids: Business development, commercial and account managers, contract developers, internal/external audit

**Book Now**

### Contract Design & Development Best Practice

**A Best Practice Masterclass in Contract Design**

2 day course benchmarking your organisation’s approach to contract management to best practice across the lifecycle

**Key Learning Objectives**
- Learn to extract commercial outcomes from your contracts by design
- Discover recourse/reward options that drive results
- Benchmark your contract management investment – are you investing in success or treading water?
- Examine leading practices in the key components of a contract
- Explore current practices in contract conditions – that get results
- Test an Australian Standard Contract against best practice
- Know the best practice approach to the contract lifecycle – increase your bargaining power and reduce the cost of contract

**Course Faculty**
Dr Sara Cullen

**Who Will Benefit**
All management, senior personnel, and advisors involved in designing and preparing strategic contracts: contract managers, project managers, general managers, directors

**Book Now**

### Contract Management & Governance Best Practice

You will never manage contracts the same again

An advanced 2 day course on contracting strategy & governance, delivered by a contracting expert

**Key Learning Objectives**
- Compare your organisation’s contract management practices to a best practice checklist
- Benchmark investment to Australian and global investment norms
- Develop a contract management strategy and an operational plan
- Obtain clear accountabilities within your organization and with providers
- Assess the skills your organisation requires throughout the contract lifecycle
- Proactively manage issues and conduct reviews/audits
- Develop techniques to ensure solid commercial relationships
- Competently plan extensions, terminations, back-sourcing, and handovers to new providers
- Discover your contract management style and compare to the rest of Australia

**Course Faculty**
Dr Sara Cullen

**Who Will Benefit**
This course is designed for managers who are involved in contracts. We particularly recommend it for contract and project managers/officers/administrators

**Book Now**
Leadership, Management & Finance in Resources

From Technical Professional to Manager & Leader in Mining
Indigenous Agreement Making
Introduction to Finance & Accounting the Resources Industry
Taking Control in a Crisis – How it Really Works
In the Energy Industry
Taking Control in a Crisis – How it Really Works
In the Mining Industry

Mining, Metals & Commodities

Asian Steam Coal Pricing Masterclass
Coal Geology Fundamentals
Coal Industry & Market Fundamentals Masterclass
Coal Industry Basics
Comminution Circuits – Benchmarking & Troubleshooting
Exploration, Mining & Processing Fundamentals
Financial Risk Decision Analysis & Real Option Valuation
Iron & Steelmaking Fundamentals
Iron Ore Beneficiation & Processing Fundamentals
Iron Ore Industry & Market Fundamentals Masterclass
Metallurgy Fundamentals
Mineral Economics & Finance Fundamentals
Mineral Project Economics
Mining Due Diligence Fundamentals
Slurry Fundamentals – Mining & Industrial
Solid Liquid Separation & Filtration Fundamentals
Sustainability in Mining
Tailings Disposal Optimisation
Underground Mining Fundamentals

Oil & Gas

Australian Gas Industry, Pricing & Market Developments
Australian Gas Markets Fundamentals Highlighting WA
Coal Seam Geology Fundamentals
Commercial Gas Contracts
CSG Drilling Optimisation
CSG Fundamentals
CSG Overview & Understanding Reserves
CSG Production & Completions
CSG Water & Salt Management Fundamentals
Deepwater Drilling & Production Fundamentals

FLNG Fundamentals
FPSO / Floating Production Fundamentals
Gas Industry & Market Fundamentals
Gas Pipeline Economics
Gas Processing Fundamentals
Global Gas & LNG Contracts
Hydraulic Fracturing Basics For CSG & Shale
Introduction to Oil & Gas Accounting & Reporting
Introduction to Petroleum Drilling
Introduction to Petroleum Geology
LNG Awareness
LNG Fundamentals
LNG Masterclass
LNG Project Evaluation
LNG Technology, Processes & Operations
Offshore Safety & Risk Management
Offshore Topsides & Risk Management
Oil & Gas Economics
Oil & Gas Exploration & Production Fundamentals
Oil, Gas & LNG Pricing & Risk Management
Petroleum Economics & Finance Masterclass
Shale, Tight & Unconventional Gas Fundamentals
Shale & Tight Gas – Evaluation & Development
Subsea Engineering Fundamentals
Subsea Pipeline Engineering
Underground Gas Storage (UGS) Fundamentals
Vessels A-Z for Offshore Field Developments

Utilities & Power Generation

Assessing Sustainable Power Generation Options
Climate Change Emissions
Electricity Demand Side Engagement
Electricity Industry Fundamentals
Electricity Industry Masterclass
Electricity Supply & Quality Fundamentals
Energy Purchasing & Contract Negotiation
Power Plant Operations & Control Fundamentals
Renewable Energy Integration
Smartgrids & Future Electric Energy Systems
Water Industry Fundamentals
From Technical Professional to Manager & Leader in Mining

Develop skills in leading & managing people & organisations, driving performance efficiencies, & identifying corporate advantage in this 1-day course

Key Learning Objectives
- Gain insights into the business of mining: why some companies succeed and others don’t
- Learn how to solve complex problems using fact-based analytical frameworks
- Develop new skills to maximise performance efficiency in organisations
- Learn how to track performance whilst inspiring staff towards higher performance levels
- Spot and avoid the pitfalls that hinder management impact in organisations
- Learn how to engage, influence and gain respect from your colleagues and frontline staff
- Tools to improve your focus and self reflection and to provide constructive feedback
- Generally up-skill yourself to make the all-important transition to senior decision-maker status

Course Faculty
Allan Trench

Who Will Benefit
Specifically designed for those with specialist skills who are now making the transition to decision-making roles across the mining industry

Book Now

Indigenous Agreement Making
Contemporary Practices for the Resource & Infrastructure Sectors

Protect your social license to operate: 2 day course imparting strategies to de-risk and demystify indigenous engagement & negotiation process

Key Learning Objectives
- Understand Native title and cultural heritage processes and timeframes
- Planning and structure in the negotiation process and alignment with proponent objectives
- Best practice models that can be incorporated into future negotiations
- Using the agreement making process to enhance the relationship between parties
- Pragmatic approaches to compensation in the absence of legal definition
- Understand agreement content and variability
- Consider the level of company involvement in program delivery to maximise benefit, minimise risk and adverse outcomes but build community capability
- Review trusts, foundations and other structures to improve equity and financial accountability
- Understand the resources required to implement successful engagement programs

Course Faculty
Margarita Escartin & Terry Paxton

Who Will Benefit
Indigenous affairs advisers, project managers, cultural heritage officers within public service/private sector with direct responsibility for land access/indigenous agreements

Book Now

Introduction to Finance & Accounting in the Resources Industry
For Non-Finance Professionals

Attend this 2-day course to upskill yourself in managing assets, analysing investment proposals, reading financial statements & preparing budgets

Key Learning Objectives
- Demystify financial jargon to fully understand and interpret financial statements accurately
- Understand & interpret Balance Sheet and Profit & Loss Statements
- Discover the distinction between cash flow and profit
- Gain an insight into how equity analysts value mining and energy shares
- Learn how to manage for increased shareholder value
- Have the framework and tools for discounted cash flow analysis
- Make correct investment and development decisions
- Understand currency and commodity price hedging issues & techniques
- Learn the difference between cash costs and full costing
- Improve your career prospects by moving from being a technician to a manager

Course Faculty
James Hay

Who Will Benefit
Geologists, engineers, geoscientists, metallurgists, business analysts, lawyers, accountants, technical & operations managers, business executives, professionals

Book Now
Taking Control in a Crisis: How it Really Works
In the Energy Industry

In an energy industry crisis, when all around you is chaos: This course demonstrates how to take control & lead

Key Learning Objectives
- Understand the people and politics involved in a crisis
- Prepare yourself and your team for the inevitable inquiry and investigation
- Manage the oversight bodies and stakeholders
- Manage the media, family and unions
- Practical skills and processes for quality decision making
- Understand negotiation and communication processes
- Learn to make quality informed decisions in difficult circumstances
- How to minimise the risks of missing important information
- Personal leadership: How to stay clear of mind and in control

Course Faculty
Colin Randall

Who Will Benefit
Energy industry leaders and those from whom leadership will be sought in crisis: Plant/operations/project managers, general/deputy managers, mine/exploration managers, OHS

Book Now

Taking Control in a Crisis: How it Really Works
In the Mining Industry

In a mining industry crisis, when all around you is chaos: This course demonstrates how to take control & lead

Key Learning Objectives
- Understand the people and politics involved in a crisis
- Prepare yourself and your team for the inevitable inquiry and investigation
- Manage the oversight bodies and stakeholders
- Manage the media, family and unions
- Practical skills and processes for quality decision making
- Understand negotiation and communication processes
- Learn to make quality informed decisions in difficult circumstances
- Minimise the risks of missing important information
- Personal leadership: How to stay clear of mind and in control

Course Faculty
Colin Randall

Who Will Benefit
Mining industry leaders and those from whom leadership will be sought in crisis: Plant/operations/project managers, general/deputy managers, mine/exploration managers, OHS

Book Now

Asian Steam Coal Pricing Masterclass

A 3 day course covering theoretical & practical aspects of setting, adjusting & interpreting steam coal prices, shipping rates & standard contract provisions under long-term coal supply contracts, with tools for managing coal price risk

Key Learning Objectives
- The fundamentals of determining and expressing FOB steam coal prices in Asia
- Methodologies and data sources for FOB coal price indices used in Asia
- Methods and data sources for estimating and interpreting dry bulk shipping costs
- The steam coal commodity cycle: Does one exist and what are its main drivers?
- Supply and demand considerations for price setting and structuring
- Relationship between steam coal prices and coal quality
- Price re-openers: How to address in a long term coal supply contract
- Coal price derivatives and risk management
- Payment terms, disputes and penalties
- The impacts of regulatory and political risk on steam coal prices

Course Faculty
Dr Bart Lucarelli

Who Will Benefit
Coal mining companies and suppliers, coal traders, buyers, end users and consumers, financiers and accountants, lawyers, consultants, coal derivatives traders, commodity exchange professionals and government

Book Now
Coal Geology Fundamentals
A Technical Bridging Course for the CSG, Mining & Environmental Sectors

Practical coal geology training designed to demystify coal based plays / resources & drivers of coal project success or failure

Key Learning Objectives
- The inherent variability between coal based projects and the drivers and implications that are a consequence of this
- Understand the distinct Australian context of coal based projects, with due reference to global coal mining and CSG resource plays
- How coal seams form and how they change with time
- The major technical/geological reasons why projects fail
- The important interplay between hydrology and coal seams, in light of current controversies relating to connectivity with agricultural aquifers and dewatering in general
- Understand coal geology and the implications of gas emissions and a carbon trading world

Course Faculty
Scott Thomson

Who Will Benefit
Coal industry newcomers and novices: graduates, petroleum engineers, mining engineers, investors, geologists, hydrologists, environmental professionals, CSG project managers

Book Now

Coal Industry & Market Fundamentals Masterclass
Accelerate your development in the coal industry with this comprehensive course analysing all aspects of the coal chain

Key Learning Objectives
- How coal is found and its geology
- Mining methods and treatment
- Coal end uses and export markets
- Clean coal technology
- Coal consumers and sales contracts
- The coal chain – from mine to port
- Australian coal industry structure

Course Faculty
Colin Randall & Graham Mackenzie

Who Will Benefit
Coal industry newcomers and novices: graduates, petroleum engineers, mining engineers, investors, geologists, hydrologists, environmental professionals, CSG project managers

Book Now

Coal Industry Basics
As a newcomer to the coal industry, build your confidence & understanding of its basic concepts, methods & technical language

Key Learning Objectives
- Understand the Australian coal mining industry
- Discover coal exploration and the mining legislative framework
- Learn about coal geology and its implications for exploration and mine design
- Recognise coal exploration techniques and methods
- Comprehend deposit modelling, resource/reserve estimation and reporting standards
- Learn about coal mine planning, development, and project decision making
- Mining methods, production, processing, tailings & waste, closures
- Discover new frontiers - CSG, underground coal gasification and clean coal

Course Faculty
Scott Thomson

Who Will Benefit
Newcomers to the coal industry and incumbents who have yet to learn how the coal chain really works

Book Now
Comminution Circuits
Benchmarking & Troubleshooting

Case studies on processes & equipment in comminution plants: What works, what doesn’t & where productivity & performance gains lie

Key Learning Objectives
• Assess the principles of the processes and equipment used in comminution
• Examine the variables that influence flow-sheet selection and applying this knowledge to optimise the process selected
• Develop a rationale for equipment selection and specifying/monitoring key variables
• Understand the control requirements to stabilise/optimise processes
• Appreciate the factors contributing to availability and capacity limitations
• Recognise, troubleshoot and respond to problems and plant issues

Course Faculty
Bernard Siddall

Who Will Benefit
Comminution plant and mine managers, key decision makers, mining engineers and metallurgists, process designers, process engineers and maintenance personnel

Book Now

TOP SELLER

Exploration, Mining & Processing Fundamentals
A Technical Bridging Course

A comprehensive 2 day course teaching the technical fundamentals of exploration, geology, mining methods & production for industry newcomers

Key Learning Objectives
• The make up of the Australian mining industry
• Mine exploration techniques and methods
• Mine geology and resource/reserve estimation
• Mine planning and key strategic issues
• Mining techniques, processes, methods and practices
• Mine closures, environmental, safety and legal considerations
• Mineral processing, typical processes and case studies

Course Faculty
Dr Richard Durham & Clive Workman-Davies

Who Will Benefit
New and mid-level staff in mining and related industries, who need a technical overview of how the industry functions

This course always books out so register early

Book Now

Financial Risk Decision Analysis & Real Option Valuation

An Excel-based, hands-on course on financial risk & decision analysis applied to investment in mining projects – exploration to pre-feasibility

Key Learning Objectives
• Evolve from risk-neutral decisions based on expected value to risk-averse decisions incorporating investor attitudes and risk tolerances
• Identify and quantify risk using sensitivity and scenario analyses and Monte Carlo simulation
• Examine recent developments in project modelling and evaluation using financial risk management principles such as Modern Asset Pricing (MAP) and Real Options Valuation (ROV) Acquire skills to identify, model and evaluate simple real options common in mineral exploration and mining projects
• Critically assess financial models generated by others

Course Faculty
Dr Pietro Guj

Who Will Benefit
Professionals in the mineral exploration, mining and finance industries who evaluate risky investment opportunities

Book Now
Iron & Steel Making Fundamentals
A Technical Bridging Course for Non-Technical Professionals

A comprehensive course introducing the process steps involved in the manufacture of iron & steel products, including raw material characteristics

Key Learning Objectives
- De-mystifying terminology to provide a clearer understanding of the relevance of industry related information
- Improved knowledge of the inter-relationship between the various technical processes involved with the steel business
- Understand the impact of chemical and physical attributes of raw materials upon the steel plant customer to clarify the value-in-use of various raw materials
- The nature of the role of supporting services like refractories, water, power, shipping to demystify the iron/steel process
- The environmental controls employed to improve understanding of the environmental footprint of the steel business
- Australia’s role in the global steel industry through analysis of trade flows of raw materials and steel products

Course Faculty
Keith Horrocks

Who Will Benefit
Anyone in mining and related industries who wants to understand how iron-making raw materials are converted into steel

Book Now

Iron Ore Beneficiation & Processing Fundamentals
A Bridging Course for Investors & Industry Newcomers

Hematite & magnetite, their processing requirements, & what constitutes a market-quality iron ore that meets customer requirements

Key Learning Objectives
- Appreciate the formation of iron ores and how this determines their properties
- Understand the impact of impurities on downstream users and understand why some ores are sellable and some are not
- Explain the chemical and physical properties of ores that customers need
- Review the major types of iron ore and their characteristics which allow them to be upgraded
- Examine the major methods of upgrading hematite and magnetite ores
- Compare the likely capital and operating costs of each upgrading process
- Review the factors which might lead to a successful project

Course Faculty
Brian Povey

Who Will Benefit
The course is designed for financiers, geologists, mineral process engineers, managers and directors of project development companies, design engineers

Book Now

Iron Ore Industry & Market Fundamentals Masterclass

A 2 day course covering industry drivers & developments including international demand & reviewing geology, geography, industry structure, processes, markets, pricing

Key Learning Objectives
- Iron ore geological genesis, major types, typical grade and physical properties
- History of the modern iron ore industry
- Global major producing regions and trends
- Extraction, processing and products
- Metallurgy and applications of iron ore
- Land and sea transportation
- Major iron ore producers – operations, products and future plans
- Major steel producers – operations, products and future plans
- Contract terms and pricing mechanisms
- Industry issues – consolidation and international influences

Course Faculty
Warren Gilhome & Warwick Davies

Who Will Benefit
Those in need of a comprehensive grounding in iron ore: investors, economists, strategists, analysts, government departments (resources, environment, infrastructure, trade)

Book Now
### Metallurgy Fundamentals

**What Every Engineer Should Know About Metals**

Metallurgy for engineers! This course demystifies the subject & explains how metallurgy influences the mechanical properties of industrial components.

**Key Learning Objectives**
- The world of metals, what they are and where they are used
- The language of metallurgy
- The difference between carbon steels and alloy steels
- Understand the fundamentals of heat treatment, why it’s used and what benefits it provides
- How metals are processed into a wide range of industrial components, from sheet metal to forged shafts
- Develop a knowledge of mechanical behavior of metals and the tests used to determine mechanical properties
- Understand how metals degrade in service and what inbuilt defects they contain
- Analyse why some metals resist corrosion and some don’t
- Gain a comprehensive, practical working knowledge of metals

**Course Expert**
Dr Maxine Watson

**Who Will Benefit**
Engineers who work in any industry sector and who are responsible for maintenance, solving plant problems, and selecting equipment

**Book Now**

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### Mineral Economics Fundamentals

**A Financial & Economic Bridging Course for Mining Professionals**

Introduction to accounting & financial decision making in the mining industry, for technically trained employees.

**Key Learning Objectives**
- No longer be at the mercy of financial jargon
- Understand and interpret balance sheet and profit and loss statements
- Discover the distinction between cash flow and profit in mining
- Understand the theory behind discounted cash flow analysis, NPV, IRR
- Develop effective and practical financial modelling techniques
- Learn the difference between cash costs and full costs in mining
- Learn how to manage for increased shareholder value
- Develop the confidence to have an effective conversation with corporate finance and accounting staff
- Improve your career prospects by moving from being a technician to a manager

**Course Faculty**
Dr James Hay

**Who Will Benefit**
Those in mining who would like more confidence with finance and economics fundamentals: Engineers, geologists, metallurgists, mine managers, lawyers, accountants

**Book Now**

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### Mineral Project Economics

An Excel-based introductory course on the fundamentals of finance & project evaluation for decision making in mineral exploration & mining.

**Key Learning Objectives**
- Discounted Cash Flow (DCF) modelling and evaluation of mining projects
- The funding of mining projects: Examining the role of equity and debt
- Identification and quantification of project and financial risk using sensitivity and scenario analyses and Monte Carlo simulation
- Criteria for investment decisions under uncertainty, balancing risk and returns in line with corporate risk profiles and preferences
- Introduction to advanced project evaluation methodologies

**Course Faculty**
Dr Pietro Guj

**Who Will Benefit**
Engineers who work in any industry sector and who are responsible for maintenance, solving plant problems, and selecting equipment

**Book Now**
Mining Due Diligence Fundamentals
A Complete Guide to Valuation & Risk Assessments of Mining Projects

Technical review & risk evaluation of mining projects: How valuation can reduce risk, increase confidence & demonstrate sensitivity to assumptions

Key Learning Objectives
• Learn to perform comprehensive ‘technical due diligence’
• Avoid the more common pitfalls and reduce project risk
• Understand what financiers will look for in a project
• Compare various resource and reserve classification schemes
• Understand international codes such as JORC and Valmin Codes
• Learn to value mining projects by discounted cash flow models
• Perform sensitivity and scenario analysis
• Examine methods of valuing exploration tenements
• Discuss current market trends and best practices with global case studies

Course Faculty
Mike Warren

Who Will Benefit
Leaders and members of technical due diligence teams, bankers and other advisors who work with these teams, and non-technical staff

Book Now

Slurry Fundamentals
– Mining & Industrial
A Technical Bridging Course

Providing management, design & operational decision makers with a systematic approach to slurry system design, operation, trouble shooting & optimisation

Key Learning Objectives
• Identify the slurry system operating window that allows increased plant throughput while optimising spend
• A ‘decision tree’ approach to source the data necessary for designing and optimising slurry systems
• What constitutes a slurry? Slurry physical and chemical properties
• Measure slurry flow properties and meaningfully interpret / use the data
• The interconnection between flow properties and physical / chemical factors on pipeline transport and dewatering
• Critical information for selection of valves, pumps and fittings
• Factors influencing materials selection and wear for critical equipment and pipelines
• Dewatering fundamentals, equipment and reagent selection
• Thickener control for optimal slurry properties

Course Faculty
Dr Fiona Sofra

Who Will Benefit
Process engineers, metallurgists, design engineers and project managers looking to improve their performance especially with complex separation processes and flowsheets

Book Now

Solid Liquid Separation & Filtration Fundamentals
In Mining & Processing Industries

A 2 day course providing the knowledge to ensure a systematic approach to filtration & separation process selection, installation & operation

Key Learning Objectives
• Systematic overview of options for solid liquid separation, driving forces and limitations
• Understand the interconnection between critical material properties and process factors on thickening, filtration and centrifugation
• Classification of equipment according to applications and process requirements
• Critical information for selection of solid liquid separation equipment (clarifiers, thickeners, filters and centrifuges)
• Bench and pilot scale testwork
• Solid liquid separation fundamentals including dewatering and deliquoring/drying
• Slurry pre-treatment (coagulation, flocculation, pre-coating) and post-treatment (polishing, transport and handling)
• Operation and trouble shooting of solid liquid separation equipment

Course Faculty
Götz Bickert

Who Will Benefit
Managers and decision makers in mining and industrial areas; operational, environmental, tailings and maintenance engineers; okabt desugbers, equipment / reagent suppliers

Book Now
Sustainability in Mining
A Bridging Course for Executives

Clarifies & outlines solutions to the key environmental/social issues associated with mining: Biodiversity, EIS, acid rock drainage, groundwater, environmental impact

Key Learning Objectives
• Analyse the environmental and social risks in planning, construction, operation and closure of a mining project
• Identify interactions between mining and the environment
• Examine the real meaning and impacts behind key terms such as sustainability, bio-diversity, acid rock drainage, ground water management, EIS, stakeholder involvement and community development as they relate to the mining industry
• Identify and review significant environmental issues – in Australia and elsewhere
• Understand the requirements of the Equator Principles and how these influence projects in developing countries
• Examine key differences in the project approvals process in Australia and neighbouring countries
• Environmental management: the current situation – achievements and challenges

Course Faculty
TBA

Who Will Benefit
Senior mining company executives, directors of mining companies, financial industry executives responsible for evaluating mining projects

Book Now

Tailings Disposal Optimisation
A Guide for Improving Tailings Management

This course benchmarks against fundamental drivers & variables in the design, construction, operation & maintenance of tailings disposal operations worldwide

Key Learning Objectives
• Learn the fundamental drivers of tailings disposal design
• Evaluate various disposal options such as in-pit, underground, dewatering etc.
• Understand the various geochemical, physical and process characteristics of tailings
• Assess the impacts of climate, location and ore type
• Examine various failures including water management, static stability and foundation
• Review global codes of practice, guidelines and regulations
• Consider site selections, options, pre-feasibility and feasibility studies
• Insights into construction, supervision and certification
• Learn methods of operations management, monitoring and surveillance
• Understand the requirements and key elements of a successful closure

Course Faculty
Trevor Osborne

Who Will Benefit
Mine managers, concentrator superintendents, tailings operations superintendents and staff, environmental scientists and staff and geotechnical, mine and design engineers

Book Now

Underground Mining Fundamentals
THE Essential 1-Day Overview of Underground Mining - Improve your knowledge & appreciation of the technicalities, risks & challenges

This is great opportunity become more confident with making important decisions about mining projects in a supportive environment

Key Learning Objectives
• Explain underground mine geology and ore-body modelling
• Appreciate the importance of resource/reserve estimation and statutory requirements: JORC
• Understand the components of mine planning and the bankable feasibility study
• Analyse underground mining methods and their financial risks
• Recognise the interplay between size and life of mine
• Appreciate the safety, legal, environmental and mine closure considerations
• Consider the current industry challenges
• Critically analyse select case studies of underground projects

Course Faculty
Clive Workman-Davies

Who Will Benefit
This course is not a basic level introductory course. It has a specific techno-commercial focus for those who could benefit from a wider perspective

Book Now
Australian Gas Industry, Pricing & Market Developments
A Technical & Commercial Bridging Course

The Australian gas industry, with a focus on the supply chain – upstream, transportation & the wholesale & retail downstream market

Key Learning Objectives
• Understand the key technical issues in gas supply chain
• Learn about the upstream, transportation and downstream businesses
• Overview of the Australian gas market and the gas commercialisation process
• Review the analytical tools used by the industry to make investment decisions
• Examine the strategic and commercial drivers for major gas industry players – including your competitors
• Review the major drivers of change in the Australian gas market, what the future holds and how to position your company for success
• Examine the key contracts used in the gas industry, fundamental contract issues, and pitfalls to avoid
• Learn how to negotiate key commercial terms

Course Faculty
Craig Langford

Who Will Benefit
Those seeking a thorough grounding in all aspects of the Australian gas industry: Geologists, engineers, purchasers, suppliers, consultants, regulators, financiers

Book Now

Australian Gas Markets Fundamentals Highlighting WA
Technical, Commercial & Contract Fundamentals

WA focused introduction to the Australian gas industry: upstream, gas transportation & operation of the wholesale & retail downstream gas market

Key Learning Objectives
• Industry overview – structure, sector activities and intra/inter sector relationships
• Understand the key technical issues in the gas supply chain: Upstream, midstream and downstream
• Learn about historical and current market developments and review potential future directions
• Summarise gas industry legislation, regulation and the relevant agencies affecting the value chain
• Examine the economics and price outcomes of the industry in the WA context
• Consider the commercial drivers for major gas industry players to assist with understanding competitors
• Consider the impact of the Parliamentary Gas Pricing Inquiry and the Strategic Energy Initiative
• Examine contract structures and commercial aspects of gas agreements

Course Faculty
TBA

Who Will Benefit
Those looking for a thorough grounding in all aspects of the current Australian gas industry: Geologists, engineers, financiers, suppliers, regulators

Book Now

Coal Seam Geology Fundamentals

An essential overview on coal geology for the CSG, mining & environmental sectors to learn what drives project success or failure

Key Learning Objectives
• The inherent variability between coal based projects
• Understand the distinct Australian context of coal base projects, with due reference to global coal mining and CSG resource plays
• How coal seams form, and how they change with time
• The major technical / geological reasons why projects fail
• The important interplay between hydrology and coal seams
• Understand coal geology and the implications of gas emissions, and a carbon trading world

Course Faculty
Scott Thomson

Who Will Benefit
Petroleum engineers, mining engineers and geologists from other disciplines, potential investors, CSG managers and environmental professionals

Book Now
# Commercial Gas Contracts

A best-practice guide to understanding & negotiating gas/LNG agreements. Receive guidance with the myriad of commercial contract issues & challenges

**Key Learning Objectives**
- Understand the unique mix skills required to be a competent negotiator
- Analyse and interpret contractual terms, legal obligations, risks and liabilities
- Determine the economic value of various contract terms
- Negotiate and assess the value of contractual terms and how to close the deal
- Examine and assess the structure, components, key clauses, pros and cons of specific gas GSAs, GTAs and JOAs
- Consolidate your skills with the negotiation of contractual terms through facilitated scenarios

**Course Faculty**
Craig Langford

**Who Will Benefit**
This is an extremely useful course for anyone dealing with the negotiation and management of gas industry agreements in domestic and export markets

**Book Now**

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# CSG Drilling Optimisation

Tackling & Troubleshooting Drilling Challenges

A 2 day course in the complex practicalities of directional drilling, with expert insights into tackling unique challenges in Australian coal beds

**Key Learning Objectives**
- The development of directional drilling, methods and equipment used
- Understand why geology matters and its impact on drilling
- Examining key components of, and real time decision making in, directional drilling
- Implementing managed pressure drilling and troubleshooting reservoir issues
- Production, water management and well servicing
- Case studies of good and bad drilling projects

**Course Faculty**
Duncan Thomson & Doug Henderson

**Who Will Benefit**
Petroleum engineers and geologists who wish to understand the differences between conventional and CSG projects, CSG managers, investors

**Book Now**

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# CSG Fundamentals

A 2 Day Technical Bridging Course

The fundamentals of Coal Seam Gas (CSG) & the data, procedures, & risks involved in developing a resource to production

**Key Learning Objectives**
- Examining fundamentals of coal geology, petrology, core analysis, gas content and composition
- Understand the basic components of a CSG project and data requirements to evaluate CSG projects
- Understand the differing drilling approaches to variability in the reservoir
- Understand the differences in approaches to gas management and development in mining and CSG
- Understand gas volumetrics and calculate in place gas volumes
- Assess the economic impact of a successful data collection program
- Learn the requirements for a successful CSG pilot project and the potential impact on reserves
- Comprehend the differences between resources and reserves
- Identify the requirements and obligations for reporting reserves

**Course Faculty**
Scott Thomson & Duncan Thomson

**Who Will Benefit**
Petroleum investors, engineers and geologists who wish to understand the differences between conventional and CSG projects, CSG managers, investors

**Book Now**

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CSG Overview & Understanding Reserves
A Technical & Commercial Bridging Course

A comprehensive course reviewing the fundamentals of CSG, & the data, procedures, risks & methodologies required to book CSG reserves

Key Learning Objectives
- Examining fundamentals of coal geology, petrology, core analysis, gas content and behaviours
- Understand the basic components of a CSG project and data requirements to evaluate CSG projects
- Understand gas volumetrics and calculate inplace gas volumes
- Assess the economic impact of a successful data collection program
- Learn the requirements for a successful CSG pilot project and the potential impact on reserves of a successful pilot
- Comprehend the differences between resources and reserves and the requirements to move resources to reserves
- Identify the requirements and obligations for reporting reserves
- Basic overview of project economics, cost of production, price of gas and margins

Course Faculty
John Hattner & Dan Paul Smith

Who Will Benefit
Petroleum engineers, geologists and potential investors who wish to understand the differences between conventional projects and coal seam methane

Who Will Benefit
Petroleum and mining engineers and geologists who wish to understand production and completion methodologies

Course Faculty
Scott Thomson & Steve Hennings

Book Now

CSG Production & Completions
A practical approach to production & completion operations

A 2 day course detailing the approach needed to determine the most appropriate method for producing CSG given georeservoir & commercial constraints

Key Learning Objectives
- Understand the relationship between fundamental reservoir parameters and production and completion choices
- Assess the pros and cons of various production and completion methodologies and where to apply each
- An appreciation of operational management practicalities
- Understanding fundamental production and completion economics
- How to diagnose a problem in a well and what to do about it
- Equipment selection alternatives
- The difference between CSM and CMM approaches to gas extraction
- How to extract CSG in conjunction with existing mining operations
- Safety systems for efficient and trouble free operations

Course Faculty
Scott Thomson & Steve Hennings

Who Will Benefit
Petroleum engineers, geologists and potential investors who wish to understand production and completion methodologies

Who Will Benefit
Petroleum and mining engineers and geologists who wish to understand production and completion methodologies

Course Faculty
Scott Thomson & Steve Hennings

Book Now

CSG Water & Salt Management Fundamentals
An essential guide to managing CSG water issues including Associated Water, regulatory considerations, gathering systems, brine & salt management & reuse options

Key Learning Objectives
- Understand an overview of the CSG water industry
- Appreciate regulatory considerations – State and federal requirements
- Discover field development (gathering systems) methods
- Understand Associated Water quality factors
- Identify Associated Water treatment/pre-treatment technologies
- Gain a working knowledge of brine management, environmental and economic considerations
- Determine beneficial reuse options and key drivers

Course Faculty
Chris Hertle, Dr Konstantinos Athanasiadis & Dr John Walsh

Who Will Benefit
For technical and non-technical personnel, looking at becoming more familiar with how the CSG industry manages and treats Associated Water

Course Faculty
Chris Hertle, Dr Konstantinos Athanasiadis & Dr John Walsh

Book Now
Deepwater Drilling & Production Fundamentals

This course bridges the knowledge gap between rigs, drilling, production, field development & associated systems, for engineers & industry newcomers.

Key Learning Objectives
- Review the types and functions of deepwater drilling rigs
- How drilling rigs operate
- How wells are drilled
- Latest advances in deepwater drilling
- Examine deepwater floating production systems
- The requirements of the full deepwater field development
- Critique installation activities in deepwater

Course Faculty
Dr John Preedy

Who Will Benefit
Drilling and production engineers and team members, senior engineers, managers new to field development, graduates, safety/ environments engineers, training managers

FLNG Fundamentals

Training in technical & operational components requirements for a Floating Liquefied Natural Gas system, & evaluating current global projects

Key Learning Objectives
- Assess the problems and issues of “What to do with offshore gas” in a production scheme
- Insight into the background of offshore FLNG
- Examine the technical components required to establish a FLNG operational system
- Understand the operations involved in the full FLNG supply chain
- Assess the current status of projects/developments around the world

Course Faculty
Greg McLachlan & Dr John Preedy

Who Will Benefit
Engineers, geophysicists and production personnel in the petroleum industry who need to understand designing, constructing and operating floating production facilities

Course Faculty
Dr John Preedy

Book Now

Book Now

FPSO / Floating Production Fundamentals

A 2 day course in key components of FPSO design, system requirements, field layouts, operational practicalities, subsea systems & topsides processing

Key Learning Objectives
- Learn the basis of offshore floating production systems and field layout requirements
- Analyse the functions and types of FPSO/subsea building blocks
- Understand the design and operational factors of FPSO vessels
- Risers – their requirements, designs and how to monitor integrity
- The functions, processes and layouts of topside systems
- Review FPSO safety requirements and safety case regulations
- Learn from cases of various deepwater systems issues that have been managed
- A 45 minute video case study of a full field development with an FPSO

Course Faculty
Dr John Preedy

Who Will Benefit
Oil and gas boardmembers/management, engineers involved in gas field developments, financiers, field operational and evaluation staff, legal and finance staff

Book Now
Gas Industry & Market Fundamentals
The Essential Gas Industry Overview Featuring WA

An introduction to how the Australian gas industries are structured, regulated, priced, traded & commercialised along with the technical aspects of gas

Key Learning Objectives
• Review technical components of the gas supply chain – how it’s formed, found and produced
• Analyse the upstream, gas transportation and downstream gas business structures
• Appreciate the sector’s activities and intra/inter sector relationships
• Discover the foundations of the Australian gas market
• Examine strategic and commercial drivers for major gas market participants
• Consider historical, current and future market developments and observe trends
• Discuss gas industry legislation, regulation and the relevant agencies affecting the value chain

Course Faculty
Craig Langford & Frank Tudor

Who Will Benefit
Technical and business oriented professionals who are new to the gas industry or experienced in one part but could benefit from a wider perspective

Book Now

Gas Pipeline Economics
This course examines key planning & economic considerations when making critical decisions about pipeline investment, resource allocation, construction & operation

Key Learning Objectives
• History and overview of pipelines
• Review of design, engineering and technical elements of pipelines
• Pipeline economics including NPV, rates of return, cash flow analysis
• Australian pipeline regulation – key issues and developments
• Aligning engineering to the economics of a project including demand, supply, load, location, pressures and compression
• Project risk assessment and management
• Unit costs and tariff design
• Gas transportation contracting and risk sharing

Course Faculty
Craig Langford

Who Will Benefit
Oil & gas engineers, planners and project managers; gas utility personnel; regulators; energy sector managers and staff

Book Now

Gas Processing Fundamentals
Refining & Purifying Natural Gas

A 2 day course in refining & purifying natural gas to customer requirements, focusing on equipment/technology, plant design/operation & safety considerations

Key Learning Objectives
• The various physical and chemical properties of natural gas components and industry jargon
• Gain a working knowledge of many of the major processes including dehydration, acid gas removal (gas sweetening), hydrocarbon dewpoint control, LPG production, NGL recovery and separation (fractionation)
• Unique design/operational features of gas processing plants that enable integration with diverse gas feed streams
• The design and selection criteria of key process equipment including separators, heat exchangers, pumps, compressors, valves and towers
• Basic contract terms and considerations of gas and liquid contracts
• Some new and emerging technologies
• Safety, risk and hazard considerations

Course Faculty
John Westover

Who Will Benefit
Gas processing supervisors, managers involved in facilities development/re-design, those negotiating contracts for natural gas, LPG and NGL products

Book Now
Global Gas & LNG Contracts

**Contract Structuring & Negotiation**

Learn how to define, allocate & mitigate risk while optimising reward through strategic negotiation of gas & LNG contracts

**Key Learning Objectives**
- Learn the technical aspects of gas/LNG/transportation contracts
- Understand the gas/LNG contract sequence and E&P licensing
- A step-by-step examination of gas and LNG contract principles and terminologies
- Comprehend essential operational considerations
- Work through a model structure of Articles of LNG, gas and transportation contracts
- Default conditions and risk mitigation
- Examine Force Majeure and other legal clauses, variations, liabilities and insurances

**Course Faculty**
TBA

**Who Will Benefit**
Professionals engaged in gas production, transportation, selling and buying, the international gas trade, city gas distribution, LNG liquefaction and re-gasification

**Book Now**

Hydraulic Fracturing Basics For CSG & Shale

An executive overview of hydraulic fracking: key terminology, how it's designed, what it does, what are its benefits, costs, impacts & risks

**Key Learning Objectives**
- Understand the objectives and applications for hydraulic fracturing
- Understand what type of equipment and services are needed
- List the types of fluids and additives and their basic purpose
- Review the basic process of selecting the appropriate proppant and additives
- Understand how treatments are monitored and evaluated
- Assess the most significant environmental risks
- Understand why hydraulic fracturing has continued to grow and spread
- Gain insights on future trends and the latest advancements in fracking

**Course Faculty**
Steve Hennings

**Who Will Benefit**
Those involved with the oil and gas industry and are responsible for understanding, interpreting and reporting on accounting and financial data

**Book Now**

Introduction to Oil & Gas Accounting & Reporting

Build your understanding & appreciation of how finance adds value to the oil & gas project lifecycle through this course

**Key Learning Objectives**
- Recognise the principles of oil and gas financial accounting and reporting
- Compare key oil and gas accounting methods
- Understand full cost vs successful efforts
- Learn to account for exploration, production, drilling and development costs
- Understand depreciation, depletion and amortisation in an oil and gas context
- Explain asset impairment, restoration and abandonment provisions
- Illustrate the accounting treatment of joint ventures and production sharing contracts
- Analyse financial statements and KPIs that drive decision making

**Course Faculty**
John Sing

**Who Will Benefit**
This course will benefit all stakeholders who require basic knowledge of hydraulic fracturing objectives, design options, equipment options, impacts and risks

**Book Now**
Introduction to Petroleum Drilling
A Technical Bridging Course

Training in the fundamentals of well design and drilling program execution. Subsurface uncertainty & its impact on risk in drilling

Key Learning Objectives
- Develop an understanding of the inputs, uncertainties and risks inherent in well design
- Understand the key roles of geology/petroleum engineering together with drilling engineering to deliver successful wells
- Examine the drilling operations process including drilling problems and risks
- Gain insights into new technologies and techniques

Course Faculty
Keith Davison

Who Will Benefit
Those needing a solid grounding in drilling operations: New oil and gas employees, technical drilling staff, supply chain management

Book Now

Introduction to Petroleum Geology
A Technical Bridging Course to Improve Investment Decision-making

Fundamentals of applied petroleum geology – the principles, methods, risks & terminology employed during exploration, development & production of hydrocarbon reservoirs

Key Learning Objectives
- Understand the elements of a petroleum system: Source, seal, reservoir, trap
- Appreciate the key elements of petroleum geology and their control on well and reservoir productivity
- Awareness of types and value of geological information and data acquisition techniques onshore and offshore
- Understand geological risks and uncertainties and how they affect technical and commercial decision making processes
- Awareness of the geological documentation required for exploration, appraisal and development well planning projects
- Examine the impact of petroleum geological parameters on valuation of oil and gas assets

Course Faculty
Keith Davison

Who Will Benefit
Engineers, petrophysicists, technical support staff, commercial analysts, managers and decision makers, oil and gas investors, regulators

Book Now

LNG Awareness

Those who have no background in LNG who need appreciation of how the LNG business works, & how they contribute to the big picture

Key Learning Objectives
- Understand the oil and gas industry structure
- Understand the LNG project lifecycle
- Discover contemporary issues and industry trends
- Discover technical aspects of oil and gas creation and development
- Understand the gas liquefaction process
- Discover how LNG is stored, loaded and shipped
- Review the structure of LNG receiving terminals
- Appreciate LNG hazards and safety considerations

Course Faculty
Mike Williams & Richard Harrison

Who Will Benefit
This course is a basic introductory course, for people who want an awareness of how the LNG business works and is organised

Book Now
# LNG Fundamentals

**A Technical & Commercial Bridging Course**

A 3 day course for newcomers to LNG, examining fundamental technical & economic factors behind the development of natural gas reserves

### Key Learning Objectives

- Technical procedures for turning natural gas into LNG, its regasification and safety considerations
- LNG plant and terminal design, storage and shipping considerations
- The unique characteristics of LNG that broaden yet constrain the commercial and technical links in the 'gas chain'
- How to generate various options for LNG market development proposals
- Risk and risk mitigation strategies to aid decision making
- LNG sales agreements and tactics to more effectively negotiate contract terms
- Perspectives of the investor, the operator, the customer and government towards LNG projects
- Political and diplomatic implications of international trade in LNG, including recent trends
- Recent developments in floating LNG technology

### Course Faculty

Michael Williams & Richard Harrison
LNG specialists combining 60 years experience in the business

### Who Will Benefit

LNG project development executives from both technical (E&P, geosciences and engineering) and non-technical (commercial, finance and legal) backgrounds

### Book Now


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# LNG Masterclass

An advanced, executive analysis of LNG projects, economics & markets. Compare & contrast successful & potential LNG development projects

### Key Learning Objectives

- Examine latest developments in base load and small scale LNG projects
- Review the prospects of the many potential LNG producing projects
- Identify key success factors in launching an LNG project
- Analyse LNG transport and trading issues including the spot market
- Examine floating LNG liquefaction and regasification and potential impacts
- Consider LNG project hurdles
- Review LNG players and strategies
- World LNG vs small scale LNG projects

### Course Faculty

Mike Williams & Richard Harrison

### Who Will Benefit

Professionals who have had on-the-job LNG experience, executives with LNG project development leadership responsibilities, analysts and board members

### Book Now


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# LNG Project Evaluation

A 2 day course equipping you with the insight, tools and models necessary to evaluate your own LNG project

### Key Learning Objectives

- Review the global LNG Industry including current Australian projects
- Recap global natural gas prices: Henry Hub, UK NPB and the Japan’s JCC
- Discuss the indexation of the natural gas price to the oil price
- Review the concept of Energy Equivalent Pricing of natural gas
- Detail how LNG is priced with reference to the “S” curve formula
- Forecast natural gas prices in all markets
- Consider the “tools of the trade” used to evaluate projects
- Identify the major capex and opex expense line items associated with a typical LNG project
- Build a financial model to analyse the suitability of an LNG project

### Course Faculty

John Karasinski

### Who Will Benefit

Professionals/support services to oil and gas industry (lawyers, accountants, consultants), federal and state government departments (treasury, finance, infrastructure), and regulators

### Book Now

LNG Technology, Processes & Operations

Examining the technical aspects involved in establishing & operating an LNG facility including overview of the main challenges & recent developments

Key Learning Objectives
• Review and refresher of the LNG industry
• Understand the physical properties of LNG and typical specifications for LNG production
• The technical components of an LNG facility
• Discover liquefaction technologies, processes and licensors
• Understand equipment considerations for LNG
• Design and integration aspects of liquefaction plants and marine facilities
• Determine gas pre-treatment requirements and processes for LNG facilities
• Examine LNG plant flare systems and fuel gas systems
• Operational aspects of LNG facilities

Course Faculty
Greg McLachlan

Who Will Benefit
Oil and gas management, engineers involved in the design and management of LNG facilities and those interested in new approaches the technologies

Book Now

Offshore Safety & Risk Management
Providing non-safety personnel with an essential overview

Executive training on offshore environment safety & risk. For industry newcomers, non-safety personnel or those who require an update

Key Learning Objectives
• Understand safety requirements and the fundamental bases for legislation and safety regimes
• Review the principles of offshore hazard identification and risk management
• Understand the relationship between reliability and safety
• Recognise the role of good management in safety regimes
• Appreciate the effects of human factors in safe operations
• Recognise the need for planning and risk assessment in field operations and emergency response
• Benchmark against an analysis of past safety incidents

Course Faculty
TBA

Who Will Benefit
Managers, non-safety executives, safety legislators, safety executives who require a refresher; installation, facilities, operations, process, legal and finance personnel

Book Now

Offshore Topsides Processing
Functional, Operational & Integration Aspects

Comprehensive course in topsides processing – their function, the operation & equipment, & creating an integrated facility deck layout

Key Learning Objectives
• Understand the requirements for processing the fluids for the reservoir
• Review of the processing specifications of the outgoing components
• Understand the functions of the main topside processing systems
• Evaluate the criteria for setting the topsides layout for good operation and safety
• Appreciate the interconnection of the performance requirements of the processing and utility components
• Recognise the particular needs of plant operating on a moving deck, if on a FPSO vessel
• Learn from detailed examples of existing facility topsides

Course Faculty
Dr John Preedy

Who Will Benefit
Anyone connected with the oil industry including management, field engineers, operators, equipment suppliers, safety engineers, shipping and maritime personnel

Book Now
## Oil & Gas Economics

**A 2 day course on decision-making frameworks for analysing, interpreting & evaluating the economic & risk parameters of oil & gas projects**

### Key Learning Objectives
- Gain a broad understanding of project economics in the petroleum industry
- Learn the language of project commercial decision making
- Understand cash flow and profit analysis techniques
- Perform discounted cash-flow economic evaluations
- Examine profitability and capital efficiency indicators including:  
  > NPV and IRR analysis
  > Finding, Lifting and Development Costs
  > Profitability Index, payback time and maximum exposure
- Apply screening and ranking techniques
- Use probability, expected monetary value and value of information
- Deal with uncertainty through risk and sensitivity analysis
- Explore the differences between additional vs accelerated reserves
- Understand the different petroleum fiscal environments

### Who Will Benefit
Those involved in the planning, execution, management or auditing of upstream oil and gas projects: Engineers, geologists, geophysicists, financiers, legal/government

### Book Now

## Oil & Gas Exploration & Production Fundamentals

**A Technical & Commercial Bridging Course**

This 2 day course examines technical & commercial aspects of the petroleum industry for non-technical executives & industry newcomers

### Key Learning Objectives
- Develop an understanding of the methods and technologies applied in the oil and gas industry
- Understand the roles of the many disciplines and stakeholders involved
- Examine the critical success factors of upstream projects from exploration to production
- Appreciate the impact of reservoir uncertainty on concept selection, operations and maintenance
- Gain insights on how the combination of technology and business processes creates value
- Understand the fundamentals of petroleum economic evaluations and profitability indicators
- Appreciate the global challenges facing the industry

### Course Faculty
Keith Davison

### Who Will Benefit
New employees in oil and gas companies and employees at companies providing services to the petroleum industry; regulators and financiers

### Book Now

## Oil, Gas & LNG Pricing & Risk Management

**A 2 day course on pricing mechanisms for oil, natural gas & LNG in the spot & futures markets**

### Key Learning Objectives
- Overview of the global oil, natural gas and LNG industries
- Review natural gas markets in North America, European and Asia, including price trends
- The role and importance of gas storage days, the strategic petroleum reserve, and OGEC
- Discuss the indexation of the price of natural gas to the price of oil and the role played in determining the final market price of natural gas
- Review the concept of Energy Equivalent Pricing of natural gas
- Detail LNG pricing using the “S” curve formula
- Detail how hedging and speculation strategies are used for financial gain or to mitigate the corporate risk confronting business and government

### Course Faculty
John Karasinski

### Who Will Benefit
Professional/support services to oil and gas industry (lawyers, accountants, consultants), federal and state government departments (treasury, finance, infrastructure), and regulators.

### Book Now
Petroleum Economics & Finance Masterclass
Project & corporate valuation & the company/market interface

A 2 day course analysing various economic yardsticks, equity markets and emerging economies to help weigh risk & uncertainty in investment opportunities

Key Learning Objectives
• Review of cash flow techniques, economic evaluation and budgeting
• Mastering annual report interpretation: statements, financial ratios, what is and is not included
• Understand the global oil market – including OPEC, pricing, transportation and hedging
• The growth of the Australian domestic gas, LNG and unconventional gas markets
• Equity markets, sources of funds and how the market assesses oil and gas investments
• Project evaluation in emerging economies: sovereign and credit risk
• How projects affect the organisation and corporate profits
• Economic factors regarding concessions, licenses, contracts, JVs, cost of capital and production sharing agreements
• Evaluate and choose investment opportunities weighing risk and uncertainty

Course Faculty
John Sing

Who Will Benefit
Managers, supervisors and operating personnel concerned with costs, profitability, budgets, the company “bottom line” and other aspects of petroleum production

Book Now

Shale, Tight & Unconventional Gas Fundamentals
A Technical & Commercial Bridging Course

Fundamentals & data of shale gas: History, analogy, production, prediction, & methodologies, & challenges compared to conventional gas & CSG

Key Learning Objectives
• Overview of shale gas projects worldwide
• Understand geologic characteristics of hydrocarbon source rocks as reservoirs
• Calculation of hydrocarbon in-place volumes
• Understand in-place versus recoverable hydrocarbons
• Examine production characteristics of the current oil and gas shale plays
• Learn the various shale gas evaluation techniques
• Understand the economics of shale plays
• Identify data requirements for resources and reserves categorisation
• Assess risks and values in emerging US and international opportunities

Course Faculty
Steve Hennings & Scott Thompson

Who Will Benefit
Petroleum engineers, geologists and investors who wish to understand shale gas reserves and risks and comparisons to conventional projects

Book Now

Shale & Tight Gas - Evaluation & Development
Evaluation & Development

A 2 day course offering a comprehensive introduction to the key exploration, development & optimisation concepts required to promote shale gas development

Key Learning Objectives
• Appreciate the impact of shale gas on the global natural gas supply
• Understand the key geological concepts of shale gas reservoirs
• Learn how advancements in technology have promoted shale gas development
• Understand how recoverable shale gas volumes are estimated
• Be familiar with the resource and reserve classification systems
• Recognise the economic variables associated with shale gas developments
• Review the challenges and opportunities associated with global shale gas developments

Course Faculty
Steve Hennings & Scott Thompson

Who Will Benefit
Geologists/engineers who need to understand what makes shale projects unique and how best to risk and evaluate them

Book Now

Petroleum Economics & Finance Masterclass
Project & corporate valuation & the company/market interface

A 2 day course analysing various economic yardsticks, equity markets and emerging economies to help weigh risk & uncertainty in investment opportunities

Key Learning Objectives
• Review of cash flow techniques, economic evaluation and budgeting
• Mastering annual report interpretation: statements, financial ratios, what is and is not included
• Understand the global oil market – including OPEC, pricing, transportation and hedging
• The growth of the Australian domestic gas, LNG and unconventional gas markets
• Equity markets, sources of funds and how the market assesses oil and gas investments
• Project evaluation in emerging economies: sovereign and credit risk
• How projects affect the organisation and corporate profits
• Economic factors regarding concessions, licenses, contracts, JVs, cost of capital and production sharing agreements
• Evaluate and choose investment opportunities weighing risk and uncertainty

Course Faculty
John Sing

Who Will Benefit
Managers, supervisors and operating personnel concerned with costs, profitability, budgets, the company “bottom line” and other aspects of petroleum production

Book Now

Shale, Tight & Unconventional Gas Fundamentals
A Technical & Commercial Bridging Course

Fundamentals & data of shale gas: History, analogy, production, prediction, & methodologies, & challenges compared to conventional gas & CSG

Key Learning Objectives
• Overview of shale gas projects worldwide
• Understand geologic characteristics of hydrocarbon source rocks as reservoirs
• Calculation of hydrocarbon in-place volumes
• Understand in-place versus recoverable hydrocarbons
• Examine production characteristics of the current oil and gas shale plays
• Learn the various shale gas evaluation techniques
• Understand the economics of shale plays
• Identify data requirements for resources and reserves categorisation
• Assess risks and values in emerging US and international opportunities

Course Faculty
Steve Hennings & Scott Thompson

Who Will Benefit
Petroleum engineers, geologists and investors who wish to understand shale gas reserves and risks and comparisons to conventional projects

Book Now

Shale & Tight Gas - Evaluation & Development
Evaluation & Development

A 2 day course offering a comprehensive introduction to the key exploration, development & optimisation concepts required to promote shale gas development

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• Appreciate the impact of shale gas on the global natural gas supply
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• Be familiar with the resource and reserve classification systems
• Recognise the economic variables associated with shale gas developments
• Review the challenges and opportunities associated with global shale gas developments

Course Faculty
Steve Hennings & Scott Thompson

Who Will Benefit
Geologists/engineers who need to understand what makes shale projects unique and how best to risk and evaluate them

Book Now
Subsea Engineering Fundamentals
System Design Fundamentals

A 2 day course on engineering design & operation of subsea production systems including xmas trees, production controls hardware, manifolds, umbilicals, flowline/pipelines

Key Learning Objectives
- System engineering – defining field developments and subsea hardware
- Subsea architecture options, field lay-outs and system design
- Flow assurance – hydraulic system analysis, issues and drivers
- Subsea well operations – well heads and Xmas trees
- Subsea production control systems and chemical injection
- Templates, manifolds and associated hardware
- Umbilical functionality, manufacture and installation
- Infield flowlines and export pipelines overview
- Production riser systems for floaters and fixed platforms
- Subsea Inspection, Maintenance and Repair (IMR)
- Reliability, availability and life expectancy
- New technologies for future subsea production systems

Course Faculty
Brian Taylor

Who Will Benefit
Engineers new to the oil and gas industry or who have transferred from another discipline, bringing a basic knowledge

Book Now

Subsea Pipeline Engineering
Technical & Commercial Fundamentals

This course is a comprehensive introduction to offshore pipeline engineering, focusing on pre-design, design & the evaluation of hydrodynamic forces

Key Learning Objectives
- Develop an understanding of the methods and technologies applied in the offshore pipeline industry
- Examine the various environmental, technical and commercial factors influencing design and route selection
- Understand how hydrocarbon composition and throughput volumes influence pipeline sizing and material selection
- Appreciate the theoretical and practical impact of hydrodynamic forces on pipeline stability
- Examine practical methods for evaluating and preventing free spanning, uplift and buckling
- Gain insight into construction methods, trenching and accidental damage protection
- Examine the various factors to be considered in pipeline operation and cost estimating

Course Faculty
TBA

Who Will Benefit
All those involved with the design, construction and engineering of subsea pipelines and related support structures

Book Now

Underground Gas Storage (UGS) Fundamentals
Technical, Commercial & Regulatory Aspects of UGS

1 day course on the development, operation & use of UGS to shape a competitive & efficient gas industry

Key Learning Objectives
- Overview of the importance of UGS worldwide
- Understand key drivers for UGS in Australia and how UGS can be a game changer in Australia’s gas industry
- Understand geological prerequisites
- Examine the differences between salt cavern and depleted reservoir UGS
- Examine the technical, commercial and regulatory fundamentals of UGS
- Developer/owner/operator of UGS facilities’ risk/reward profile
- UGS customer who leases capacity risk/reward profile
- Gain insights into the current and future requirements for UGS in Australia

Course Faculty
Glen Gill

Who Will Benefit
Those in technical, commercial, regulatory, marketing, management and leadership positions in gas storage development/operation; financiers, government, UGS facility lessees, consultants

Book Now
Vessels A–Z for Offshore Field Developments

Training in vessels & their use in petroleum exploration, production & operations, along with facilities & requirements for supply/support bases

Key Learning Objectives
- The range of activities/marine phases in an offshore field development
- Vessel activities, capabilities and new vessel requirements
- Various types of vessels and how they operate, including:
  > Exploration and drilling
  > Drilling rigs; Survey; Floating production; Transportation
  > Installation and derrick; Construction/installation of floating production hosts
  > Pipe lay
  > Supply for platform and floating hosts / anchor handling
  > Specialist field support and operational
  > Export (trading tankers, shuttle tankers and LNG carriers)
- Facilities and requirements for supply/support bases
- Various examples of the marine activities in specific field developments worldwide

Course Faculty
Dr John Preedy

Who Will Benefit
Newcomers to the field, those who don’t want detailed engineering analysis, regulators and workers on offshore projects, shipyards, marine bases

Book Now
www.informa.com.au/vessels

Assessing Sustainable Power Generation Options
The Technologies & Challenges

This course discusses current & emerging alternatives for sustainable power: Characteristics, technological status, environmental impact & economics, present & future

Key Learning Objectives
- Review the primary energy sources at our disposal: Fossil fuels, nuclear power, solar power, wind, hydro and other renewables
- Understand the basic limits to converting these sources to electricity: Entropy, thermodynamic cycles, ‘density’ of the energy source
- Learn how and at what cost, coal can remain the principal contender for electricity supply
- Understand the strengths and limitations of natural gas as fuel, for peaking and base load power
- Examine nuclear power’s contribution, including new-generation designs and their impacts
- Consider the implications of the electrification of road transport, the role of storage and its implications
- Create a framework for comparing options for investment decisions

Course Faculty
Dr Hugh Outhred

Who Will Benefit
Utility and other energy company executives, business development and other finance professionals, energy policy and planning staff and investors

Book Now

Climate Change Emissions
Market Design & Trading Strategies

Up-to-date course on the economic market design, volatility & trading issues associated with the creation of an emissions trading regime

Key Learning Objectives
- The fundamental characteristics of carbon as a commodity
- The key drivers of market design
- The fundamentals of an emissions trading strategy
- International and domestic policy issues associated with emissions trading
- Identify commercial opportunities that will be dependent on market design outcomes
- Carbon emissions related risk management challenges: A global analysis
- The financial instruments used to manage carbon price risk
- Assess environmental market volatility and its correlations with other markets
- Identify carbon action plan requirements for your organisation

Course Faculty
TBA

Who Will Benefit
Those who are involved in or reliant upon carbon-sensitive industries, or are responsible for risk management/sustainability

Book Now
**Electricity Demand Side Engagement**

A Technical & Commercial Bridging Course

Comprehensive 2 day course on demand side engagement in the Australian electricity industry, focusing on the National Electricity Market

**Key Learning Objectives**

- Opportunities and prospects for demand side resources in the Australian National Electricity Market
- Contribution of demand side engagement to energy security, climate change mitigation and enhanced sustainability
- Temporal aspects of demand side engagement from short-term operation to long-term investment
- Forecasting for demand side engagement
- Locational aspects of demand side engagement at distribution and transmission levels
- Economic aspects of demand side resources in the National Electricity Market
- Exposure to spot and derivative prices for energy and ancillary services
- Time of use tariffs, extreme-peak pricing, and other surrogates
- Smart grid concepts and their role in demand-side engagement
- Current progress and future prospects

**Course Faculty**

Dr Hugh Outhred

**Who Will Benefit**

Professionals in demand side technology, electricity and gas; Regulators, financiers, advisors and energy users. Fundamental knowledge of electricity industry required

**Book Now**


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**Electricity Industry Fundamentals**

A Technical & Commercial Bridging Course

Comprehensive course on the Australian electricity industry: Design, operation & regulation, providing fundamental knowledge & skills for industry newcomers

**Key Learning Objectives**

- The stationary energy sector in Australia – its component industries and their functions
- Electric power system design, operation and investment
- Design and operation of the Australian National Electricity Market
- Regulation of the Australian stationary energy sector
- Policy context for the Australian stationary energy sector

**Course Faculty**

Dr Hugh Outhred

**Who Will Benefit**

Experienced professionals from the electricity industry and regulation, engineering, economics, commerce, finance, law and policy professionals new to the electricity and gas industries, regulatory bodies, government departments

**Book Now**


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**Electricity Industry Masterclass**

An advanced course for experienced Australian electricity industry professionals encompassing industry challenges & innovation opportunities, industry scorecard & future directions

**Key Learning Objectives**

- Global challenges for the energy sector
- Innovation opportunities in generation, network services and end-use
- Decision-making frameworks for the stationary energy sector
- Scorecard for the National Electricity Market
- Future directions for the National Electricity Market, including generation, network and demand-side options and how innovation might be facilitated and managed by incorporating ‘smart-grid’ concepts in the National Electricity Market decision-making framework

**Course Faculty**

Dr Hugh Outhred

**Who Will Benefit**

Experienced professionals from the electricity industry and regulation, policy etc. Roles include generation, retail, network services, energy trading and marketing

**Book Now**

Electricity Supply & Quality Fundamentals
For Non-technical Professionals

1 day training in electrical energy supply systems: Generation, transmission, distribution, reliability, tariffs, demand management, renewable energy & Smart Grids

Key Learning Objectives
- Basic design, operation and components of electrical supply systems
- The integrated electrical grid – generation, transmission and distribution
- Constraints and limitations of electrical supply – voltage regulation, supply quality, reliability and efficiency
- Renewable energy and its incorporation into the grid system
- Tariffs and the cost of energy – a breakdown
- The impact of increased efficiency consumer loads on the supply system
- The environment and the electrical supply system:
  - Overhead lines or cables? – EMF – wind and PV farms
  - The smart grid: What does it mean? How will it improve electrical supply?

Course Faculty
Trevor Blackburn

Who Will Benefit
Those inexperienced with electrical supply systems, including senior managers, executives, non-engineers responsible for commercial and industrial infrastructure, lawyers, analysts, consultants

Book Now

Energy Purchasing & Contract Negotiation

Learn a proactive approach to negotiating & controlling escalating energy costs & critical information & strategies for successful energy procurement & contracting

Key Learning Objectives
- Effectively evaluate energy provider options and proposals
- Favourably negotiate contract terms
- Integrate competitive energy procurement into an efficient energy management program
- Optimise your energy procurement and negotiation process
- Mitigate financial risks and energy price exposure
- Manage the energy market’s volatility to secure best prices
- Simplify the RFP process to attract competitive and timely bids

Course Faculty
David Rylah, Ian Delahunty & Jeremy Halstead

Who Will Benefit
This course is particularly suitable for, procurement professionals, energy contract managers, sustainability/environmental managers, energy tender managers and financial controllers

Book Now

Power Plant Operations & Control Fundamentals
An Operations Bridging Course

2 day course on effective day-to-day management of a power plant, with insight into preventing breakdowns, failures & cost overruns

Key Learning Objectives
- Demonstrate a basic appreciation and understanding of the power plant process and of unit cycle principles
- Identify the particular hazards and the appropriate precautions associated with the plant and process systems
- Identify and discuss effective communication techniques
- Examine instrumentation and control features including permissive conditions, interlocks, alarm and trip conditions
- Determine requirements for the competent, safe and reliable operation of plant
- Examine plant efficiencies and controllable losses
- Identify abnormal plant and process conditions and associated incident response mechanisms
- Discuss renewable sources of power generation and their operational requirements
- Discuss environmental licensing, controls and carbon capture options

Course Faculty
Mal Keeley

Who Will Benefit
Operating, engineering, technical and supervisory staff involved in day-to-day management of power plant

Book Now
Renewable Energy Integration  
How to Integrate Renewables into the Grid

A 2 day course covering the resources & technologies for renewable electricity generation & integration into the existing electricity industry

Key Learning Objectives
• Key renewable energy resources and conversion technologies for electricity generation
• Contribution of renewable energy to energy security, climate change mitigation and sustainability
• Temporal aspects of renewable energy integration from short-term operation to long-term investment
• Forecasting for renewable energy generation – the Australian Wind Energy Forecasting System
• Locational aspects of renewable energy integration – connection requirements and network augmentation or extension at distribution and transmission levels
• Economic aspects of renewable energy integration in the National Electricity Market – income from electricity sales and Renewable Energy Certificates or Feed-in Tariffs
• Planning procedures and safety issues for renewable energy projects

Course Faculty
Dr Hugh Outhred

Who Will Benefit
Professionals in renewable energy, electricity and gas; regulators, financiers, lawyers, analysts and energy users. Fundamental knowledge of electricity industry required

Book Now

Smartgrids & Future Electric Energy Systems  
A Bridging Course

Navigate the maze of challenges involved in rolling out SmartGrid onto an existing infrastructure: Learn about design, implementation & operation

Key Learning Objectives
• The differences between a SmartGrid and a traditional grid
• The differences between total-system design and silo-based design for different technical architectures across transmission, distribution and end-user networks
• The myth of ‘just adding ICT’ to a power network to get a SmartGrid
• The implications of public acceptance, regulatory challenges and technology acceleration for the deployment of a SmartGrid
• Analyse the supply chain challenges for a free market SmartGrid implementation and propose solutions
• Identify key skills requirements for SmartGrid deployment
• Understand the enabling force of a SmartGrid for flexibility, capacity and resilience
• State a business case for a SmartGrid and develop ideas for implementation

Course Faculty
Duncan Botting

Who Will Benefit
Those in electric utility transmission design, operations, infrastructure development (communications, metering, planning), strategic planning, energy procurement, risk management and regulation

Book Now

Water Industry Fundamentals  
A Bridging Course

Current regulatory developments, industry structures & trends, water system optimisation & planning, recycling & treatment initiatives & operations & maintenance

Key Learning Objectives
• Key issues and industry trends
• How our water and wastewater systems work
• Water resource planning
• Strategic system planning for water and wastewater
• Water recycling and integrated water cycle management
• Capital works delivery
• Operation and maintenance considerations

Course Faculty
TBA

Who Will Benefit
Professionals new to the water industry who need a fundamental summary and those in allied fields working with/for the industry

Book Now
### General Engineering & Maintenance

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"The facilitator was excellent at providing good examples to aid understanding of subject matter"

*Mechanical Engineer, Hatch*
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| Bulk Materials Handling Fundamentals | A 2 day course in the technical aspects of the design, implementation & operation of bulk handling installations, plus troubleshooting problems | - Examine typical components of global bulk operations  
- Key aspects of material properties and their effects on chute, hopper and bin designs  
- Interpreting your bulk handling process and sizing of equipment  
- Layouts and design fundamentals – design challenges, pitfalls and traps  
- Safe and environmentally sensitive bulk materials handling systems  
- Understand construction and maintenance fundamentals  
- Review key equipment, machinery and storage: Conveyor systems, chutes, hoppers, bins, stockpiles, stockyards etc., selection criteria and cost implications  
- Upgrade considerations for existing systems  
- Key operation issues, what they could cost and how they are addressed | New/graduate engineers and those with interests in bulk materials handling; operating/maintenance personnel, project/operations managers and non-technical people in the industry | Carrie Hartford & Leigh Paskin |
| Bulk Handling Problem Solving & Optimisation | A 2 day course showcasing strategies for alleviating costly flow problems, proven techniques that improve efficiency, safely & reliably from the start | - Review common flow problems (eg bridging, ratholing, segregation)  
- Understand silo/hopper/stockpile flow patterns (tunnel, mass, expanded flow)  
- Discuss bulk solids flow properties and their use in design and troubleshooting  
- Select proper bulk solids feeders and solve costly on-going problems  
- Design gravity reclaim stockpiles to obtain maximum reclaim capacity  
- Review fine powder handling phenomena and prevent flooding/flushing  
- Examine poor vs effective transfer chute designs to improve flow  
- Learn about segregation mechanisms and implement practical solutions | Those involved with designing, selecting, troubleshooting, maintaining, or purchasing bulk solids handling equipment: Plant/operation managers, project and maintenance engineers | Herman Purutyan |
| Conveyor System Maintenance Fundamentals | Learn to diagnose the fundamental design issues & other root causes that affect conveyor system reliability, & develop robust maintenance procedures | - Discover how fundamental design issues affect maintenance and system reliability  
- Understand the 3Ts – Transfers, Take-ups and Transitions  
- Recognise how the 3Ts account for 50% of your conveyor maintenance burden  
- Learn the best practice conveyor inspection technique  
- Determine how to track a conveyor belt reliably  
- Discover how to set up a belt cleaner regardless of manufacturer  
- Identify the root cause of transfer related maintenance issues  
- How to eliminate poor belt splicing | This course will benefit all maintenance and mechanical engineers, maintainers, operators and reliability engineers responsible for the maintenance and operation of bulk systems | Colin Benjamin |

Book Now

Book Now

Book Now
Transfer Chute Design Engineering
Theory, Practice & Problem Solving

A 3 day course outlining a step-by-step approach to designing transfers, eliminating common pitfalls & troubleshooting existing problems

Key Learning Objectives
- The four-step approach to chute design
- The importance of calculating the material trajectory accurately
- How to use your site observations to correct design faults
- Managing cohesive and adhesive ores that create chute blockages or require regular cleaning
- Learn methodologies for minimising dust generation
- How wear can be minimised in a transfer chute through material flow control
- Design evaluation, when it should be used and what is the best method

Who Will Benefit
Mechanical, design or system designers, maintenance or reliability supervisors / engineers / managers, graduate engineers

Course Faculty
Colin Benjamin

Who Will Benefit
Those involved with designing, owning or maintaining conveyor systems, including plant and project managers or directors, project managers and maintenance engineers

Course Faculty
Eric Maynard & Carrie Hartford

Understanding Conveyor Safety Requirements

A 1-day detailed examination of conveyor safety requirements under AS1755 – 2000

Key Learning Objectives
- Appreciate the intent of AS1755
- Understand the legal obligations for conveyor designers and conveyor owners
- Review the important differences between AS1755 – 1986 and AS1755 – 2000
- Discuss examples of interpretation for access, emergency stops, guarding and signage
- Recognise “grey” areas in AS1755 that could impact your performance
- Review relevant conveyor incident and fatality statistics
- Observe industry best practice safety solutions for high risk areas

Who Will Benefit
This course will benefit those involved with designing, selecting, troubleshooting, maintaining, or purchasing transfer chutes

Course Faculty
Andrew Susani

Who Will Benefit
Those involved with designing, owning or maintaining conveyor systems, including plant and project managers or directors, project managers and maintenance engineers

Book Now

Book Now

Book Now
Design Engineering Risk Analysis
Core Strategy & Tools

Introductory training in the principles & formal methods of risk analysis developed by professional engineers over the last 50 years

Key Learning Objectives

- Confidently define and distinguish between the terms 'hazard' and 'risk'
- Understand the structure of the process that leads to damage and loss
- Comprehend the meaning of the term 'safe' and its relationship to the process of risk assessment
- Examine technical risk assessment and its social, organisational and legal context
- Complete a Failure Tree Analysis and apply probability estimates to it
- Perform an Outcome (Event) Analysis and apply probability estimates to it

Value Add
A CD of the book Accident Analysis and Risk Control

Course Faculty
Derek Viner

Who Will Benefit
Engineers involved in the civil, mechanical or electrical design of infrastructure facilities, industrial processes or equipment and transport equipment

Book Now
www.informa.com.au/design

Fitness-for-Service Assessment
For Pressurised Plant & Equipment

This course presents a complete method for analysing, evaluating & monitoring pressurised equipment for streamlining operations & prolonging asset life

Key Learning Objectives

- Review the sections of API 579-1/ASME FFS-1 2007 used for assessing brittle fracture, crack-like defects, corrosion and creep
- Understand and apply background information on FFS assessment
- Analyse, evaluate and monitor pressurised equipment for continued operation
- Examine damage mechanisms and the importance of identification
- Solve sample problems on the practical application of the techniques incorporated in API 579-1/ASME FFS-1 2007
- The relationship between API 579-1/ASME FFS-1 2007 and other FFS standards
- Overview of remaining life assessment, remediation and methods to extend the life of damaged equipment

Course Faculty
Dr Annette Karstensen

Who Will Benefit
Intended for engineers engaged in the operation, design, analysis, and maintenance of pressurised plant or equipment in industry

Book Now

Gas Turbines – Maintaining Integrity & Improving Durability
Minimise Failures & Prolong Asset Life

Training in improving gas turbine operation & maintenance, minimising the likelihood of failures, prolonging asset life & reducing maintenance costs

Key Learning Objectives

- Develop a detailed knowledge of material systems employed in gas turbines
- Understand degradation mechanisms present in gas turbines and how to predict and monitor them
- Determine optimal linkages between condition assessments, including mechanical and NDT, fracture mechanics and stress modelling used in the analysis of gas turbine components
- Systematic and practical management of gas turbine components
- Examine and evaluate various tools required to produce technically proficient tenders for repair or replacement of high value components
- Risk management mechanisms in relation to repair and maintenance
- Key competencies for management decision making on overhaul scheduling and condition assessment techniques

Course Faculty
Mike Wood

Who Will Benefit
Gas and steam turbine owners and operators, operations and maintenance engineers, mechanical engineers, power station managers, plant operations managers

Book Now
Industrial Pumps Fundamentals
Introductory Course

Comprehensive training in the principles governing pump performance & pump systems integration

Key Learning Objectives
- Fluids and their flow properties
- Pump types and classifications – learn to differentiate
- Pump operating principles and various components
- How to select a pump for a given application
- Matching pumps, pipes and systems
- The advantages and disadvantages of positive displacement and centrifugal pumps

Course Faculty
Ivan Rademeyer

Who Will Benefit
Those dealing directly or indirectly with pumps or peripheral equipment, who need a basic understanding of how pumps work

Book Now

Industrial Pumps
Intermediate Course

Extend an elementary knowledge of pumps with this course on the principles governing pump performance & calculate pump performance characteristics

Key Learning Objectives
- How to determine the inlet and outlet requirements of a pump
- The influence of frictional losses
- Understand the origins of the virtual pressure head
- Matching different types of pumps, pipes and systems

Course Faculty
Ivan Rademeyer

Who Will Benefit
Those who are relatively inexperienced with pumps but work with pumps regularly and need to understand their function and maintenance/management

Book Now

Power Plant Operations & Control Fundamentals
An Operations Bridging Course

A 2 day course in the effective day-to-day management of a power plant: Prevent breakdowns, failures & cost overruns while optimising efficiency

Key Learning Objectives
- Demonstrate a basic appreciation and understanding of the power plant process and of unit cycle principles
- Identify the particular hazards and the appropriate precautions associated with the plant and process systems
- Identify and discuss effective communication techniques
- Examine instrumentation and control features including permissive conditions, interlocks, alarm and trip conditions
- Determine requirements for the competent, safe and reliable operation of plant
- Examine plant efficiencies and controllable losses
- Identify abnormal plant and process conditions and the associated incident response mechanisms
- Discuss renewable sources of alternative power generation and their operational requirements
- Discuss environmental licensing, controls and carbon capture options

Course Faculty
Mal Keeley

Who Will Benefit
Operating staff, engineering staff, technical staff and supervisory staff from power stations

Book Now
Preventing Pressure Vessel Failures
Learning through Case-by-Case Analysis

Prevent future failures on plant operations with this case study-based course reviewing pressure vessel & piping integrity management best practice.

Key Learning Objectives
- Understand the design and inspection codes of pressure equipment and specification
- Pressure vessel and piping integrity and life management 101
- Examine detail on damage mechanisms such as creep, corrosion, overload, fatigue
- Observe life assessment techniques, repair methods and material selection
- Develop competency in trouble shooting, failure and root cause analysis
- Review various procedures to prevent failures
- Assess a suite of methods used to complete failure investigations
- Develop and present the required outcomes of failure investigations

Course Faculty
David Firth

Who Will Benefit
Plant, mechanical, structural, reliability, process and project engineers and maintenance employees who operate or manage the reliability of processing plant/equipment

Book Now

Preventing Industrial Wear & Corrosion
Through Surface Engineering

A comprehensive course for engineers examining wear & corrosion processes & the surface treatments & coatings used to resist them.

Key Learning Objectives
- Understand wear: What it is and how to prevent it
- Discover the differences between abrasion and erosion
- Learn why metals corrode and methods to control corrosion
- Find out how coatings and treatments function to protect against corrosion and wear
- Become familiar with the vast range of coatings technologies
- Understand how surface engineering can be used to ‘up-rate’ the performance of existing components
- Find out why some surface engineering processes give great wear resistance and some don’t
- Gain a practical working knowledge of surface engineering

Course Faculty
Dr Maxine Watson

Who Will Benefit
Engineers who work in any industry sector and who are responsible for maintenance, solving plant problems, and selecting equipment

Book Now

Substation Design Principles

Introductory course in design fundamentals: A step-by-step study of substation design & construction, from site review to start-up & commissioning.

Key Learning Objectives
- Substation types and purposes
- Overview of the substation design and construction process
- Initial steps in the design process: Setting the bounds for the overall project
- Site selection and design
- Permitting and environmental Issues
- Foundation design
- Bus designs for reliability
- Substation Layout: Converting 1-line diagrams to physical layouts
- Grounding and ground grid design
- Substation structures
- Major substation equipment
- Secondary substation equipment
- Auxiliary equipment and systems
- Protective relaying and control
- Expansion and upgrade of existing substations
- Commissioning and start up

Course Faculty
John Giles

Who Will Benefit
Those involved in the design, construction, operation, or maintenance of medium- or high-voltage substations and distribution facilities

Book Now
Understanding & Preventing Major Machine Failures
Examining Large, Complex Machine Structures

Intensive 2 day course examining structural intricacies of large, complex machines & strategies for avoiding failures through design, monitoring & control

Key Learning Objectives

- Examine the design and structural behaviour of large machinery
- Identify the causes of structural failures
- Examine how to control machine loads and prevent overloads
- Understand fatigue and fatigue failures
- Consider design – the construction/quality interaction and trade off
- Address how to monitor machinery, assess and manage risk
- Respond accurately and effectively to structural problems when discovered
- Develop long term strategies for prolonging machine survival

Who Will Benefit
Perfect for engineers involved in the procurement, supply, management, operation and maintenance of large or complex equipment

Course Faculty
John Alden & Russell Smith

Who Will Benefit
Those responsible for the reliable performance of assets: maintenance/production/operations/plant supervisors, planners, schedulers, controllers, engineering managers, reliability engineers

Course Faculty
Adrian Stephan

Who Will Benefit
For those with leadership responsibilities for the reliable performance of assets – heads and directors of operations, maintenance and production

Course Faculty
TBA

Maintenance Planning Optimisation
Improve Control & Maximise Productivity

A 2 day course packed with insights, ideas, tips and tools to help asset managers improve productivity & efficiency

Key Learning Objectives

- Gain a better understanding of the fundamentals of asset management and the role that maintenance personnel have in ensuring assets are managed to maximise their potential through their life cycles
- Improve your effectiveness as a planner by structuring your activities to align with the asset and maintenance management framework at your organisation
- Increase your understanding of maintenance budgeting and cost management so that you can influence decision makers into investing in maintenance rather than using it as a lever to cut costs
- Understand the “next steps” in maintenance management for your organisation and how equipment reliability can be increased by applying some proven concepts and tools

Who Will Benefit
For those with leadership responsibilities

Course Faculty
TBA

Maintenance Strategy Masterclass
Improve the Strategic Performance of the Maintenance Function

A 1 day course in improving the strategic & risk-focused performance of the maintenance function, for those in charge of asset performance

Key Learning Objectives

- Establish effective maintenance strategy based on concepts of risk assessment and business drivers
- Improve the dynamics of managing maintenance strategies through the segmentation of maintenance applications
- Utilise the current tools and methodologies for maintenance strategy development

Who Will Benefit
Perfect for engineers involved in the procurement, supply, management, operation and maintenance of large or complex equipment

Course Faculty
TBA

Understanding & Preventing Major Machine Failures
Examining Large, Complex Machine Structures

Intensive 2 day course examining structural intricacies of large, complex machines & strategies for avoiding failures through design, monitoring & control

Key Learning Objectives

- Examine the design and structural behaviour of large machinery
- Identify the causes of structural failures
- Examine how to control machine loads and prevent overloads
- Understand fatigue and fatigue failures
- Consider design – the construction/quality interaction and trade off
- Address how to monitor machinery, assess and manage risk
- Respond accurately and effectively to structural problems when discovered
- Develop long term strategies for prolonging machine survival

Who Will Benefit
Perfect for engineers involved in the procurement, supply, management, operation and maintenance of large or complex equipment

Book Now
Shutdown Planning & Management
Examining Various Best Practices

A 2 day course analysing case studies for tools, methodologies, best practices & troubleshooting techniques in shutdowns from a variety of industries

Key Learning Objectives
- Understand and align shutdown requirements with maintenance/production requirements
- Gain new insights into the shutdown management cycle as applied to routine shutdown projects
- Master the timing of crucial phases to allow for adequate preparation
- Evaluate mechanisms to justify requirements of well designed scopes-of-work for shutdowns
- Determine the management framework, systems support and organisational structures required to support shutdowns
- Assess templates and formats for shutdown information such as work packages and the project schedule
- Create work management practices to control and manage work execution
- Identify key reporting requirements to support shutdown execution control
- Develop a shutdown management support process for continuous improvement

Course Faculty
TBA

Who Will Benefit
Heads and directors of operations, maintenance and production, maintenance managers/supervisors/planners, reliability engineers, production managers or engineers

Book Now
## Maritime & Ports

- Charterparties Masterclass
- Commercial Maritime Contracts for Non-Lawyers
- Maritime/Border Security
- Port Design & Coastal Engineering
- Shipbroking & Chartering Fundamentals
- Shipping, Ports & Maritime Fundamentals
- Vessel Traffic Services (VTS) Fundamentals

## Rail, Roads & Bridges

- Bridge Inspections, Repairs & Maintenance
- Developing Railway Risk Assessment Skills
- Rail Bridge Engineering
- Safe Earthing & Bonding in Rail
- Rail Engineering & Design Safety Management
- Rail Freight Engineering Fundamentals
- Rail Industry Fundamentals
- Rail Infrastructure – Electrification
- Rail Operations Management Fundamentals
- Rail Safety – An Investigative Seminar
- Rail Signalling & Control Fundamentals
- Rail Signalling Systems: Design, Principles & Practice
- Rail Track Design Workshop

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Practical, conversational real world advice. Able to wander with the general topics as required.

*Group Project Manager, John Holland*
Charterparties Masterclass

2 days comprehensive training on the place, importance & legal understanding of charterparties, & their various types

Key Learning Objectives
- Understand world trade and the place of shipping within it
- Examine the purpose and function of charterparties
- Learn the various types of charterparties
- The inter-relationship between charterparties and other key maritime contracts
- Appreciate the legal incidents applicable to each charterparty
- Understand issues commonly raised by voyage and time charters
- Appreciate various specific clauses and risk aspects of charterparties
- Address the complex legal issues arising from claims under contract

Course Faculty
Ambrose Rajadurai

Who Will Benefit
Personnel in maritime and international trade sectors, government trade and shipping departments and legal practitioners

Book Now

Commercial Maritime Contracts for Non-Lawyers

A 2 day course in maritime & shipping law, including fundamental aspects of the shipping industry & international seaborne trade

Key Learning Objectives
- Review of the international shipping industry, the law of the sea, maritime boundaries, international conventions, statutory/common law obligations and regulatory processes
- Interpret current legal requirements and obligations, including private law areas of admiralty and arrest, carriage of goods by sea and ship charters, marine pollution and oil spills, collisions, groundings, wreck and pilotage law
- Limitations of liability by shipowners
- Systematically review your business and regulatory activities
- Develop processes to ensure your activities are conducted with legal competence
- Implement legitimate changes that improve business clarity and structure
- Ensure activities achieve maximum risk management against regulatory structure
- Consider effective methods of dispute resolution

Course Faculty
Norman Lopez

Who Will Benefit
Those involved with shipping operations and management, ports and carriage by sea, plus regulators, policymakers and lawyers from other specialisms

Book Now

Technical Fundamentals & Commercial Implications

1 day’s training in the national & international regulatory environment for maritime security & recent changes in international ship regulation

Key Learning Objectives
- Understand international legal developments in maritime security
- Introduction to the International Ship and Port Security Code (ISPS Code)
- The various obligations under Australian law with respect to maritime security
- Examine the regulatory framework for maritime security in Australia
- Review current developments in maritime security overseas with respect to ships and ports
- Understand the legal responses available to Government in respect of security threats

Course Faculty
TBA

Who Will Benefit
Shipowners and managers, port managers, transportation and infrastructure operators, commodity exporters, managers of transportation companies, Government and other regulators

Book Now
Port Design & Coastal Engineering

A Bridging Course in Planning, Design & Construction Concepts

A 2 day course in the technologies, concepts & methods used in the planning, design & construction of ports & harbours

Key Learning Objectives

- The methods and technologies applied in the design and construction of ports and harbours
- The various environmental, hydrological and technical factors influencing the layout of a new/expanding port
- How hydrodynamic forces are quantified and applied in the design process
- Review practical methods for evaluating and preventing long wave resonance and amplification in harbour basins
- Gain insight into construction methods and siltation mitigation
- Examine the principal factors likely to influence the design of future ports and harbours

Course Faculty

Tony Byrne

Who Will Benefit

Those involved in the design, construction and engineering of ports, harbours, jetties, berthing and receiving terminals for various seafaring cargoes

Book Now


Shipbroking & Chartering Fundamentals

A 2 day course in the components & dynamics of shipbroking & chartering. Gain key insights & tricks of the trade

Key Learning Objectives

- Shipbroking – the profession, its origins, purpose and commercial relevance
- Shipping abbreviations – their origins, meaning and the risks that their usage can bring
- Mechanics of a charter negotiation and alternative chartering strategies
- The charterparty – its usage, purpose and legal influence on a charter agreement
- The international freight market – an explanation and analysis
- Factors influencing freight rates
- Relevance of terms of sale of goods (FOB, CIF, CFR, etc.) to freight contract
- Voyage estimating – how shipowners determine freight rates
- Bills of Lading and Letters of Indemnity
- Arbitration and litigation – the implications of employing such ‘last resort’ tactics
- Commission and brokerage

Course Faculty

Ambrose Rajadurai

Who Will Benefit

Newcomers to the shipping industry wanting to build/update their knowledge, clients, port operators, government authorities, commodity owners/suppliers, service providers

Book Now


Shipping, Ports & Maritime Fundamentals

A Bridging Course for Industry Newcomers

A 2 day course on the technical, legal & commercial environment in which the Australian & international shipping industry functions

Key Learning Objectives

- Industry overview from a global perspective, terminology and key stakeholders
- The commercial, logistical, economic and shipping trade fundamentals
- Fundamental technical issues of handling each type of cargo within the modern port
- Ship operations, port management, supply services and the chartering process
- Vessel types and design overview including loading and discharge
- Essential elements of documentation associated with maritime trade
- The contractual and legal environment under which shipping functions
- The influence of major organisations such as IMO, flag states and classification societies
- Marine pollution, health, safety, security and the impact on the supply chain
- Key maritime issues today

Course Faculty

Dale Cole & Roger Ward

Who Will Benefit

Newcomers to the industry wanting to build/update their knowledge of the shipping industry and those entering into charter contracts

Book Now

Vessel Traffic Services (VTS) Fundamentals
A Technical & Commercial Bridging Course

A 2 day course introducing VTS systems: establishment, operation, legal implications and related recommendations and guidelines

Key Learning Objectives
• Understand the origins and significance of VTS and the role it plays in the safety of life at sea and the protection of the marine environment
• Address the range of legal implications associated with both implementing and not implementing a VTS
• Describe the process for determining the need for a VTS
• Identify key VTS subsystems and describe their function
• Identify best practice organisational and technical requirements for the implementation of a VTS
• Analyse the status of VTS in Australia and demonstrate an understanding of the next steps necessary
• Analyse case studies and demonstrate an appreciation of the role of VTS and lessons learnt

Course Faculty
Norman Lopez

Who Will Benefit
Ships’ masters, senior deck officers, harbour masters, VTS managers/operators, and representatives from port corporations, shipping companies, and state maritime administration

Book Now

Bridge Inspections, Repairs & Maintenance
A thorough inspection toolkit & a site visit to action it

Training in various methods of bridge inspections & defect treatment, use of different materials & emergency bridging with available resources

Key Learning Objectives
• Review the various types of bridge structural inspections currently undertaken
• Examine the use of Routine Bridge Inspections with respect to content and frequency
• The detailed inspection process and its value to a road authority
• The different types of Level 3 ‘in depth’ inspections and where these are relevant
• Development of ‘Project Hand Over’ inspections – so that the maintenance organisation is not inheriting a ‘lemon’
• Structural inspections of other items such as sign gantries, retaining walls and noise walls
• The common problems that are associated with particular materials such as timber, concrete, steel and masonry
• OH&S and environmental controls that affect treatment methodology

Course Faculty
Glyn Jones

Who Will Benefit
Bridge inspectors, surveillance officers, and structural engineers who are keen to learn the basic skills in bridge maintenance and inspection

Book Now

Developing Railway Risk Assessment Skills
This intensive railway course provides operations and engineering based personnel the essential background knowledge, tools & practice to confidently complete robust risk assessments

Key Learning Objectives
• Recognise and explain how risk assessment techniques can add value
• Understand incident causation and the hazard risk relationship
• Select the correct process/technique for a given risk situation
• Develop appropriate controls to ensure identified hazards are managed adequately
• Gain comprehensive understanding of the key tools to conduct risk assessments including:
  > Risk profiling
  > Preliminary Hazard Analysis (PHA)
  > Hazard Operability Studies (HAZOP)
  > Fault Tree Analysis (FTA)
• Critique a risk assessment undertaken by others
• Learn to utilise the information/learnings from the risk assessments in the work environment

Course Faculty
Howard Parkinson

Who Will Benefit
All members of staff - line managers, engineers, operators, designers and others involved with operations, construction or engineering changes to the railway

Book Now
Rail Bridge Engineering

This course delivers a working knowledge of basic railway bridge engineering & the industry’s latest design procedures, materials & methods

Key Learning Objectives
- Introduction to railway bridge engineering
- Design code and load generation
- Steel bridge superstructure design examples
- Design process for railroad bridges
- Bridge superstructure
- Bridge substructure
- Movable bridges
- Concrete bridge superstructure design examples
- Bridge substructure design examples

Course Faculty
TBA

Who Will Benefit
Structural engineers, rail engineers, state and federal officials, bridge engineers, rail managers, consultants, bridge contractors, suppliers, owners, qualified engineering technicians

Book Now

Safe Earthing & Bonding in Rail
A Technical Bridging Course

A 2 day course on key system requirements & design parameters, for those with little exposure to earthing in a rail environment

Key Learning Objectives
- An understanding of the science and craft required to make wise decisions regarding earthing system requirements
- Address the complex problems of inductive and conductive interrelationships between substation and power line earthing systems and other conductive assets such as tracks, cabling and fencing
- Develop a coordinated approach to the design and management of power earthing systems, lightning protection systems and other rail systems
- Understand inspection and testing as imperative tools in earthing system management
- Investigate techniques for solving problems found in earthing system design, using both empirical and analytical computer based techniques
- Discussion of matters relevant to safety and earthing systems in organisations

Course Faculty
Stephen Palmer

Who Will Benefit
Those requiring an introduction to railway electrification such as non-technical people in the rail industry, signal/infrastructure engineers, operators, maintenance personnel

Book Now

Rail Engineering & Design Safety Management (EDSM)

THE essential guide to design risk & safety management through unique insights & quality, practical guidance

Key Learning Objectives
- Demonstrate a sound understanding of the principles of EDSM
- Appreciate risk in the context of the railway
- Describe how design and the safety lifecycle interact and influence each other
- Discover relevant standards and illustrate how risks in general should be managed
- Describe different approaches to risk acceptance and ALARP
- Understand the need for a risk based systems engineering lifecycle approach
- Explain the concept of the designer as a ‘rail safety worker’ and its implications

Course Faculty
Howard Parkinson

Who Will Benefit
Any member of staff – decision makers, project managers, line managers, engineers, designers and others - involved with changes to the railway

Book Now
Rail Freight Engineering Fundamentals
Freight Terminals, Yards & Intermodal Facilities

A practical course on the fundamentals of rail freight train yards, terminals & intermodal facilities for a range of conditions

Key Learning Objectives
• A working knowledge of the fundamentals on the relationship of yards with operations and design of conventional yard and terminal trackage
• Track and operating characteristics
• Track cross-section, turnout, and ladder designs
• Learn how intermodal facility configurations are derived from the railway operations and the intended industrial or terminal operations
• Subgrade, pavement and drainage design
• Intermodal buildings, structures, gates, utilities and ancillary facilities
• Construction safety, constructability, phasing and sequencing and coordination
• Costs and cost-saving measures, case studies and more
• Cutting edge layout, location, planning, design and construction criteria and cost consideration, including investments vs operating expenses

Course Faculty
TBA

Who Will Benefit
Consultants, transportation engineers/planners, local, state and federal officials, railroad managers and superintendents, railroad engineers, industry/tech sales representatives, contractors, qualified technicians

Book Now

Rail Industry Fundamentals

THE essential techno-commercial introduction to rail covering all key aspects of the Australian rail industry

Key Learning Objectives
• Recognise the rail industry from the basics of ‘what is a train?’ to advanced concepts found in complex rail systems
• Describe the fundamentals of physical aspects of the railway
• Discuss basic Australian rail industry structure and regulation
• Understand railway economics including costs, access and operator pricing
• Display an informed and well-rounded understanding of the rail industry and its importance as a transport mode in the Australian context

Course Faculty
David Lewis

Who Will Benefit
Managers, planners, investors, engineers, technicians, construction staff or graduates from both inside and outside the railway industry involved in railway electrification projects

Book Now

Rail Infrastructure – Electrification

If you are involved with a rail electrification project, don’t miss this comprehensive course about planning, designing, constructing & maintaining electrified railways

Key Learning Objectives
• Understand the history of, and the business case for electrification over diesel
• Examine the planning requirements of electrification
• Review the constraints of an electrified railway including cost, time, budget, route gauge, track access, required training and power availability
• Study electrification system design considerations, including:
  > Standards, train requirements, materials, voltage systems
  > Climatic/wind conditions, aesthetics, conductor systems, traction distribution
  > Earthing and bonding, traction return systems and communications
  > Recognise network effects

Course Faculty
Roy Hudson

Who Will Benefit
Newcomers to the rail industry including graduates, staff in support (finance, administration etc.) roles, government advisors, consultants, transport analysts

Book Now
**Infrastructure & Transport**

**Rail Operations Management Fundamentals**
Proven Strategies for Successful Rail Operations

Training in the ‘people side’ of the rail business & best practices for delivery of service at market standards

**Key Learning Objectives**
- Learn principles of methods for rail operations, many of which are not widely known/understood by managers: Movement of trains, management of terminals, network management and control
- Proper use of assets
- Safety, getting ‘on board’
- Leadership, the foundation of good operations
- Improving skills of managers and the work force
- Development of core competencies

**Course Faculty**
David B Clarke

**Who Will Benefit**
First line and mid-level managers having line of road or terminal responsibility or positions in operating functions at headquarters level

**Book Now**

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**Rail Safety – An Investigative Seminar**
A Guide to Achieving Compliance & Best Practice in Rail Safety Management

2 days training on gaining control of rail safety risks in your organisation, from understanding compliance to industry best practice

**Key Learning Objectives**
- Understand best practice rail safety management enabling programmed adoption
- Establish a risk profile, allowing the key risks to be specifically targeted
- Determine precise statutory rail safety requirements to ensure compliance
- Ensure rail safety management systems work towards achieving goals
- Understand the nature of incident causation
- Is ‘Zero Harm’ achievable? The advantages and disadvantages of this philosophy
- Develop effective measures of rail safety to provide clear KPIs
- Understand the ‘cradle to grave’ approach in rail project safety
- Understand the role of safety governance to ensure it is in place and effective
- Acknowledge the importance of lessons learned in continuous improvement

**Value Add**
Participants receive a toolkit/roadmap to take away, outlining the key elements of best practice

**Course Faculty**
TBA

---

**Rail Signalling & Control Fundamentals**
A Technical Bridging Course

Entry-level course introducing base system architecture for signal & train control systems

**Key Learning Objectives**
- Gain a working knowledge of fundamentals for railway train control and signalling systems for freight, intercity passenger and urban light rail transit operations
- Learn how many of today’s train control and signalling systems are designed and operated to increase railway capacity, reliability, safety and competitiveness
- Explore the merits of the different types of signalling and control systems
- Hear the latest information about the methods and technologies being used in current rail signalling practice
- Review the applicable rules, regulations, standards and specifications that govern the design and maintenance of various signalling systems

**Course Faculty**
Leon Clark

**Who Will Benefit**
Those not expert in train control and signalling but wanting a basic understanding of how signal systems are configured

**Book Now**

---

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- Review the applicable rules, regulations, standards and specifications that govern the design and maintenance of various signalling systems

**Course Faculty**
Leon Clark

**Who Will Benefit**
Those not expert in train control and signalling but wanting a basic understanding of how signal systems are configured

**Book Now**
Rail Signalling Systems: Design, Principles & Practice

An intermediate course illustrating the key principles & thinking behind the design of signalling & control systems in a project context

Key Learning Objectives

- Understand the purpose of a signalling plan
- Describe the purpose of a Signalling Functional Specification (SFS) and factors that influence equipment selection
- Understand the signalling design process and identify critical points in the process
- Detail the process for signal sighting and describe interfaces that can influence it
- Sketch a simple aspect sequence chart for signalling control
- Explain data preparation processes and interlocking interfaces
- State operational readiness needs before commissioning

Who Will Benefit

Operations management and traffic management (network controllers, train controllers, timetable planners), Project managers, project engineers, engineers, maintenance, regulators

Book Now


Course Faculty

Peter Symons

Who Will Benefit

Rail engineers, rail managers and superintendents, consultants, project engineers, contractors, qualified engineering technicians, track supervisors, industries having on-site track

Course Faculty

TBA

Rail Track Design Workshop

Learn how today’s track systems are designed for functionality, safety, reliability & competitiveness & squeeze maximum benefit from available resources

Key Learning Objectives

- Railway location and operation
- Characteristics of transit
- Overview of track structure
- Subgrade and drainage
- Ballast and sub-ballast
- Ties
- Design of track cross-sections
- Rail
- Turnouts
- Road Crossings

Who Will Benefit

Operations management and traffic management (network controllers, train controllers, timetable planners), Project managers, project engineers, engineers, maintenance, regulators

Book Now

### Corporate & Structured Finance

- Corporate Valuation Masterclass
- Financial Modelling Masterclass
- Loan Documentation
- Project Finance Mastery

### Risk Management & Compliance

- Advanced Corporate Credit Analysis
- Australian IFRS Review
- Basel Ill & Regulation Post GFC
- How to Protect Foreign Investments

> Very practical, excellent insights into corporate finance, extremely knowledgeable and willing to help

*Market Analyst, Rio Tinto*
### Corporate Valuation Masterclass
Training in juxtaposing the price or cost of a business decision & its value. Provide the decision-making process with clarity

#### Key Learning Objectives
- Develop practical decision-making processes
- Identify analytical methodology in a variety of decision contexts
- Implementation of valuation analysis
- Implementation of pricing analysis
- The modelling approach required for valuations

#### Who Will Benefit
Executives in Treasury functions, corporate finance, corporate advisory, transactional finance or corporate decision making

#### Course Faculty
Richard Capps & Cristina Santangelo

#### Book Now

### Financial Modelling Masterclass
Comprehensive training in a range of models, harnessing Excel to structure, examine, evaluate & improve financial & investment decision making

#### Key Learning Objectives
- Key elements of best-practice model design
- How to audit models effectively
- How to design a model to suit your purpose, maximising flexibility and reliability
- Valuation modelling using conventional and new approaches
- Accurate forecasting of corporate cashflows
- Identify and control key sensitivities and scenarios
- How to build advanced techniques and risk into your models to improve decision making
- Practical tips for checking and debugging the model

#### Who Will Benefit
Analysts, finance specialists and managers across all industry sectors using Excel as a tool for financial and investment decision making

#### Course Faculty
Richard Capps

#### Book Now

### Loan Documentation
A 2 day course on the key issues surrounding loan documentation for various securities & negotiations from a financier & borrower perspective

#### Key Learning Objectives
- Negotiating loan documentation from both the financier and borrower perspectives
- Interpretation of various clauses under common law
- Enforceability issues and pitfalls in the drafting and negotiation of guarantees and letters of support

#### Who Will Benefit
Financiers, relationship managers and those responsible for negotiating or administering loans (including security and monitoring), workout specialists, corporate treasury personnel

#### Course Faculty
Richard Capps

#### Book Now
<table>
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<tr>
<th>Course Title</th>
<th>Key Learning Objectives</th>
<th>Course Faculty</th>
<th>Who Will Benefit</th>
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<tr>
<td>Project Finance Mastery</td>
<td>A 3 day course enabling you to develop an optimal &amp; watertight capital structure for investment evaluation &amp; complete successful deals</td>
<td>Richard Capps</td>
<td>Those with some exposure to project finance who need to hone their skills and broaden their knowledge</td>
<td><a href="http://www.informa.com.au/projectfinance">www.informa.com.au/projectfinance</a></td>
</tr>
<tr>
<td>Advanced Corporate Credit Analysis</td>
<td>A complete market-focused guide to the practicalities of corporate credit analysis</td>
<td>Richard Capps</td>
<td>Credit analysts, credit officers, financial analysts, rating analysts, correspondent banking officers, treasury officers, credit controllers and counterparty risk analysts</td>
<td><a href="http://www.informa.com.au/creditanalysis">www.informa.com.au/creditanalysis</a></td>
</tr>
<tr>
<td>Australian IFRS Review</td>
<td>This course examines all the main accounting standards, concentrating on the major changes from 2010 onwards</td>
<td>Dr Christopher Nobes</td>
<td>Auditors, analysts, CFOs, group / management / financial accountants who need a detailed, practical understanding of AIFRS</td>
<td><a href="http://www.informa.com.au/ifrs">www.informa.com.au/ifrs</a></td>
</tr>
</tbody>
</table>
## Basel III & Regulation Post GFC

**Who Will Benefit**
Risk managers who have to design a Basel II solution for their bank, and staff that will have to operate in a Basel III domain

**Key Learning Objectives**
- Understand how Basel III fits into the global regulatory environment
- Model potential future credit exposure for derivative transactions
- Assess the impacts of Basel III to the bank and construct a roadmap for Basel III in your organisation
- Learn about the interconnectedness of Basel III and how it can be achieved
- Look at different methods for modelling liquidity risk
- Build a framework which is suitable for stress testing

**Course Faculty**
Martin Davies

## How to Protect Foreign Investments

**Who Will Benefit**
Legal advisers to corporations that have investments overseas, corporate commercial managers, bankers, government lawyers and those involved with foreign investment

**Key Learning Objectives**
- Understand the relevance of foreign investment protection
- Protect your overseas investments by structuring them using a Bilateral Investment Treaty (BIT)
- Understand the substantive standards of protection that are offered by BITs and how they protect your investments from government interference
- Review the procedural protections afforded by BITs, such as the right to commence international arbitration
- Understand the various forms of international arbitration that you/investors can choose to invoke
- Gain an awareness of the many interested stakeholders in foreign investment protection issues

**Course Faculty**
TBA

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**Book Now**
Thought provoking approach, range of mediums, theory and practice, enjoyed the facilitators style very much – honest, knowledgeable, fair and objective with the group.

*Business Lead, Department of Veterans’ Affairs*
Clinical Governance & Practice Improvement
How to Comply With National Safety and Quality Health Service Standard One
A 2 day course examining clinical governance & its components, including various quality improvement & risk management theories & strategies

Key Learning Objectives
• Clinical governance and its use as a health reform policy
• Key concepts of clinical governance
• Challenges to implementing clinical governance as a change initiative
• Legal impacts of clinical governance
• Clinician engagement in organisational and team level structures/processes
• Approaches and strategies in implementing clinical governance
• Methods for reviewing clinical practice
• Evidence for accrediting health services, setting standards, and the process of credentialing
• Definitions and models associated with medical errors and adverse events
• Individual and systems approaches to the identification and management of errors
• Local, national and international quality and safety policies, and their implications for practice

Course Faculty
Cathie O’Neill

Who Will Benefit
Healthcare organisation managers and administrators, clinical directors/staff, senior management/directors of nursing and other departments/services/facilities, doctors/GPs, army health professionals

Book Now

Healthcare Law & Liabilities
for Non-Lawyers
A 2 day course on medico-legal issues & their impact on healthcare practice, including consent requirements & obligations when things go wrong

Key Learning Objectives
• Understand the practical application and consequences of legal requirements relating to medicines
• Understand what to do when things go wrong and gain tools and techniques to manage professional obligations
• Know how to manage health information and understand the application of legal standards of clinical practice
• Understand the application to practice and the requirements of informed consent
• Gain the tools for management of tricky situations and end-of-life care

Course Faculty
TBA

Who Will Benefit
Anyone impacted by medical, mental health or privacy law including doctors, clinicians, nurses, documentation staff, pharmacists, privacy officers, social workers

Book Now

Marketing Education
Learn How to Market your Educational Institution
A 2 day course in both theoretical & practical skills for the strategic marketing of your university, delivered by a recognised authority

Key Learning Objectives
• Market analysis – make evidence-based decisions on implementation of marketing concepts, strategies and tools relevant to the higher education sector
• Reputation management – build word-of-mouth and third-party referral to student and other markets
• Strategic/marketing planning – the critical link between market intelligence and informed planning at both university and faculty levels
• Benchmarking and evaluation – gain insight into international education sector best practice in marketing, communications and student journey management
• Communications – managing and shaping the culture of universities to embed a market-informed approach to build alignment internally and externally
• Portfolio management – build enhanced market focus in this critical variable in student satisfaction

Course Faculty
TBA

Who Will Benefit
Marketing and communications managers (faculty and centrally based), program leaders, Deans, student services managers, pro vice chancellors, senior education administrators

Book Now
Effective Community & Stakeholder Engagement
For the Public Sector

A 2 day course on communication, facilitation, planning & conflict management, for public sector staff engaging with communities & stakeholders

Key Learning Objectives
- Understand the principles of community engagement
- Develop risk/benefit assessment skills – how to ascertain current and potential community and stakeholder concerns
- Construct a methodology to identify potential costs, benefits and impacts
- Determine appropriate processes and tools to incorporate for community engagement by examining objectives, stakeholders and resources
- Formulate a community engagement timeline and implementation plan
- Undertake internal skills assessments to establish available skill sets to assist implementation
- Communication, facilitation and dispute resolution tools to encourage participation while avoiding disputes

Course Faculty
Jane Delaney-John & Barbara Campany

Who Will Benefit
Public sector staff playing key organisational roles in community and stakeholder engagement processes, consultants who develop community engagement processes

Effective Policy Analysis & Development Masterclass

A 2 day course covering strategies for policy analysis, approaches to developing sound policy options & how to present persuasive policy advice

Key Learning Objectives
- What policy analysis involves and its typical institutional settings
- The attributes of effective policy analysts
- What role government plays in society and its limitations and strengths compared with other social institutions, including markets
- How to integrate market analysis, benefit-cost analysis, comparative institutional analysis and implementation analysis into your policy development work
- How to clearly scope and develop your policy ideas and present your policy analyses effectively for multiple audiences
- How to work effectively with others to promote sound policy solutions

Course Faculty
TBA

Who Will Benefit
Those involved in planning and/or producing policy at local and central government level, or who need a policy skills introduction/refresher

Effective Program Evaluation in Government Masterclass
Evaluation Research Skills for Government Program Administrators, Policy Developers, Advisors & Analysts

A 2 day course in commissioning & conducting effective program evaluations, using knowledge & tools drawn from cutting-edge methods for evaluation research

Key Learning Objectives
- Understand the role of evaluation in the contemporary public sector
- Understand the needs of the evaluation sponsor
- Establish the focus, scope and purpose of an evaluation
- Develop a suitable and manageable research design
- Implement and manage an evaluation
- Organise interviews, surveys and other data collection methods
- Manage and combine primary and secondary data
- Be familiar with a range of quantitative and qualitative methods for data analysis
- Build organisational learning into the evaluation process
- Understand the uses of evaluation results

Course Faculty
Zina O’Leary

Who Will Benefit
Those who plan for and produce program evaluations at a local, state and federal level, including development, implementation and review

Effective Community & Stakeholder Engagement
For the Public Sector

A 2 day course on communication, facilitation, planning & conflict management, for public sector staff engaging with communities & stakeholders

Key Learning Objectives
- Understand the principles of community engagement
- Develop risk/benefit assessment skills – how to ascertain current and potential community and stakeholder concerns
- Construct a methodology to identify potential costs, benefits and impacts
- Determine appropriate processes and tools to incorporate for community engagement by examining objectives, stakeholders and resources
- Formulate a community engagement timeline and implementation plan
- Undertake internal skills assessments to establish available skill sets to assist implementation
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Book Now

Book Now

Book Now
Leadership Through Change & Uncertainty in Government
Beyond the Rhetoric

A 2 day course equipping you with the skills to excel as a manager in the midst of continuous change

Key Learning Objectives
• Interpreting relationships across the political and management interface
• Preventing inter-agency conflict and resolving disputes between conflicting agencies
• Tools for gaining buy-in from stakeholders for change management
• Overcoming cultural barriers to change when culture is entrenched
• Building strong, lasting relationships internally and externally – lobby groups and the community
• Decision-making resources to address and resolve complex issues
• Delegation of tasks and accountability
• Develop a framework for leadership for all personality types
• Influencing and “taking people along”
• Choosing and building teams that work together
• Managing your own career progression

Course Faculty
Kay Lord & Peter Giutronich

Who Will Benefit
Those who have current management responsibilities and wish to develop more effective leadership skills, particularly outside their own immediate team

Book Now

Public Sector Boards
Leading government organisations through the appointment of independent boards

A 2 day training course on the structures & purposes of public sector boards & how to select & evaluate them

Key Learning Objectives
• Key trends in governance in Australia and around the world
• Exploring the status and power of executive boards and committees
• Examining the operating frameworks of government and other boards
• Roles of parties in the governance equation
• Linking strategy, objectives and results
• Criteria for selection to boards and committees
• Measuring and monitoring board performance
• Measuring and managing risk
• Governance templates; executive and board models
• Board composition and performance review
• Getting the most from your board – successful and innovative case studies

Course Faculty
Jane Bridge

Who Will Benefit
Public servants responsible for governance, departmental/ministerial staff, senior managers who report to boards, externals who want to learn about boards

Book Now

Public Sector Fundamentals
An essential bridging course in government systems, frameworks & processes

1 day training in the government processes of bureaucracy & administrative structures. Improve the outcomes you achieve when working with government

Key Learning Objectives
• The historical context of Australian government
• The operation of Parliament, cabinet and the public service
• Government at the commonwealth, state and local level
• Federalism and state/commonwealth relations
• Review key legislative and political processes
• What drives policy and program development?
• Review of policy and budget processes
• Working with ministers, advisers and stakeholders
• Working with members of the bureaucracy
• Public and community consultation

Course Faculty
TBA

Who Will Benefit
Those new to or inexperienced with the public sector, and private sector individuals who liaise with government to achieve outcomes

Book Now
Strategic Change Management in Government Masterclass

2 days training in implementing change efforts amid turbulence & “change fatigue”, using state-of-the-art theory & practice in change management

Key Learning Objectives
• Interpret current programs and structures and effectively assess the need for change
• Use evidence to build the case for change
• Examine models for leading change
• Create a change agenda
• Strategies for change leadership – building and communicating the case for change
• Process steps needed to make change happen
• Effective approaches to monitoring and controlling change
• Manage conflicts arising from change
• The common threads that link change management and crisis management

Course Faculty
TBA

Who Will Benefit
Those involved in policy planning and implementation within local and central government agencies, including design, management, monitoring and assessment phases

Book Now
I enjoyed the case studies and how they were broken down – I learnt how to look at the whole picture...very knowledgeable trainer with a great understanding of human behaviour and broad industry smarts

*Maintenance Support Supervisor, Hastings Deering*
Negotiating Workplace Relations

This 1 day course imparts a pragmatic, non-legal methodology for finding common ground, fairness & flexibility.

Key Learning Objectives
- Insights into how management-union relations develop and what causes workplace relations to improve or decline
- Gain practical tools to audit workplace relations and negotiation processes
- Become aware of constructive ways to prepare for and manage negotiations
- Appreciate the role of mediation in resolving difficult disputes

Who Will Benefit
Management and HR staff seeking pragmatic insights into interpreting and working through employer-union relationships and developing a realistic blueprint

Course Faculty
TBA

Book Now

Employee Engagement & Retention
Retaining Employees in a Culture of High Turnover

A 2 day course that workshops proven techniques to help create a low turnover organisation – without spending a lot of money

Key Learning Objectives
- Identify the reasons behind your current turnover levels
- Design a workplace culture that makes your organisation magnetic to good staff
- Assess the impact of your leadership team on turnover and retention
- Re-engineer your recruitment and induction programs to increase their effectiveness
- Create an employee communication strategy that really works
- Develop an effective performance management system
- Implement the latest thinking in development and retention programs to maximise your returns

Who Will Benefit
Managers at all levels of organisations who want to create high functioning teams, HR professionals looking at workforce planning issues

Course Faculty
Karen Schmidt

Book Now

Designing Integrated HSE Management Systems
An Essential Guide for Adding Value In HSE

This 2 day course keeps you up-to-date with developments in systems thinking as it applies to high-risk human capital industries

Key Learning Objectives
- Understand how to see beyond mere compliance-based HSE management systems and focus on the behaviour, attitudes and culture of the workforce to improve overall HSE performance
- Enhance knowledge of HSE management concepts and related contemporary guidance material
- Gain skills and knowledge in analysing at-risk behaviour within the organisation to develop targeted strategies to manage errors and violations
- Understand and apply strategies to maintain and improve stakeholder commitment to safety
- Learn about different methods for measuring HSE performance

Who Will Benefit
Senior managers, OH&S personnel, environment managers/HSE representatives, supervisors and foremen, designated investigation teams, quality, risk and reliability specialists

Course Faculty
Graham Edkins

Book Now
Environmental Risk – Planning & Management

Through this course, develop a robust process for assessing & managing environmental risk whilst observing current industry standards & trends

Key Learning Objectives

- Review environmental risk assessment definitions and scope
- Relevant environmental risk obligations observing OH&S and ISO14001
- Various tools and methods for environmental risk identification and assessment
- Criteria and methodologies to develop a risk management plan
- Analyse and systematise operational assessment techniques
- Limitations in risk assessments and how to overcome them
- Develop systems to ensure environmental risk objective delivery
- Examine, address and integrate current industry benchmarks in sustainability

Course Faculty

TBA

Who Will Benefit

Business executives, directors and managers with responsibility for environmental activities and employees involved in the operational aspects of environmental management

Book Now


Error Management Strategies, tools & techniques

This course applies the latest human error management techniques to better understand & manage human error & improve HSE performance

Key Learning Objectives

- Understand the causes, consequences and different types of human error
- Apply basic error management strategies to trap, mitigate and reduce errors
- Identify and understand specific human factors management principles
- Understand the role of the organisation in managing error through error tolerance, organisational resilience and collective mindfulness
- Realise the benefits of error management including innovation, initiative and efficiency

Course Faculty

Graham Edkins

Who Will Benefit

Senior managers, OH&S personnel, environment managers/HSE representatives, supervisors, foremen, safety and compliance investigators/managers, quality, risk and reliability specialists

Book Now


Human Factors & Error Management Workshop

For Safety Critical Industries

This 2 day course examines the factors that influence human error & teaches practical strategies for making systems more error-tolerant

Key Learning Objectives

- Understand the concept of human factors, human error and error tolerance
- Identify the human factors contribution to accidents in large and complex socio-technical systems
- Address human performance limitations that can lead to unsafe behaviour
- Examine organisational and systemic influences that shape human performance
- Understand how practical, team-based threat and error management training can assist organisations in achieving safe and efficient production goals
- Develop common error-tolerant strategies to manage human error across a broad range of workplace domains
- Incorporate human factors management into an integrated safety management system

Course Faculty

Graham Edkins

Who Will Benefit

General and line managers, OH&S personnel, environment managers, safety and compliance investigators, quality, risk and reliability specialists

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Book Now

## Incident Investigation & Analysis

This course provides a structured approach to incident investigation, identification of root causes & implementation of actions to reduce risk.

### Key Learning Objectives
- Identify underlying root causes of HSE incidents and near misses
- Examine different approaches, theories and human factors with incident causation
- Determine immediate actions, notification and reporting requirements
- Develop a structured approach for data and evidence collection
- Determine a systematic method of conducting interviews and targeted witness questioning
- Apply appropriate techniques to identify the sequence of events
- Apply tools such as fault tree and flow chart analysis to assist the investigative process
- Use techniques, models and other methods to identify immediate and root causes
- Develop a corrective action program, structure reports, controls and follow up

### Course Faculty
TBA

### Who Will Benefit
Targeted to anyone in small, medium or large companies or organisations who is required to participate in incident investigations


## Incident Investigation Masterclass

This 2 day course enhances the skills of experienced incident investigators, addressing EI & interview techniques, case studies and sensitivity analysis.

### Key Learning Objectives
- Evaluate various different incident investigation methodologies and techniques
- Understand how the five aspects of Emotional Intelligence (EI) apply to industrial incident investigations
- Examine causation theories and human behaviour, remedial actions and social management
- Conduct a sensitivity analysis of different investigation methodologies
- Analyse case studies in parallel from various industries using different methodologies
- How to combine both sensitivity analysis and EI to create a more robust investigation

### Course Faculty
TBA

### Who Will Benefit
Incident investigators, OH&S/HSE and environment personnel who wish to extend their arsenal of investigation methodologies plus improve their interpersonal skills


## Operational Risk Assessment

Skills, Tools & Techniques

This course provides operations-based personnel with the essential underpinning knowledge & practice to competently undertake hazard identification & risk assessment.

### Key Learning Objectives
- Develop an understanding of the concepts and principles underpinning rigorous risk management
- Apply risk management skills in a range of circumstances and environments
- Identify when detailed risk studies are required to meet legal and operational requirements
- Apply the energy damage approach to proactively identify hazards
- Select the most appropriate risk analysis tool for a given risk situation
- Use selected tools such as Job Safety Analysis (JSA) and Bow Tie
- Follow a risk analysis and evaluation process that optimises risk assessment reliability and validity
- Apply a systematic process to develop risk controls that are durable and cost effective

### Course Faculty
David Skegg

### Who Will Benefit
Targeted to anyone in small, medium or large companies or organisations who is required to participate in incident investigations

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Instructor Faculty

John Alden
John is a director of a consulting firm specialised in fatigue, failure analysis and machine structures. Over the last 32 years he has become increasingly involved with machine structures in the mining industry and specialises in mining and materials handling machine structures and forensic engineering. John has written several international papers on fatigue and related topics and has also been involved extensively in the investigation of machine failures, the remediation of cracked and damaged machines, the analysis and design of machinery to avoid problems, procurement approaches, inspection and monitoring systems.

John is very knowledgeable on the topic with lots of practical real situations to discuss and share.

Equipment Management Superintendent, ALCOA

Liam Bastick
Liam Bastick is considered to be one of the most experienced financial modellers in the Asia Pacific region. With nearly 25 years experience in financial, business and simulations modelling, Liam has forged a career in the corporate finance arena working with many well-known companies on a variety of high-profile transactions, valuations and litigation cases. Liam is a professional mathematician, chartered accountant, chartered management accountant and qualified teacher. He has worked for corporate entities and professional services firms in both consulting and training roles.

Konstantinos Athansiadis
Konstantinos is the business development leader of the industrial water and waste group at GHD. He has 16 years professional experience as an engineer with a particular emphasis on industrial water and wastewater management.

In recent years, Konstantinos has been involved in the coal seam gas industry for option and concept studies and detail design studies in regard to water and brine management as well as to beneficial reuse.

Kostas has a Dr. - Ing. (Chemical) and has had published various coal seam Gas Industry articles.

Experience that he shared was suitable and enlightening. Konsta’s very knowledgeable in the area of CSG water and water quality.

Manager, MIPEC Pty Ltd

John Baikie
Qualified in economics, accounting and business management, John has over 32 years experience in senior executive leadership positions including managing director, executive director and chairman. Within several industries, John has negotiated numerous acquisitions, disposals and capital raisings. He is founding director of the Australian Venture Capital Association and chairman or director of start up companies in VC, IT, aquaculture, engineering and medicine. John mentors business owners, CEOs and senior executives through his own and MPowering Pty Ltd’s Business Mentoring Program and is MD of Private Equity Strategies Pty Ltd.

Warm, diplomatic, used a lot of personal examples, interacted with all the group ensuring even participation.

Advisor to Vice Chancellor, Murdoch University WA

Gregory Bayne
Greg has worked in the corporate arena as a psychologist, a management consultant and coach for over 13 years, with a masters in counselling psychology (Cum Laude), a degree in education and an honours degree in psychology. Greg has been an elite athlete and a coach of elite athletes. In his experience in a variety of major industries, Greg has combined his training in psychology, elite athlete/coaching experience and practise as a leader and facilitator to achieve incredible results with individuals and groups from the corporate sector.

Manager, MIPEC Pty Ltd

Mark Bell
As the director of consulting for Australasia with Hatch (now 13 years), Mark has worked with a range of clients in iron, steel and non-ferrous metals markets along with utilities, the public sector and rail and port infrastructure.

Mark specialises in helping boards of companies and their advisors with major strategic and business decisions. He has consulted a number of companies looking to invest in the Australian coal and iron ore industries.

He has a master of arts from Oxford University and a master of business administration from Harvard Business School.
Colin Benjamin
Colin has been involved in the design and maintenance of conveyor systems for over 40 years. He has delivered papers on various topics associated with conveyor system design and maintenance to many local and international forums and today consults to all the major mining houses on these issues. His lifelong interest in conveyor systems grew out of his involvement in the iron ore export industry in the Pilbara in the early 1970s. Colin graduated from Sydney University as a Chemical Engineer, and is a Fellow of the Australian Institute of Management. Interactive and very knowledgeable about subject from a lifetime of working in the area

Fleet Superintendent,
V Ships

Götz Bickert
Götz is a director of GBL Process Pty Ltd. He has accumulated extensive experience in various industries for major solid liquid separation processes (clarification, thickening, filtration, centrifugation covering batch and continuous equipment), Götz leads research projects at the University of New South Wales where he has taught for 11 years in filtration and particle technology. He is a member of the Filtration Society (UK), AusIMM and ACPS. He has a Dr-ing (PhD equivalent) from University of Karlsruhe, Germany.

He talked to each participant & didn’t just lecture. It was quite a personal course with a focus on current issues and examples from our industry. [He] also offered further assistance outside the course for contacts/relevant materials

Process Engineer,
Rio Tinto

Dr Trevor Blackburn
Trevor is an Associate Professor in Electrical Energy Systems at UNSW, where he has been involved in research, teaching and consulting for over 30 years. He has an international reputation in the area of power system equipment and operation, with his major areas of research in condition monitoring and energy efficiency of electrical equipment, electrical safety and electrical testing of appliances and equipment. He is a member of Standards committees for switchgear, lightning protection, high voltage testing, partial discharge monitoring, cable diagnostics and insulation coordination.

Trevor was very good at explanations and answering questions

HSE Manager,
UGL

Duncan Botting
Duncan currently holds the posts of Executive Chairman and Interim CEO of the Scottish European Green Energy Centre and Managing Director of Global Smart Transformation Limited, based in Scotland. An active member of the IET Energy Policy Panel and Vice-Chair of the European Technology Platform for ‘SmartGrids’, he is helping to shape future thinking in the energy sector. He is also a founding member and shadow board member of the National Skills Academy for Power. Duncan’s 30 year career spans roles from apprentice to boardroom.

Energy Policy Panel and Vice-Chair of the European Technology Platform for ‘SmartGrids’,

Jane Bridge
Jane, as managing partner of Boardroom Partners, has over 20 years professional experience as a board advisor and a senior public servant. Jane has chaired advisory boards in government and worked with state and commonwealth boards as an advisor, whilst building up a client list that includes listed companies, private companies, co-ops, charities, not-for-profits, professional organisations and educational institutions. Jane has successfully placed non-executive directors on boards of ASX 50 listed companies and has also recommended many directors to government over the years.

Easy relaxed style with plenty of real experiences to draw on

Head of Planning and Governance Office,
Civil Aviation Safety Authority

Tony Byrne
Tony has over 40 years experience and has been responsible for engineering works in ports and harbours and the maritime industry, defence, oil and gas and mining including aspects such as review of technical due diligence reports, port planning, marine studies, dredging, siltation, wave–current prediction and analysis, and the design of wharves, jetties, marinas, breakwaters, seawalls and submarine pipelines.

For the past 5 years Tony has been an independent consultant acting as a technical advisor to port authorities and government agencies. He has a bachelor of engineering degree.

Very knowledgeable and lots of relevant practical examples. De-mystified a number of potentially very complex and technical subjects and had a good presentation manner.

Infrastructure Engineer,
Fort Taranaki
Barbara Campany

Barbara is a stakeholder engagement industry specialist with close to 20 years experience in developing, implementing, managing and evaluating community and stakeholder engagement strategies.

Her experience has been garnered through high profile, and often controversial, resource extraction, water and other major infrastructure projects where communities, stakeholder groups and organisations are divided.

Barbara has worked within government, corporate and consultancy settings across a number of sectors including energy and resources, water, waste, linear infrastructure, land contamination and precinct development.

Barbara has a Master of Arts degree in communication management, amongst other qualifications.

Richard Capps

Richard’s 30 years of experience comprises a rare blend of law, banking, investment banking, corporate financial management and consulting. After graduating and on becoming a barrister, Richard entered banking and served at Chase Manhattan for 5 years, in New York and London, after having spent 18 months as head of Credit Training for Europe, the Middle East and Africa. For 6 years before 1991 Richard was the CFO of a large corporate group, managing 23 equity raisings ($1.3 Billion), 14 acquisitions (9 hostile) and major complex financings ($3.2 Billion).

Richard has deep industry experience and knowledge and is able to articulate both theoretical and practical concepts at an appropriate level for all participants.

David B Clarke

David is a transportation engineer and educator, a career spanning over 30 years. He is internationally known for his work in rail transportation research and teaching. He is active in national efforts to promote railway research and education.

As a consulting engineer, David regularly works with public agencies, railroads, and rail-served industries to address rail infrastructure and operational needs. These activities include plan development, preparing grant applications, design services, operations analysis, safety assessment, inspection, and expert testimony.

David received the BS, MS and PhD. degrees in Civil Engineering.

Leon Clark

With over 17 years experience in developing competencies in rail signalling, signalling control and rolling stock engineering, Leon is well known in the Asia-Pacific rail industry. His expertise includes devising, developing and delivering rail industry training projects in signalling systems, including Wes and Solid State Interlocking (SSI) and Train Control and Management System (TCMS) projects. Leon is currently heavily involved in design and delivery of competency based courses for signalling design, rail operations and rolling stock engineering. He also advises and devises compliance strategies for competency recognition schemes in the rail industry.

John Cleary

John has had national and international experience as a consultant, trainer and facilitator. As a consultant, John assists clients with strategic planning, leadership development, good governance, change management, cost management and profit improvement. As a trainer, John conducts workshops on business acumen, financial management and change management. As a facilitator, John assists boards, senior management teams and corporate groups with strategic planning, action planning and in overcoming hurdles. John holds a Bachelor of Arts, a Graduate Diploma of Business and is a Fellow of the Australian Institute of Company Directors.

Approachable and obviously has benefitted from exposure in many industries and businesses.

Tim Clark

Tim’s overall oil and gas experience extends some 30 years with 18 years dedicated to subsea systems working with major operators BP and Shell in front-end engineering, detailed design, construction and commissioning of both shallow and deepwater subsea developments. His experience encompasses corporate management, business development, operations management, project engineering and management, engineering design, supply chain management, manufacture / testing, site integration testing, installation / commissioning and life of field support. Tim is a chartered mechanical engineer, and a MIMechE – Member of the Institute of Mechanical Engineers.

Tim’s experience in the subsea projects was valuable as it allowed him to share knowledge not available in theoretical literature.

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Department Manager, Corefleet
Francois Coetsee
Francois is a mechanical engineer with experience in the mining sector on both mobile plant and processing equipment. He has spent the last seven years working for an engineering consulting firm, providing technical input on, and managing projects in WA at various gold, nickel and iron ore sites.
His project focus has been on investigating structural cracking and component failures, analysis and redesign of components and troubleshooting problem areas.
Prior to moving to WA, Francois spent a number of years working in the oil and gas sector in the Middle East.

Kerry Cumming
With over 26 years experience in consulting and training, Kerry conducts numerous programs and one-on-one coaching in communication, cross-cultural studies and public speaking. She is also specialised in learning and behavioural styles.
Kerry has many years experience lecturing in Asia to academics and business professionals in public speaking and intercultural social confidence. She teaches writing for academic purposes and is a highly qualified English Teacher (MEd; Grad Dip Reading and Linguistics). Kerry is a member of the National Speakers Association of Australia (NSW).
An abundance of tool, speaking, different types of group work, one on one role playing across a range of areas. Excellent strategies to take to workplace

Dale Cole
Because of Dale’s vast industry experience, it is a privilege to have him on our instructor faculty. He boasts over 57-years in the international maritime industry.
Dale had 20-years experience as a seafarer. He was master, new building superintendent and acting marine superintendent.
After leaving the sea, Dale spent the 11-years as a Queensland shipwright surveyor, examiner of state marine qualifications, port pilot and harbour master.
In 1999 started a maritime consultancy, advising port authorities, port companies, international and domestic regulators on towing and pilotage pricing issues.

Anita Cunningham
Anita is an experienced Six Sigma practitioner and consultant with over 12 years of experience in the area of process improvement, complemented with extensive functional management experience in both service and manufacturing environments.
Anita gained her extensive Six Sigma experience over many years with General Electric (GE). Anita now runs a consulting business which has provided continuous improvement support to a wide range of industries. Anita’s qualifications include Master Black Belt (MBB) certification from GE, Bachelor of Chemical Engineering (Hons) and an MBA.
Pleasant style. Obviously knowledgeable and imparts this knowledge to the group

Dr Sara Cullen
Sara is a former National Partner with Deloitte and one of the most experienced contracting practitioners in Australia and the Asia-Pacific.
She has consulted to 130 private and public sector clients, spanning 51 countries, in 170 projects with contract values up to $1.5 billion per annum. Sara has written 110+ publications, featured in 60 articles and presented at 300+ major conferences. She has released ongoing research with the London School of Economics, Oxford, Warwick, and Melbourne Universities. Sara holds a Bachelor of Science (Accounting), MBA, and a PhD (Contracting).
Very engaging and clearly very competent. Great examples used in dialogue and great presentation style. Great delivery - a good job

Martin Davies
With over 20 years of expertise, Martin is a specialist Basel analyst who has been building regulatory reporting frameworks for large and small banks across Australia and South East Asia. He has also worked with regulators on Basel initiatives.
Martin is traditionally a counterparty risk analyst who designs risk frameworks that are suitable for regulatory reporting, back testing and calculating potential future exposure for a bank’s OTC business. He also works with stock exchanges and brokers. Martin has a BSc and accreditation in risk, project and trade finance.
Isabel Deeble
International speaker, award-winning educator, trainer and practitioner in the performing arts and interpersonal communication, Isabel has 27 years of experience as a consultant and facilitator throughout Australasia. Isabel has a BA, Dip Ed, ATCL (Speech), ALCM (Speech), DISC accred, Grad Cert NLP, Cert IV in Assessment and Workplace Training. Isabel is Past President of the NSW chapter of the National Speakers’ Association of Australia and 2009 NSAA Convention Co-Chair. Isabel is currently managing director of MPowering Pty Ltd.

I found Isabel Deeble focused, professional and an empathetically directional teacher and facilitator. Isabel communicated ideas with clarity and grace.

Mayor, Woolliha Council

Steve Davis
Steve’s 30+ year career in mining and engineering consulting firms has equipped him with project experience spanning all aspects of concept, feasibility, design, specification, value engineering, project management and commissioning of plant and equipment. Steve has worked on numerous projects in a variety of countries, in the areas of mining, minerals processing and transportation of Iron Ore, Copper, Gold, Coal, Nickel, Manganese, Oil Sand, Platinum and other minerals in all forms from ROM to concentrates. Steve holds a Bachelor of Engineering and is a Chartered/Professional Engineer in Australia and England.

Very knowledgeable, good injection of real examples and experience. Nice pace, relaxed style

Project Manager, Bechtel

Ian Delahunty
Ian is recognised as one of the most experienced advisors on energy contracts and regulatory areas, and provides regular and ongoing advice to market participants and energy users on appropriate contractual terms.

Ian manages EnergyAdvice’s client energy supply contract negotiations. He developed and maintains a “Retailer Contract Comparison Matrix”, a comprehensive comparative assessment of the terms and conditions of all the retail contracts in the electricity market.

Due to his considerable expertise and experience, leading energy retailers engage Ian to draft and/or review retail agreements on a regular basis.

Jane Delaney-John
Jane has a 30-year career as an accomplished community development strategist and practitioner in the private, public and community sectors working as project manager, community planning and development, social researcher, lecturer and social policy writer.

She has demonstrated experience of creating positive relationships to steer projects to deliver economic, social and cultural outcomes for communities and positive social licenses to operate for the private sector.

Jane’s current consultancy work includes the facilitation and management of large and smaller scale community based conflict management processes in the resources, infrastructure and public sectors.

Alana Dowley
With over 17 years industry experience, Alana practiced law before forming a unique multidisciplinary practice combining corporate training, contracts and claims consultancy, management systems auditing and the practice of law with a construction law focus. As well as consulting directly to clients in the construction industry, Alana enjoys a fruitful relationship with the Master Builders Association (MBA), advising them on their suite of building contracts and developing off-the-shelf contract management resources for housing and medium commercial contractors.

Alana was possibly the most engaging facilitator I’ve ever listened to. I thought she was brilliant.

Sourcing Operations Manager, Western Power

Keith Davison
Keith has over 30 years of industry experience comprising 4 years as a directional surveyor with Sperry Sun followed by 18 years with Shell International. In assignments to Thailand, Netherlands, the UK and Oman, Keith worked as a Drilling Engineer, Petrophysicist, Trainer and Senior Petroleum Engineer, gaining experience in subsurface operations and evaluation, field development planning and production management. Since becoming an associate consultant with AGR-TRACS in 2000, Keith has delivered integrated training programs in Petroleum Engineering, Drilling Engineering and Petroleum Economics as well as technical field reviews.

An excellent overview of the oil and gas industry

OHS Inspector, NOPSA

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Sourcing Operations Manager, Western Power
Leigh Drake  
Leigh qualified as a chartered accountant in the UK in 1992 and immediately moved into increasingly senior financial roles in industry. Over the years he has worked within the manufacturing and service industries with companies ranging from start-ups to listed corporations. As a financial controller, Leigh has been closely acquainted with the management and interpretation of the myriad of financial and business data, moving on to roles as a CFO, which required the analysis and presentation of business information in clear and concise terms to both financial and non-financial users.

Excellent grounding in the fundamentals. I’ll be challenging our accounts staff more regularly from now on!

Commercial Leasing Manager,  
Perth Airport

Mitchell Duncan  
Mitchell Duncan has over 25 years experience in the IT&T arenas, ranging from the design and manufacture of modern equipment through to the strategic planning and management of Telco Operational Support Systems. He has worked for OPTUS and JNA Telecommunications (a telco equipment manufacturer), and has been an independent consultant for over 12 years. Mitchell has served a number of telecommunications Standards Committees in Australia and the US. Mitchell holds a degree in Electrical Engineering and a Master of Engineering Management.

Dr Richard Durham  
Richard has over 30 years experience in the mining industry and holds a PhD and a degree in Mining from the Royal School of Mines, Imperial College, London. He worked for Datamine as a consultant and then as general manager, helping produce advanced modules such as Mining Zone Modelling. Richard’s experience also includes years with a large mining company, Mt Newman Mining, working for small technical consultancies and as an individual consultant. Richard’s field of expertise is the practical application of technical software and hardware to mining.

Richard was interesting and informative, with a good sense of humour and made the course very enjoyable

PA/Coordinator,  
Citic Pacific Mining

Phil Dye  
Corporate trainer and journalist Phil Dye is past principal of the APM Training Institute, Sydney’s leading private business college. He was voted Trainer of the Year there in 2006. As a corporate trainer, Phil has worked with some of the world’s largest companies to help them communicate more effectively, through his popular workshop Better Business Writing. As a journalist and social commentator, Phil is a regular contributor to the Melbourne Age and Sydney Morning Herald opinion pages and author of 101 Ways to Improve Your Business Writing.

He knows his stuff and is able to share it. Great mix of humour and seriousness.

HR Clerk,  
Wesfarmers Premier Coal

Graham Edkins  
For over 20 years, Graham has led the development of contemporary error management programs within Qantas Airways and the implementation of safety systems programs within the aviation industry. His senior management experience includes Group General Manager Personnel Licensing, Education and Training for the Civil Aviation Safety Authority (CASA) and General Manager Safety Systems and Education for Qantas Airways. Graham has extensive safety investigation experience as a rail accident investigator with Westrail and senior air safety investigator with the former Commonwealth Bureau of Air Safety Investigation (now ATSB).

The training approach is practical and applicable in the workplace, supported by real case issues

HSE Officer,  
Downer EDI Rail

Mike Edmondson  
Mike has 18 years experience in the oil and gas sector, the bulk of it as an external affairs consultant for clients such as Woodside, Chevron, Sasol, Chevron, BHP Billiton and Epic Energy. For the last 8 years he has been a government, media and communications consultant to Chevron Australia on the Gorgon and Wheatstone LNG projects. Prior to that Mike was a ministerial media advisor with the WA Government.

Mike has a special ability to transform many aspects of the oil and gas industry into an easily digestible form for industry newcomers.

Mike's knowledge of Woodside made it easy to understand. Understanding how you find extract oil and gas from the oceans and how fields/projects are named. All burning questions were answered.

Procurement Team Leader,  
Woodside Energy
Margarita Escartin
Margarita is a lawyer by profession and an experienced cultural heritage and native title specialist, working predominantly on infrastructure and resource projects. She focuses on facilitating and engagement for major projects impacting on local Indigenous communities, as well as implementation of agreements reached. Over the last 7 years working in native title and cultural heritage, Margarita has assisted both indigenous communities and project developers to reach agreement on land access for a number of major projects, including Rio Tinto’s Clermont Mine, GLNG Project, APLNG Project, QGC Project.

John Giles
With over 40 years experience, (35 with UGL Infrastructure / Kilpatrick Green) John is a highly experienced electrical engineer with a detailed understanding of all aspects of electrical engineering for most industries. He has a general understanding of civil, structural, and mechanical engineering principles and practices within the infrastructure project industry.

From his beginnings as an instrument design engineer, John now holds the position of chief engineer power for UGL Engineering. Through this role, John leads and maintains the high standard of engineering service produced for all of the company’s projects.

David Firth
David is a consultant metallurgical engineer with 30 years of experience in a broad range of areas, including: project management, plant life management, risk-based inspection of pressure vessels, life assessment, material selection, forensic metallurgy, failure analysis, corrosion, fitness-for-purpose, repair methodologies and training. David has investigated a number of major and near-miss incidents in industrial plant and has led multidisciplinary teams including plant process and reliability engineers, regulators and subcontractors. He has a Bachelor of Metallurgy (Hons) and is a Chartered Engineer and ex-Professional Member of the Institution of Metallurgists.

Peter Giutronich
Peter is a dynamic corporate trainer, with 22 years experience in the field of professional development. With a double degree in Law and Commerce, Peter worked in the corporate world for 10 years before training in the Hoffman process. Peter facilitates effective communication, goal setting, team building, leadership skills, conflict resolution and mediation. He is qualified in Human Synergistics LSI, Emotional Intelligence, the Enneagram and DISC and uses these tools to improve awareness, understanding and growth. In conducting workshops, Peter often works with high-level management.

Peter was very good. Easy to talk to and very good at engaging the group – very informative
Design Development Manager,
James Clifford Construction

Sandi Givens
With over 26 years of professional experience in training and management, one of Sandi’s primary goals is to help people learn and implement new skills. Coming from a background in corporate HR and workplace learning and development, during the past 23 years Sandi has become one of the most respected speakers on businesswomen’s professional development. Sandi is an award-winning international speaker, author and coach, a professional member, past president and board member within the National Speakers’ Association of Australia and a Member of the International Federation of Professional Speakers.

Very knowledgeable, exceptional trainer/instructor. Excellent and engaging interpersonal skills
Admin Assistant,
ARTC

Gina Frampton
Gina is a lawyer, editor and freelance journalist with over 21 years experience. Through her consulting firm, she provides plain-language consulting and training services in the legal, banking and finance sectors. Gina graduated in law at the Universities of Cape Town and Sydney and worked first in industrial law and then in commercial litigation. She later studied journalism at the University of Technology, Sydney and developed an interest in the plain language movement while working as a freelance editor and proof-reader.

The topic was very well addressed with good exercises which made the learning enjoyable
Business Development Manager,
Commtel Networks

The image contains text that is divided into sections for each instructor. Each section includes a profile photo and a brief description of the instructor's background and experience. The text is presented in a natural, readable format, with paragraphs for each instructor.
Instructor Faculty

**Lance Gordon**
With over 10 years experience in investment banking, corporate finance and accounting, Lance consults in financial analysis, financial modelling and corporate advisory services. He has taught finance principles across Australia and South East Asia. Lance's experience includes developing critical analysis and financial forecasts for projects including capital raising, capital management, mergers & acquisitions, strategic reviews, investment analysis, valuation and performance analysis. A Qualified Chartered Accountant and a Member of the Institute of Chartered Accountants in Australia, Lance holds a Postgraduate Diploma Applied Finance & Investment, and a Bachelor of Commerce.

**Sheila Harloe**
Sheila has been consulting in large and small business for over 25 years. She specialises in change management, leadership development, executive coaching and corporate culture.

Her degree in psychology has assisted her to develop expertise in organisational behaviour, change management, cultural change, team development and communication skills. She is a 'Growth Curve Strategist' and performs organisational x-rays to benchmark business growth.

Sheila is also an accredited Cert IV Workplace Trainer and Assessor, a certified master coach, accredited in Myers Briggs, DISC, VIA Strengths and has attended master facilitation programs.

Probably the most engaging presenter I have experienced. Small course size was also great to get to know and work with other participants. Sheila was also very genuine.

**Pietro Guj**
With over 35 years expertise as a practitioner and educator, Dr Pietro Guj is now associate professor in Mineral Economics at the Western Australian School of Mines. Pietro's distinguished career in the mining industry and in the Government of Western Australia includes roles with various mines in geology. He was deputy director general of the Department of Minerals and Energy and the director of the Geological Survey. Pietro has a PhD in Geology from the University of Cape Town and a MBA from the University of Western Australia.

Keen to satisfy the needs of participants...shared knowledge freely and with enthusiasm

**Richard Harrison**
Richard consults in natural gas market development and is interested in the integration of commercial and environmental opportunities offered by the use of natural gas. Richard spent 30 years with the Shell Group of Companies, culminating as natural gas and project development manager for Shell in China from 1997 to 2001, where he was responsible for the development of LNG import projects and the sales/marketing of natural gas. He had previously been involved in managing the application of onshore and offshore technologies for Shell's exploration and production program.

Easy relaxed style: comprehensive knowledge

**Carrie Hartford**
As a consulting mechanical engineer with an MBA, Carrie specialises in troubleshooting and recommending preventative and corrective actions for bulk solids flow problems. She also assists in the design and supply of customised handling and test equipment related to this field.

She has provided clients customised training on the storage and flow of bulk solids, as well as through professional societies and conferences.

Her persistence in supporting clients to bridge theory to the complexities of real world project timelines and budgets has enabled her to make substantial contributions to clients.

**Gavin Halling**
Gavin is the Managing Director of RiskTools and has over 40 years experience in contracting both in Australia and overseas (UK, UAE and PNG). Originally a civil engineer, his focus since 1994 has been on assisting organisations to improve project management processes including competency development. Gavin is passionate about how risk management processes can be developed to add value to a business. He has presented at International conferences. Gavin also has a keen interest in dispute management and is qualified as an Arbitrator, Mediator, Adjudicator and Expert Witness.

Very engaging and knowledgeable presenter, A+++ Excellent course and a great investment of my time.

**Mine Geologist, BHP Billiton**

Senior Legal Officer, NQCC

Manager Business Development, Origin Energy

**Construction Supervisor, SA Water**
John Hattner

John is a registered petroleum geophysicist with vast experience, including over 15 years experience in CSM. He has worked in the majority of the active CSM basins worldwide. John has evaluated coal bed methane properties located throughout the United States, including the Powder River, Raton, San Juan, Cherokee, Picance, Arkoma, Forest City, Greater Green River, Coos Bay and Maverick Basins. He has performed various coal bed methane certification projects for properties located all across the world and in the Bowen, Gippsland, Cooper, Gloucester, Gunnedah, Otway and Surat basins in Australia.

Flexible, casual, allowed ad-hoc questions and discussions. Knew the topic inside out

Managing Director, Geotechnical Services

Steve Hennings

The founder and owner of Source Rock Engineering, Steve has 30 years of industry experience working for operating companies in field, office, and research center assignments covering every phase of oil and gas exploration and development. For the past ten years Steve has worked exclusively on coal gas, coal mine methane and shale oil and gas development on three continents. In 2008 he was awarded the prestigious Stefanko Award for his technical contributions. Steve is a registered professional engineer and holds degrees in Petroleum Engineering and in Finance.

Very enthusiastic, very knowledgeable, good sense of humour and let discussion flow

Managing Director, Source Rock Engineering

James Hay

James Hay has over twenty years experience as a corporate treasury executive, financial analyst and executive trainer. James has held roles in risk management, corporate finance and capital budgeting with some of Australia’s largest resource companies. More recently, he has established a corporate advisory and training business providing investment appraisal and financial educational services to a range of corporate and institutional clients. In addition to his consulting business, James is a Visiting Fellow at Macquarie University where he teaches Resources Industry Investment Analysis in the Master of Applied Finance program.

Deputy General Manager Darwin, INPEX

Chris Hertle

Chris is a chemical engineer with over 26 years experience, now involved with Coal Seam Gas (CSG) water management. He has particular interest in the cost effective recovery of commodity chemicals from CSG associated water.

As part of his 19 years at GHD, he has played a key role GHD’s innovation program roll out. He has been involved in numerous municipal and industrial water projects involving advanced treatment for energy recovery and water recycling.

Chris has a Bachelor of Engineering, Chemical, and a Master of Philosophy, Environmental and Biological Sciences.

Doug Henderson

Doug has over 15 years experience in directional drilling guidance techniques and systems, electronic systems design and installation, business operations and R&D. His knowledge spans drilling operational systems, satellite systems, telecommunications, electrical and industrial products and computer services. His role with Lucas is to manage the directional drilling operations, along with supervising the engineering team and upgrades to engineering capability. Doug was actively involved in the early directional drilling operations in coal seams in Moura in the early 1990s and helped to pioneer and develop many of the methods still used today.

Chris Hertle

Beverley Honig

Beverley is a business and contract strategist, educator, board director and internationally qualified lawyer with over 20 years of expertise. Beverley is a guru in the subject of contract management and sourcing/procurement, the author of the best-selling business book “Making Contracts Work”. Beverley advises large corporations and government entities on outsourcing and tendering. She is often commissioned to run tenders on behalf of clients given her expertise in contracts and contract law.

Beverley is a business subject coordinator and senior lecturer at both the University of Melbourne and Queensland University of Technology.
Keith Horrocks
Keith has over 36 years experience in the steel industry and ironmaking raw materials supply, primarily with BHP Billiton and Blue Scope Steel. He has held numerous operational and technical roles throughout the primary production area covering ore preparation, sinter plant, coal preparation, coke making and blast furnace iron making. More recently he was in technical marketing with BHP Billiton Carbon Steel Materials. Keith was a member of the Australian Coal Association Research Program’s (ACARP) Coal Utilisation/Technical Marketing Support Sub-Committee, where he acted as industry monitor for numerous ACARP-funded research projects.

Keith has had the unique career experience of seeing the iron making industry in Australia and the industry globally develop and change. His knowledge is invaluable

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Peter Howard
With over 23 years of experience in the corporate world, Peter is well aware of the need for effective influence and leadership. Having led major change programs, some with budgets of over $20 million, Peter has led boards, senior executives and project teams through the processes necessary to reach quality outcomes, intelligent decisions and extraordinary results. Peter’s clients include public, private and government organisations, such as Hewlett Packard, DHL, OneSteel, AGL, BP, Philips, The Australian Federal Police, Standard & Poors, Unilever, Brickworks and BT Financial Group.

Real live examples of what has and has not worked. The content was easy to understand and well delivered

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Glyn Jones
Glyn joined the Country Roads Board of Victoria in 1959 as a newly qualified engineer. For the next 30 years Glyn performed many roles including regional bridge engineer. This involved bridge inspection, managing maintenance and construction works, developing proposals for new structures, assisting municipalities with structural problems and managing a precast concrete yard. Glyn was one of the first to be called in any bridging emergency and this was highlighted in the Ash Wednesday fires of 1983 when his area in SW Victoria lost about 10 major structures.

Easy-going, welcomed participation and discussion.

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Roy Hudson
Roy has over 35 years of experience in the railway industry, 32 of those in the speciality of electrification, incorporating feasibility, design and development through to planning, estimating, procurement, construction, testing and commissioning.

He has experience with managing major projects involving: periodic maintenance, new works, upgrades, plant and equipment procurement. He also has experience with design, asset condition assessment, surveys and construction of electrification projects and multidisciplinary railway projects including heavy and light rail, AC/DC overhead systems, DC 3rd rail systems and transmission lines.

Practical examples of his experience were great, particularly where he explained novel and clever solutions.

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John Karasinski
With over 25 years business and academic working experience in the areas of natural resource economics and finance, John is currently a Senior Lecturer and Director of the MBA (Oil and Gas) program at the Curtin Graduate School of Business, Curtin University. John consults to the Australian Center for Natural Gas Management which is part of the Australia-China Natural Gas Technology Partnership where he teaches Natural Gas and LNG economics. John has a BA (Economics), an MSc (Economics) and is a Member of the International Association for Energy Economists.
Annette Karstensen, PhD
Dr Annette Karstensen is a fracture mechanics expert with nearly 20 years experience as researcher and practitioner of fracture mechanics and Fitness-for-Service methods. Annette presently works for Quest Reliability Limited (NZ) providing specialised structural integrity and materials consulting services, commercial software and technologies to the refining, petrochemical, syngas, power, pipeline and manufacturing sectors globally. Annette arrived in New Zealand to work for MPT Solutions in 2003 as a consultant structural integrity engineer. In 2006 Quest Reliability acquired MPT Solutions and Annette was made responsible for the Structural Integrity Team globally.

Incredible knowledge on the subject. Both fun and friendly
Operations Specialist, Hismelt Corporation

Craig Langford
Craig is director of MDQ consulting which specialises in the development of gas market business strategy, negotiation and execution of the full range of gas industry agreements. Craig previously spent over 12 years at Santos in a number of senior strategic and commercial roles. During the last 5 years, he was responsible for leading the commercial activities for Santos’s East Australian gas business. Craig has in-depth operational understanding and market experience across the Australian gas industry and has represented Santos and APPEA on a number of government and industry groups.

Craig had excellent knowledge of the Australian Gas Market and had very good presentation skills. He made the course extremely interesting
Gas Operations Co-ordinator, TRUenergy

Mal Keeley
Mal has extensive experience in power plant commissioning and operations spanning 38 years in roles such as electrician, plant operator, shift manager, commissioning manager, plant operations and safety systems trainer and assessor. He is highly regarded in the field of GT-HRSG operations and training. Mal has many qualifications including a Certificate IV in Training and Assessment TAE40110, Diploma of ESI Power Generation UEP50206 (Operations), a Certificate IV in Management and Team Based Leadership, a Diploma in Electrical Engineering and an Electrical Fitters Trade Certificate.

[His] Use of stories/anecdotes to explain theoretical concepts. Practical techniques/tools to improve communication, delegation etc.
Senior Project Officer, DSE

Andrew Lee
Andrew Lee has extensive experience of over 30 years as a management consultant, trainer, facilitator and coach throughout Australia and Asia Pacific.

With his focus on performance, Andrew has run organisational development programs that deal with change, culture, leadership, management and an array of interpersonal skills including communication, presentations, conflict resolution, collaborative goal setting and giving feedback. The universal nature of his work has enabled him to achieve success in a broad range of industries.

Andrew is a master practitioner of NLP and is currently completing an MBA.

Janet Leung
Janet is a business consultant with over 26 years in management and experience covering an array of industries, including FMCG, leisure and hospitality and financial services. She specialises in communication, organisational culture change, change management and re-structures. Janet holds a Bachelor of Commerce in Accounting Finance and Information Systems and a Certificate IV in Training and Assessment (UTS). She regularly facilitates programs coaching people in communication and management skills, effective work habits to improve productivity and mentoring programs for middle to senior management.

Janet tailored the content to suit the group. She had great energy and a wealth of experience to share
Office Manager, Australian Defence Force Academy

Bill Knights
Bill is a registered Professional Geologist and AAPG Certified Petroleum Geoscientist with over 25 years experience in the oil and gas industry and over 20 years in shale gas. He has been immersed in the North American shale gas ‘revolution’ since 2000 and has completed reserves and resources assessments and geologic studies in various basins there. Bill has worked in the majority of the prospective shale gas basins worldwide and has evaluated shale prospects on four continents. Bill is a consultant with Netherland Sewell Associates, based in the US.

Easy style, informal approach and excellent knowledge
Principal Geologist, PIRSA

[His] Use of stories/anecdotes to explain theoretical concepts. Practical techniques/tools to improve communication, delegation etc.
Senior Project Officer, DSE

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Janet tailored the content to suit the group. She had great energy and a wealth of experience to share
Office Manager, Australian Defence Force Academy
David Lewis
David has a career spanning over 30 years that encompasses systems engineering, operations management, project management, IT procurement and sourcing along with performance improvement consulting in the rail and government sectors.

David’s beginnings in rail, combined with his solid experience in IT and systems engineering have provided him a strong basis for his current role in the rail sector as senior consultant in transport planning, where David specialises in rail engineering and operations analysis.

David has a Bachelor of Arts and a Master of Transport Systems Engineering.

Dr Bart Lucarelli
Bart has 28 years experience in energy projects implementation – 20 of which have been spent working on coal and power-related projects in Asia. He has also advised the governments of Indonesia, Thailand, Malawi and Lesotho on energy matters. Since 2004, he has worked an independent energy consultant with expertise in the areas of due diligence assessments of power and fuel investments and the design and implementation of coal supply and power plant tenders. Dr Lucarelli lives in Bangkok. His PhD is from the University of California, Berkeley.

Norman Lopez
With nearly 50 years experience in the maritime industry, Norman has vast experience in roles at sea and onshore, ranging from deck officer to ship and cargo surveyor, maritime academic, shipbroker, arbitrator, lawyer, author and nautical consultant.

Most recently Norman has directed corporations offering a variety of services to the shipping industry including consultancy, professional development, maritime training and ship and cargo surveying services in Australia and Hong Kong.

Norman holds an Extra Master’s qualification from the United Kingdom – the highest professional qualification for mariners – and was awarded the Thomas Gray Medal.

Kay Lord
Kay reached senior executive level in the public service in the early 1980s. Over the next 25 years she served at senior level in numerous agencies, including Sydney Water, Tertiary Education, Health and Corrective Services. Kay has worked in roles as diverse as the Premier’s Department policy, service delivery in rural regions and director of the HR functions. In many of these roles Kay has been responsible for major change programs. She has completed a Masters with a research thesis on the careers of successful change agents in Australia.

Kay was delightful from start to finish. I enjoyed her style, content, examples, and the way she shared her many leadership experiences

David Lunn
David is a procurement and supply chain professional with nearly 25 years experience, honed within oil and gas, mineral processing and public sector organisations. His experience encompasses all facets of global strategic sourcing, contracting and transactional procurement, across operations, maintenance and major capital project environments. He now provides tender and proposal management support to a diverse range of clients. David holds an MBA and a first class honours degree in Mechanical Engineering.

Graham Mackenzie
Graham has over 30 years experience in technical and operating roles in the coal mining industry including 15 years at Warkworth Mining’s open cut coal mine in the Hunter Valley. Most recently he served as President and CEO of a small publicly listed company in Canada, where he recently managed the financing, construction and operation of a new coal mine. Graham has a Bachelor of Engineering (Civil), and a NSW Coal Mine Managers Certificate of Competency, Open Cut Mines.

[His] knowledge is outstanding and could provide real examples to theory.

Graduate Policy Officer,
Transport & Main Roads

Contracts and Projects Manager,
Russell Mineral Equipment

Manager,
Defence

Access Advisor,
Aurizon
Robin Mann
Robin is a professional geologist with more than 30 years experience in geological and management positions in the petroleum industry, including co-founding and managing two TSXlisted oil and gas companies. After working on the exploration and production side of the industry, Robin entered the oil and gas consulting field in 1984 and has provided geological consulting services to clients across Canada and internationally, including projects on five continents. Robin is a member of the Association of Professional Engineers, Geologists and Geophysicists of Alberta; and the Canadian Society of Petroleum Geologists.

Reyna Matthes
Reyna has over 25 years experience as a senior corporate executive and working with executives, across various industries including mining, professional services, marketing and health. Prior to her role as a facilitator and coach, Reyna spent many years in the publishing and media industries, working with some of the leading international outlets managing teams and key accounts. Reyna specialises in the design and delivery of flexible, successful individual and group leadership programs that have proven to be a catalyst for instilling higher levels of effectiveness in executive leaders and leadership teams.

Eric Maynard
Eric is the director of education and a senior consultant for Jenike & Johanson, a world-renowned engineering consulting firm specialising in the storage, flow and processing of powder and bulk solids. During his 17 years there, he has designed handling systems for bulk solids including cement, coal, limestone, plastic powder, fertilizers, food products, and pharmaceuticals. Eric has gained valuable hands-on experience from working on over 500 solids handling and pneumatic conveying projects, and specialises in the cement and mining industries helping clients to reliably handle issues with challenging bulk solids.

Sean McCarthy
Prior to the study and practice of law, Sean spent over 20 years in building and construction in various roles featuring project management. He ran his own successful building company in Melbourne for seven years. Over the last 8 years, Sean has focused on construction, procurement, contracts and general property and commercial law in study and in legal practice. He now works with Doyle's Construction Lawyers providing both contract and dispute settlement advice. Sean also has qualifications in management, project management, procurement, contracting, and a Certificate IV in Training and Assessment.

Greg McLachlan
Greg has over 30 years experience in gas and LNG facilities working with companies such as Woodside, Shell, Chevron, Santos, Inpex and Flex LNG on various LNG projects around the world. His experience includes all phases of LNG plant design and operation including conceptual design, FEED, detailed design, start-up and operational support. Greg’s LNG experience began in 1983. With a background of process engineering, Greg has provided consulting services to various companies including Woodside, Worley Parsons, LNG Limited, Flex LNG, Oil Search, Talisman, Eastern Star Gas, and Santos.

Jillian Mercer
Jillian is Director of Service Transformation, a specialist management consultancy. She has over 25 years of experience in service performance management, customer focus, leadership and supply chain engineering in a variety of public, private and not-for-profit organisations across Australia, Asia and the Middle East. Jillian is author of May I Help You? Great Customer Service for Small Business and Contributing Author to Customer Service Excellence: How Organisations in Australia are Exceeding Customer Expectations. She is also owner of the major complaints registration web site, www.nocustomerservice.com

Very informative, good communicator and captured the staff interest all day

Finance & Administration Manager,
Gumala
Instructor Faculty

Mike Nendick
Mike is a transport safety professional who has worked for a range of organisations operating in complex, high reliability environments. He is internationally recognised as a leader in Human Factors (HF) and Safety Management System (SMS) development, implementation, and analysis.
Mike has developed highly regarded human factors, safety management systems, error management and risk management training programs for safety regulators and industry.
He has also been involved in safety systems regulatory development and non-technical skills assessment.
Mike has a Master of Science (Hons) in Organisational Psychology and a Diploma of Management.

Cathie O’Neill
Cathie is a senior health sector consultant. Her background in the health sector includes senior management, organisational development, safety, quality and education.
She has worked across the public, private, not-for-profit, acute and aged care sectors in rural, regional and metropolitan settings. Cathie has extensive experience in service reviews and process redesign. Her strong professional focus is on culture change, organisational development, and quality.
Cathie has worked on many clinical governance and large scale quality improvement projects including establishing the first clinical governance framework for one of Australia’s largest aged care providers.

Dr Christopher Nobes
Currently Professor of Accounting at Royal Holloway, University of London, Chris was on the Board of the International Accounting Standards Committee from 1993 to 2001. Named ‘Outstanding International Educator’ of the American Accounting Association in 2002, he has given IFRS courses for leading multinationals. Chris has acted as an independent assessor or expert witness on IFRS cases, has authored or co-authored 14 books, and is on the editorial boards of two Australian journals. He has published on differences between IFRS and national GAAPs and on national versions of IFRS practice.

Trevor Osborne
Trevor has over 30 years experience in geotechnical engineering and project management, with particular emphasis on mine tailings management, foundation design and construction and below-ground construction. Specialist areas also include retaining structures, specialist foundations and tunneling using pipe jacking techniques. Trevor was formerly Managing Director of Osborne Geotechnical, GFWA Pty Ltd and Grouting and Foundations (WA) Pty Ltd. He is a Member of the Institute of Engineers of Australia and the Australian Geomechanics Society. Trevor is currently the Chief Executive Officer of ATC Williams.

Zina O’Leary
Dr Zina O’Leary is a renowned sociologist and acclaimed author with over 20 years experience as an academic and consultant working across the private and public sector.
Zina’s social psychology background informs her highly successful approach to professional/ organisational development and her scholarship has made her an internationally recognised leader in research methodologies, evaluation and advocacy.
Zina is currently a senior academic at Sydney University’s graduate school of government and the Australia and New Zealand School of Government, where she teaches decision making under uncertainty amongst other things.

Dr Hugh Outhred
Over the last 30 years, Hugh Outhred has contributed to power system analysis, the theory of electricity industry restructuring, renewable energy technology and its interaction with power systems, energy policy and sustainability policy.
He co-authored a report on electricity industry restructuring for the California Energy Commission and led a project for the National Grid Management Council. He has served on the Board of the Australian Cooperative Research Centre for Renewable Energy and as Associate Director of the Centre for Photovoltaic Devices and Systems at the University of New South Wales.

Great knowledge, willingness to answer all questions. Easy to engage with

Process Co-ordinator,
Savannah Nickel Mines

Very detailed knowledge of this industry...made the delivery of information very interesting...courses such as these can tend to be very ‘boring’ – this one wasn’t

Manager Revenue Management,
Powercom & CitiPower
Stephen Palmer
Stephen began his career at BHP’s Newcastle Steelworks in 1987. In his 12 years with BHP engineering groups he worked on a variety of sites and in fields including communications, process control and automation, MMI and drives. Stephen has spent 10 years with Energy Australia’s Safeearth Group (Network Earthing) and is now the Principal Consultant of Safeearth Consulting. He has extensive experience in earthing system design, audit and testing, lightning protection and induction risk management across a range of industries and regularly teaches earthing courses and speaks at conferences.

Stephen was very open to answer questions at any time and has a passion for what he does

Howard Parkinson
Howard is a chartered engineer with over 20 years of experience in the international railway industry, more recently as an independent consultant, researcher and trainer.

He has experience in signalling, rolling stock, infrastructure and railway systems projects at a senior level and has just finished an assignment in Australia working on systems integration for automatic train protection.

His project positions at senior levels have included systems assurance manager, senior project manager, lead safety assessor, and head of systems engineering and safety. He has had experience in metro, tram and heavy rail.

Very knowledgeable with significant and relevant experience. Approachable and gave excellent examples of practical application.

Leigh Paskin
Leigh has over 40 years project experience spanning all aspects of concept, feasibility, design, specification, value engineering, project management through to commissioning of plant and equipment. Leigh has applied his knowledge and skills in the areas of mining, minerals processing and transportation of iron ore, lead/zinc, gold, coal, silicon metal, bauxite and manganese. Leigh has specific plant engineering experience in green and brown field situations, including stockyard design, material storage, crushing, screening and mineral processing facilities. He holds a Bachelor of Science (Engineering) and an Executive Master of Business Administration.

He had real life experiences to share and delivered the content of the course clearly and confidently.

Alan Patching
With over 30 years experience, Alan is an internationally respected quantity surveyor (by qualification) and project manager and director (by experience). He founded, grew and sold a number of consultancy businesses before holding senior executive positions at various corporations. Alan was CEO and project director of the entity which owned Sydney’s Olympic Stadium and project director on the $280m redevelopment of Suncorp Stadium. Alan has managed or directed over $7 billion of major projects throughout Australia and in the early 90s negotiated the country’s largest ever property deal valued at $1.4 billion.

Very vibrant and informative. Lots of great points and techniques

Terry Paxton
Terry Paxton has over twenty years of consulting experience, predominantly working in the infrastructure and resource development arena. In his two decades of consulting Terry has provided services to a range of public and private sector clients including government departments, government owned corporations, private companies and publicly listed companies such as BHP Billiton, Wesfarmers, QGC and Xstrata. Terry’s services to these clients have ranged from undertaking peer reviews to developing and implementing consultation and negotiating strategies for projects ranging from wind farms to mine and resort developments.

Annette Perrin
Annette works with various public and private organisations, designing and implementing tendering and contracting strategies to deliver projects for some of Australia’s biggest infrastructure owners and operators. Annette has a strong background in market compliance and governance. Industries Annette has worked in include electricity, water, road, land, building, property and health. Annette is a Consultant with Alchimie Pty Ltd, holds post graduate qualifications in Economics and a BA. She is an associate of the Relationship Contracting Network of Western Australia.
Brian Povey
Brian has 40 years experience in the mineral processing and iron ore pelleting industry, with 25 years spent in operational roles and 16 at senior site management level. Brian was Resident Manager of a magnetite processing mine, Operation Manager of a major coal mine in the Bowen Basin, Operation Manager of a manganese mine in Ghana and Mine Manager of a Pilbara iron ore mine. For the last 15 years he has applied this practical knowledge to plant design, project development, feasibility and due diligence studies.

Very knowledgeable – a clear expert in his field. Good use of diagrams, photos and whiteboard

General Counsel,
Mitsubishi

David Powell
David specialises in executive leadership facilitation and management development. His corporate career spanned 14 years in oil and gas with BP, Amoco and AGL and 10 years in information technology with ICL and Tandem where he held general management roles. Since 1993, David has worked with over 170 clients across five continents. He has facilitated numerous strategic plan development sessions together with leadership and management skills workshops. David gained a first-class honours degree in Chemical Engineering from Edinburgh University and subsequently undertook postgraduate studies in psychology at Macquarie University in Sydney.

Very experienced. Knew how to control the group. Knew the way to achieve outcomes with complex and often conflicting parameters

Teacher,
NEIT

Dr John Preedy
Dr Preedy worked for BP for 28 years as a Research Associate and Team Leader, working on feasibility studies and acting as a ‘troubleshooter’ covering all aspects of BP’s businesses. After leaving BP in 1992, he continued working in the offshore oil industry through Azur Offshore Ltd, including activities in the assessment of emerging and novel technologies, technical and economic audits, deepwater studies, production-sharing agreement evaluations, safety and environmental issues. Past projects have included Chevron North Sea, Total’s Otter Field and BP Greater Plutonio.

Broad knowledge on various projects and the industry in general

Flow Assurance Team Leader,
Pöyry

Herman Purutyan
Herman is CEO of Jenike & Johanson, Inc., a world-renowned engineering consulting firm. During his nearly 20 year tenure he has designed reliable solids handling systems for a wide range of bulk materials for food, pharmaceutical, chemical, and mining applications. He lectures frequently on the subject to the American Society of Mechanical Engineers and is a contributor to the ASME Structures for Bulk Solids committee. Herman has published over 24 articles in his field. He holds two patents, a Bachelors and Masters of Science in Mechanical Engineering, and an MBA.

Herman has a lot of practical experience and is a good lecturer, with a clear voice, good movement and mannerisms

Technical Projects Manager,
BHP Billiton Iron Ore

Ambrose Rajadurai
Ambrose has over 40 years cross-disciplinary experience in shipping in Europe, Asia and Australia. After serving as a Master Mariner, Ambrose held various positions at Shell, BHP and Global Carriers Ltd, gaining experience of wet, dry and liner chartering and technical and commercial operations from the perspectives of shipowner, charterer and broker. Ambrose subsequently established his own legal practice specialising in maritime and international trade law. He is a Fellow of the Institute of Chartered Shipbrokers. Ambrose has a Master Mariner Class 1, an MBA, LLB (Hons), and LLM (Maritime Law).

INTERNATIONAL SPECIALIST

Colin Randall
A mining engineer with over 40 years coal experience, Colin became a mine manager at 27, subsequently held a range of positions, and now directs a number of coal mining and exploration companies. He is Managing Editor of the Hunter Valley Coal Report. Colin is experienced in both underground and open cut mines. He has firsthand experience at dealing with emergencies, disasters and crises in the mining industry. Over the last 20 years, he has mentored and tutored over 30 people for their mine manager’s exam.

[He] had real life experiences to share and delivered the content of the course clearly and confidently.

Graduate Process Engineer,
BHP Billiton
Terry Reid
Terry Reid combines an exceptional legal mind with over 20 years of teaching experience and a flair for imparting knowledge. He is a barrister and solicitor, and he regularly advises on topics such as contract law, legal compliance in the business sector, and regulatory reform in financial markets. Terry is also consulted on legal frameworks and law reform to both the Asian Development Bank and the World Bank.

I enjoyed the interactive learning transfer method whereby Terry posed questions and the group developed the answers with his assistance.

John Sing
John Sing has worked in finance and commerce for over 25 years as a practitioner, lecturer, facilitator, and professional development program developer. He has considerable experience in the oil and gas industry, where he provides advice, training, and facilitation to improve relationships between project managers, technicians, and finance professionals. He is currently working with a large international oil company supporting its upstream operations, via project management, risk management, contracting, procurement, project accounting, and project reporting and development work. John has a bachelor and masters of business commerce, and a PhD from Southern Cross University.

Karen Schmidt
Karen Schmidt is an award-winning speaker, facilitator, and author who successfully transitioned from secretary to business consultant. Her experience comprises over 20 years in HR management, corporate education, consulting, and administration. Throughout her career, Karen has worked with the public and private sectors in small, medium, and large organizations across a wide range of industries. Karen holds a Bachelor of Education (Adult Education), a Certificate IV in Assessment and Workplace Training, DISC and TMI accreditation, and a professional member of the National Speakers Association of Australia (NSAA).

Karen’s passion for her work is infectious, making it difficult for even the most course-weary participant not to get involved and enjoy the experience.

David Skegg
David Skegg has over 30 years of experience as a consultant in the management of risk, with particular application to occupational and public health and safety. David is an experienced adult educator, highly regarded for his practical approach and his ability to involve and motivate participants. David has formal postgraduate qualifications in occupational health and safety, management, and management education. He was a Diploma Course presenter for the Australian Institute of Company Directors, has been an occupational first aid instructor and senior examiner and was secretary (Training Branch) of the St John Ambulance organisation.

Dan Paul Smith
Dan Paul Smith is a registered petroleum engineer with 29 years of experience in reserves certification. He has worked in the CSM industry since the initial projects in the Black Warrior basin in the late 1980s. Significant coal bed methane projects over the last 10 years have included multiple US projects in the Black Warrior, San Juan, Raton, Uinta and Powder River Basins, and international work in Australia, Botswana, Canada, China, Czech Republic, Indonesia, Ireland, Israel, Mexico, Poland, United Kingdom, and Vietnam. Australian projects include the Gippsland, Gunnedah, and Bowen Basins.

Bernie Siddall
Bernie Siddall has over 40 years of experience in the mineral processing industry covering all aspects from initial testing through feasibility, process design, commissioning, and operations management. Bernie contributes diverse knowledge of plant design and operation. Bernard has worked internationally on projects ranging in scale from the small to the very largest. These include porphyry copper, porphyry gold, nickel/copper/cobalt, complex sulphides of copper/zinc, lead/zinc, gold/copper/uranium, refractory gold and industrial minerals such as manganese and magnetite. He holds a BSc (Hons) in Metallurgy and a Graduate Diploma in Mineral Dressing & Coal Preparation.

Dan Paul Smith is a registered petroleum engineer with 29 years of experience in reserves certification. He has worked in the CSM industry since the initial projects in the Black Warrior basin in the late 1980s. Significant coal bed methane projects over the last 10 years have included multiple US projects in the Black Warrior, San Juan, Raton, Uinta and Powder River Basins, and international work in Australia, Botswana, Canada, China, Czech Republic, Indonesia, Ireland, Israel, Mexico, Poland, United Kingdom, and Vietnam. Australian projects include the Gippsland, Gunnedah, and Bowen Basins.

Animated and interested in what (he) was talking about – very knowledgeable.

Production Engineer, Queensland Gas Company
Russell Smith
Russell is currently the General Manager of BMT WBM’s Machinery Group. He has been involved in failure investigations of large coal mining machinery, both surface and underground, including the redesign of sub-systems to reduce the risk of failure recurrence. Russell’s experience covers site testing and analysis to experimentally capture real operating conditions and loads. Additionally, Russell has carried out numerous longwall roof support structural and hydraulic audits, including dynamic analysis of hydraulic systems. Russell has acted as an expert witness in litigation connected with hydraulic system and other machine failures.

Dr Fiona Sofra
Fiona is Managing Director of Rheological Consulting Services (RCS), providing test-work services, expertise and advice on the processing of particulate slurries in a range of operational environments. Fiona has conducted testwork for and consulted to many world-leading minerals companies including BHP Billiton, Rio Tinto, Barrick Gold, Alcoa and Anglo American, providing real and workable solutions to problems through understanding and control of the slurry environment. Fiona is an Honorary Fellow at the University of Melbourne and holds a Bachelor’s degree and a PhD in Chemical Engineering.

A potentially complex subject explained in very clear and easy to understand terms with hands-on demonstrations and group participation interspersed along the way

Technical Manager,
FLSmidth Minerals

Andrew Susani
Andrew has worked in the field of conveyor engineering, condition monitoring and auditing for the past 12 years. During this time Andrew has had a wide degree of exposure to many different conveyor installations across different materials handling applications in the coal, ore, cement and sugar industries across Australia.

Andrew has experience in completing audits for over 600 conveyor installations and conveyor designs, to the AS1755 standard. The auditing process is designed to identify and prioritise potential safety problems so that the site can plan and initiate conveyor safety improvements efficiently.

Peter Symons
Peter has over 38 years of experience in the railway industry, with experience in the management, design, testing and construction of signalling and control systems, mostly with Westinghouse Signals Australasia where he held various test, design, project manager and management positions.

Recent roles and activities have included being the chair of the Collaborative Development Group for the RailCorp ATP Pilot Trial, systems engineering and design manager for the NovoRail alliance, signalling technical manager developing and delivering signalling principles courses.

Peter is a fellow of the Institution of Railway Signal Engineers (IRSE).

Brian Taylor
Brian has over 20 years diverse experience in the oil and gas industry with over 10 years dedicated to both shallow and deep water subsea systems engineering.

Having held positions ranging from fabricator to designer, engineer and department manager, Brian brings a wealth of practical and tertiary experience to any project and classroom environment. As an engineering practitioner, Brian can include project engineering and management, design and detailing, manufacture, integration testing, installation, commissioning and field support in his skill-set.

Brian has a BEng (Hons) in Offshore Engineering.

Duncan Thomson
Duncan Thomson is a Drilling Engineer with 10 years experience in coal & CSG, actively engaged in CSG project development in eastern Australia. Currently, he is working on developing projects in Queensland and Victoria for a range of junior explorers and CSG production companies. Duncan has experience in coal seam geology, exploration, coalbed methane, geotechnical engineering, safety systems and project management. In addition to a BSc in Geology from the University of Newcastle, Duncan holds a Masters of Mining Engineering from the University of NSW.
Scott Thomson
Scott has spent over 30 years in the coal and energy industries, including 12 years as a consultant to the coal seam methane (CSM) and coal mining industry. Scott has worked in most of the major coal seam gas basins worldwide and assisted with technology transfer of advanced directional drilling technology into emerging markets. He holds a BSc in Geology, an MSc in Geology and an MBA. He is a member of the Geological Society of Australia and the Society of Petroleum Engineers and is a CSM CRC research leader.

Good balance of theory and practical experience; contrasting styles made course informative and kept my interest up

JV Manager,
Origin Energy

Allan Trench
Allan has over 21 years experience within the mining/metals and oil/gas sectors, including operations exposure and senior management positions with Kalgoorlie Consolidated Gold Mines, WMC and Woodside Energy. He has served as non-executive director to a number of junior resources companies. Allan assists senior company decision-makers to make well-founded management decisions, with specific expertise in corporate strategy and operations consulting. Allan holds a Masters degree in Mineral Economics (Curtin), an MBA (Oxford), a doctorate in Geophysics (Glasgow) and an Honours degree in Geology/Geophysics (Royal School of Mines).

Allan is easy to talk to, full of knowledge in the mining industry in different areas.

Senior Operations Trainer,
BGC Contracting

Derek Viner
A chartered professional engineer, Derek has over 30 years experience, an MSc in Air Transport Engineering and a BSc in Mechanical Engineering. Following an early career in aerodynamics, Derek developed the first post graduate course in Australia in the subject of occupational hazard management and subsequently designed a post graduate course in risk management. Derek has consulted widely in industries such as steel, electricity, manufacturing, pharmaceuticals, mining and transport both in Australia and overseas. He has been engaged as an expert witness on many occasions.

Derek’s knowledge on the subject was exceptional. I also enjoyed the anecdotal evidence of support theory. Real life examples were also very valuable

Engineer Manager,
Siemens

Michael Vogel
Michael brings more than 20 years of experience in communications networks, which he gained whilst working for telecommunications and IT giants OTC, Telstra, JNA Telecommunications, Oracle and Ernst & Young Consulting. Michael’s expertise extends to Networks Design, Product Development and Product and Services Planning from both the perspective of a Telco and Network Equipment manufacturer. Michael started his career as an engineer and has a Bachelors degree in Electrical Engineering and an MBA specialising in Technology Management.

Very knowledgeable, great presentation skills, tons of facts

GM,
Visionbytes

Roger Ward
Roger has over 40-years experience in the international maritime industry and spent 20 years at sea where he obtained his Master Class 1 Certificate. The majority of his career was spent in the towage industry where he gained operational experience on many types of tugs. He also spent a number of years ashore as a marine manager. In recent times he has worked as a marine consultant on a number of domestic and international towage projects. Roger has an MBA and qualifications in risk management and auditing.

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GM,
Visionbytes

Narayan van de Graaff
Narayan has over with over 20 years of experience in HR training and consulting, and runs his own management consultancy in performance management, leadership and communication. Narayan has developed and facilitated workshops across all areas of communication including performance management, leadership, influencing, negotiation, conflict resolution, coaching, mentoring and team building. He has very strong team building and leadership skills after managing a team of management training facilitators in banking for many years. Narayan’s courses have a very strong adult learning focus making them experiential, practical and closely linked to workplace realities.

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Narayan van de Graaff
Narayan has over with over 20 years of experience in HR training and consulting, and runs his own management consultancy in performance management, leadership and communication. Narayan has developed and facilitated workshops across all areas of communication including performance management, leadership, influencing, negotiation, conflict resolution, coaching, mentoring and team building. He has very strong team building and leadership skills after managing a team of management training facilitators in banking for many years. Narayan’s courses have a very strong adult learning focus making them experiential, practical and closely linked to workplace realities.
Dr Maxine Watson
Maxine began her career in the UK power industry and held senior positions at AEA Technology and ESR Technology, including Head of Metallurgy and Materials Engineering for the National Centre of Tribology. She is a metallurgical expert witness with over 25 years experience in root cause failure diagnosis, failure prevention and remediation, specialising in the reliability of rotating equipment. Maxine was a member of the Institute of Materials Surface Engineering committee and the Institute of Mechanical Engineers Tribology Group and was on the advisory board for the UK Pump Centre.

An obvious subject matter expert, Maxine was a pleasure to listen to and learn from. Highly engaging and able to throw so much passion into the topic

Project Engineer Freight, John Holland Rail

Bourby Webster
Bourby has over 15 years of experience in marketing, branding, business development and coaching in private and public sectors and not-for-profit. She currently directs marketing consultancy North Street Consulting and is a lecturer, trainer/coach and musician. Formerly, she was National Head of Business Development at MWH Pty Ltd (a multi-disciplinary engineering firm), marketing manager at an environmental consultancy and at the WA Institute of Sport. Bourby has a BA Hons (Oxford University), a postgraduate Diploma of Performance (Royal College of Music) and an MBA (University of Western Australia).

One of the best decisions we’ve made was to engage, through Informa, and Bourby Webster as the marketing course facilitator

Manager, Workforce Planning and Development, TAFENSW – New England Institute

John Westover
John has over 30 years experience in gas processing working as/for an owner/operator and as a designer/contractor for numerous projects. John started at Amoco as a surveillance engineer for natural gas processing plants. He then moved to the Arctic with Fluor, then to Australia where his work comprised HAZOP studies, greenfield design, disaster recovery, asset modifications and client secondments, including at BHP Billiton where he learned asset management. John has a Bachelor of Science in Chemical Engineering and a Master of Engineering Science in Process Integration.

Very approachable Encourages discussion and tailors material to the needs of the class

LNG Offtake Coordinator, Woodside Energy

Michael Williams
Michael is an energy professional with worldwide experience particularly in gas and LNG, most recently in China and Taiwan. As managing director (Gas and Power) for Shell in China, Michael was credited with major influence in changing China’s energy policy towards importing LNG and utilising gas. His influence on the development of energy policy in China and in Taiwan was recognised by the Energy Working Group of APEC and by the associated policy development body, Asia Pacific Energy Research Centre (APERC), based in Tokyo.

A wealth of knowledge and most importantly he shares it very well

Projects Integrations Engineer, Santos

Mike Wood
Mike is a consultant metallurgical engineer with more than 30 years of integrity and durability related experience covering a wide range of gas turbines from all the major Original Equipment Manufacturers.

He has carried out numerous life assessments for plant operators on turbine components, encompassing primarily turbine blades and discs/rotors, compressors and combustors.

Mike has investigated many major incidents in gas turbine plants to determine their root causes, potentially costing many millions of dollars.

Mike has a PhD and BA from Oxford University and is a Chartered Engineer.

Clive Workman-Davies
Clive holds bachelor and masters degrees from the University of the Witwatersrand, South Africa. With over 35 years experience, he is a certified mine manager in South Africa, a member of the AusIMM and SAIMM, and an associate of the Association of Mine Managers of South Africa. Clive has recently rejoined WASM in Kalgoorlie after having worked one year for Mining Plus, a mining engineering consulting company. His experience includes underground mining, mining feasibility studies, mechanised mining projects, and productivity studies.

Good clear presentation with sound knowledge across all industries

Principal Contract Specialist, BHP Billiton – Iron Ore
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Informa Corporate Learning has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants. If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

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“Once again, Gina provided extremely high value added delivery to our business. She wowed the participants and all loved her approach, the content and personality. Thank you for tailoring and customising the content to suit the needs of our group.”

Learning and Development Lead,
Pillar Administration
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Do you have 8 or more people that require the same training? Do you want to save up to 40% from the public course costs?
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Who we are

- We offer one of the largest, most diverse range of training & development services in Australia spanning 30+ industry sectors
- We strive to help our clients achieve their objectives via relevant, applicable learning transfer
- We’re one of the world’s leading business intelligence, academic publishing & events businesses, 7000+ employees in 20+ countries

What we do

- We offer both soft skills & industry specific skill building opportunities
- Our training is facilitated by carefully selected, regularly audited subject experts
- We have no geographical boundaries - our experts span the globe
- We offer a research based learning design approach that ensures content is innovative, industry leading & agile

How we do it

- Off-the-shelf - we offer a 400+ library of learning content that be tailored to suit
- Custom/Bespoke – we can shape or design learning to suit your specific needs
- Managed Learning – for clients wanting to outsource a learning program/project
- Delivery - training can be delivered face to face, online, on/off-site, globally

2016 Course Calendar

<table>
<thead>
<tr>
<th>Course Title</th>
<th>WA</th>
<th>NSW</th>
<th>QLD</th>
<th>VIC</th>
<th>Standard Price*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Law Fundamentals for Non-Lawyers</td>
<td>2-8 May</td>
<td>14-16 Nov</td>
<td>19-20 Apr</td>
<td>20-21 Jun</td>
<td>$2,595</td>
</tr>
<tr>
<td>Contract Law Masterclass for Non-Lawyers</td>
<td>4-5 May</td>
<td>21-22 Apr</td>
<td>22-23 Jun</td>
<td>$2,595</td>
<td></td>
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<tr>
<td>Contract Management &amp; Administration Fundamentals</td>
<td>25-26 May</td>
<td>7-8 Nov</td>
<td>9-10 Nov</td>
<td>$2,595</td>
<td></td>
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<tr>
<td>Contract Writing &amp; Negotiation for Non-Lawyers</td>
<td>1-2 June</td>
<td>$2,595</td>
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<tr>
<td>Contract Scopes, SOVs &amp; KPIs Masterclass</td>
<td>28-29 Apr</td>
<td>$2,595</td>
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<tr>
<td>Contract Claims, Variations &amp; Disputes Masterclass</td>
<td>11-12 May</td>
<td>14-15 Jun</td>
<td>$2,595</td>
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<tr>
<td>Contract Negotiation &amp; Influence Masterclass</td>
<td>16-17 Jun</td>
<td>$2,595</td>
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</tbody>
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Leadership, Management & Communication

- Communicating with Influence & Professional Presence | TBA | 16-17 May | $2,095 |
- Developing Professional Assertiveness & Confidence | 23-24 May | 8-9 Nov | $2,095 |
- From Technical Professional to Manager & Leader | 22-23 Jun | 12-13 Oct | $2,095 |

Mining, Energy & Natural Resources

- Oil & Gas Exploration & Production Fundamentals | 14-15 Jun | $2,695 |
- Introduction to Petroleum Geology | 1-2 Jun | $2,695 |
- Introduction to Petroleum Drilling | 30-31 May | $2,695 |
- Introduction to Oil & Gas Accounting | 5-6 Dec | $2,695 |
- Financial Reporting in Oil & Gas | 7-Dec | $1,495 |
- LNG Fundamentals | 6-8 Apr | $4,495 |
- Australian Gas Industry Fundamentals | 7-Nov 11-May | $1,695 |
- Commercial Gas Contracts | 8-9 Nov 12-13 May | $2,695 |
- CSG Fundamentals | 19-20 May | $2,695 |
- Fitness-for-Service Assessment | 5-6 Sep | $2,695 |
- Exploration, Mining & Processing Fundamentals | 10-11 Nov | $2,695 |

*All prices are exclusive of GST & for individuals. For group pricing or early bird discount information on public courses please call 02 9080 4050

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I have worked with many external providers during my career in learning and development and I have to let you know that Informa Corporate Learning is absolutely the most impressive. Thank you for being such a delight to work with.

Learning and Development Coordinator, Campbell Brothers Limited

I have learned a great deal. I enjoyed the case studies, examples from Terry’s (Reid) professional experience. Very competent, open for discussion and questions, info made a lot of sense.

Business Relations Manager, Coogee Chemicals Pty Ltd

Informa instructors were very professional and personable. They have great knowledge on the topics covered and were able to get everyone involved. I would say this is the best course I have been on.

Finance Officer, Medicare Australia

Informa Corporate Learning is unquestionably our favourite client. What started as a small assignment has now turned into one of our most significant and satisfying business relationships. The professionalism, attention to detail, likeability and organisation of the staff is second to none, as are their products.

John Baikie and Isabel Deeble, MPowering Pty Ltd


For more details on courses call +61 2 9080 4050 or email training@informa.com.au