

➤ Training Calendar
January-July 2010



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

Informing and Inspiring Organisations to Improve

➤ Telarc Training and Improvement Solutions



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Training and Improvement Solutions Overview



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Training and Improvement Solutions

Achieve Positive Outcomes and Sustainable Performance

If your organisation uses formal management systems, assurance or business improvement frameworks, you know that these are significant investments – investments that can deliver big returns. Such returns include consistent, transparent and accountable operations, robust risk management, systematic continuous improvement and many more.

The return on any investment, however, depends on how well it is managed and maintained. Telarc Training and Improvement Solutions offer a range of solutions that help organisations enhance the effectiveness of and returns from their management system and assurance programme investments.

Learning That Supports Business Needs

Telarc uses established methods and offers the latest learning approaches to our clients that will enable:

- Increased awareness of standards, management systems and the latest business improvement frameworks and techniques;
- Effective implementation of management systems and assurance programs;
- Enhanced capability to audit and maintain your internal management systems;
- Driving waste and defects out from processes to enhance desired outcomes;
- Going beyond compliance to achieve other critical business objectives and goals;
- Building a culture of continuous improvement across organisational systems and processes, based on enhanced knowledge and capability.

Informing and Inspiring organisations to improve

Improvement for the Individual and the Organisation

To bring about swift change and improvement, you may need to build awareness, knowledge and skills at an individual level, across the entire organisation – or both.

Our solutions include:

Public Training – A convenient, high value option that's suitable to build individual capacity for a small number of participants.

In-house Training – Cost-effective learning for groups of participants or for larger scale engagement to support specific business initiatives.

The Benefits: Maximising Your Business Investment

We can empower organisations and their people to implement and maintain effective management systems and process improvement programmes by equipping them with the necessary knowledge and skills which will deliver:

- Improved quality and consistency
- Higher customer satisfaction and fewer complaints
- Reduced cost due to inefficiency or rework
- Productivity gains through people and process
- Increased profitability
- Engaged and empowered staff
- Better risk management
- Systems that support your current and future goals
- Lasting improvements and sustainable performance

Check the Calendar Now

The following Calendar contains all you need to access our latest training courses. It covers all levels, including dates, venues, course descriptions, prerequisite learning, costs and more.

Register Today – and Move to the Next Level

Whatever your organisation's industry, level or stage, don't stand still.

Contact us today and find out more about the public, inhouse and other specialised training programmes we offer to deliver the skills and opportunities to take you and your business to the next level.

Email us at admin@telarc.co.nz
 Call us on 0800 004 004
 or visit us online at www.telarc.co.nz

Quality Management



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A Quality Management System (QMS) helps create strong and sustainable organisations and builds processes that help ensure key business objectives are achieved. Gain a comprehensive understanding of quality management systems and learn the most effective and business-focused strategies for documenting, implementing and auditing ISO 9001:2008 quality management systems.

Internal Auditing Course

Delivered by New Zealand Quality College

Intermediate

Price **\$1045.00 (+ GST)**

Book one month in advance to receive the early bird price of **\$875.00 (+ GST)**

Course Length **2 Days**

Time **9am - 5pm**

Gain a holistic view of view of internal auditing – theoretical aspects and the opportunity to practically apply internal auditing processes which are suited to all management systems (including industry and best practice models).

Participants learn the essentials of auditing, including:

- Managing an audit
- Conducting opening and closing meetings
- Interviewing staff
- Collecting objective information
- Relating findings to a standard
- Preparing reports that help management improve systems and performance.

Prerequisites

A good working knowledge of the standard to be audited is essential for all students of this course. Standards could include:

- AS/NZS ISO 9001
Quality management systems – Requirements

- AS/NZS 14001
Environmental management systems – Specifications with guidance for use
- NZS 4801
Occupational health and safety management systems – Specifications with guidance for use
- NZS ISO/IEC 17025
General requirements for the competence of testing and calibration laboratories.

Dates

Auckland	29-30 April, 1-2 July, 16-17 September, 1-2 December
Wellington	2-3 June
Christchurch	17-18 June

Quality Management



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Lead Auditor in Quality Management Systems

Delivered by New Zealand Quality College

Advanced

Price \$2,450 (+ GST)

Book one month in advance to receive the early bird price of **\$2150.00 (+ GST)**

Course Length 5 Days

Time 9am - 5pm

Receive concentrated and comprehensive training in the theory and practice of auditing Quality Management Systems based on ISO 9001:2008. Gain a practical understanding of the responsibilities of a quality auditor, and the techniques and methodologies required to effectively audit a Quality Management System. Prerequisite requirements apply. Check website for further details.

Partnering with



The New Zealand Quality College offers this course in partnership with ANDSAM Training, which provides training and assessment services specialising in the development, implementation and auditing of management systems. ANDSAM Training is approved by RABQSA International (RABQSA No. 013408).

Relevant RABQSA Competency Units

This course qualifies participants to become a Provisional Quality Auditor under the RABQSA Auditor Certification Scheme. The training has been structured to address the elements of competency required under the RABQSA International competency units:

- RABQSA-QM Auditing Quality Management Systems
- RABQSA-AU Auditing Management Systems
- RABQSA-TL Leading Management System Audit Teams.

Upon successful completion of the course, participants will receive a Certificate of Attainment.

Dates

Auckland 8-12 March, 17-21 May, 2-6 August, 22-26 November

OHS Management



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A thorough knowledge of Occupational Health and Safety Management Systems can safeguard your business and its greatest assets – people. An OHS System allows you to create a safe, secure and well-managed workplace by identifying and minimising hazards associated with your organisation's business, reducing incidents, accidents and injuries in the workplace, and providing due diligence evidence should an incident or accident occur. To gain a better understanding of OHS issues and risk controls for your business, attend the following OHS Management Systems courses.

Incident Investigation and Analysis

Introductory

Price **\$650 (+ GST)**

Book one month in advance to receive the early bird price of **\$585.00 (+ GST)**

Course Length **1 Day**

Time **9am - 5pm**

Build your knowledge of the incident investigation process. Learn how to evaluate, define and investigate workplace incidents, identify causes, implement corrective and preventative actions, and report your findings and recommendations.

A highly interactive course using real case scenarios that will enable participants to use the incident analysis techniques from the course immediately on return to their workplace.

Dates

Auckland 9 July

➤ Environmental Management



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With environmental responsibility rapidly becoming an important concern for all organisations, getting the right framework to deal with the requirements and conditions that shape your business world is vital. Effective implementation of an Environmental Management System can help you manage environmental risk, satisfy needs of stakeholders, optimise quality, sustain performance and deliver many other positive outcomes leading to significant cost savings for your business.

➤ Lead Auditor in Environmental Management Systems

Delivered by New Zealand Quality College

Advanced

Price \$2,450 (+ GST)

Book one month in advance to receive the early bird price of **\$2150.00 (+ GST)**

Course Length 5 Days

Time 9am - 5pm

Receive concentrated and comprehensive training in the theory and practice of environmental auditing. Gain a practical understanding of the responsibilities of an Environmental Auditor, and the techniques and methodologies required to effectively audit an Environmental Management System. Prerequisite requirements apply. Check website for further details.

Partnering with



The New Zealand Quality College offers this course in partnership with ANDSAM Training, which provides training and assessment services specialising in the development, implementation and auditing of management systems. ANDSAM Training is approved by RABQSA International (RABQSA No. 013408).

Relevant RABQSA Competency Units

This course qualifies participants to become a Provisional Environmental Auditor under the RABQSA Auditor Certification Scheme. The training has been structured to address the elements of competency required under the RABQSA International competency units:

- RABQSA-EM Auditing Environmental Management Systems
- RABQSA-AU Auditing Management Systems
- RABQSA-TL Leading Management System Audit Teams.

Upon successful completion of the course, participants will receive a Certificate of Attainment.

Dates

Auckland	3-7 May, 1-5 November
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Business Improvement



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In today's uncertain economic climate there has never been a greater need for organisations to improve efficiency of processes, reduce waste and reduce costs in order to ready themselves for any opportunities that arise. The following Business Improvement and Six Sigma training courses will provide you with practical techniques to help your organisation achieve a key range of objectives and ensure better business performance.

Process Mapping

Intermediate

Price **\$1300 (+ GST)**

Book one month in advance to receive the early bird price of **\$1170.00 (+ GST)**

Course Length **2 Days**

Time **9am - 5pm**

Gain insight into how process mapping can make business more effective and productive by looking at real-world experiences across a wide range of industries. Map your business processes and identify critical areas for improvement, and learn how to reduce errors and improve customer service.

Since the process approach is fundamental to quality, business excellence, integrated systems and continual improvement, this course provides invaluable assistance for you to establish your foundation to your business system.

Dates

Auckland 20-21 April

Continual Business Improvement – Methodology and Tools

Intermediate

Price **\$1300 (+ GST)**

Book one month in advance to receive the early bird price of **\$1170.00 (+ GST)**

Course Length **2 Days**

Time **9am - 5pm**

Define continual business improvement and systematically work through each stage of the PDCA cycle (Plan, Do, Check, Act). Develop the knowledge and skills necessary to utilise data analysis to support your continuous improvement initiatives.

Designed for those who wish to improve their work effectiveness through better management of process improvement. This course is particularly suited to organisations that are exploring continual improvement programmes and opportunities within their organisation.

Dates

Auckland 22-23 April

Business Improvement



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The Lean Approach

Intermediate

Price **\$1300 (+ GST)**

Book one month in advance to receive the early bird price of
\$1170.00 (+ GST)

Course Length **2 Days**

Time **9am - 5pm**

Examine the building blocks of Lean thinking and identify how Lean principles can be instrumental in removing waste and inefficiencies from your organisation's systems. Learn how waste can be measured and identified, and discover practical tools for treating and removing process waste.

Designed for organisations wishing to eliminate waste from their processes and realise major cost reduction. A lean initiative is rapid, all inclusive and best applied cross-functionally. This workshop will provide a strong basic overview for those considering embarking upon a Lean initiative within their organisation.

Dates

Auckland 11-12 May

➤ Six Sigma



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➤ Introducing Six Sigma – Champion Training

Introductory

Price **\$650 (+ GST)**

Book one month in advance to receive the early bird price of
\$585.00 (+ GST)

Course Length **1 Day**

Time **9am - 5pm**

Clearly articulate the Six Sigma path and your responsibility as a Champion for Six Sigma projects within your organisation. Analyse what is required to select, monitor and sponsor projects through each of the Six Sigma phases.

This course provides an understanding of the principles and concepts of Six Sigma allowing an organisation to determine how Six Sigma can be used within the organisation.

Dates

Auckland 12 May

➤ Risk Management and Compliance



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➤ Integrated Risk Management

Intermediate

Price **\$1300 (+ GST)**

Book one month in advance to receive the early bird price of
\$1170.00 (+ GST)

Course Length **2 Days**

Time **9am - 5pm**

The focus of the Integrated Risk & Compliance Management (IRCM) course is to facilitate your learning with regard to integrating risk & compliance management systems across an organisation. IRCM is designed to build on your basic risk process knowledge and to assist you in establishing a framework for managing risk using Standard ISO31000: 2009 Risk Management – Principles and Guidelines. **It is not intended to focus on applying each of the basic steps of the Risk Standard in detail.**

At the completion of this course, participants will have:

- The capability to understand an integrated approach to strategic risk management.
- An ability to determine priorities for controlling risks in context of the whole organisation.
- The capability to establish agreed common risk terminology so that all stakeholders describe strategic and operational risks.
- An understanding of how to develop, implement, monitor, manage, report on and improve an integrated organisational-wide risk framework.

Dates

Auckland 10-11 June

Registration Form



Visit www.telarc.co.nz to book online for immediate confirmation

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Attendee Details (Please ensure your details are correct as this will be used for records and/or issuing of certificates).

Title Mr Mrs Ms Miss Other DOB (DD/MM/YY)

Surname First Name

Position

Organisation

Address

City

Post Code Telephone Mobile

Email

Course Selection (Only one registration form per attendee. Please photocopy form for additional attendees.)

Prices are exclusive of GST unless specified.

Course Name	City	Date (DD/MM/YY)	Price
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you have any dietary requirements or special requests?

Invoicing Details (If Different)

Title Mr Mrs Ms Miss Other

Surname First Name

Position

Organisation

Address

City

Post Code Telephone Mobile

Email

Payment details

Amount \$

Method Visa Mastercard Cheque enclosed payable to Telarc SAI Limited Please Invoice

Card No. Expiry

Card Holders Name

Signature

I have read and accept the Telarc Training Terms and Conditions in relation to payments, cancellations, confirmations, transfers, admin fees and privacy as outlined on www.telarc.co.nz/training and I declare all information supplied is true and accurate (no enrolments will be accepted unless completed and signed below).

Name

Position

Signature Date (DD/MM/YY)

How did you hear about this course?

- Advertising
- Email Marketing
- Direct Marketing
- Training calendar
- Website
- Word of mouth (Referral)
- Other (Please Specify)
- I do not wish to receive promotional material

Which industry are you from?

- Accommodation
- Agriculture
- Business Services (Computer Services)
- Business Services (Legal and Accounting)
- Business Services (Marketing & Management)
- Business Services (Technical Services)
- Cafes/Restaurants
- Communication
- Construction
- Cultural/Recreation Services
- Defence
- Education
- Electricity/Gas and Water Supply
- Finance
- Forestry
- Government
- Health
- Insurance
- Manufacturing (Food)
- Manufacturing (General)
- Manufacturing (Machinery/Equipment)
- Manufacturing (Petroleum/Coal/Chemical)
- Mining
- Personal Services
- Property Services
- Retail Trade (Food)
- Retail Trade (General)
- Storage
- Transport
- Wholesale Trade (Food)
- Wholesale Trade (General)
- Other (Please specify)

To Register

Please send enrolment form by:

Fax: 09 525 1900 Email: admin@telarc.co.nz

Mail: Telarc Training & Improvement Solutions Private Bag 28901, Remuera, Auckland 1541

Alternatively you can register by:

Customer Service Centre: 0800 004 004

Online: www.telarc.co.nz