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# TRAINING WITH RESULTS!

## 2010 Training Calendar

### IMPLEMENT OPERATIONAL PLANS

(Certificate IV level BSBMGT402A)

Thursday 19 August 2010 9:00 am – 4:00 pm  
Friday 20 August 2010 9:00 am – 4:00 pm \$300

### PROMOTE PRODUCTS AND SERVICES

(Certificate IV level BSBMKG413A)

Friday 3 September 2010 9:00 am – 4:00 pm \$300

### IMPLEMENT CUSTOMER SERVICE STANDARDS

(Certificate IV level BSBCUS403A)

Friday 17 September 2010 9:00 am – 4:00 pm \$300

### PROMOTE TEAM EFFECTIVENESS

(Certificate IV level BSBWOR402A)

Friday 1 October 2010 9:00am – 4:00 pm \$300

### SHOW LEADERSHIP IN THE WORKPLACE

(Certificate IV level BSBMGT401A)

Thursday 14 October 2010 9:00 am – 4:00 pm  
Friday 15 October 2010 9:00 am – 4:00 pm \$300

### WRITE COMPLEX DOCUMENTS

(Certificate IV level BSBWRT401A)

Friday 29 October 2010 9:00 am – 4:00 pm \$300

### PROMOTE INNOVATION IN A TEAM ENVIRONMENT

(Certificate IV level BSBINN301A)

Friday 5 November 2010 9:00 am – 4:00 pm \$300

Complete your **Certificate IV in Business** in *November 2010 and February 2011* with  
**MONITOR A SAFE WORKPLACE, IDENTIFY RISK AND APPLY RISK MANAGEMENT PROCESSES & COORDINATE BUSINESS RESOURCES**

# CBC

Cairns Business College

*Small Groups - Nationally Recognised Training*

*These units of competency go towards the Certificate IV in Business qualification within National Training Packages*

*A Statement of Attainment will be issued for individual units completed*

HUMAN RESOURCE  
**Dynamics**