



**S U M M I T**  
SYSTEMS LIMITED

**Business**  
**Performance**  
*Business*  
**International** TM

*Business Qualifications, Accreditation & Compliance Specialists*

## THE NZTE FUND – VOUCHER SCHEME

NZ Trade and Enterprise has regional offices around NZ. It receives an annual allocation of funds from NZ Government (currently considered to be about \$140 million) some / most of which is for the purpose of business capability and development.

The fund is available on a \$1 for \$1 basis for a total of \$5,000 per annum. The applicant businesses must have under 50 staff, be a registered company and be GST registered. They (Owners, Directors, Senior Managers) must be keen to grow their business and be willing to engage with people who can help them gain knowledge and skills.

There is no guarantee that an application will be approved. Each Region has different priorities. The applicants will be required to complete an application and be willing to have an interview to assess their attitude and needs. The process will involve the completion of an application form and attendance at an interview. The applicants approved are likely to be those who need help, who have gaps that need to be filled and who aspire to improve.

## BACKGROUND

90% of all of the present work of Summit is devoted to small business in NZ (SME) that has under 50 staff, that has problems with compliance and business operational matters relating to performance. Most of the clients are interested in improving their business capability / competency and where applicable, would look into offshore opportunities.

Summit has been operating in the NZ business environment for over 20 years. For the purpose of assisting the Regional Partners (NZTE), it is proposed that BPIL focus on a range of services that are particularly designed to develop business capability and assist managers and owners of businesses to improve, i.e. develop capability and competency.

SSL and BPIL have a small team of Business Auditors/Advisors around NZ. Some of them have had more than 20 years of service with SSL and BPIL. They have individually assisted many clients with high quality audit assessments and training needs analysis.

SSL and BPIL have helped clients with up to 12 streams of compliance needs. In most cases the clients have enjoyed cost benefits that have more than offset the original set up costs for the audit assistance and training provided. SSL and BPIL have always focused on the respective legislation, regulations, codes of practice plus relevant international standards for the typical NZ client.

Our methodology is absolutely sound and practical. We have 12 unique high quality audit logs that take 1-2 hours. The selection of the correct ones for each business is imperative. In our opinion, it is not a good idea to select a series of training unless a client has firstly had one or more audits to identify problem areas and the precise range of needs. NB the audits are not eligible for fiscal envelope voucher subsidy but a reasonably good analysis can be substituted for an audit at relatively lower costs.

To Summit Systems Ltd and Business Performance International Ltd

Thank you for submitting your service **Export with SSL and BPIL** for registration on the Accelerate Success website.

The registration process reviews the title, description and categories that you have submitted for the service. To appear in the marketplace a service needs to have both the description and at least one service category registered.

You can review all registration comments (including rejection reasons) and, if needed, modify your service by clicking on this link

<https://app.acceleratesuccess.co.nz:443//Service/Details/6526>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

Service Name: **Export with SSL and BPIL**

Description: Environmental training course for Directors/Owners and Senior Managers that need to have a clear understanding of the Environmental legislation and the impact on their business. This is especially important for companies that wish to achieve external certification for export to Australia, Asia - particularly Japan. The course materials will substantially include the training course offered to clients and there will also be PPTs that will demonstrate and clarify the issues.

Further training course for Directors/Owners and Senior Managers who need to develop a management system to comply with the needs of DoC, Regional Councils, overseas markets or the local authorities. The course will cover the sections of a management system that need to be adequately documented. Owners need to know how to benchmark, how to manage sub-contractors or subbies, how to keep records, how to get annual certification. The training courses should be offered as one package. They are available for \$2,400 plus GST and travel. It is expected that about 4 Owners/Managers will be involved for each client. - **Approved**

Categories Status:

- **Export - Approved**

To Summit Systems Ltd and Business Performance International Ltd  
Thank you for submitting your **service Managing Resources** SSL and BPIL for registration on the Accelerate Success website.

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You can review all registration comments (including rejection reasons) and, if needed, modify your service by clicking on this link

<https://app.acceleratesuccess.co.nz:443//Service/Details/6522>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

**Service Name: Managing Resources SSL and BPIL**

Description: 99% of businesses run the risk of having employee claims that get referred to the Employment Tribunal and Court. There are about 40,000 claims per annum and nearly all of them are settled under the counter for about \$6,600. The lawyers are the winners. 300 lawyers move \$300 million per annum and the workers collect an average of \$4,500 and promptly upgrade their car. All Directors and Executives need to have proper employment systems in place. SSL and BPIL offer training courses so that companies can become competent in the intricate matters of personnel law that embraces about 31 Acts of NZ. You need to develop good quality sets of questions for interview. You need a comprehensive questionnaire for all short listed applicants. You need high quality procedures for advertising jobs, for interview techniques and systems. More importantly, you need an exhaustive contract that will meet all of the legal issues and protect the company from an individual that makes spurious and vexatious claims designed to seriously harm the employer. You need to have properly designed job descriptions that will not be tossed out by a judge. A full set of employment forms that will be robust enough to do the job. You need up to 20 policies for everything to do with employment. Learn how to make your own HR system to a high standard. Let us help 3-4 of your top managers to become competent at employment. Introduce performance management instead of being driven by people who wish to take advantage of you. Two short courses are available in the sum of \$1800 plus GST.

In addition, we can offer some high quality short courses as follows: 2-3 hour courses at a fee of \$199 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 6-10 hours of private study. 4-5 hour courses at a fee of \$299 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 10 hours of private study. One day courses of 7-8 hours at a fee of \$399 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 15 hours of private study.

HUMAN RESOURCES SOLUTIONS AND MANAGEMENT EMPOWERMENT SERIES  
PROFESSIONAL COURSES WITH LESSON PLANS AND POWER POINTS.  
CHANGE MANAGEMENT, COMMUNICATION IN BUSINESS, HUMAN RESOURCE  
MANAGEMENT, IMPROVE YOUR MANAGEMENT SKILLS, LEADERSHIP. Development  
training for team leaders and supervisors, MANAGING in ORGANISATIONS,  
OCCUPATIONAL HEALTH AND SAFETY (O.H.&S.), RECRUITMENT, SELECTION,  
INDUCTION 30. SALES & MARKETING - An introduction SMALL BUSINESS  
MANAGEMENT, STRATEGIC MANAGEMENT, TIME MANAGEMENT - **Approved**

Categories Status:

- **Managing Resources - Approved**

To Summit Systems Ltd and Business Performance International Ltd

Thank you for submitting your **service Sustainability** from SSL and BPIL for registration on the Accelerate Success website.

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You can review all registration comments (including rejection reasons) and, if needed, modify your service by clicking on this link

<https://app.acceleratesuccess.co.nz:443//Service/Details/6518>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

**Service Name: Sustainability from SSL and BPIL**

Description: Learning how to meet the sustainability requirements of Corporates, NZ Government and Local Bodies. Training courses and coaching in how to find out what the issues are. How to modify your business operations to meet the new requirements. Learn how to compete for sustainable projects and jobs in the marketplace. It is now commonplace for some Local Governments to award 15 points for sustainability in a competitive environment.

Let us help you with training and coaching services to assist your Directors and Executives become proficient in best practices for gaining additional points in Government tenders and contracts. We suggest that we negotiate a range of items to assist you with and total fees of approximately \$2500 to \$3000 for two short courses for 3-4 Owners and Managers. - **Approved**

Categories Status:

- Business Sustainability - **Approved**

To Summit Systems Ltd and Business Performance International Ltd  
Thank you for submitting your **service Governance** from SSL and BPIL for registration on the Accelerate Success website.

The registration process reviews the title, description and categories that you have submitted for the service. To appear in the marketplace a service needs to have both the description and at least one service category registered.

You can review all registration comments (including rejection reasons) and, if needed, modify your service by clicking on this link

<https://app.acceleratesuccess.co.nz:443//Service/Details/6524>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

**Service Name: Governance from SSL and BPIL**

Description: Business Performance International can help you introduce formal management systems for Corporate Governance. It should be noted that a two page code of ethics is not Corporate Governance, it is just a code of ethics.

There are at least nine chapters in a full blown management system and a code of ethics is not even one of the nine parts. The benefits of a formal system are several. For example it is important for all shareholders to be confident that the Directors have formal procedures for their behaviour and do not "cream off" the shareholders behind closed doors. We can provide two short courses for your Directors and Executives in the sum of \$2800 plus GST. - **Approved**

Categories Status:

- Governance - **Approved**

To Summit Systems Ltd and Business Performance International Ltd

Thank you for submitting your **service Finance courses** from SSL and BPIL for registration on the Accelerate Success website.

The registration process reviews the title, description and categories that you have submitted for the service. To appear in the marketplace a service needs to have both the description and at least one service category registered.

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<https://app.acceleratesuccess.co.nz:443//Service/Details/6523>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

**Service Name: Finance courses from SSL and BPIL**

Description: Several high quality courses are available as follows: FINANCE SYSTEMS TO ENSURE IMPROVED AND ENDURING PROFITABILITY PROFESSIONAL COURSES WITH LESSON PLANS AND POWER POINTS

BOOK KEEPING and CASH FLOW BUDGETS - setting and achieving budgets  
 BUSINESS PLANNING Write an effective business plan FINDING AN INVESTOR FOR YOUR BUSINESS. Are you investment ready? FINDING NEW BUSINESS and prospecting for new customers RECORDS CONTROL, RECRUITMENT, SELECTION, INDUCTION, REPORT WRITING, SMALL BUSINESS MANAGEMENT, SPONSORSHIPS. How to find sponsors and sell sponsorships (marketing partnerships) STARTING A NEW BUSINESS (Your Own Business) TENDERS & PROPOSALS. Writing an effective tender or proposal.

2-3 hour courses at a fee of \$199 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 6-10 hours of private study.

4-5 hour courses at a fee of \$299 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 10 hours of private study.

One day courses of 7-8 hours at a fee of \$399 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 15 hours of private study. A Diploma in Business Planning is also available and this includes short courses that focus on financial planning for success. Inquire about the papers and the investment required. - **Approved**

Categories Status:

- Finance - **Approved**

To Summit Systems Ltd and Business Performance International Ltd  
Thank you for submitting your **service Lean courses** SSL and BPIL for registration on the Accelerate Success website.

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You can review all registration comments (including rejection reasons) and, if needed, modify your service by clicking on this link

<https://app.acceleratesuccess.co.nz:443//Service/Details/6525>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

**Service Name: Lean courses SSL and BPIL**

Description: Quality Assurance training course for Directors/Owners and Senior Managers that need to have a clear understanding of the accreditation and the impact on their business. This is especially important for companies that wish to provide goods or services to Local Bodies.

In addition it will cover the ten different methods of tendering for Local Govt / Corporates. It may also cover - TQM, Kaizen / Kanban, Quality Circles, the Lean 6 sigma principles, plus the teachings of Baldrige and Deming.

QA systems course for Directors/Owners and Senior Managers who need to develop a management system to comply with the needs of Local Government and NZ Government Departments. The course will focus on the elements that need to be included in a formal quality system to meet ISO 9001 or TQS1/Qbase. The training courses should be offered as one package. They are available for \$2400 plus GST. It is expected that about 4 Owners/Managers will be involved for each client. - **Approved**

Categories Status:

- Lean Manufacturing/Business Operations - **Approved**

To Summit Systems Ltd and Business Performance International Ltd  
Thank you for submitting your **service Business Marketing** SSL and BPIL for registration on the Accelerate Success website.

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You can review all registration comments (including rejection reasons) and, if needed, modify your service by clicking on this link

<https://app.acceleratesuccess.co.nz:443//Service/Details/6520>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

**Service Name: Business Marketing SSL and BPIL**

Description: Short courses for Directors and Senior Executives. BUSINESS INTELLIGENCE, IMPROVEMENT AND EMPOWERMENT SERIES PROFESSIONAL COURSES WITH LESSON PLANS AND POWER POINTS LAUNCHING OF NEW PRODUCTS & SERVICES

MARKETING - AN INTRODUCTION, MARKETING PLANNING, MARKET RESEARCH, MARKETING YOUR BUSINESS, SALES & MARKETING - An introduction SALES MANAGEMENT, MANAGING A SALES TEAM, SELLING & COMMUNICATING SKILLS SPONSORSHIPS. How to find sponsors and sell sponsorships (marketing partnerships) SUPPLY CHAIN MANAGEMENT, TENDERS & PROPOSALS. Writing an effective tender or proposal

2-3 hour courses at a fee of \$199 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 6-10 hours of private study.

4-5 hour courses at a fee of \$299 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 10 hours of private study.

One day courses of 7-8 hours at a fee of \$399 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 15 hours of private study. - **Approved**

Categories Status:

- Marketing - **Approved**



To Summit Systems Ltd and Business Performance International Ltd  
Thank you for submitting your **service Business Planning** - SSL and BPIL for registration on the Accelerate Success website.

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You can review all registration comments (including rejection reasons) and, if needed, modify your service by clicking on this link

<https://app.acceleratesuccess.co.nz:443//Service/Details/6519>.

Service Provider: Summit Systems Ltd and Business Performance International Ltd

**Service Name: Business Planning - SSL and BPIL**

Description: Nearly all businesses in NZ need to find out about insurance mechanisms and risk management processes. Business planning should involve risk management. It is one thing to grow a business and quite another to ensure its survival. Business Performance International can help train your Directors and Executives so that they become qualified for Risk and Compliance Management systems. National Certificates and Diplomas will soon be available. They will be offered at exceptional rates for companies who wish to succeed. The participants will learn about ISO 19600 and ISO 31000 plus AS/NZS 4360 which are the top risk management standards in the world.

Course participants will be able to learn how to make, manage and monitor their systems to gain top quality contracts in a competitive environment. The courses will teach you about insurance. How to identify companies that are big enough and powerful enough to be reliable when half of the NZ companies have recently folded or been taken over. Learn about excess ratios, arranging your exclusions to avoid undue risk, achieving actuarial ratings that will impress your underwriters. Most companies pay the average NZ rates that are postulated as the lowest and best by the local brokers who usually know nothing about Highly Protected Risk rates from the top internationals.

Training courses will be offered to teach Directors and Executives in risk analysis matrices, risk reduction methodologies, controls to ensure low premium rates that can be 75% lower than the best available in NZ.. The participants should include Directors, senior executives and CFOs who need to know things that their brokers are not able to tell them. Two short courses should be considered for 3-4 senior Managers for negotiated fees of around \$4000 plus GST. It is expected that most participants will save several times their fees every year for many years ahead. - **Approved**

Categories Status:

- Business Planning - **Approved**

## ADDITIONAL TRAINING COURSES TO BECOME AVAILABLE

Several Risk and Compliance qualifications come on stream in 2015. The Training Courses will be suitable for Managers and Owners/Directors. It is understood that there will be a diploma course at level 6 plus one for senior managers at level 4-5. See over.

## HSE VIDEO COURSES AVAILABLE

We can offer about 500 top quality videos on Health, Safety and Wellness and a separate catalogue is available.

Please let us know of any other specific training needs that we can assist with. NB: the NZTE voucher scheme can be extended to a range of about 100 subjects. Contact our Head Office for further details.

I give you my personal guarantee of high quality results and client satisfaction.  
My very best wishes for your business success

George Carson  
MANAGING DIRECTOR  
Summit Systems Ltd and Business Performance International Ltd

**BUSINESS INTELLIGENCE AND IMPROVEMENT SERIES** AVAILABLE EARLY 2015

1. Are You Being Served? 200 pages
2. Be Your Own Business Consultant 170 pages
3. Business Diagnostic Tools 198 pages
4. Business Operations Guidelines 170 pages
5. Business Planning Manual 180 pages
6. Business Planning Handbook 187 pages
7. Business Strategy 127 pages
8. Competitive / Lean Manufacturing 184 pages
9. Customer Service 143 pages
10. The Entrepreneurs Handbook 370 pages
11. Feasibility Study Manual 148 pages
12. Human Resources 148 pages
13. Idea to Commercialisation 345 pages
14. Leadership Development Manual 128 pages
15. Management Development Manual 145 pages
16. Management Handbook 160 pages
17. Marketing Planning Manual 180 pages
18. Negotiation 164 pages
19. Problem Solving & Decision Making 190 pages
20. Project Management Manual 143 pages
21. Retailing 180 pages
22. Sales - Developing Sales Skills 175 pages
23. Sponsorships/Marketing Partnerships 150 pages
24. Strategic Marketing 170 pages
25. Sustainability 186 pages
26. Tenders & Proposals Manual 158 pages
27. Time Management 145 pages
28. Workplace Health & Safety 180 pages
29. Your Own Business 195 pages

The above can be selected and added to the solutions mix at a fee of \$199 plus GST per person per course with a minimum of four people per course. The course time involved is likely to be about 3-6 hours plus about 10 hours of private study.

## **BUSINESS INTELLIGENCE, IMPROVEMENT AND EMPOWERMENT SERIES**

### **PROFESSIONAL COURSES WITH LESSON PLANS AND POWER POINTS**

1. ANALYSING ENVIRONMENTS and ORGANISATIONS
2. BOOK KEEPING and CASH FLOW
3. BUDGETS - setting and achieving budgets
4. BUSINESS PLANNING Write an effective business plan
5. CHANGE MANAGEMENT
6. COMMUNICATION IN BUSINESS
7. CONSUMER BEHAVIOUR
8. CUSTOMER SERVICE
9. FEASIBILITY STUDIES Writing a Feasibility Study
10. FINDING AN INVESTOR FOR YOUR BUSINESS. Are you investment ready?
11. FINDING NEW BUSINESS and prospecting for new customers
12. HUMAN RESOURCE MANAGEMENT
13. IDEA TO COMMERCIALISATION
14. IMPROVE YOUR MANAGEMENT SKILLS
15. LAUNCHING OF NEW PRODUCTS & SERVICES
16. LEADERSHIP. Development training for team leaders and supervisors
17. MANAGING and IMPROVING SELF
18. MANAGING OPERATIONS
19. MANAGING in ORGANISATIONS
20. MARKETING - AN INTRODUCTION
21. MARKETING PLANNING
22. MARKET RESEARCH
23. MARKETING YOUR BUSINESS
24. OCCUPATIONAL HEALTH AND SAFETY (O.H.&S.)

25. PROJECT MANAGEMENT
  26. QUALITY MANAGEMENT & CONTINUOUS IMPROVEMENT
  27. RECORDS CONTROL
  28. RECRUITMENT, SELECTION, INDUCTION
  29. REPORT WRITING
  30. SALES & MARKETING - An introduction
  31. SALES MANAGEMENT, MANAGING A SALES TEAM
  32. SELLING & COMMUNICATING SKILLS
  33. SMALL BUSINESS MANAGEMENT
  34. SPONSORSHIPS. How to find sponsors and sell sponsorships (marketing partnerships)
  35. STARTING A NEW BUSINESS (Your Own Business)
  36. STRATEGIC MANAGEMENT
  37. STATISTICS- AN INTRODUCTION
  38. SUPPLY CHAIN MANAGEMENT
  39. TENDERS & PROPOSALS. Writing an effective tender or proposal
  40. TIME MANAGEMENT
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The following can be selected and added to the solutions mix.

2-3 hour courses at a fee of \$199 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 6-10 hours of private study.

4-5 hour courses at a fee of \$299 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 10 hours of private study.

One day courses of 7-8 hours at a fee of \$399 plus GST per person per course with a minimum of four people per course. The course time involved is likely to need 15 hours of private study.

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**Details of the above 40 now follow**

## ANALYSING ENVIRONMENTS & ORGANISATIONS

Short course 3-4 hours - outline with 13 PPTs, assessment criteria and 30 pages of course notes suitable for participant's course handbook. Topics include: The business environment/forces, Environmental uncertainty, Scanning the environment, Analysis structure and areas, Nature of competition, Environmental climate, Cost structure of the industry, Financial resources, Analysing the strengths of your competitors, The organisational environment, Organisational development, Analysing individual and group behaviour, Examining system fits and power relations, Organisations as open systems, Analysis using market research, Worksheets, Checklists.

## BOOK KEEPING and CASH FLOW

Short practical 3-4 hour hands-on course or those wishing to gain an understanding of the topic, with 39 PPTs, exercises and assessment criteria covering Costing, Break-even analysis, Preparation of cash flow forecasts and master budgets, Purpose of business budgets. Participants will carry out relevant calculations during the course. Ideal course for those with little understanding of the topic who wish to gain a basic understanding of the topic.

## BUDGETS - setting and achieving budgets

Short 3-4 hour 'hands-on' course outline with 19 PPTs. Topics include: Why organisations set budgets, Environmental factors, Types of budgets, Forecasting techniques, Preparing a budget and a range of exercises for participants.

## BUSINESS PLANNING How to write an effective business plan

Short 3-4 hour 'hands-on' course outline with 34 PPTs, Business Planning format, handouts and course notes. Topics include: What is a Business Plan?, Why write a Business Plan? Readers of the Business Plan, Situation analysis, Aims and objectives, Mission Statements, Benchmarking, SWOT analysis, Analysing the environment, Barriers to entry, Preparing a Business Plan - filling in the details, Resources, The seven crises, Intellectual property, The Action Plan, Critical path analysis, Key Performance Indicators

## CHANGE MANAGEMENT

Short course 3-4 hours outline with 30 PPTs, practical exercises and course notes. Topics include: Change in Australia/NZ, Innovation and improvement, Internal and External sources of change, The process of planned change, Change stakeholders, Managing change, Overcoming resistance to change, Successful implementation, Managing change, Eight elements in the planning of change, Executing change, Changing work habits, Measuring change, Feedback systems.

## COMMUNICATION IN BUSINESS

A 4-6 hour 'hands-on' course with participation in practical oral and written exercises which addresses basic business communication skills. Supplied with 36 PPTs and course notes suitable for participant's course handbook, quiz, course notes and a Leaders guide. Topics include: Business communication, Open questions, Communication skills, Non-verbal communication, Communication model, Listening, Attitudes, Symbols, Letter writing, Public relations, Press releases, Public speaking, Meetings, Feedback, Background signals, Barriers, Body language, Communicating with your team.

## CONSUMER BEHAVIOUR

Marketers need to understand the behaviour of consumers of their products at both individual and business levels. Comprehensive 4-6 hour course supplied with 46 PPTs and course notes, exercises and a Leaders guide. Topics include: Why study consumer behaviour? Key elements, Types of consumers, Understanding consumer behaviour, Segmentation, The buying process, Problem solving, Consumer decision making model, Consumer psyche, Consumer and industrial markets, Influencing consumer behaviour, Personality, The self concept, Motivation, Attitudes, Social class and culture, Colours, Positioning, Maslows hierarchy, VALS.

## CUSTOMER SERVICE

This comprehensive and detailed 4-6 hour course has wide appeal for anybody in business, whether Retail, Wholesale, Manufacturing or a Service industry. Improve your Customer Service and create improved business activity and profits! Supplied with 49 PPTs and course notes. Topics include What is Customer Service? Service goals, Your staff and service, What do customers want and expect? The Benefits, Service attributes

and categories, 10 key service strategies, 10 aspects of service quality, Monitoring service, Telephone service, Handling complaints, Service categories, Customer retention, Service recovery, Some typical moments of truth, Reviewing service.

#### FEASIBILITY STUDIES Writing a Feasibility Study

Comprehensive and practical 'hands-on' 4-6 hour course. Supplied with 53 PPTs, 17 page Feasibility Study format, 20 pages of questionnaires / prompts and course notes What is a Feasibility Study? The process, Getting started, Secondary issues, Barriers to entry, Aims and objectives, Commercial reality, Legal issues, Resources, Analysing the business and environmental climate, Positioning, Understanding the market, Skills of the firm, Business strategic options and capabilities, The customer, SWOT analysis, Differentiation, Distribution, Pricing and service strategies, Strategic alliances, Gap analysis, Break even analysis, Will it show a profit? Valuing a project, Financial forecasts, How much money will you need? Financial resources.

#### FINDING AN INVESTOR FOR YOUR BUSINESS

Are you investment ready? 3-4 hour course outline supplied with 15 PPTs and 30 pages of course notes suitable for participant's course handbook, plus, course notes checklists and quizzes for participants and a Leaders guide. Topics include, Understanding equity investment, Types of Venture Capital, Requirements of investors, Benefits and advantages of a Business Angel, Who are potential investors for your business? Accessing business finance? Advantages and disadvantages of equity investment, Steps involved in preparing your business for equity investment, Exit strategies, Selling a business to meet exit strategies, Life with an equity partner, Preparing your business for equity investment, Identifying resources, Courses of action.

#### FINDING NEW BUSINESS and prospecting for new customers

A 3-4 hour course outline supplied with 43 PPTs and course notes suitable for participant's course handbook, plus, course notes and Leaders guide. Topics include, Prospecting is the first step, Reasons for prospecting, Targeting the companies you want to business with, Qualifying the prospect, requirements for successful prospecting, What is the most important thing? Exercises in teams, Two hundred potential methods of generating leads and finding prospects, Securing an interview, Following up, Organising you information, Developing opportunities.



## HUMAN RESOURCE MANAGEMENT

4-6 hour course supplied with 42 PPTs and course notes, notes, and a Leaders guide. Topics include: The role of the HR manager, Policies, Functions, Planning and development, Steps in the HR process, Recruitment, The four E's, Staff selection process, Job Descriptions, The Interview process, Motivation, Changing work habits, Morale, Stress, Empowerment, How to keep staff interested, What makes staff leave?

## IDEA TO COMMERCIALISATION

3-4 hour training workshop. What you need to know about commercialising a great idea and turning that idea into a business. Topics covered include, Commercialising Great Your Idea, What is an Entrepreneur? Is Your Great Idea Feasible? Write your own Business Plan, Strategic Planning, The Marketing Mix, Marketing Planning, Making a Sales Presentation, Managing the Business, Setting up a Business, Business Law, Finding a Sponsor for your Great Idea, Are you investment ready?

## IMPROVE YOUR MANAGEMENT SKILLS

Development Training for team leaders and supervisors. The aim of this 4-6 hour course is to provide participants with an understanding of a range of both personal development issues and business development skills. It covers a number of areas such as Communication, Goal Setting, Motivation, Human Resources, Management, Service and Time Management designed to enhance the participants Self Management skills and to assist participants to acquire and develop skills and attributes associated with self management and self improvement in a workplace environment and identify strategies and engage in actions to extend and enhance their personal competence. 47 PPTs

## LAUNCHING OF NEW PRODUCTS & SERVICES

4-6 hour course supplied with 50 PPTs and course notes, notes, and a Leaders guide. An interesting and easily understood course designed to help small business entrepreneurs set strategies for launching new products and services to the market place on a cost effective basis. Topics include: Selling to and reaching the market place, Critical issues, Goal planning, Resources, Intellectual property, Business planning, Premises, Signage, Budgets, Business law, Inventory, Getting paid, Cash flow, Screening, Selling your product, Marketing, Value adding, Brand names, Market research, The four P's, Segmentation, SWOT analysis, Targeting customers, Some pitfalls, Opportunities.

## LEADERSHIP Development training for team leaders and supervisors

One day comprehensive course outline is supplied with 58 PPTs, course notes, text book and exercises. Leadership is a most challenging and difficult form of work. This Course considers Effective Leadership, Leadership styles, Functions of leadership, Managing conflict, Motivation, Leading a team, Setting personal goals and objectives, Solving problems and making decisions, Guiding change, Working with resistance, Building competence and self-reliance in others, Public Speaking.

## MANAGING and IMPROVING SELF

4-6 hour course outline supplied with 40 PPTs, course notes and exercises. Covers both personal development and business development skills across a number of areas including, Communication, Goal Setting, Motivation, Human Resources, Management, Service and Time Management as well as addressing business issues for the future, all designed to enhance the participants Self Management skills.

## MANAGING OPERATIONS

3-4 hour course outline supplied with 29 PPTs, course notes and exercises. Provides participants with an understanding of the importance of managing business operations with respect of customer relations, Effective and efficient delivery of production output and client services and to maintain ongoing innovation in operations. Topics include: identifying customers, customer expectations and focus, What do managers do? Control, Goal setting, First line management, Leadership, Organisational relationships, Features and benefits, Obtaining results, Key performance indicators, Workplace evaluation, Monitoring service levels, Potential improvement programs.

## MANAGING in ORGANISATIONS

4-6 hour course outline supplied with 41 PPTs, course notes and exercises. Covers: When you take control, Basic management functions, Management skills, Today's manager, Resources, Planning for success, Solving problems and making decisions, Induction of new staff, Motivation, Leading a team, Changing work habits, Scanning the environment, Control systems, Delegation.

## MARKETING - AN INTRODUCTION

Comprehensive one day course for those wishing to learn the basics of marketing, with 72 PPTs, course notes suitable for a course handbook. Topics include: The role of marketing, Selling and marketing - the concepts, Marketing objectives, The Marketing mix, The four P's, The Marketing environment, Segmentation, Family life cycle, Price setting, Packaging, labeling, Branding, Channels of distribution, Buyer Behaviour

## MARKETING PLANNING

This course has been designed as a 'hands on' 4-6 hour course which gives the participants the opportunity to commence writing a Marketing Plan based on their own business, product or service. Supplied with 43 PPTs, course notes, and 2 course handbooks. Topics include: Research, Planning process, Segmentation, Beta testing, Auditing, Sustainable advantage, Competitive position and the market strength of your competitors, Product life cycle, How much should we spend on Marketing promotion? Growth opportunities, Situation Analysis, Financial objectives, Key success factors, SWOT analysis, Strategies, The Action Plan, Measuring and evaluating performance.

## MARKET RESEARCH

3-4 hour, 'hands on' course outline supplied with 20 PPTs, course notes, and course handbook. Topics include: What is Market Research? Who uses Market Research? Why use Market Research? Primary and secondary data, Focus Groups, Essential ingredients, Designing a Market Research questionnaire, Type of questions, Bias. Participants have the opportunity to conduct a focus Group and to design and test their own Market Research questionnaire.

## MARKETING YOUR BUSINESS

3-4 hour course directed at those wishing to learn the basics involved in marketing their own business: supplied with 30 PPTs, course notes, quiz and two course handbooks. Includes: Selling and Marketing, Setting Prices, Branding and brand decisions, Developing a brand name, Advertising, How much should you spend on Marketing? Market Research, Marketing Information Systems, The Planning Process, Marketing Audits, Differentiation, Writing and implementing a Marketing Plan, Buyer behaviour, Marketing Exercises, How can you Market your business?

## OCCUPATIONAL HEALTH AND SAFETY (O.H.&S.)

Introductory course with 16 PPTs timed to run for 90 minutes, suitable for (O.H.&S.) induction or for expansion to a more advanced level.

## PROJECT MANAGEMENT

One day 'hands-on' course outline with 11 PPTs and 33 pages of course notes suitable for participant's course handbook, including checklists and quizzes for participants, plus Learning Outcomes, Leaders guide and assessment criteria. Topics include: Four phases of Project Management, What is Project Management? The project life cycle, Negotiating specifications with the client, Defining the Project, Identifying and avoiding the pitfalls, Making a start, Brainstorming, Work breakdown structure, Key skills to manage Projects, Testing your preliminary strategy, Cost components, Potential budgeting problems, Assigning responsibility, Worksheets, Implementation, Controlling the work in progress, Monitoring performance, Providing feedback, Resolving differences, Sources of differences in Project Management, Paying Contractors, Bringing the Project to a successful conclusion.

## QUALITY MANAGEMENT and CONTINUOUS IMPROVEMENT

One day course outline with 10 PPTs and 38 pages of course notes suitable for participant's course handbook, including checklists and quizzes for participants and assessment criteria. Topics include: The quality wedge, Changing quality concepts, Quality and costs, Assessing quality, Quality elements, Cost reduction, Project teams, Change principles, Managing change, Feedback systems, Changing work habits, Benchmarking, Planning for quality, Control of quality, Measuring actual performance, Integrating quality, Quality policies, Annual goal setting, Implementing total quality, Designing for quality, Supplier relations, Inspection test and management.

## RECORDS CONTROL

3-4 hour course outline with 11 PPTs and 21 pages of course notes suitable for participant's course handbook, and assessment criteria. Topics include: What is records control? Four stage life cycle, The benefits of records management, Classifying documents, Hazards, OH&S issues, Maintaining the integrity of the system, Confidential files, Restricting access.

## RECRUITMENT, SELECTION, INDUCTION

3-4 hour course outline course supplied with 31 PPTs and course notes, notes, and a Leaders guide. Topics include: Filling a vacancy, The four E's, Steps in the recruitment process, Writing a Job Description, The Interview process, Body language, Salary packages, A ten step hiring process, Induction of new staff, Motivation, Why do people fail?, Expectations, How to keep staff interested, How to lose your staff

## REPORT WRITING

3-4 hour 'hands-on' course outline with 25 pages of notes, and 20 PPTs. Topics include: What is a report? Preparing Reports, A Report Format Outline, The Report Writing process, Organising, Characteristics of a good Report, Assigning tasks, Background Signals, A Report should have ..., Some steps in writing a Report, Tips to make your Report a winner, Meeting deadlines, Developing the Report, Ethics, Legal Obligations, Presenting the Report.

## SALES & MARKETING - An introduction

4-6 hour course with 60 PPTs suitable for people at any level of business who wish to expand their understanding and skills of the subject. Topics include The selling process, Seven steps to a successful sale, The presentation, Features and benefits, Handling objections, Closing the sale, The role of marketing, Marketing objectives, The Marketing mix, The four P's, The Marketing environment, Segmentation, Family life cycle, Price setting.

## SALES MANAGEMENT, MANAGING A SALES TEAM

4-6 hour course, basic skills and competencies required to manage a sales team. Supplied with 62 PPTs, course notes and a Leaders guide. Topics include, What do sales managers do? Desirable attributes for a sales manager, Creating a sales force, Strategy, Steps in the process, Recruitment, Job descriptions, Induction, Paying the sales team, Motivation, Building and developing the team, Sales territories, Territory management, Sales quotas, forecasts and budgets, Measuring performance, Reporting, Control process.

## SELLING & COMMUNICATING SKILLS

3-4 hour course with 35 PPTs, communication and sales exercises, quiz and course notes. Designed for people whose task is selling or have an interest in selling. Topics covered include Types of communication, Barriers to Effective Communication, The selling

process, Retail selling, Seven steps to a successful sale, Prospecting, Qualifying customers, The presentation, Features and benefits, Handling objections, Closing the sale, Follow up and after sales service, An effective sales person, Improving your sales skills.

### SMALL BUSINESS MANAGEMENT

4-6 hour course suitable for existing or potential managers. 52 PPTs and course notes. Topics include: What is small business management? Resources, Avoiding failure, What do managers do? Business Planning, Crisis management, Benchmarking, SWOT analysis, Human Resources, Motivation, Break even analysis, Price setting, Trading terms, Budgets, Value adding, Inventory management, Premises, Risk management, Key performance indicators, Competitive advantage, Managing suppliers, Strategic alliances, Quoting, Marketing your business, Finding and keeping customers, Advertising, Measurement, Ethics, Intellectual property, Law of contract, Obligations, Workers' compensation, Trade Practices Act, Taxation, Sponsorships, Is your business well run?

**SPONSORSHIPS** How to find sponsors and sell sponsorships (marketing partnerships) 3-4 hour course supplied with 31 PPTs. Participants are encouraged to commence writing a Sponsorship Proposal relevant to their own business environment as part of the course. Sponsorships have the potential to raise significant amounts of secondary income and other forms of support for any club or organisation. When selling sponsorships it is critically important to bear in mind that you will be dealing with professional business people in larger organisations who will need to justify their potential sponsorship and who will want to see a tangible and measurable return on any sponsorship investment. Topics in this 'hands-on' course include: Introduction to sponsorship, Sponsorship is an investment, Leveraging sponsorship, Why should anybody consider your sponsorship?, Strategies for selling sponsorships, 12 steps to sponsorship success, Sponsorships as a marketing tool, Finding the best partnership model for your business, Selling sponsorships - a sponsorship program / plan.

### SALES & MARKETING - An introduction

4-6 hour course with 60 PPTs suitable for people at any level of business who wish to expand their understanding and skills of the subject. Topics include The selling process, Seven steps to a successful sale, The presentation, Features and benefits, Handling

objections, Closing the sale, The role of marketing, Marketing objectives, The Marketing mix, The four P's, The Marketing environment, Segmentation, Family life cycle, Price setting.

#### SALES MANAGEMENT, MANAGING A SALES TEAM

4-6 hour course, basic skills and competencies required to manage a sales team. Supplied with 62 PPTs, course notes and a Leaders guide. Topics include, What do sales managers do? Desirable attributes for a sales manager, Creating a sales force, Strategy, Steps in the process, Recruitment, Job descriptions, Induction, Paying the sales team, Motivation, Building and developing the team, Sales territories, Territory management, Sales quotas, forecasts and budgets, Measuring performance, Reporting, Control process.

#### SELLING & COMMUNICATING SKILLS

3-4 hour course with 35 PPTs, communication and sales exercises, quiz and course notes. Designed for people whose task is selling or have an interest in selling. Topics covered include Types of communication, Barriers to Effective Communication, The selling process, Retail selling, Seven steps to a successful sale, Prospecting, Qualifying customers, The presentation, Features and benefits, Handling objections, Closing the sale, Follow up and after sales service, An effective sales person, Improving your sales skills.

#### SMALL BUSINESS MANAGEMENT

Comprehensive 4-6 hour course suitable for existing or potential managers. 52 PPTs and course notes. Topics include: What is small business management? Resources, Avoiding failure, What do managers do? Business Planning, Crisis management, Benchmarking, SWOT analysis, Human Resources, Motivation, Break even analysis, Price setting, Trading terms, Budgets, Value adding, Inventory management, Premises, Risk management, Key performance indicators, Competitive advantage, Managing suppliers, Strategic alliances, Quoting, Marketing your business, Finding and keeping customers, Advertising, Measurement, Ethics, Intellectual property, Law of contract, Obligations, Workers' compensation, Trade Practices Act, Taxation, Sponsorships, Is your business well run?

#### SPONSORSHIPS How to find sponsors and sell sponsorships (marketing partnerships)

3-4 hour course supplied with 31 PPTs. Participants are encouraged to commence writing a Sponsorship Proposal relevant to their own business environment as part of the course.

Sponsorships have the potential to raise significant amounts of secondary income and other forms of support for any club or organisation. When selling sponsorships it is critically important to bear in mind that you will be dealing with professional business people in larger organisations who will need to justify their potential sponsorship and who will want to see a tangible and measurable return on any sponsorship investment. Topics in this 'hands-on' course include: Introduction to sponsorship, Sponsorship is an investment, Leveraging sponsorship, Why should anybody consider your sponsorship?, Strategies for selling sponsorships, 12 steps to sponsorship success, Sponsorships as a marketing tool, Finding the best partnership model for your business, Selling sponsorships - a sponsorship program / plan.

### STARTING A NEW BUSINESS (YOUR OWN BUSINESS)

3-4 hour course outline with 33 PPTs plus course notes, quizzes and 129 page course handbook. Topics include: Why start a business of your own? small business functions, Break even analysis, small business resources, Ethics, Reasons for business failure, Business structures, Sources of finance, Borrowing money, Insurance, budgets, forecasts, Getting paid, Premises and Identification, Naming the business or product, Hidden costs, S.W.O.T. Analysis, Stages of business development, Small business obligations, Staff selection, Job Descriptions, Motivating workers, Measuring performance, Law of contract, Trade Practices Act, Intellectual property, Attracting customers, Time Management.

### STRATEGIC MANAGEMENT

One day course outline supplied with 30 PPTs and 40 pages of course notes, including checklists and quizzes for participants and assessment criteria. Topics include: Strategic Planning, Key concepts, Developing a Strategic Plan, Mission Statements, Corporate Strategy Alternatives, Analysing the environment, Understanding the market, Identifying Organisational Culture, SWOT Analysis, Identifying Strategic Capabilities and Core Competence, Business Strategic Options, Evaluating Capabilities v. Competitive Strengths, Implementing Strategy involves change, McKinsey 7-S Model, Implementing Strategy, Effective Leadership, Corporate Strategy, The strategic management process, What is the difference between an Entrepreneur and a Manager?, Ultrapreneurial Goal Achievement

### STATISTICS - AN INTRODUCTION



4-6 hour hands-on course outline supplied with 40 PPTs and exercises. Topics include: The benefits and uses of statistics in business, Preparing, interpreting and presenting data, Median, Mode, Correlation analysis, Measures of dispersion, Histograms, Frequency distribution, Central tendency, Measures of dispersion, Quartile deviation.

### SUPPLY CHAIN MANAGEMENT

3-4 hour course outline with 32 PPTs and 25 pages of course notes, including case studies and quizzes for participants. Topics include: Supply chains and competitive strategy, The customer service dimension, Measuring supply chain costs and performance, Benchmarking the supply chain, Managing the global pipeline, Strategic lead time management, Managing the supply chain, Global supply chains and co-ordination, Competitive advantage.

### TENDERS & PROPOSALS

Writing an effective tender or proposal. 3-4 hour course outline with 30 PPTs and 30 pages of course notes. Topics include: Types of Tenders and Proposals, Addressing the potential clients needs, Preparing Proposals, Writing Effective Proposals, Organising, Before you commence, Some characteristics of a good proposal, What characteristics should a good proposal have? Assigning tasks, Unique selling points, Value-adding, Analyse the prospect, Pricing objectives, Legal Obligations, Law of Contract, Proposal formats, Participants work on their own Proposal, The Presentation or Pitch

### TIME MANAGEMENT

I wish I had time to do a TIME MANAGEMENT course! Do it now! 3-4 hour course outline with 16 PPTs and course notes, including a checklist for participants, plus Learning Outcomes and Leaders guide. On completion of this course the participants will have an understanding of and be able to use a wide range of Time Management techniques and skills suitable for use in their business environment and be able to recognise that time management is based on analysis and planning, avoid procrastination and realise that time wasted is money lost. Topics include: Time management components, effective time management, managing priorities, allocating times, control techniques, constructing a time plan, meetings, where does your time go?