

EDUCATIONAL PATHWAYS

HR/SYSTEMS MANAGEMENT

ALLIED's Corporate training programs are part of an industry based educational pathway program in Hospitality, Business, Finance, Compliance, Leadership and Management.

Industry based training programs work best when coordinated by the HR Manager who has already identified staff training gaps and has mapped out training requirements. The course selection, allocation and management is well within your control with Allied.

Benefits to you are:

- Over 170 training modules available for your staff to learn more skills or update already existing skills.
- Efficient, effective, reasonably priced and easy to administer training.

Create the pathway for staff development with these fixed and flexible packages.

Course options are available in the following breakup:

- 1. PATHWAYS GROUP TRAINING:** (*face to face*) Training in a structured environment, localised and specific to your venue, with measurable outcomes.
- 2. PACKAGED COURSES:** (*online*) Training with core modules and options for the HR Manager to add additional electives.
- 3. CUSTOMISED COURSES:** (*online*) 'Make your own package' – You have the option to drill down to the individual modules and components of training to consider business relevance and needs. You create the course by selecting the electives and structuring the package.
- 4. COMBINED PACKAGE:** (*face to face and / or online*) We can consult with you to produce a mix of 'face to face' and 'online training' which can be packaged as an efficient and cost effective solution to meet your annual training requirements.

1. PATHWAYS GROUP TRAINING

DUTY MANAGER (RISK & COMPLIANCE)

COACHING AND MENTORING PROGRAM

This 24-month program aligns organisational strategy with operational efficiency, ensuring measurable outcomes for the club and the individual. The key focus is on issues of workflow methods, business standards, performance and deliverables, reporting guidelines and creating a culture of innovation and change aligned with the club's strategic direction. Risk management and mitigation, application of legal, operational and administrative responsibilities are incorporated into individual's KPIs and performance reviews. Through weekly coaching sessions these milestones, targets and other outcomes are continually reviewed, ensuring individual accountability for delivering both individual and organisational benefits.

DUTY MANAGER (OPERATIONS)

This 24 month Duty Manager (Operations) course producing leaders who will competently step up, administer and manage various portfolios; identify and develop organisational standards; integrate human resources and operational efficiencies in line with their clubs' business objectives. Content focuses on operational excellence for middle to senior management staff moving up the leadership pathway. Some of the initiatives engage managers to focus on performance rather than task management, establishing and measuring performance values for operational efficiency in the workplace and developing and delivering a culture of excellence in standards and service, change management, financial management and managing staff performance and culture.

LEADERSHIP EXCELLENCE

This 12-month program is designed to nurture leadership qualities of staff at all levels within the organisation. A realignment of focus for team leaders and supervisors, through performance management, rekindles their passion to contribute to the achievement of corporate objectives. The program focuses on staff management, working through the pillars of organisational leadership, management principles and adaptive leadership styles to lead a diverse and active labour force. Leadership Excellence develops the individual to achieve their highest potential, accelerating succession for future leaders better aligned with the club's corporate vision, mission and goals.

ARMED ROBBERY PREVENTION

Armed robbery has a considerable impact on your business, and the health, safety, and welfare of club staff. Over 7,000 armed robberies occurred in NSW last year, a startling figure, yet venues still believe "it won't happen to me". The stark reality is that if your business handles cash, you are a target for armed robbers. Training in armed robbery prevention is an essential ingredient to ensuring that you implement the best practice procedures to minimise your club's chance of becoming a target.

CUSTOMER SERVICE AND COMPLIANCE

The training focus is on frontline staff and their attitude, demeanour, presentation and adding value to customer e-xperiences through a quest for service excellence and building on a strong "service driven culture". Meeting Compliance obligations is equally important to minimise legislative and compliance risk. Frontline staff are educated on the obligations of the licensee in accordance with the Liquor Act, the various prescribed offences, and the procedures in dealing with and recording breaches. A must do training course to align operations with organisational strategy.

PRICING

All group training is localised, specific to your venue and designed through consultation.

Pricing is provided by way of a submission.



2. PACKAGED COURSES


These courses are broken up into modules. A total of 18 packaged courses cover all operational areas within your business. Additional Electives can be added and purchased directly (online) by adding your selections to the checkout. Email an enquiry for bulk purchases for Corporate package options. Packaged training is currently discounted and electives selected are priced according to the length of training and complexity of the content.

> **ONLINE COURSES - PACKAGES** GO BACK


Accommodation (Housekeeping) VIEW PACKAGE	Accommodation (Reception & Services) VIEW PACKAGE	Anti Money Laundering VIEW PACKAGE	Armed Robbery Safety Training VIEW PACKAGE	Bar Operations (Food & Beverage) VIEW PACKAGE	Bullying and Harassment Awareness VIEW PACKAGE
Cleaning Services VIEW PACKAGE	Computer Skills VIEW PACKAGE	Customer Service & Leadership VIEW PACKAGE	Event Coordination VIEW PACKAGE	Finance VIEW PACKAGE	Inventory Skills VIEW PACKAGE
Kitchen (Preparation & Cookery) VIEW PACKAGE	Kitchen Operations VIEW PACKAGE	Management (Human Resources) VIEW PACKAGE	Management (Operations) VIEW PACKAGE	Marketing VIEW PACKAGE	Tourism (Travel) VIEW PACKAGE

> **Management (Operations)** TOP OF PAGE

This course aims to increase your knowledge in the operation of business practices. There is also opportunity to up-skill and/or specialise via a number of optional modules relating to leadership and management.

SAMPLE 

Modules in this course	
▾ Manage Operational Plan	<input type="checkbox"/>
▾ Establish and Conduct Business Relationship	<input type="checkbox"/>
▾ Monitor Work Operations	<input type="checkbox"/>
▾ Manage Projects	<input type="checkbox"/>







Cost \$100 

Shopping Cart Items

Item	Description	Quantity	Cost
1	Management (Operations)	<input type="text" value="1"/>	\$100.00
Shopping Cart Total		GST \$10	\$110.00

[MAKE AN ENQUIRY](#)
[GENERATE AN INVOICE](#)
[UPDATE QUANTITY](#)
[SHOPPING CART !\[\]\(5ba57c63f080697bda90c9ac87c35bfe_img.jpg\)](#)

> **Management (Operations)** TOP OF PAGE

▾ Coach others in Job Skills	<input type="checkbox"/>	\$35.00	
▾ Work Effectively with Diversity	<input type="checkbox"/>	\$35.00	
▾ Lead Effective Workplace Relationships	<input type="checkbox"/>	\$50.00	
▾ Lead Team Effectiveness	<input type="checkbox"/>	\$50.00	
▾ Lead a Diverse Workplace	<input type="checkbox"/>	\$45.00	
▾ Deliver a Service to Customers	<input type="checkbox"/>	\$45.00	
▾ Deliver and Monitor a Service to Customers	<input type="checkbox"/>	\$45.00	

> **Purchasing Guidelines** TOP OF PAGE

3. CUSTOMISED COURSES

'Make your own package'

You have the option to drill down to each of the modules and components of training to determine business relevance and need. You develop the course selections and packages to suit your needs.

Add your selections to the shopping cart and either make a direct payment or request an enquiry (which we will follow up) and / or invoice (which we will generate and send back to you for approval) or group purchases (such as a company submission). Course and electives are priced according to the length of training and complexity of content. The control is with you as to how you design the course selections.

>
ONLINE COURSES - MODULES
GO BACK

Available Online Training Modules	Currently Selected Items						
Bar Operations/Food and Beverage <i>(expand)</i>	Description Quantity Cost						
Cleaning Services <i>(expand)</i>	1 Interpret Financial Information 1 \$45.00 						
Computer Skills <i>(expand)</i>	2 Manage Finances within a Budget 1 \$35.00 						
Customer Service and Leadership	3 Develop and implement a Business Plan 1 \$45.00 						
Communicate in the Workplace \$45.00 	4 Lead and Manage People 1 \$45.00 						
Enhance Customer Experiences \$45.00 	5 Lead a Diverse Workplace 1 \$45.00 						
Interact with Customers \$35.00 	6 Manage Conflict 1 \$45.00 						
Provide Information and Assistance \$35.00 	7 Deliver a Service to Customers 1 \$45.00 						
Provide Service to Customers \$45.00 	8 Identify Risk and Apply Risk Management Processes 1 \$45.00 						
Show Social and Cultural Sensitivity \$35.00 	9 Participate in Safe work practices 1 \$45.00 						
Source and Present Information \$30.00 	10 Implement and Monitor WHS Policies Procedures and Programs to meet Legislative Requirements 1 \$50.00 						
Source and Use Information on the Hospitality Industry \$45.00 	11 Anti Money Laundering 1 \$60.00 						
Work Effectively in Hospitality Service \$45.00 	12 Bullying and Harassment Awareness 1 \$60.00 						
Work Effectively with Others \$45.00 	12 Armed Robbery Safety Training 1 \$60.00 						
Finance <i>(expand)</i>							
Hospitality and Accommodation <i>(expand)</i>							
Inventory Skills <i>(expand)</i>							
Kitchen Cookery <i>(expand)</i>							
Kitchen Operations <i>(expand)</i>							
Leadership and Management <i>(expand)</i>							
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Shopping Cart</td> <td style="width: 10%;">GST:</td> <td style="width: 20%; text-align: right;">\$62.50</td> </tr> <tr> <td></td> <td>Total:</td> <td style="text-align: right;">\$687.50</td> </tr> </table>	Shopping Cart	GST:	\$62.50		Total:	\$687.50
Shopping Cart	GST:	\$62.50					
	Total:	\$687.50					
	<div style="display: flex; justify-content: space-around; margin-top: 10px;"> UPDATE QUANTITY SHOPPING CART </div>						

ONLINE COURSES AVAILABLE

Compliance

Armed robbery safety
Bullying and harrasment
Anti money laundering

Human Resources

Lead and manage people
Recruit, select and induct staff
Monitor staff performance
Roster staff

Management (Ops)

Manage operational plan
Monitor work operations
Manage projects
Establish and conduct business relationships

Leadership and Management Electives

Coach others in job skills
Manage quality customer service
Manage diversity in the workplace
Manage conflict
Implement operational plan
Process and maintain workplace information
Organise workplace information
Contribute to workplace innovation
Promote innovation in a team environment
Communicate in the workplace

Work Effectively in a Business Environment

Organise and complete daily work activities
Use business technology
Organise personal work priorities and development
Develop work priorities
Manage employee relations
Work effectively with diversity
Communicate effectively as a workplace leader
Lead effective workplace relationships
Lead team effectiveness

Lead a diverse workforce
Mentor in the workplace
Develop teams and individuals
Coordinate implementation of customer service strategies
Manage risk
Manage meetings
Process customer complaints
Utilise a knowledge management system
Make a presentation
Implement and monitor whs policies, procedures and programs to meet legislative requirements

Marketing

Coordinate marketing activities
Obtain and manage sponsorship
Develop and implement marketing strategies
Make a presentation

Event Coordinatio:

Plan in-house events or functions
Process and monitor event registrations
Provide event staging support
Manage on-site event operations
Coordinate on-site event registrations
Develop conference programs
Select event venues and sites
Manage event staging components
Organise event infrastructure
Access information on event operations

Finance

Interpret financial information
Manage finances within a budget
Prepare and monitor budgets
Develop and implement business plan
Process accounts payable and receivable
Maintain a general ledger
Maintain financial records
Manage projects
Utilise a knowledge management system

Computer Skills

Produce simple word processed documents
Create and use spreadsheets
Design and produce text documents
Create electronic presentations
Communicate electronically
Organise schedules
Produce spreadsheets
Design and produce business documents
Develop keyboarding speed and accuracy

Reporting and Compliance Electives

Process customer complaints
Identify risk and apply risk management processes
Implement and monitor whs policies, procedures and
Programs to meet legislative requirements
Research and comply with regulatory requirements

Customer Service and Leadership Skills

Enhance the customer service experience
Work effectively in hospitality service
Show social and cultural sensitivity
Source and present information
Provide service to customers
Interact with customers
Communicate in the workplace
Work effectively with others
Provide information and assistance
Provide visitor information
Provide assistance to customers
Source and use information on the hospitality industry

Bar Operations (Front of House)

Operate a bar
Operate and monitor cellar systems
Clean and tidy bar areas
Responsible service of alcohol nsw awareness
Prepare and serve cocktails
Prepare and serve non-alcoholic beverages
Provide advice on beers, spirits and liquers
Provide advice on australian wines
Provide advice on imported wines
Conduct a product tasting for alcoholic beverages

General Food & Beverage Electives

Make expresso coffee – prepare and serve expresso coffee
Provide advice on food
Serve food and beverage
Provide table service of food and beverage
Provide advice on food and beverage matching
Use hygienic practices for hospitality service
Process financial transactions

Work Health and Safety

Identify hazards, assess and control safety risks
Participate in safe work practices
Implement and monitor work health and safety practives
Contribute to health and safety of self and others
Apply knowledge of whs legislation in the workplace
Hotel security awareness (duty of care/security)

Kitchen Operations

Coordinate kitchen operations
Design and cost menus
Plan catering for events or functions
Develop and implement a food safety program
Plan and cost basic menus
Work effectively as a cook
Work effectively with others
Communicate effectively as a workplace leader

Kitchen Preparation and Cookery

Use hygienic practices for food safety
Clean kitchen premises and equipment
Use food preparation equipment / Work effectively as a cook
Prepare simple dishes
Prepare sandwiches
Package prepared foodstuffs
Produce dishes using basic methods of cookery
Produce appetisers and salads
Produce stock, sauces and soups
Produce vegetable, fruit, egg and farinaceous dishes
Produce poultry dishes
Produce seafood dishes
Produce meat dishes
Produce and serve food for buffets
Produce pates and terrines
Handle and serve cheese
Prepare food to meet special dietary requirements
Prepare portion-controlled meat cuts

Patisseries

Produce cakes, pastries and breads
Produce cakes
Produce gateaux, torten and cakes
Produce pastries
Produce yeast based bakery products
Produce petit fours
Produce desserts

Other Electives

Participate in safe food handling practices
Transport and store food
Maintain the quality of perishable items

Accomodation (Housekeeping)

Provide housekeeping services to guests
Prepare rooms for guests
Launder linen and guest clothes
Work effectively in hospitality service

Accomodation (Reception & Services)

Provide accomodation reception services
Process reservations
Process financial transactions
Enhance customer experiences

Tourism (Travel)

Sell tourism products and services
Book supplier services
Process travel related documentation
Use a computerised reservations or operations system

Tourism/Accomodation Electives

Provide visitor information
Provide service to customers
Work effectively in hospitality service
Provide information and assistance
Work effectively with others
Show social and cultural sensitivity
Communicate in the workplace
Conduct night audit
Interact with customers
Provide porter service
Provide room service
Provide valet service
Provide lost and found services
Clean premises and equipment
Prepare quotations
Access and interpret product information

Cleaning

Clean premises and equipment
Clean glass surfaces
Clean wet areas

Sustainable Practices

Participate in environmentally sustainable work practices
Implement and monitor environmentally sustainable work practices

Inventory Skills

Purchase goods
Control stock
Receive and store stock

ORDER PROCESS

Once your order has been processed, you will be notified of your access to the training system (website link, username and password).

With our partners, the Futura Group, access to training is made simple, professional and convenient. All your employee training history will be accessible through the Allied Training HR Portal which automates the HR allocation, management and reporting processes. The HR Manager is able to monitor staff progress and generate reports on training activity. A certificate of completion is accessible through the HR Portal for all electives and courses completed.

What can we say about the Online Training System?

The eCoach LMS system was recently selected as a finalist in the prestigious Premier's NSW Export Awards for the third year running. In 2015 eCoach was highly commended for Export Success (developing training materials for Galaxy in Macau). In 2014, eCoach was Winner Educational Solution of the Year.

Is eCoach WCAG 2.0 AA compliant?

Keyboard accessibility is one of the most important aspects of disability access, especially for vision Impaired learners who almost exclusively use a keyboard for navigation. eCoach has added keyboard accessibility with the correct tab order and focus indicator for all of our eLearning templates (i.e. all student-facing content). ARIA landmarks and roles also now exist across all Learning Module quizzes.

Strict WCAG 2.0 AA compliance is still a work in progress and eCoach are most of the way there and have a clear roadmap for this area of development.

Where is the training platform hosted?

eCoach is hosted on servers located in Sydney Australia, via Amazon Web Services. Data centres are located in Sydney, NSW and your staff records couldn't be more secure. SSL security is used for all connections and account access. The training platform aims for a monthly uptime percentage of at least 99.95%.

If scheduled maintenance is planned for the platform, Allied will notify customers in advance of any scheduled maintenance to avoid peak usage times. The unscheduled downtime threshold is < 0.11%.

eCoach uses multiple backup solutions.

What internet browsers are supported?

eCoach supports the following minimum browser requirements:

- Safari 5.1+
- Chrome 27+
- Firefox 21+
- Internet Explorer 10+
- Opera 12+
- IE9

- ✓ No software installation is required to access course material
- ✓ Tablet/iPad friendly

BENEFITS

- Save yourself time on administering training (better use of HR time)
- Save yourself more time
 - » organise staff – no rostering nightmares for face to face training
 - » reporting – report up to executives and down to staff (monitoring) + evidence (easy to show completion/compliance) + comprehensive.
- Gives responsibility back to staff member i.e. agreed training completion date
- Flexible training – at your fingertips (students + HR Managers)
- Improve/Enhance – cost effective way to develop professional journey for staff.

4. COMBINED PACKAGE

Training should generally be conducted to address a specific need within the business. As a business partner, Allied is able to consult with you to design a combination of 'face to face' and 'online training' that can be packaged for an efficient and cost effective solution to meet your annual training requirements.

Should you have an enquiry or wish to take up the offer to design a training package that best suits your organisation, please call Allied on **(02) 9635 0477** or email **training@alliedrisk.com.au**.

www.alliedtraining.com.au

"Aligning strategy & efficiency"

Related Websites:

www.alliedrisk.com.au

www.alliedriskanalyser.com.au

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