



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 'on line 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 experiences 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.

The screenshot shows the website's navigation bar with a search icon, 'Group Products', phone number '02 9635 0477', email 'info@alliedtraining.com.au', and a 'Get a Quote' button. The main header features the Allied Training Courses logo and navigation links: 'About', 'Face to Face Courses', 'Online Courses', 'Online Modules', 'Training Portal', and 'Contact'. The hero section displays 'Leadership and Management Courses' with a 'Get a Quote' button and a sub-button: 'Contact Allied Risk Solutions for a quote on your business solution today.' Below this is a breadcrumb trail: 'Home / Online Modules / Leadership and Management'. A left-hand sidebar lists categories, with 'Leadership and Management' highlighted. The main content area is a grid of course cards, each with a title, description, and a 'VIEW COURSE' button. The courses include: 'Coach Others in Job Skills', 'Communicate Effectively as a Workplace Leader', 'Contribute to Workplace Innovation', 'Deliver a Service to Customers', 'Deliver and Monitor a Service to Customers', 'Develop and Manage Quality Customer Service Practices', 'Develop Work Priorities', 'Establish and Conduct Business Relationships', and 'Implement Operational Plan'.

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.

The screenshot shows the website's navigation bar, similar to the previous page. The hero section displays 'Apply Knowledge of WHS Legislation in the Workplace' with a price tag of '\$45.00', an estimated time of '110 mins', and an 'Add to Cart' button. Below the hero is a breadcrumb trail: 'Home / Online Modules / Work Health Safety / Apply Knowledge of WHS Legislation in the Workplace'. A text box describes the course: 'Work Health and Safety is a field that once was very fragmented among the states, but in recent times there has been a strong national push to standardise work health and safety laws throughout Australia. Knowledge of the current legislation that applies to your workplace regarding Work Health and Safety (WH&S) is vital in developing policies and procedures.' Below this is a table with three columns: 'Samples', 'Components', and 'Purchasing Guidelines'. The 'Components' column lists 8 items, each with a '+' icon. A right-hand sidebar lists categories, with 'Work Health Safety' highlighted. The bottom of the page shows a 'Components in this Module' list with 8 items, each with a '+' icon.

Samples	Components	Purchasing Guidelines
	Components in this Module 1 - Introduction + 2 - The law + 3 - Work Health and Safety Duties + 4 - The Consultative Process + 5 - Controlling Safety + 6 - Communicating Safety Information + 7 - Monitor Compliance with Legislation + 8 - Updating Information +	

Online Courses Available



Compliance

- Armed robbery safety
- Bullying and harassment
- 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 Coordination

- 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 liquors
- Provide advice on Australian wines
- Provide advice on imported wines
- Conduct a product tasting for alcoholic beverages

Online Courses Available (cont.)



General Food & Beverage Electives

- Make espresso coffee - prepare and serve espresso 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 practices
- 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

Accommodation (Housekeeping)

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

Accommodation (Reception & Services)

- Provide accommodation 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/Accommodation 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

ORDERING 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 2017 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 5.7+
- 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

Related Websites

www.alliedtraining.com.au

www.alliedrisk.com.au

www.alliedbackgroundchecks.com.au

www.alliedinvestigations.com.au



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