



CLEAR TO
WORK ✓

Training Catalogue

- ✓ Accredited
- ✓ Non-Accredited
- ✓ Micro-Credential



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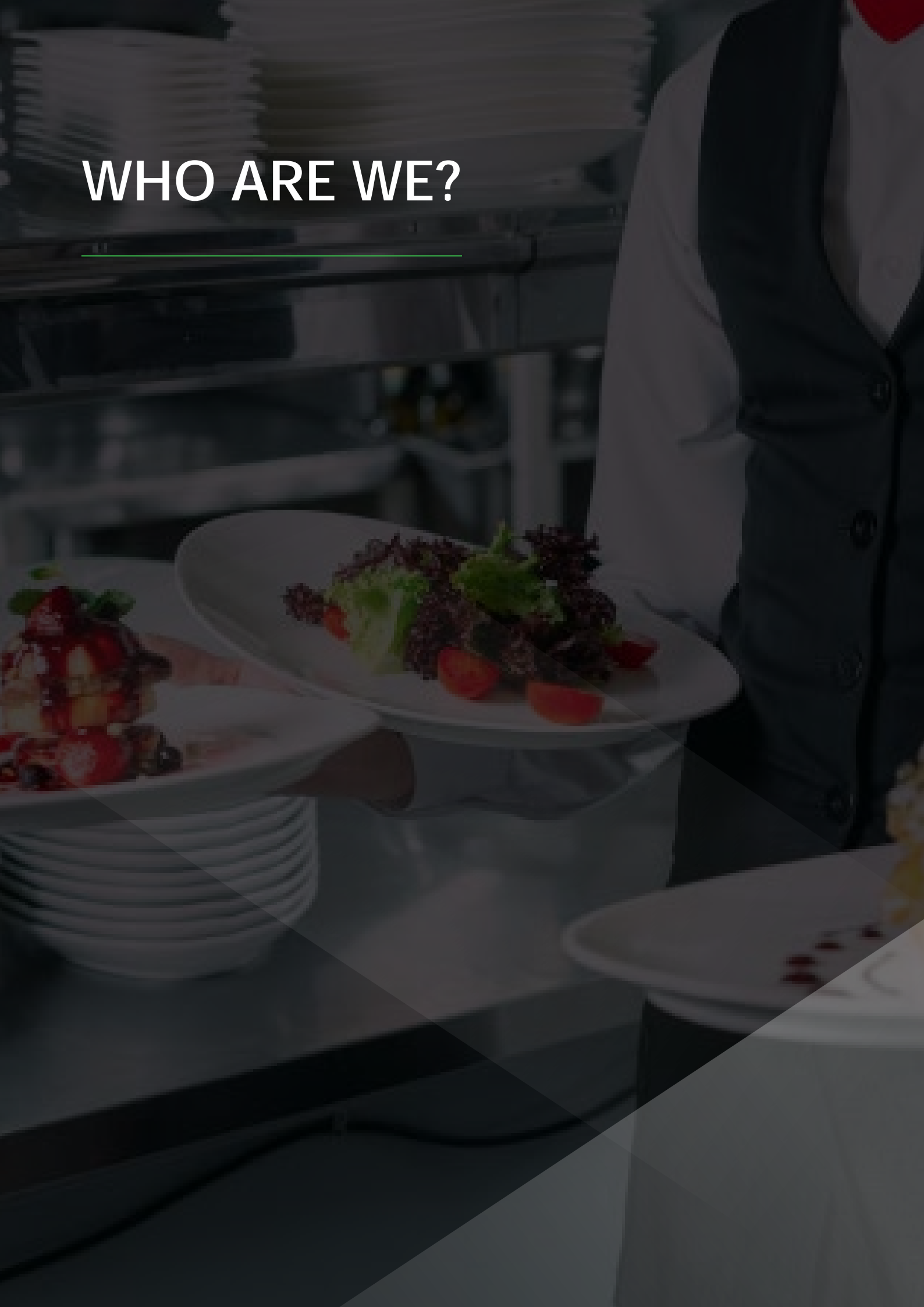
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WHO ARE WE?



ABOUT US

Proudly Australian owned, Clear to Work is Australia's most respected provider of online training and police checks. Every year we provide online training and police checks to hundreds of thousands of people.

Our comprehensive selection of accredited and non-accredited training courses meets industry and national standards. Additionally, our extensive range of micro-credential courses provide participants with insight into real-world scenarios. Our courses are written and developed by industry and business experts.

In 2016, we became an accredited agency of the Australian Criminal Intelligence Commission (ACIC) and the Australian Federal Police. We work with the best of Australia's cybersecurity firms to ensure the security of our IT systems, and all data remains housed in Australia. For individuals, our secure and easy to use online platform simplifies the task of obtaining a police check. Organisations that purchase and manage employee police checks value the ease afforded by our intuitive business dashboard.

MISSION & VISION

MISSION

To provide trusted, comprehensive, relevant, and engaging training courses and compliance services to the sectors we serve.

VISION

Clear to Work is recognised and valued by our peers as the most credible and trusted online training and workforce compliance provider in Australia.

VALUES

Customer Service

Clear to Work strives to provide the best online customer experience possible. We want our customers to feel confident that they will receive timely, attentive, and solutions-based online customer service.

Integrity

We believe integrity matters most in every circumstance. Our team members are dedicated to the highest ideals of honour and integrity in all relationships and conduct themselves in an ethical manner to merit the respect, trust, and confidence of each other and our clients.

Continuous Improvement

We live in a fast-paced world where the only constant is change. At Clear to Work, we regularly reassess and evaluate how we can improve our products and services to better meet industry needs and proactively evolve our systems and processes to stay at the forefront of the industry.

Agility

Clear to Work's success depends on our ability to meet the ever-changing needs of our customers. Our team prides itself on being innovative, responsive, and able to adapt to changing conditions across all the industries we serve. Our executive team possesses the exceptional ability to lead and manage change for the benefit of all our stakeholders.

Collaboration

At Clear to Work, collaboration is key. We work together with industry leaders and subject matter experts to curate and develop accurate, relevant, and engaging training content. Our strong collaborative relationships and extensive industry network position us at the forefront of the training sector.



Are you Clear to Work?

Did you know that Clear to Work
also does Police Checks?

Why Use Clear to Work for Your Police Check?

Police checks are desired and required to ensure a safe and compliant workforce. Clear to Work's 100% online police checking process performs rigorous checks and balances while obtaining the required national background checks for employees and volunteers. Our pricing is unmatched in the Australian marketplace to ensure accessibility for all.

For corporates, we have created a Business Dashboard offering both direct and indirect economies of scale pricing models. Clients benefit from a clear view of candidates as they move through the checking process and appreciate the convenience of a central registry for all employee checks that can be downloaded and exported into HR and Payroll systems.

[Click here](#)
for your
Police Check!

CLEAR TO
WORK 

ABOUT OUR TRAINING

We acknowledge that the financial investment in upskilling and becoming certified can be a considerable one, regardless of whether you are a business or an individual. At Clear to Work, we strive to be the most competitively priced training provider in the industry, delivering high quality, value-for-money content that enhances an individual's personal and professional development.

Upskilled and adequately trained employees are fundamental to good governance of risk and to the success of every workplace. Our online courses are designed to be self-paced and cover a wide range of personal and professional development topics for the hospitality, health, and business management.

WHY INVEST IN TRAINING?

The purpose of training is to develop personal and professional skills and attain important certifications. This catalogue is comprised of accredited and non-accredited online courses that will help you build both technical and soft skills. Each course has been specifically designed and developed by experts in the service industry. Investing in training and development can:

- improve your performance;
- expand your knowledge base;
- give you an edge as a prospective employee and/or employer;
- help you develop a more diverse skill set;
- reduce your chances of being involved in litigation;
- improve your self-confidence and self-worth; and
- expand your personal and professional development.

Are you Clear to Work?

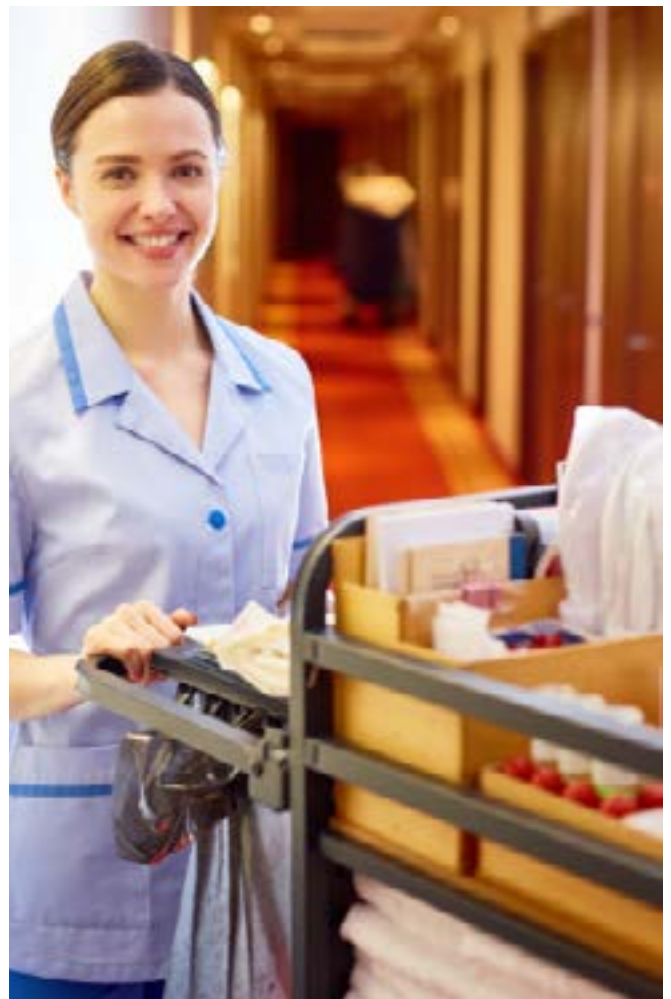
PRICING

Clear to Work provides the most competitively priced accredited and non-accredited online courses for Australia's hospitality, retail, aged care, and childcare industries. Take a single course or boost your resume even further by bundling courses together. Either way, you will find the best value for your money at Clear to Work!

For further details on pricing, please see our website www.cleartowork.com.au/education

If you are looking to invest in training for your business, college, or other educational institution and would like to purchase bulk licenses for our courses, we would love to help you navigate the process.

Please email us at support@cleartowork.com.au so that we can assist you.



[VIEW OUR PRIVACY POLICY](#)

[VIEW OUR STUDENT HANDBOOK](#)

ACCREDITED & NON-ACCREDITED ONLINE COURSES

Clear to Work's accredited and non-accredited courses are comprehensive trainings designed to provide in-depth knowledge about each subject. Whether you're needing an accreditation for your current position or are wanting to boost your resume to give yourself an edge, these courses will provide you with broad knowledge on each topic. Each course is self-paced and broken down into easy-to-manage sections to help you better retain information. Each course also has easy-to-access course notes and resources to help you along the way.

COVID-19 SAFETY PLAN TOOLKIT

It has become increasingly clear that COVID-19 is going to be with us for some time to come. Businesses must have a plan in place to keep workers, patrons, and suppliers safe and virus free.

This planning toolkit will help your establishment manage the risk of COVID-19. This course details how you can operate your business and provides realistic processes that can be undertaken to reduce the risk of COVID-19.

Course Objectives

This course provides details on:

- COVID-19 safety plans
- A COVID-19 reopening checklist
- Employee hygiene procedures
- A cleaning and disinfecting checklist
- Patron visitor logs
- A COVID-19 self-declaration form
- Staff temperature screening logs
- Signage for proper handwashing, proper use of hand sanitiser, keeping a safe workplace, maximum occupancy, proper social distancing, COVID-19 symptoms, and entrance signage.

Assessment Type

While there is no assessment included in this course, you are required to successfully complete all enrolment information and payment processes to be awarded completion.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is a great tool/resource for establishment owners and managers as it provides helpful information on operations that can be carried out to better protect workers, patrons, and suppliers.

Duration

2 – 4 hours depending on your existing level of knowledge.

Related Training

[Cleaning for Infection Control](#), [COVID-Safe Hygiene Marshal](#)

CLEANING FOR INFECTION CONTROL

Based on clinical cleaning procedures used in health care facilities, this course includes methods for cleaning to prevent the spread of infection. This course covers the cleaning standards that may be required during a pandemic (such as COVID-19).

Cleaning for Infection Control is a non-accredited course, but you will receive a certificate of completion.

Course Objectives

In this course, you learn about:

- The role of cleaning in infection control
- Infection prevention and control
- Cleaning techniques

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

Whether you are responsible for cleaning areas of your workplace or overseeing cleaning in your workplace, this course is great for anyone who would like to learn more about the specifics on cleaning for infection control.

Duration

2 – 4 hours depending on your existing level of knowledge.

Related Training

[COVID-19 Safety Plan Toolkit](#), [COVID-Safe Hygiene Marshal](#)

COVID-SAFE HYGIENE MARSHAL

A COVID-Safe Hygiene Marshal oversees social distancing, cleaning, and hygiene in a venue. They patrol venues to keep customers safe and ensure the mandatory implementation of a COVID-Safe plan. This course provides an overview of the elements a COVID-Safe Hygiene Marshal needs to look out for in the workplace to help prevent the spread of infection.

Course Objectives

In this course, you learn about:

- Responsibilities of a COVID Safe Hygiene Marshal
- COVID rules by state
- Exposure protocols
- Cough and sneeze etiquette
- Illness reporting
- Cleaning and disinfecting

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is for anyone who is working in a venue requiring a COVID-Safe Hygiene Marshal.

Duration

2 – 4 hours depending on your existing level of knowledge.

Related Training

[COVID-19 Safety Plan Toolkit](#), [Cleaning for Infection Control](#)

Unit Title

PROVIDE RESPONSIBLE SERVICE OF ALCOHOL (RSA)

Unit Code

SITHFAB021

Overview

This online course describes the performance outcomes, skills, and knowledge required to responsibly sell or serve alcohol in the following states and territories: Queensland, New South Wales, Northern Territory, South Australia, and Western Australia. This course incorporates the knowledge requirements, under state and territory liquor licensing laws, employees need to engage in the sale or service of alcohol.

Course Objectives

In this course, you will learn to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify those to whom sale or service must be refused
- Refuse to provide alcohol

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online

Is This Course for You?

This course applies to all personnel involved in or looking to gain employment in the sale, service, and promotional service of alcohol in licensed premises. Those selling or serving alcohol may include:

- Food and Beverage attendants
- Bar (hotel and nightclub) Attendants
- Security Sta
- Events and Catering Sta
- Packaged liquor salespersons (selling in person, over the phone, or online)
- Winery, brewery, and distillery cellar door sta
- Licensees ultimately responsible for responsible service of alcohol (RSA) management

Duration

6 – 8 hours depending on your existing level of knowledge.

Related Training

Barista Basics, Beer Knowledge, Wine Knowledge, Cocktails and Spirits

*Clear to Work is a provider of Liquor and Gaming NSW approved courses on behalf of Liquor and Gaming NSW, for further information visit the Licensee Training Tool at liquorandgaming.nsw.gov.au on whether you need to complete licensee training.

Unit Title

NSW RESPONSIBLE SUPPLY OF ALCOHOL TRAINING (RSAT)

Unit Code

SITHFAB002

Overview

This course provides a comprehensive overview of the knowledge requirements under NSW State liquor laws for employees in the supply of alcohol by same day delivery in NSW. If you are involved in the same day delivery of alcohol in NSW you have legal obligations relating to the sale, supply and delivery of alcohol. Meeting your obligations directly contributes to the minimisation of alcohol-related harms.

The purpose of Responsible Supply of Alcohol training (RSAT) is twofold, to:

1. ensure that you have the knowledge and skills to meet your responsibilities under the law; and
2. understand the importance of your role in the responsible sale and same day delivery of alcohol in the NSW liquor industry.

Course Objectives

This course is broken down into multiple, easy-to-manage sections.

- Introduction
- Module 1: NSW liquor laws
- Module 2: Intoxication
- Module 3: Minors
- Module 4: Refusing supply responsibly
- Module 5: Harm minimization strategies & approaches
- Module 6: Compliance & enforcement
- Scenarios
- Knowledge test details & next steps

Assessment Type

The knowledge test (assessment component of the course) is provided exclusively by Liquor & Gaming NSW. In order to obtain your RSAT certificate, you must complete this course and then successfully pass the knowledge test provided directly by Liquor & Gaming NSW. You are required to successfully complete all enrolment information and payment processes to be awarded completion of the learning component.

Please see the Assessment section of this course on our website for further details.

*Clear to Work is a provider of Liquor and Gaming NSW approved courses on behalf of Liquor and Gaming NSW, for further information visit the Licensee Training Tool at liquorandgaming.nsw.gov.au on whether you need to complete licensee training.

Accredited

No

Delivery Method

Online

Is This Course for You?

Responsible Supply of Alcohol Training (RSAT) is mandatory for anyone involved in the same day alcohol delivery to the public in NSW. This applies to same day alcohol delivery providers, delivery agents, and delivery drivers making alcohol deliveries.

Same day delivery providers include:

- licensed takeaway liquor providers that offer online/phone sales and deliveries in NSW
- food delivery providers that deliver alcohol in addition to, or as a part of food deliveries
- individuals offering same day delivery of alcohol in NSW, and
- any other businesses that offer same day alcohol delivery to the public.

Responsible Supply of Alcohol Training (RSAT) is mandatory for anyone involved in the same day alcohol delivery to the public in NSW. This applies to same day alcohol delivery providers, delivery agents, and delivery drivers making alcohol deliveries.

Duration

6 – 8 hours depending on your existing level of knowledge.

Related Training

[RSA](#)

LICENSEE TRAINING (NSW)

Course Overview

As a licensee, approved manager, or club secretary, you have significant responsibilities. This course is designed to help you understand and carry out your legal responsibilities so you can reduce the risk of alcohol-related harms arising from your business activities. This course is broken down into five sections. These sections address the following:

- Section 1: Overview of liquor regulation in NSW
- Section 2: Managing your liquor licence
- Section 3: Your responsibilities to manage alcohol-related harms
- Section 4: Best practice strategies to prevent alcohol-related harms
- Section 5: Compliance and enforcement

Course Objectives

As a licensee, you will learn to:

- Understand the relevant liquor laws and regulations that impact you as a licensee.
- Know your responsibilities in managing your NSW liquor licence.
- Understand your responsibilities as a licensee to manage alcohol-related harms in your business.
- Implement best practice strategies for your business to improve operations.
- Understand the consequences of non-compliance and what that means for you as a licensee.

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Prerequisite

A current NSW competency card or NSW interim certificate issued by Liquor & Gaming NSW for RSA. It must not expire before you complete this course.

Is This Course for You?

Licensee training is for most licensees, approved managers, and club secretaries.

Duration

6 hours

Related Training

[NSW RSA](#), [Advanced Licensee Training](#)

*Clear to Work is a provider of Liquor and Gaming NSW approved courses on behalf of Liquor and Gaming NSW, for further information visit the Licensee Training Tool at liquorandgaming.nsw.gov.au on whether you need to complete licensee training.

ADVANCED LICENSEE TRAINING (NSW)

Managing a licensed premises is an important job with a lot of responsibility. As the licensee or manager of a venue operating in a higher risk environment, you have additional obligations and responsibilities. This course is designed to assist you to become a leader and risk manager, and to address the range of challenges and behaviours that your business might encounter operating in a higher risk environment.

Research shows that assaults at licensed premises are likely to occur than non-licensed premises. These often occur between midnight and 3.00am. The good news is there is a lot you can do to prevent alcohol-related harms from occurring as a result of your business activities.

You have a responsibility to take a risk-based approach and lead your staff as well as engage with your local or broader community, to reduce the harm associated with alcohol and contribute to creating a sustainable and vibrant industry.

Non-compliance with the NSW liquor laws can result in the suspension or cancellation of your licence, and you can be banned from holding a liquor licence (or having a financial interest in a licence) for a significant period of time.

Course Objectives

By the end of the course, you should understand:

- Liquor regulation in higher risk environments
- How to lead a culture of compliance
- Government and industry approaches to reducing alcohol related harms
- How to minimise the risk of alcohol related harms in your business
- The best practice strategies for control risks in your business

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Prerequisite

Before you complete this training, you will need to hold a valid NSW competency card or interim certificate issued by a Liquor & Gaming NSW approved training provider for the following courses:

- RSA
- NSW Licensee Training

Is This Course for You?

Advanced Licensee training is an additional course for people who operate a business in a higher risk environment – for example, businesses that trade regularly after midnight.

Duration

6 – 8 hours depending on your currently level of knowledge.

Related Training

[Responsible Service of Alcohol, NSW Licensee Training](#)

*Clear to Work is a provider of Liquor and Gaming NSW approved courses on behalf of Liquor and Gaming NSW, for further information visit the Licensee Training Tool at liquorandgaming.nsw.gov.au on whether you need to complete licensee training.

Unit Title

PROVIDE RESPONSIBLE SERVICE OF GAMBLING (QLD)

Unit Code

SITHGAM001

This online course describes the performance outcomes, skills, and knowledge required to provide responsible gambling services, and to assist patrons who have issues with problem gambling.

Responsible gambling services must be provided wherever gambling activities are undertaken. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is typically present in a range of venues such as hotels, motels, clubs, pubs, and casinos.

Course Objectives

In this course, you will learn to:

- Implement responsible gambling practices
- Provide information and assistance to customers about problem gambling

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online.

Is This Course for You?

This course applies to all individuals involved in, or looking to gain employment in, roles carrying out gaming duties in a licensed venue in the State of Queensland. Potential employment pathways could include:

- Gaming room attendants
- Cashiers
- Keno operators
- TAB operators
- Casino and croupier sta

Duration

5 – 6 hours

Related Training

It is strongly recommended that any person taking the RSG course also takes the [Customer Liaison Officer](#) online course.

CUSTOMER LIAISON OFFICER

Our Customer Liaison Officer (CLO) course is designed to assist venues and gaming staff meet their legislative requirements when operating or working for a gambling venue in Queensland. In your role as Customer Liaison Officer (CLO), you are responsible for your venue's compliance with the gambling Code of Practice, as well as supporting problem gamblers and managing exclusions.

Note: This course is an industry course valid only in Queensland and expands on the SITHGAM201 Provide Responsible Gambling Services course and covers both legislative and code of practice requirements.

Course Objectives

In this course, you will learn how to:

- Assist patrons who approach for assistance
- Assist third party members who approach for assistance in relation to a family member or friend
- Assist patrons in providing information on self-exclusions
- Maintain relevant forms and registers relating to exclusions
- Provide information to staff regarding patrons who are excluded from venue
- Ensure the venue complies with legislation regarding problem gambling
- Ensure information is provided to patrons regarding counselling services, odds on winning, and any other relevant information and signage
- Aid staff with gambling-related problems

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is suitable for managers, supervisors and gaming staff who act in the role of Customer Liaison Officer. This course is valid in Queensland only.

Duration

2 - 4 hours.

Related Training

[Responsible Service of Gambling \(RSG\)](#)

ALLERGEN MANAGEMENT

Allergens can be life-threatening, and allergen incidents are on the rise. It is essential for anyone working with food to understand allergens and their associated risks and responsibilities.

Allergen Management is a non-accredited course is designed to provide awareness and knowledge of allergens, allergen risks, and the importance of having controls in place. Greater allergen knowledge and awareness benefits both individuals and the companies they represent.

Course Objectives

In this course, you will learn to:

- Identify an allergen
- Identify allergen risks
- Implement allergen controls

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is for anyone who would like to learn more about the different food allergens, the foods these allergens are present in, and how to implement allergen controls. This is a great foundational course for people in the hospitality and food industries.

Duration

6 – 8 hours.

Related Training

[Introduction to Food Safety, Food Handling Certificate \(Level 1\)](#), [Food Safety Supervisor](#) , HLTFS001 - [Follow Basic Food Safety Practices](#), HLTFS007 - [Oversee the Day-to-Day Implementation of Food Safety in the Workplace](#), HLTSS00061 - [Health and Community Food Supervisor](#) , HLTFS005 - [Apply and Monitor Food and Safety Requirements](#)

INTRODUCTION TO FOOD SAFETY

This course provides an overview of the foundations of basic food handling and will give you the skills and knowledge required to prepare and handle food safely.

Course Objectives

In this course, you will learn to:

- Follow hygiene procedures and identify hazards
- Report any personal health issues
- Prevent food and other item contamination
- Prevent cross contamination by washing hands

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational course that is suitable for anyone who would like to learn more about the basics of food safety.

Duration

5 – 6 hours

Related Training

[Food Handling Certificate \(Level 1\)](#), [Food Safety Supervisor \(Level 2\)](#), [Allergen Management](#), [Waiter Skills](#), [Barista Basics](#), [Wine Knowledge](#), [Beer Knowledge](#), [Cocktails and Spirits](#), [Customer Service](#)

FOOD SAFETY LEVEL 1

Unit Title

Hygienic Practices for Food Safety

Unit Code

SITXFSA005

Course Overview

This course outlines the performance outcomes, skills, and knowledge required to use personal hygiene practices to prevent the contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

The course applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas.

Course Objectives

In this course, you will learn to:

- Follow hygiene procedures and identify food hazards
- Report any personal health issues
- Prevent food contamination
- Prevent cross-contamination by washing hands

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details including information on who can sign off on your supervisor report (third party evidence) and what to do if you're not currently working in the food industry.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online.

Is This Course for You?

This course applies to all individuals involved in or looking to gain employment in roles involving food safety and/or food hygiene. Potential employment pathways could include food handlers, such as:

- Cooks
- Chefs
- Caterers
- Kitchen stewards
- Kitchen hands
- Food and beverage attendants

In industries such as hospitality, events and catering, pubs and clubs, hospitals, defence force, educational institutions, etc.

Duration

- Online assessment modules – 5 - 6 hours (self-paced)
- Supervisor report – total of 12 hours (completed over three separate shifts – each shift must be four hours in length)

Related Training:

[Allergen Management](#), [Introduction to Food Safety](#), [Food Safety Supervisor – Participate in Safe Food Handling Practices \(Level 2\)](#), [Food Safety Supervisor \(Level 1 & 2 Combined\)](#)

FOOD HANDLING LEVEL 2

Unit Title

Participate in Safe Food Handling Practices

Unit Code

SITXFSA006

Course Overview

This course looks at the procedures that need to be implemented to maintain high standards of food safety. This course also addresses food safety systems. Many basic food handling and hygiene rules and procedures have been discussed in the unit SITXFSA005 Use Hygiene Practices for Food Safety. They will not be covered in detail again in this unit. It is strongly recommended that you review Use Hygiene Practices for Food Safety before commencing this course.

Course Objectives

In this course, you will learn to:

- Follow a food safety program
- Store food safely
- Prepare food safely
- Provide safe single use items
- Maintain a clean environment
- Dispose of food safely

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details including information on who can sign off on your supervisor report (third party evidence) and what to do if you're not currently working in the food industry.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online.

Is This Course for You?

This course applies to all individuals already employed in, or looking for employment in, food, food safety, food hygiene or any role that directly handles food. This may or may not include supervision roles. These positions could include:

- Cooks
- Chefs
- Kitchen stewards
- Kitchen hands
- Food and beverage attendants

In industries such as hospitality, events and catering, pubs and clubs, hospitals, defence force, educational institutions etc.

Duration

- Online assessment modules – 5 - 6 hours (self-paced)
- Supervisor report – total of 12 hours (completed over three separate shifts – each shift must be four hours in length)

Related Training

[Food Handling Certificate](#), [Allergen Management](#)

FOOD SAFETY SUPERVISOR (Level 1 & 2 Combined)

Skill Set Code

SITSS00069

Unit Codes

Combined SITXFSA005 Use Hygiene Practices for Food Safety & SITXFSA006 Participate in Safe Food Handling Practices.

Description

This course provides complete Food Safety Supervisor training. This course is recognised in all states and territories except NSW, is valid for all industry sectors, and meets all legal requirements for Food Safety Supervisor training throughout Australia.

This course outlines the performance outcomes, skills, and knowledge required to use personal hygiene practices to prevent the contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards. This course also assesses the procedures that need to be implemented to maintain high standards of food safety and addresses food safety systems.

Course Objectives

In this course, you will learn:

- Follow hygiene procedures and identify food hazards
- Report any personal health issues
- Prevent food contamination
- Prevent cross-contamination by washing hands
- Follow a food safety program
- Store food safely
- Prepare food safely
- Provide safe single use items
- Maintain a clean environment
- Dispose of food safely

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details including information on who can sign off on your supervisor report (third party evidence) and what to do if you're not currently working in the food industry.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online.

Is This Course for You?

This course applies to all personnel or food safety supervisors working in or looking to work in areas such as tourism, hospitality and catering organisations with permanent or temporary kitchen premises, and smaller food preparation or bar areas.

Duration

- Online assessment modules – 6-8 hours (self-paced)
- Supervisor report – total of 12 hours (completed over three separate shifts – each shift must be four hours in length)

Related Training

[Allergen Management](#)

Unit Title

FOLLOW BASIC FOOD SAFETY PRACTICES

Unit Code

HLTFSE001

Overview

This is the entry level course in food safety for those working in the health & community service industries. For example, child care, aged care, hospitals.

This course is one of three units of competency that make up the food safety supervisor qualification in the health & community sector.

Course Objectives

In this course, you will learn to:

- Comply with personal hygiene standards as required by the food safety program
- Contribute to the cleanliness of food handling areas according to the food safety program
- Follow food safety program

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online

Is This Course for You?

This course applies to all personnel or food safety supervisors working in, or looking to work in, areas such as tourism, hospitality, and catering organisations with permanent or temporary kitchen premises, and smaller food preparation or bar areas.

Duration

6 – 8 hours depending on your existing level of knowledge.

Related Training

HLTFSE005 - Apply and Monitor Food Safety Requirements, HLTFSE007 - Oversee the Day-to-Day Implementation of Food Safety in the Workplace, [HLTSS00061 - Health and Community Food Supervisor](#)

Unit Title

APPLY AND MONITOR FOOD SAFETY REQUIREMENTS

Unit Code

HLTFSE005

Overview

This course covers the skills and knowledge required to monitor and control food safety hazards and respond to non-conformance as required by the food safety program in the health and community service industries. For example, childcare, aged care, hospitals.

This course is one of three units of competency that make up the food safety supervisor qualification in the health & community sector.

Course Objectives

In this course, you will learn to:

- Implement and monitor the food safety program
- Assist in the identification of breaches of food safety procedures

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online

Is This Course for You?

This course applies to all personnel or food safety supervisors working in, or looking to work in, areas such as tourism, hospitality, and catering organisations with permanent or temporary kitchen premises, and smaller food preparation or bar areas.

Duration

6 – 8 hours depending on your existing level of knowledge.

Related Training

HLTFSE001 - Follow Basic Food Safety Practices,
HLTFSE007 - Oversee the Day-to-Day Implementation of Food Safety in the Workplace, [HLTSS00061 - Health and Community Food Supervisor](#)

Unit Title

OVERSEE THE DAY-TO-DAY IMPLEMENTATION OF FOOD SAFETY IN THE WORKPLACE

Unit Code

HLTFSE007

Overview

This course covers the skills and knowledge required to supervise the day-to-day implementation of the food safety program across the entire business, process or food handling area. This involves supporting others to implement the requirements of the food safety plan in the community and health service industries. For example, child care, aged care, hospitals, meals on wheels, etc.

This course is one of three units of competency that make up the food safety supervisor qualification in the health & community sector.

Course Objectives

In this course, you will learn to:

- Support colleagues to implement the food safety program
- Control food safety in the workplace

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online

Is This Course for You?

This course applies to all personnel or food safety supervisors working in, or looking to work in, areas such as tourism, hospitality, and catering organisations with permanent or temporary kitchen premises, and smaller food preparation or bar areas.

Duration

6 – 8 hours depending on your existing level of knowledge.

Related Training

HLTFSE001 - Follow Basic Food Safety Practices,
HLTFSE005 -Apply and Monitor Food Safety Requirements, [HLTSS00061 - Health and Community Food Supervisor](#)

FOOD SAFETY SUPERVISOR AGED CARE & CHILD CARE

Unit Title

Health and Community Food Supervisor

Skill Set Code

HLTSS00061

Skill Set Name

Food safety supervision skill set - for community services and health industries.

Unit Codes

This course consists of three (3) units. These units are:

- HLTFS001 – Follow basic food safety practices
- HLTFS005 – Apply and monitor food safety requirements
- HLTFS007 – Oversee the day-to-day implementation of food safety in the workplace

Course Objectives

In this course, you will learn to:

- Comply with personal hygiene standards as required by the food safety program
- Contribute to the cleanliness of food handling areas according to the food safety program
- Follow food safety program
- Implement and monitor the food safety program
- Assist in the identification of breaches of food safety procedures
- Support colleagues to implement the food safety program
- Control food safety in the workplace

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions, written responses and direct observation through submission of observational responses via video.

Please see the Assessment section of this course on our website for further details including information on who can sign off on your supervisor report (third party evidence) and what to do if you're not currently working in the food industry.

Accredited

Yes, this is a nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification document.

Delivery Method

Online.

Is This Course for You?

This skill set reflects the skills required to prevent, recognise and address food handling hazards in a health or community services workplace. The role includes supervising other people handling food to ensure it is safe for consumption and ensuring food handling practices adhere to the organisation's food safety program. Industries may include child care, aged care, hospitals

Duration

The online component of the course takes approximately 18-24 hours to complete (depending on your existing knowledge). You will also need to factor in projects and the completion of the supervisor reports.

**Please read the assessment tab for this course on our website carefully for more information.*

STRONGER BOARDS: GOVERN TO GROW

This Stronger Boards course will provide you with essential governance education for the 21st Century and allows you to study at your own pace, as well as compare your learnings with fellow board/committee members.

You are joining the tens of thousands of active community members who want to provide good governance and strong leadership in Australia. This course is designed to help you understand and act on these qualities so you can meet legal requirements and proudly lead and grow your organisation into the future.

As most people are at different levels of knowledge and understanding on a board, this course is designed to create a common level of understanding and a structure to apply what you have learnt to your board meetings. You will learn how to work better as a team, identify individual strengths, and harness differences.

Course Objectives

In this course, you will address 10 modules over 3 key areas – these key areas are:

Key Area 1 – Govern Well

Key Area 2 – Lead with Strength

Key Area 3 – Grow Sustainably

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Is This Course for You?

This course is designed for members of not-for-profit management committees or boards of directors, such as sporting organisations, community organisations, service groups, youth organisations, school PandCs and environmental organisations. It is also designed for people who are keen to become a member of a board or committee and want to learn about governing well, leading, and growing an organisation.

Duration

Each module will take approximately 60-90 minutes to complete depending on previous skills and knowledge. The course is self-paced and there is no time limit for completion of the course. It is recommended to complete one module per week or month, depending on the decision by your board. This course can be completed individually or as a study group with your fellow board members. It is advised not to complete the course in one sitting.

MICRO-CREDENTIALIAL COURSES

Clear to Work's micro-credential courses are short courses designed to provide foundational knowledge on a wide array of topics and to help you improve on a specific skill. These are great courses to help you develop greater soft skills, build out your resume, improve career prospects, and maintain currency in your field.

ADAPTING LEADERSHIP STYLES

This course is designed to provide an overview of various leadership styles, their strengths and weaknesses, and assess which styles are ideal in each situation. When we lead for the first time, we might adopt a style of leadership that we've experienced from someone else, or that we've heard or read about. If it seems to work, we may stick with it; it becomes 'our' style.

There are many approaches available. A good leader can adapt their style according to situations and people involved.

Course Objectives

In this course, you will learn:

- To understand different leadership styles
- To identify the style(s) you're most comfortable with
- The importance of adapting your style to different situations

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great course for anyone who aspires to move into a leadership position or has recently been promoted into a leadership role.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Professional Supervisor](#), [Being a Team Player](#), [Developing Emotional Intelligence](#), [Manage People Performance](#)

THE ART OF EFFECTIVE DELEGATION

Do you often feel stressed and overloaded? It might be a good time to brush up on your delegation skills! Working alone, there's only so much we can do, no matter how hard we work. When we have a high workload, this can lead to a real sense of pressure and work overload. We can't do everything everyone wants, leaving us feeling stressed and feeling like we're letting people down. Unless we learn to delegate effectively, our success will be limited.

This course explores the tools we can utilise and implement to effectively delegate tasks.

Course Objectives

In this course, you will learn:

- Define delegation and look at the reasons why we should delegate
- Address the who and how of delegating
- Assess how to avoid micromanagement and preventing manager dependency
- Outline the guidelines for success

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great course for anyone who aspires to move into a leadership position or has recently been promoted into a leadership role.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Professional Supervisor](#), [Being a Team Player](#), [Developing Emotional Intelligence](#), [Manage People Performance](#)

ANTI-MONEY LAUNDERING & COUNTER-TERRORISM FINANCING GENERAL STAFF RISK AWARENESS (FRONTLINE STAFF)

This course is designed for general staff that work in the gaming room, on reception, or in TAB areas of a pub or club. The course takes participants through defined responsibilities, pertaining to AML/CTF, the risk a venue may face, Suspicious Matter and Threshold Transaction Reporting, identifying counterfeit money and general venue responsibilities.

Course Objectives

In this course, you will learn about:

- Module 1: What is AML/CTF?
- Module 2: The Law & AML/CTF Programs
- Module 3: The Common Risks Pubs & Clubs Face
- Module 4: Responsibilities & Consequences for Non-Compliance
- Module 5: Pubs' and Clubs' Relationship with TAB

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

ANTI-MONEY LAUNDERING & COUNTER-TERRORISM FINANCING GENERAL STAFF RISK AWARENESS (MANAGERS)

This training describes the performance outcomes, skills and knowledge required to fulfill the role of a compliance officer within a reporting entity, operating gaming machines and a TAB and outlines managements direct responsibilities

Course Objectives

In this course, you will:

- Understand the roles and responsibilities of a Compliance Officer
- Understand the roles of supervisors and managers
- Have a basic understanding of the legislative framework and key concepts from the Act and Rules
- Understand what the Venue's Compliance Program Parts A and B covers
- Understand regulatory policies and procedures and the maintenance of these
- Understand the risk assessment, identify new risks, assess the risk level and formulate controls
- Understand and facilitate the Venue's Reporting Requirements
- Assisting with the Independent Review and closing out actions as well as participating in the internal Review of the AML/CTF Program

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is designed for managers/compliance officers that work in the gaming room, on reception, or in TAB areas of a pub or club. The course takes participants through defined responsibilities, pertaining to AML/CTF, the risk a venue may face, Suspicious Matter and Threshold Transaction Reporting, identifying counterfeit money and general venue responsibilities.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Customer Liason Officer \(Queensland Only\) Responsible Service of Gambling \(RSG\) - QLD](#)

BARISTA BASICS

Course Overview

Our Barista Basics course is designed to give students the basic knowledge and skills required to produce and serve espresso coffee beverages using commercial espresso machines.

The student will learn how to advise customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines.

Course Objectives

In this course, you will learn how to:

- Organise a coffee workstation
- Select and grind coffee beans
- Advise customers on espresso coffee
- Extract and monitor quality of espresso
- Texture milk
- Serve espresso coffee beverages
- Clean espresso equipment

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is great for anyone who would like to learn the basic skills needed to be a barista.

Duration

2 - 4 hours.

Related Training

[Customer Service](#), [Beer Knowledge](#), [Cocktails & Spirits](#), [Wine Knowledge](#), [Responsible Service of Alcohol](#), [Allergen Management](#)

BEER KNOWLEDGE

Do you know the difference between an ale and a lager? Do you know what style of beer to serve with oysters? This course provides valuable information about beer styles, food matching, and the brewing process.

Course Objectives

In this course, you will learn about:

- The history of beer
- The brewing process
- Elements of beer styles
- The difference between an ale and lager
- How to taste beer
- How to serve beer
- Beer and food matching
- How to sell a beer

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

Whether you're working in a brewery, bar, restaurant, or any other establishment that serves beer, it's always a good idea to ensure you have good foundational knowledge surrounding beer. This is a great course for anyone needing to brush up on beer knowledge.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Customer Service](#), [Wine Knowledge](#), [Barista Basics](#), [Cocktail and Spirits](#), [Responsible Service of Alcohol](#), [Allergen Management](#)

BEING A TEAM PLAYER

Teamwork is essential in any successful organisation. To have an effective team, an organisation must be comprised of individuals who pride themselves on being great team players. Many of us would consider ourselves to be team players, but are we really? Do we know what it takes? Every person in an organisation brings skills and strengths to the table. Understanding how to use them within the context of a team is vital to help an organisation succeed.

Course Objectives

In this course, you will learn to:

- Understand the definition of, and know the difference between, a team player and a non-team player
- Learn the qualities possessed by a team player
- Determine what type of team player you are and understand your place in a team
- Know and understand what it takes to be a team player
- Discover the different types of teams that exist within a company
- Learn what working together as a team looks like
- Learn the different types of workplace teams organisations need to succeed
- Develop strategies to improve teamwork

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is appropriate for every level of employee within an organisation.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Developing Emotional Intelligence](#), [Negotiation and Persuasion](#)

BODY LANGUAGE AS A SALES TOOL

Body language can make or break our efforts to establish long term, trusting relationships. It can help reinforce and add credibility to what we say, or it can contradict our words. Understanding the signals you are sending, as well as being able to read the signals that your clients are sending, is an essential skill in sales. What is your body language saying about you?

Course Objectives

In this course, you will learn to:

- Apply your knowledge of body language to improve communication
- Understand the impact of space in a conversation
- Understand the nuance of body language from a range of areas including your face, eyes, hands, arms, legs, and posture
- Use mirroring and matching, pacing and leading techniques to build rapport
- Dress for success
- Shake hands with confidence

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is for anyone in a sales position who would like to learn more about body language as a sales tool.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Customer Service](#)

BULLYING IN THE WORKPLACE

When most people think of bullying, images immediately come to mind of children in a schoolyard being taunted, pointed at, called names, ostracised, and physically threatened. Most people don't think about bullying occurring in a workplace. Yet, it's a remarkably common experience for many.

Bullying in the workplace can be hard to identify and address. What does bullying look like? How can you discourage it in your workplace? What can you do to better protect your staff and co-workers? We address all of these questions and more in this course.

Course Objectives

In this course, you will learn about:

- Define what constitutes bullying
- Understand the costs of bullying to people and organisations
- Identify bullying behaviours and the reasons behind them
- Know some ways to prevent bullying and understand what role you can play
- Know some ways to protect yourself from bullying
- Know what to do if you are bullied
- Identify appropriate solutions for a bullying incident
- Assist in creating an anti-bullying policy

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is designed for anyone who would like to learn to better identify bullying in the workplace and develop strategies to deal with these types of situations.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Conflict Resolution](#), [Managing Challenging Situations](#), [Managing Workplace Stress](#), [Managing Anger](#)

CASH HANDLING & TRANSACTION MANAGEMENT

This course addresses the skills and knowledge required to effectively handle customer transactions. While the use of cash is becoming increasingly less commonplace in our society, it's still important to understand the basics of cash handling. Being confident in knowing what to do to complete a successful EFTPOS transaction and reconciling a cash drawer at the end of a shift is fundamental in the hospitality work environment.

This course explores the numeracy skills needed to undertake financial duties, including checking for accuracy of transactions, and closely adhering to your workplace requirements, policies and procedures.

Course Objectives

In this course, you will learn:

- Standard transaction procedures
- How to maintain an accurate cash float and calculate daily takings
- Security for counting and transporting cash
- Cash handling and good sanitation practices

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

Whether you're wanting to enter the workforce for the first time or are just needing a refresher, this course is suitable for anyone wanting to develop and improve their interview skills.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Customer Service](#)

COCKTAILS & SPIRITS

Do you know the difference between a rum and bourbon? Do you know how they are made? Do you know how to make a Long Island Iced Tea?

Our Cocktails and Spirits course will provide you with valuable information about spirits, cocktails, and how to sell cocktails. This is a non-accredited course, and you will receive a Certificate of Completion.

Course Objectives

In this course, you will learn about:

- What a spirit is
- Types of spirits and their origins
- The distilling and fermentation process
- The use of spirits in cocktails
- Advertising and preparing cocktails
- Presenting cocktails

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course provides a foundational overview of spirits and cocktails and is designed for anyone who would like to learn more about this topic.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Customer Service](#), [Beer Knowledge](#), [Barista Basics](#), [Wine Knowledge](#), [Responsible Service of Alcohol](#), [Allergen Management](#)

CONFLICT RESOLUTION IN THE WORKPLACE

Conflict Resolution in the Workplace explores the skills needed to effectively manage conflict so that you can approach disagreements with confidence and keep your professional relationships intact. If conflict in the workplace is left unresolved, it can interfere with teamwork, productivity, and damage relationships. Success in dealing with conflict comes from understanding how you behave, and how you can influence other people.

You will be given the tools to manage difficult conversations effectively to get the best results out of them. In turn, you will be able to transform difficult situations into opportunities for growth. Understanding how to make conflict constructive is key!

Course Objectives

In this course, you will learn to:

- Identify some causes of difficult behaviour and conflict
- Recognise how anger affects you physically, emotionally, and mentally
- Understand the concept of assertive anger and implement appropriate anger management techniques
- Respond effectively to another person's anger
- Apply techniques to prevent problems from happening and/or deal with them
- more effectively
- Apply the three-step Conflict Resolution Model to deal with difficult people and situations
- Prepare for difficult conversations and apply steps to help them go smoothly

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational course for those wanting to improve their conflict resolution skills.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Managing Stress](#), [Managing Anger](#), [Developing Emotional Intelligence](#)

CUSTOMER SERVICE

We all know customer service is important. But why? Sam Walton (1918-92), founder of Wal-Mart, sums up the answer precisely with the following quote:

“There is only one boss. The customer, and he/she can fire everyone in the company, from the Chairman down, simply by spending his money somewhere else.”

This course will introduce you to the essentials of providing awesome customer service. You will learn how to sell, up sell, and cross sell. You will also learn how to turn a customer complaint into a sales opportunity. This course provides a high-level overview of the customer service skills needed for those working within the service industries and applies to the full range of tourism, hospitality, retail, and personal services, including those involved in food and beverage service, housekeeping, and front office.

Course Objectives

In this course, you will learn:

- Who your customers are
- How to identify what your customer wants
- Why it pays off to provide what your customer wants
- How to manage relationships with your customers effectively
- How to resolve difficulties and complaints in a way that maintains, and even improves, your relationship with the customer

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational course for anyone who wants to improve their customer service skills. Whether you're just starting out in a role that provides customer service or you're just needing a refresher, this is a great way to brush up on important customer service skills.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Beer Knowledge](#), [Wine Knowledge](#), [Barista Basics](#), [Cocktail and Spirits](#), [Responsible Service of Alcohol](#), [Allergen Management](#)

DEVELOPING EMOTIONAL INTELLIGENCE

Develop your emotional intelligence to cultivate successful workplace relationships, increase productivity, and kick personal and organisational goals. When you possess a strong emotional awareness and a clear understanding of inter-personal and inter-group dynamics, you dramatically increase the chances of both personal and organisational success. To successfully cultivate positive personal and professional relationships you need to be self-aware, have an collection of communication techniques, and build a culture of trust and cooperation.

Course Objectives

In this course, you will learn to:

- Develop and use emotional intelligence
- Increase self-awareness, self-management, social awareness, and relationship management in the workplace
- Identify the impact of your emotions on others in the workplace

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is designed for anyone looking for strategies to raise productivity, boost team morale, and foster positive working relationships.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Managing Workplace Stress](#), [Managing Anger](#), [Adapting Leadership Styles](#), [Managing People Performance](#), [Conflict Resolution in the Workplace](#)

EMBRACING DIVERSITY, EQUITY, AND INCLUSION

In this course, we explore what diversity means, what it looks like in our work environments, assess our own awareness of diversity, and how we should conduct ourselves in order to be equitable and inclusive. The intention of this course is to provide a space to explore the concepts surrounding diversity. We explore elements like respecting differences, addressing identifiable groups, and understanding our responsibilities to foster an equitable and inclusive workplace in an attempt to increase our awareness of each other and the law. This way we may be less likely to commit some of the social and professional faux pas related to diversity in the workplace.

Course Objectives

In this course, you will learn about:

- Define diversity and why it's important
- Address diversity awareness including evaluating where we're at with our own awareness
- Review common diversity pitfalls
- Look at diversity in the context of the law and define the responsibilities we have to address behaviours that are not diversity friendly
- Explore the concepts of stereotypes, tribalism, and implicit bias and how these impact our ability to be equitable and inclusive

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational course for anyone looking to build their knowledge about diversity equity, and inclusion in the workplace. Increasing self-awareness is one of the best ways to foster an equitable and inclusive work environment!

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Developing Emotional Intelligence](#), [Bullying in the Workplace](#)

HAPPINESS AND WELL-BEING

Whether creating a workplace wellness program from scratch or enhancing what you already have, it's important to understand the important things in our lives and develop a plan to balance our objectives to be healthier and happier. This course explores the processes to help you understand your work-life balance and practical steps towards a healthier and happier life.

Course Objectives

In this course, you will learn to:

- Use the Wheel of Life tool
- Understand the Life-Career Rainbow
- Improve physical health and well-being at work
- Practice mindfulness in the workplace
- Take practical steps towards a happier life

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is appropriate for anyone who would like to learn more about establishing a work-life balance and strategies we can implement to feel happier and healthier.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Managing Workplace Stress](#), [Managing Anger](#)

INTERVIEW SKILLS

In this online course you will identify and learn the key components of a well written resume and cover letter. You will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions you should think about asking. You will learn how to prepare for second interviews, testing and shadowing, as well as how to follow up on your interview sessions.

Course Objectives

In this course, you will:

- Discover the key components and importance of a well written resume and cover letter
- Explore the job search process
- Understand the different types of interview questions and how to prepare to answer them
- Apply the most effective ways to prepare for an interview, including how to present yourself professionally
- Learn how to express yourself effectively
- Learn how to ask for feedback following an interview

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

Whether you're wanting to enter the workforce for the first time or are just needing a refresher, this course is suitable for anyone wanting to develop and improve their interview skills.

Duration

2 - 4 hours depending on your existing level of knowledge.

MANAGING ANGER

Managing anger productively is something few individuals, organisations, or societies do well. Not surprisingly, those who do manage their anger at work are much more successful than those who don't.

A co-worker who can productively confront their teammate about their negative attitude increases their team's chance of success and minimises destructive conflicts. This course will help give you and your organisation an edge in creating a happier, more productive workplace.

Course Objectives

In this course, you will learn to:

- Recognise how anger affects your body, mind, and behaviour
- Use the five-step method to break old patterns and replace them with a model for assertive anger
- Use an anger log to identify your hot buttons and triggers
- Control your own emotions when faced with others' anger
- Identify ways to help other people safely manage some of their repressed or expressed anger
- Communicate with others constructively and assertively

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational course for anyone needing to develop skills in the area of anger management.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Managing Workplace Stress](#), [Developing Emotional Intelligence](#), [Happiness and Well-Being](#)

MANAGING CHALLENGING SITUATIONS

Positive and ethical behavior is key to an organisation's long-term success and benefits individuals and teams. Left unchecked, bad behaviour can have a negative impact on people and profitability. This course will help you understand how to manage difficult behaviours including managing defensive people, team negativity and team conflict. Strategies include setting a good example for team members, challenging offenders, and setting behavioural goals.

Course Objectives

In this course, you will learn about:

- Understand a range of behaviour management issues
- Manage bad behaviours using various methods
- Manage team negativity
- Resolve team conflict

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is designed for those in supervisory or managerial positions who would like to develop better skills in managing behaviours that contribute to a less than desirable workplace culture.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Motivating Your Team, Adapting Leadership Styles,](#)
[Conflict Resolution in the Workplace](#)

MANAGING PEOPLE PERFORMANCE

Effective managers understand the link between performance management and performance development. In this course, you will gain the skills to efficiently manage staff performance by understanding how to allocate work to staff members, assess their performance, and provide coaching and feedback to help them improve.

Course Objectives

In this course, you will learn:

- How to clarify work expectations, work focus, and work allocation
- To understand the performance appraisal process
- Methods to improve performance and identify outstanding performance

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is a great foundational course designed for those who aspire to be in a supervisory position and develop management skills.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Conflict Resolution in the Workplace](#), [Problem Solving & Decision Making](#), [Professional Supervisor](#), [Developing Emotional Intelligence](#)

MANAGING WORKPLACE STRESS

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with those of home, have become too much to handle. This course explores the causes of such stress and suggests general and specific stress management strategies that people can use daily.

Course Objectives

At the end of this course, you will be able to:

- Understand that stress is an unavoidable part of everybody's lives
- Learn how to better manage stress
- Manage stressful events

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational course for anyone needing to develop skills in the area of workplace stress.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Managing Anger, Developing Emotional Intelligence, Happiness and Well-Being](#)

MOTIVATING YOUR TEAM

Employees who feel valued and recognised for their work are more motivated, responsible and productive. Motivated people have a positive outlook, are excited about what they're doing and they know they're investing their time in something truly worthwhile. They enjoy their jobs and perform well.

As a leader, you must keep your team feeling motivated and inspired.

In this course, we review the key motivational theories, strategies, and tools you can use to help your people remain enthusiastic about their work.

Course Objectives

In this course, you will learn about:

- Identify what motivation is
- Describe common motivational theories and how to apply them
- Learn when to use different motivators
- Create a motivational climate

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is designed for those in supervisory or managerial positions who would like to develop better skills in motivating team members by developing strong relationships based on trust and mutual respect.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Adapting Leadership Styles, Conflict Resolution in the Workplace, Managing Challenging Situations](#)

NEGOTIATION & PERSUASION

Whether nutting out a multimillion-dollar business deal, allocating responsibilities among your team or haggling over where to order lunch, you're negotiating. The better you do it, the more likely you'll be happy with the outcome.

If you use your negotiation skills well, the people you're negotiating with will be happy too!

This course looks at how to prepare for various forms of negotiation and explores the skills you'll need to negotiate confidently and successfully.

Course Objectives

In this course, you will learn:

- The essential skills needed to be a good negotiator
- The importance of credibility when using powers of persuasion
- Common negotiation mistakes and persuasion pitfalls
- The win-win negotiation strategy
- How to handle brinkmanship in negotiations

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great course for anyone wanting to better understand and further develop their ability to influence, negotiate, and persuade. Whether you would like to better develop this skill as a leader, or to be more effective in your job, this is a great foundational course on the art of negotiation and persuasion.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Developing Emotional Intelligence](#), [Being a Team Player](#)

PROBLEM-SOLVING & DECISION-MAKING

In this online course, you will learn how to identify and solve problems and make decisions more effectively. Although we make decisions and solve problems all the time, some people are still very uncomfortable making decisions. Finding creative solutions to problems is not just about creativity - it lies in the ability to identify options, research them, and then put things together in a way that works.

This course provides a process that you can work through that can take the anxiety out of problem solving and help you make decisions easier.

Course Objectives

In this course, you will learn to:

- Clearly define problems and legitimise them
- Identify types of decisions and ways to make decisions
- Avoid decision making traps and understand what to do if you make a decision you regret
- Apply the problem-solving model effectively
- Create a plan for implementing, evaluating, and following up on decisions
- Use various problem solving and decision-making techniques.

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational course for professionals looking to build their skills in problem-solving and decision-making.

Duration

2 - 4 hours depending on your existing level of knowledge.

PROFESSIONAL SUPERVISOR

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial-and-error basis can lead to discouragement. This course can help you overcome many of the problems a new supervisor may encounter.

Course Objectives

In this course, you will learn to:

- Clarify the scope and nature of a supervisory position
- Learn some ways to deal with the challenges of the role
- Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organisation
- Learn key techniques to help you plan and prioritize effectively
- Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision
- Develop strategies for motivating your team, giving feedback, and resolving conflict

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is a great foundational course designed for those who aspire to be in a supervisory position and develop management skills.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Conflict Resolution in the Workplace](#), [Problem Solving & Decision Making](#), [Manage People Performance](#), [Developing Emotional Intelligence](#)

RUNNING EFFECTIVE MEETINGS

This course is concerned with small working meetings for groups that require participants' energy and commitment.

Typically, participants in a meeting aim to achieve some kind of result from their time together; whether solving problems, brainstorming, or simply sharing information. When done well, participants will know what the meeting is about and how to utilise individual participants' strengths.

Course Objectives

In this course, you will learn:

- Explore the value of meetings as a management tool
- Recognise the critical planning step that makes meeting time more effective
- Identify process tools that can help create an open and safe forum for discussion
- Review how to run effective virtual meetings
- Develop and practice techniques for managing conflict in meetings

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

Whether you're wanting to enter the workforce for the first time or are just needing a refresher, this course is suitable for anyone wanting to develop and improve their interview skills.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Managing Challenging Situations](#)

STOCK AND INVENTORY MANAGEMENT

Stock and Inventory Management will give you the skills and knowledge to take delivery of stock, appropriately store and rotate stock, maintain the quality of stock, and identify and minimise stock loss. This course is designed for operational staff who report to higher management and work in organisations where stock control is integral to the business and/or stock control issues have been identified.

**Note: This course does not cover specialist stock control processes required for perishable food.*

Course Objectives

In this course, you will learn:

- How to identify, record, and report discrepancies
- The stock receiving procedure
- Stock discrepancies
- How to inspect stock
- How to check quality
- Food safety
- Safe storage
- Stock control and inventory management systems
- Dispatch procedures
- Storing stock
- Cleaning and sanitation
- Temperature and ventilation of storage areas
- Storing chemicals
- Safe manual handling techniques
- Stock rotation and stocktake
- Spoilt stock and waste
- Lighting in storage areas
- How to identify and record stock losses
- How to report stock losses
- How to identify avoidable losses
- How to find solutions to stock losses

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is designed for operational staff who report to higher management and work in organisations where stock control is integral to the business and/or stock control issues have been identified.

Duration

2 - 4 hours depending on your existing level of knowledge.

TEAM & EMPLOYEE ENGAGEMENT

It's no secret that having strong team and employee engagement strategies in place can result in greater overall success in a team and organisation. In this course, we will explore some of the strategies we can implement within our teams and organisations, and as leaders, to better drive engagement.

Course Objectives

In this course, you will learn about:

- Define team and employee engagement
- Address engagement strategies
- Assess the cost of disengagement
- Explore common barriers to engagement
- Outline the importance of building trust
- Address coaching and feedback skills

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This is a great foundational leadership development course that addresses the basics of employee engagement strategies. If you're looking to develop a better understanding of the concept of employee engagement and how you can better drive engagement with your team, this is a great course for you!

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

Professional Supervisor, Manage People Performance, Developing Emotional Intelligence, Adapting Leadership Styles, Motivating Your Team, The Art of Effective Delegation

WAITER SKILLS

This course is designed to provide the basics of waiter skills by addressing information about food service styles, service procedures, duties, equipment, and responsibilities.

Course Objectives

In this course, you will learn about:

- The duties and responsibilities of a waiter
- Waiter's equipment
- Food service styles
- The difference between plate service, semi silver service and buffet service
- How to prepare for service including how to set a table
- Service procedures
- How to take a reservation
- How to greet and seat a customer
- How to present the menu and take an order
- How to write a docket and place the order in the kitchen
- The three-plate method of carrying plates

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course is designed for those who are wanting to begin work as a waiter or who have just started working in this role.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Beer Knowledge](#), [Wine Knowledge](#), [Barista Basics](#), [Cocktail and Spirits](#), [Responsible Service of Alcohol](#), [Introduction to Food Safety](#), [Allergen Management](#)

WINE KNOWLEDGE

Do you know the difference between Chardonnay and Chenin Blanc? What about a Pinot Gris and a Pinot Noir? Our Basic Wine Knowledge course will provide you with valuable information about wine, wine making, styles, food matching, and some tips on how to sell wine.

Course Objectives

In this course, you will learn about:

- History of wine in Australia
- The basics of the wine making process
- The most common terms used in the wine industry. e.g., bouquet, legs, and backbone
- The most common varieties of wine available in Australia
- The growing regions of Australia and the wines for which they are most famous
- Basic wine and food matching
- The types of wine customers
- How to sell wine

Assessment Type

You are required to successfully complete all assessment, enrolment information and payment processes to be awarded completion. Assessment consists of multiple-choice questions.

Please see the Assessment section of this course on our website for further details.

Accredited

No.

Delivery Method

Online.

Is This Course for You?

This course covers the basics of wine and is designed for those who have little to no wine experience but would like to develop their knowledge.

Duration

2 - 4 hours depending on your existing level of knowledge.

Related Training

[Customer Service](#), [Beer Knowledge](#), [Barista Basics](#), [Cocktail and Spirits](#), [Responsible Service of Alcohol](#), [Allergen Management](#)



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