



**10**  
CELEBRATING  
2010-2020  
**YEARS**

# NATIONAL TRAINING & PRODUCTIVITY CENTRE **2020 HANDBOOK**





## Director's Message

I am pleased to present the 2020 Handbook that sets out the skills training that we are offering at the National Training & Productivity Centre. This comprehensive reference book outlines all the courses we are offering, so it is a useful guide for your training needs into 2020-2021.

As part of our mandate, NTPC has always been at the forefront of providing Technical and Vocational Education and Training (TVET) programmes to the trade sectors in Fiji. The Department of Automotive and Mechanical, Department of Construction, and the Department of Electrical and Electronic Engineering spearhead the provision of TVET courses. There is a wide range of programmes tailor-made to boost the overall efficiency and productivity of any organisation in Fiji's trade industries.

The technical programs offered at NTPC consist of 70 percent practical learning and 30 percent theory. Students are kept current with Fiji's industrial practices. Our trainers are industry practitioners, and we have policies in place to ensure that the trainers are always up to date with the current industry practices and developments. We offer multi-skilled qualified trainers who can help students to achieve their goals. Our trainers are capable of delivering training to suit various levels of participants, including those without formal education qualifications.

NTPC also has comprehensive courses in Information Technology, Executive Management Tourism, Hospitality Fashion and Travel as well as specialised training in National Productivity and Industry Innovation with a specific aim for the future-readiness of our students for the competitive business and service industries. In the face of globalisation and the introduction of Industry 4.0, retraining is increasingly becoming a necessity for many industries, with the realisation that organisations must change or adapt to remain competitive.

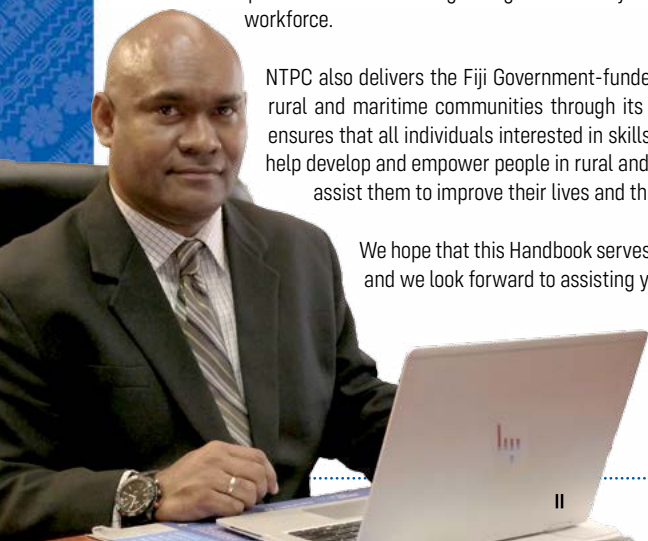
To ensure that the training and courses discussed in this Handbook are relevant to Fiji's needs, NTPC carries out consultations in the form of the annual Industry and Community Discussion Forum as well as constant reviews of the in-service training provided in all our centres. These ensure that our students can be confident that the training they have received is what the industry demands.

NTPC is the only recognised administrator and facilitator of apprenticeship programmes in Fiji, as well as Trade testing. These programmes ensure that opportunities are given to skilled individuals so they can remain competitive in the face of growing demands by the industries for a qualified and experienced workforce.

NTPC also delivers the Fiji Government-funded Sustainable Livelihood Programme (SLP) in rural and maritime communities through its Non-Formal Education Department. The SLP ensures that all individuals interested in skills training are not left behind. The programmes help develop and empower people in rural and maritime communities with practical skills to assist them to improve their lives and their communities.

We hope that this Handbook serves as a useful guide to you and your organisation and we look forward to assisting you at NTPC.

**Dr. Isimeli Tagicakiverata**  
**Director**  
**National Training & Productivity Centre**



# CONTENTS

## Department Of Tourism Hospitality Fashion & Travel

### Front Office

• Telephone Etiquette	1
• Customer Services	1
• Basic Front Office Supervision	1
• Basic Front Office Management	1
• IT Hospitality Reservation Room Master	2
• IT Hospitality Accommodation Room Master	2
• IT Hospitality Fidelio Opera	3
• Professional Porters and Concierge	3
• Handling Guest Complaint	4
• Reservation Procedure & Services	4

### Restaurant Operation

• Workplace Hygiene	5
• Restaurant Preparation and Services Stage 1	5
• Restaurant Preparation and Services Stage 2	6
• Bar Preparation and Services	6
• Wine and Beverage Services	7
• Wine Evaluation	7
• Cocktail Mixing	8
• Functions and Banquets	8
• Room Service	9
• Non-Alcoholic Drinks/Espresso Coffee Making	9
• Gueridon / Silver Service	9
• Receiving and storing stocks	10
• Purchasing Procurement	10
• Food and Beverage Cost control and Profit and Loss statement	11
• Food and Beverage Supervision	11

### Management, Supervisory and Special Events

• Events Planning Management Module I	12
• Events Planning Management Module II	12
• Events Planning Management Module III	13
• Hospitality Human Resource Management Module I	13
• Hospitality Human Resource Management Module II	14
• Hospitality Human Resource Management Module III	14
• Hospitality Human Resource Management Module IV	15
• MDP - Human Resources Management in Hospitality – Unit 1	15
• MDP - Financial Management Literacy – Unit 2	15
• MDP - Sales and Marketing Management in Hospitality – Unit 3	16
• MDP - Business Communication and Report Writing - Unit 4	16
• Dynamic Sales in the Hospitality Industry	17
• Hospitality Supervisory Skills	17



• Leadership and Management Skills	18
• Building Customer Loyalty through Quality Service	18
• Manage Event Staging	19
• Time Management Essentials in Hospitality	19
• Endure Team Effectiveness	20
• Staging of Events and Functions	20
• Professional Sales in the Hospitality Industry	20
• The Supervisor: Motivation through Leadership	21

## **Baking and Patisserie**

• OHS & Kitchen Hygiene in Baking and Patisserie	21
• Basic Baking and Patisserie delights	22
• Basic Coffee shop delicacies	22
• Cake baking	23
• Cream Based cakes	23
• Basic Cake Decoration	24
• Advance Cake Decoration	24
• Pies and tarts	25
• Puff and Choux Pastry	25
• Breads and Rolls	26
• Meringues, Cookies and Biscuits	26
• Croissants, Danish and Breakfast Pastries	27
• Hot and Cold Desserts	27
• Chocolate Works	28
• Cakes for Special Events	28
• Valentines Cake Decoration	29
• Cakes for Special Occasions	29
• Puff and Danish Pastries	30
• Centre Piece Show Case Piece /Margarine Modelling	30
• Novelty Theme Cake	30
• Centre Piece Dessert Setting	31
• Chocolate Works	31
• Mastering Fondant and Plastic Modelling	31
• Chocolate Modelling/Decoration	32
• Hot and Cold Platter Setup	32

## **Commercial Cookery**

• 3 Facets Kitchen Hygiene/OHS	33
• Principles & Methods of Cookery	33
• Organize & Prepare Food	33
• Stocks Soups & Sauce Production	34
• Salads and Appetizers	34
• Prepare Sandwiches	34
• Basic Pastries & Cakes	35
• Basic Yeast Goods	35
• Breakfast Cookery / Kitchen Attendance	35
• Poultry & Game Preparation	36
• Fish & Shell fish Preparation	36
• Lamb Pork & Beef Preparation	37

• Innovative Ways of using Local Cuisine	37
• Eggs & Farinaceous	37
• Kitchen Cost Control	38
• Menu Planning	38
• Showpiece & Buffet Techniques	39
• Food Science	39
• Fruit & Vegetable Carving	39
• International Thai Cuisine	40
• Food Commodities	40
• Kitchen Brigade Management	40
• International Thai Cuisine	41
• Food Commodities	41
• Kitchen Brigade Management	42
• Kitchen Brigade Management HACCP	43
• Creative Domestic Cooking	43
• Kitchen Safety & Hygiene	44

### **Housekeeping and Accommodation Services**

• Hospitality Operation	44
• Roles and Responsibilities of Housekeeping and Customer Service	45
• Professional Guestroom Cleaning & Procedures	45
• IT Hospitality Housekeeping Accommodation Room Master	46
• General Deep Cleaning and Periodic Maintenance	46
• Public Area Cleaning	47
• Sanitation and Hygiene in Guest Room	47
• Laundry Management	47
• Basic Housekeeping Supervision	48
• Basic Housekeeping Cost control	48
• Managing Linen Inventory	49
• Housekeeping Assessment	49
• Service Skills for Housekeepers	50
• Professional Guestroom Cleaning	50
• Safe Chemical Handling Procedures	50
• Basic Room Attendant Skills	51
• Advance Room Attendant Skills	51
• Exceptional Customer Service for Housekeepers	51
• Accommodation and Laundry Service	52
• Housekeeping Accommodation Supervision	52
• Accommodation Inventory Management	52
• Public Area Cleaning	53
	53

### **TAFE Tourism & Hospitality Franchised Program**

• Certificate III in Commercial Cookery SIT30816	54
• Diploma of Travel and Tourism Management SIT50116	54
• Diploma of Hospitality SIT50416	54

### **Travel & Tourism**

• Fiji Tourism Industry Knowledge	55
• Tour Guiding Fundamentals	55

• Dealing with Customers and Colleagues	56
• Strategic Selling Skills of Tourism Products and Services	56
• Co-ordinate Arrival and Departure Assistance	56
• Inbound Travel Services 1	57
• Inbound Travel Services 2	57
• Inbound Travel Services 3	58
• Certificate of Attainment -Assessment	58
• Travel and Tourism Supervisory Skills	58
• Coordinate and Operate Tours	59
• Develop and Manage Quality Customer Service Practices in Hospitality	59
• Exceptional Customer Services for Hospitality	60
• Effectively Managing Guest Complaints	60
• Lead and Manage People in the Hospitality Industry	60
• Plan Functions and Events for Hospitality	61
• Managing Diversity and Workplace	61
• Service Ambassadors in Hospitality Industry	61

## **Recreation & Tourism**

• Introduction to Recreation and Tourism	62
• Tour Guiding Fundamentals	62
• Customer Service and Handling Guest Complaints	63
• Tourism Product Development	63
• Eco Tourism Fundamentals	64
• International Tourism	64
• Marine Education	65
• Child Care for Hotels and Resorts	65
• Being Innovative Recreational Personnel	66
• Basic Customer skills for Recreational activities	66
• Customer Retention Strategies for Recreational Tourism	67
• Eco Tourism Management	67
• Effective Safe Camping	68
• Workplace Leadership in Tourism Industry	68
• Effective Team Player	69
• Recreational event Management	69
• Recreational Programme Planning	70
• Sports and Recreational Studies	70

## **Beauty Therapy & Hairdressing**

• Beauty therapy Industry Fundamentals	71
• Beauty therapy Industry Fundamentals	71
• Threading & Tinting	71
• Basic Waxing	72
• Body Treatments	72
• Facial treatment	73
• Basic Manicure & Pedicure services	73
• Basic Make up services	73
• Hairdressing concepts	74
• Hairdressing Product & Equipment	74
• Hair & scalp Treatment	75



• Anatomy Physiology and chemistry of hair	75
• Hairstyling	75
• Shampoo & conditioning	76
• Hair Cutting	76
• Hair Chemical Treatments	77
• Bridal up style & Bridal Makeup	77
• Deep Tissue Massage	77
• Professional Grooming Etiquettes	78
• Bamboo Massage	79
• Hot Stone Massage	79
• Basic Yoga	79
• Basic Chemical	80
• Ladies Haircutting	80
• Foot Reflexology	80

### **Fashion & Design**

• Wedding Gown	81
• T-Shirt Making	81
• Ladies Trouser Making	81
• Bula Wear	82
• Machine Maintenance and safety	82
• Dress Making	83
• Freehand Cutting Garment Construction	83
• Sewing Machinist	84
• Advanced Quilting, Smocking, Crocheting and Patchwork	84
• BEST-Simple Boys Shirt Making	84
• BEST-Sewing Techniques – Basic/Intermediate Task	85
• BEST-Princess Line Dress Making	85
• BEST-Basic Pattern Making/Garment Making	85
• BEST-Evening Wear Dress Making	86
• Pattern Making	86
• Evening Gown Wear	87
• Business Long Sleeve shirt making	87

### **Department of Information Technology**

• Computer Fundamentals and Keyboarding Techniques	89
• Microsoft® Office Word 2016/2019 - Foundation	89
• Microsoft® Office Word 2016/2019 - Intermediate	90
• Microsoft® Office Word 2016/2019 - Advanced	90
• Microsoft® Office Excel 2016/2019 - Foundation	91
• Microsoft® Office Excel 2016/2019 - Intermediate	92
• Microsoft® Office Excel 2016/2019 - Advanced	92
• Microsoft® Office Access 2016/2019 – Foundation	93
• Microsoft® Office Access 2016/2019 – Intermediate	94
• Microsoft® Office Access 2016/2019 – Advanced	94
• Microsoft® Office PowerPoint 2016/2019 – Foundation	95
• Microsoft® Office PowerPoint 2016/2019 – Intermediate	96
• Microsoft® Office PowerPoint 2016/2019 - Advanced	96

• Microsoft® Office Outlook 2016/2019	97
• Microsoft® Office Project for Managers	97
• Designing Blueprints and Schemas using Microsoft® Office Visio 2019	98
• Computers at Beginners Level	99
• Computers at Intermediate Level	100
• Computers at Advanced Level	101
• Certificate in Computerized Accounting- Accounts Implementation in MYOB	102
• Certificate in Fundamentals of Graphics Design	103
• Certificate in Advanced Graphics Design	103
• Certificate in Fundamentals of Video Editing	104
• Certificate in Wireless Networking for SOHO (Small Office/Home Office)	104
• Certificate in Interactive Excel Dashboard	105
• Certificate in Data Analysis with Excel Pivot Tables	105
• Certificate in Fundamentals of Switching and Routing	106
• Computer Skills for Medical Professionals	107
• Certificate in Helpdesk Support Skills	107
• Embracing Industry 4.0 with ICT Tools and Techniques	108
• Certificate in Fundamentals of Virtualization	108
• Certificate in Green Information and Communication Technology	109
• Fundamentals of IT Cloud Based Services	109
• Certificate in Windows Server 2016 Administration	110
• Certificate in PC Repair and Maintenance for Non-IT Personnel	110
• Dip. of Information Technology – Networking (10333)	111
• CompTIA A+ (2015 Objectives)	112
• CompTIA Network+ (2015 Objectives)	113

## Department Of Electrical & Electronic Engineering

• Workplace & Electrical Safety	114
• Workshop Craft Practice	114
• Trade Calculation Fundamentals	115
• Computer Fundamentals and Applications	115
• Workplace Communication & Ethics	115
• Electrical Wireman's Module I	116
• Electrical Wireman's Module II	116
• Electrical Wireman's Module III	117
• Electrical Schematic Drawing and Interpretation	117
• Maintenance Planning Fundamentals	118
• Protection System & Devices	118
• Solar PV Principles & Applications	119
• Planning & Estimation of Electrical Installations	119
• Electronics for Electricians	120
• Motor Starter Control Technology	120
• Automation Technology Principles and Applications	121
• Motor Rewinding I (Single Phase)	121
• Motor Rewinding II (Three Phase)	122
• Power Generation & Control	122

## Department of Automotive and Mechanical

### Heavy Automotive

• Computer Fundamentals & Applications	124
• Workplace Communication and Ethics	124
• Trade Fundamental Calculations	124
• Automotive Workshop Safety (OH&S)	125
• Workshop Practice	125
• Workshop Tools & Equipment	126
• Bearings, Seals, Gaskets, Sealants & Adhesives	126
• Diesel Engine Fundamentals	126
• 2-Stroke Engine Principles	127
• Lubrication System	127
• Cooling System Service and Repairs	128
• Exhaust and Induction System	128
• Diesel Injection Pump & Injector Service	128
• Diesel Engine Fault Diagnosis and Tuning	129
• Diesel Engine Overhaul	129
• Clutch System Service & Repair	130
• Standard Transmission Service and Repair	130
• Automatic Transmission Service and Repair	131
• Suspension System Service & Repair	131
• Drive Axle Service and Repair	131
• Steering System Service & Repair	132
• Wheel Alignment & Tires	132
• Brake System Fundamentals	133
• Air Brake Servicing	133
• Vehicle Periodic Maintenance	133
• Fundamentals of Electricity	134
• Hydraulic Fundamentals and Applications	134

### Light Automotive

• Computer Fundamentals & Applications	135
• Communication and Ethics	135
• Trade Calculation Fundamental	136
• Automotive Workshop Safety (OHS)	137
• Automotive Workshop Practice	137
• Automotive Industry Environmental Standard and Regulations	138
• Automotive Mechanical, Hydraulic and Pneumatic Principles	138
• Automotive Engine Principles	139
• Two Stroke Engines	140
• Lubricating System	140
• Cooling System	141
• Inspect & Repair Engine Force Induction Systems	141
• Light Vehicle Fuel System	142
• Light Vehicle Engine Troubleshooting	142
• Engine Overhaul & Measurement	143
• Clutch System Service & Repair	143
• Light Vehicle Manual Transmission Service & Repair	144

• Light Vehicle Automatic Transmission Servicing	145
• Suspension System Service & Repair	145
• Final Drive & Differential Service & Repair	146
• Steering System Service & Repair	146
• Wheel alignment & Tires	147
• Hydraulic Brake Service & Repair	148
• Automotive Battery & Safety	149
• Vehicle Periodic Maintenance	149
• Automotive Electrical Principles	150
• Gas Fuel System	150
• Engineering Science for Automotive Trade	151
• Engineering Drawing for Automotive Trade	151

### **Automotive Electrical Electronics**

• Automotive Electrical & Electronics Principles	152
• Starting System	152
• Ignition System	153
• Charging System	154
• Vehicle Electronic System	154
• Electronic Ignition System	155
• Electronic Fuel Injection	156
• Engine Management	156
• Vehicle Instrumentation System	157
• Automotive Air-conditioning	158
• ABS Brakes	158
• Vehicle Accessories System	159
• Vehicle Wiring System	159
• Hybrid Electric Vehicle System	160

### **Welding and Fabrication**

• Workshop & Welding Safety	161
• Welding and Fabrication Fundamentals Module 1	161
• Welding and Fabrication Fundamentals Module 2	162
• Welding Calculation	162
• Gas Welding & Cutting	162
• Arc Welding Technology 1	163
• Arc Welding Technology 2	163
• MIG Welding Mild Steel	164
• MIG Welding Aluminium	164
• MIG Welding Stainless Steel	165
• TIG Welding	165
• High Pressurized Pipe Welding	165
• Engineering Drawing	166
• Fabrication Techniques	166
• Non-Destructive Testing	166

### **Maintenance and Diagnostics**

• Basic Fitting & Machining	167
• Mech. Engineering Drawing & Interpretation	168

• Introduction to CAD	168
• Applied Engineering Materials	169
• Basic Tribology	170
• Care & Maintenance of Bearings	171
• Computer Fundamentals & Applications	172
• Doggers & Riggers	172
• Mechanical Science	173
• Heat EnginesHeat Engines	174
• Hydraulic Power Systems	175
• Industrial Pumps 1	176
• Industrial Pumps 2	176
• Limits, Fits and Tolerancing	177
• Machine Installation & Commissioning	178
• Engine Maintenance/ Diagnostics & Repair	179
• Meat Band Saw Operator	180
• Mechanical Fasteners	180
• Pneumatic Power Systems	181
• Precision Measurement & Inspection Technique	182
• Engineering Calculation	183
• Workplace Communication & Ethics	184
• Basic Craft Practice	185
• Machining Process	185
• Basic Boiler Operation	186

## **AutoCAD**

• Fundamentals of Computer Aided Design Module 1	187
• Fundamentals of Computer Aided Design Module 2	188
• Fundamentals of Computer Aided Design Module 3	188
• 2 Dimensional Design Module 1	188
• 2 Dimensional Design Module 2	189
• 2 Dimensional Design Module 3	189
• 3 Dimensional Design Module 1	189
• 3 Dimensional Design Module 2	190
• 3 Dimensional Design Module 3	191

## **Refrigeration & Air Conditioning**

• RAC Workplace Safety	191
• Trade Calculation Fundamentals	191
• Refrigeration Fundamentals	192
• Refrigeration Procedures	192
• Workshop Craft Practice	193
• Refrigerants	193
• Refrigeration System Components	194
• Workplace Communication and Ethics	194
• Computer Fundamentals & Applications	195
• Electrical Principles	195
• Fundamentals of Air Conditioning	196
• Domestic Refrigerators and Freezers	196
• Residential Air-Conditioning	196

• Electric Motors and Circuits	197
• Refrigeration System Operation	197
• Refrigerants Control	198
• Installation Systems	198
• Systems Control	199
• Ventilation	199
• Air Conditioning Systems	200
• Air Conditioning Controls	200
• Capillary Systems	201
• Cool Rooms and Freezer Rooms	201
• Maintenance of Comfort and Process Cooling	201

## Department of Construction

### Carpentry Trade

• OHS Requirements for Construction Trades	205
• Carry out Measurement and Calculation	205
• Basic Drawing and Plan Reading	205
• Hand and Power Tools Operation (Construction Trades)	206
• Prepare for Construction Works	206
• Carry Out Setting-Out	207
• Timber Floor and Wall Construction	207
• Window and Door Construction	207
• Construct Timber Roof Structure	208
• Construct Eaves	208
• Construct Timber Stairs	209
• Formwork to Simple Concreting	209
• Carry Out Levelling	210
• Carry Out Excavation	210
• Prepare for Steelworks	210
• Concreting to Simple Forms	211
• Basic Scaffolding	211
• Prepare for Block laying	212
• Prepare for Solid Plastering	212
• Prepare for Plasterboard	213
• Fix Plasterboard	213
• Finish Plasterboard	213
• Painting Module I	214
• Painting Module II	214
• Surface Preparation for Tiling	215
• Lay Floor Tiles	215
• Lay Wall Tiles	216
• Lay Decorative Tiles	216
• Tiling Curved Surfaces	217
• Understanding Bamboo & the Treatment	217
• Basic Joints used for Bamboo Furniture	218
• Design Basic Furniture with Bamboo	218
• Basic Estimating	218



## **Cabinet Making & Joinery Modules**

• Workplace Communication & Ethics	219
• Trade Calculations Fundamentals 1	219
• Computer Fundamentals & Applications	219
• Plan Reading for Cabinet Makers and Joiners	220
• Hand and Portable Power Tools	220
• Introduction to Woodwork Static Machines	221
• Timber Selection for Furniture Making	221
• Basic Furniture Making	222
• Kitchen Fitment and Fittings	222
• Wall Cabinet Furniture Making	222
• Workplace Safety	223
• Furniture Job Specification	223
• Laminate, Press Top Furniture	224
• Estimate and Cost Job	224
• Apply Furniture Finishing	224
• Door and Window Construction	225
• Joinery Design & Craftsmanship	225

## **Plumbing & Sheet Metal Trade**

• Plumbing & Sheet Metal Workplace Safety	226
• Computer Fundamentals & Applications	226
• Read Plans and Calculates Plumbing Quantities	227
• Handle and Store Plumbing Materials	227
• Hand and Power Tools Operation	228
• Introduction to Welding - Oxy Acetylene Gas	228
• Introduction to Oxy Fuel Cutting	228
• Fundamentals of Arc Welding	229
• Erect and Dismantle Restricted Height Scaffolding	229
• Set Out and Install Water Services	230
• Install Water Mains Pipeline	230
• Install and Adjust Water Service Controls Devices	231
• Install Water Pump Sets	231
• Fit and Commission Hot and Cold Water	231
• Connect Irrigation Systems from Drinking Water Supply	232
• Green Plumbing	232
• Fabricate and Install Fire Hydrant and Hose Reel	233
• Install Sprinkler System	233
• Carry Out Levelling	234
• Install Trench Support	234
• Install Storm Water and Subsoil Drainage	234
• Install and Fit off Sanitary Fixtures	235
• Plan and Layout Residential Drainage System	235
• Pipe Layers	236
• Install Gas Piping Systems	236
• Install and Commission Type 'A' Gas Appliances	237
• Marking Out of Plumbing Materials	237
• Cut and Join Sheet Metal	238
• Work Safely on Roofs	238

• Fabricate and Install Roof Drainage Components	238
• Select and Install Roof Sheeting and Wall Cladding	239
• Collect and Store Roof Water	239
• Swimming Pool Routine Maintenance	240

## **Department of Executive Management**

• Customer service excellence – a new service paradigm	242
• Fundamentals of selling, advertising and marketing	243
• Developing a marketing plan	244
• Front office management: marketing and selling techniques	245
• Strategies for new product development	246
• Digital marketing strategies: marketing data analytics	247
• Customer complaints management	248
• Creative sales negotiation skills	249
• Strategic brand management	251
• Visual merchandising	252
• Mastering sales management techniques	253
• Branded customer service for competitive edge: a niche approach	244
• Leadership for Junior and Middle Executives	256
• Employee Retention	256
• Handling Difficult Employee Behaviour	256
• Leadership for Managerial Success	257
• Leadership, Management & Supervisory Skills	257
• Effective Management Skills	258
• Management Skills for Supervisors	258
• Relationship Building Essentials	258
• Strategic Change Management	259
• Strategic Leadership & Management	259
• Stress Management in the Workplace	260
• Work Life Balance	260
• Training of trainers – module 1: Instructional Skills Workshop	261
• Training of trainers – module 2: Systematic Approach to Training	262
• Training of trainers – module 3: Training Systems in Fiji	263
• Training of trainers – module 4: Evaluation of Training	264
• The Human Resource Generalist Module 1	265
• The Human Resource Generalist Module 2	265
• The Human Resource Generalist Module 3	266
• Solution Selling	266
• Product Branding Strategies	267
• Developing a Marketing Plan	267
• Creating a Customer Focused Organisation	268
• Strategic Marketing	268
• Digital Marketing Strategies – Marketing Data Analysis	269
• Media Skills Development	269

• Customer Service Recovery: Analysing Escalation Standard Operating Procedures (SOPs)	270
• Social Media Marketing Strategy	270
• Strategies for New Product Development	271
• Managing Employee Absence (MEA- DST)	272
• Improving Productivity Through Time Management	272
• Managing People for Optimal Performance (OAC- DM)	273
• Counselling Tools for People Support & Enhancement (OAC- CT)	274
• Advanced Counselling Tools for People Support & Enhancement (OAC- ACT)	274
• Identifying Workplace Harassment & Responses (MBSHW-DST)	275
• Successfully Supervising (SFSV- DST)	276
• Stress and Anger Management (OAD- SFM)	276
• Team Building Skills	277
• Handling Difficult Employee Behaviour	278
• HR Recruitment & Selection	278
• Mentoring & Coaching at the Workplace	279
• HR for the Non – HR Managers	280
• Improving Productivity through Time Management	280
• HR Essentials	281
• Problem Solving and Decision-making at the Workplace	281
• Team Building Skills	282
• Effective Appraisal	283
• Effective Delegation Techniques	283
• Human Resource Planning	284
• Staff Recruitment and Selection	285
• Effective Employee Induction Process	285
• Training Needs Analysis	286
• HR Audit & Measurement	286

## Department of Apprenticeship and Trade Test

• Trades in Apprenticeship	289
• Trade Test - Trades Tested	293

## Department of Community Based Non-Formal Education and Training

### Sustainable Livelihood Project

• Basic Child and Elderly Care	296
• Basic Cookery	296
• Basic Floriculture	296
• Domestic Electrical Installation	297
• Fiberglass Boat Repair	297
• Basic Front Office and Food & Beverage	298
• Basic Tailoring	298
• Household & Sanitary Plumbing	298
• Basic Joinery	299
• Basic Business Management & Communication	299
• Small Engine Repair	300

• Basic Screen Printing	300
• Basic Wooden House Construction	300
• Rural Stove Construction & Bread Baking	301
• Basic Patisserie	301
• Domestic Solarification	302

## Department of National Productivity & Industry Innovation

### Accounting and Financial Management

• Financial Literacy & Decision Making	305
• Inventory and Stock Control Management	306
• Purchasing and Supplier Management	306
• Strategic Planning, Effective Budgeting and Cost Control	307
• Managing Accounts Payable, Vendor Performance and Contract Compliance	307
• Warehouse & Logistics Management	308
• Budgeting & Cost Control for Hotel and Resorts	309
• Material Flow Cost Accounting	309
• Managing Accounts Receivable & Collection Strategy	310
• Cash Handling & Control Procedures	310
• Evaluating & Enhancing Firm Level Productivity	311

### Food Safety Management

• Basic Food Safety Management	312
• Allergen Management	312
• Implementing Hazard Analysis & Critical Control Points (HACCP) System	313
• Pest Management Strategies for Manufacturing and Hotel Industries	313
• Understanding and Implementing ISO22000:2018 Food Safety Management Systems	314
• ISO 22000:2018 Food Safety Management Systems Internal Auditing	314

### Environmental Management and Green Productivity

• Implementing Green Productivity	315
• Environmental Regulation and Compliance	316
• Understanding & Implementing ISO 14001:2015 Environmental Management	316
• Fundamentals of Environmental Auditing	317

### Occupational Health and Safety

• Occupational Health and Safety Modules I and II for Safety Representatives and Committee Members	318
• OHS Module III - Occupational Health and Safety Risk Management	318
• OHS Module IV- Develop and Implement an ISO 45001:2018 Occupational Health and Safety Management System	319
• OHS Module V Auditing Occupational Health and Safety Management Systems	319
• OHS Representative and Committee Refresher Training	320
• Basic Security Guards	320
• Working in Confined Space	321
• Working at Height Safety	321

## **Project Management**

- Project Scope and Time Management 322
- Project Cost Management 323
- Project Leadership 323
- Project Risk and Quality Management 324
- Microsoft Project for Project Managers 324

## **Industrial and Systems Engineering**

- 6S - Organizing the Workplace 325
- Problem Solving Techniques 326

## **Quality Management**

- Creative Thinking and Innovation 327
- Understanding and Implementing ISO 9001:2015 Quality Management Systems 327
- Quality and Innovation Circles 328
- Writing Effective Policies and Procedures 328
- ISO 9001:2015 Quality Management Systems Internal Auditing 329
- Evaluating and Enhancing Firm Level Productivity 329

## **TAFE Award Courses**

- Advanced Diploma of Leadership and Management 330
- Diploma of Work Health and Safety 331
- Certificate IV in Work Health and Safety 331

# DEPARTMENT OF TOURISM HOSPITALITY FASHION & TRAVEL

## FRONT OFFICE

### Telephone Etiquette

#### **Competencies Addressed**

- Creating a faster and more efficient service over the telephone
- Record and provide personal attention to every caller's needs
- Handling conflicts professionally, minimizing mistakes and delays
- Calming irate callers, taking proper messages, transferring and placing callers on hold
- Handling complaints over the phone more effectively

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	February 26	Day
Lautoka	February 27	Evening

### Customer Services

#### **Competencies Addressed**

- Identify who your customers are and analyses their needs and concern
- Understand what service is and why it is important to provide exceptional customer service
- Learn the importance of communications and its inter-relationship when responding to customers
- Show customers that you care in sending positive attitude when dealing with them

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Customer Service Officers, Secretary, Administrators, Youth, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	April 9	Day
Suva	April 16	Evening

### Basic Front Office Supervision

#### **Competencies Addressed**

- Responsible for all front desk guest rooms and guest services communication
- Assists the front office manager.
- "Checks the bucket" – checking housekeeping's occupied room reports against front desk's room rate postings
- Resolves complaints and problems with front desk employees and bell staff
- Adjusts staffing schedules



## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, Supervisors, Secretary, Administration, school Leavers and interested Participants.

**Training Investment:** \$190

Venue	Dates	Session
Nadi	June 12	Day

### Basic Front Office Management

#### **Competencies Addressed**

- Setting budgets
- Making sure that the hotel sticks to the budget at all times
- Implementing measures if the hotel is not sticking to the budget
- Managing and disciplining staff
- Hiring staff

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, school Leavers and interested Participants.

**Training Investment:** \$190

Venue	Dates	Session
Nadi	April 23	Day
Labasa	April 24	Evening

### IT Hospitality Reservation Room Master

#### **Competencies Addressed**

- Reservations General information
- Different Room Rate
- Create and Process New Reservation booking
- Cancel and Reinstate
- Amended booking
- Guest Profile
- Room Revenue accounts
- Room Type and rate set up

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Lautoka	May 21	Day
Nadi	May 28	Evening

### IT Hospitality Accommodation Room Master

#### **Competencies Addressed**

- Check in reservations with reserved & walk in guest
- Create a new folio

- Post guest charges
- Transfer transaction from one folio to another
- Balance and transfer to city ledger account
- Check out guest accordingly

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	May 26	Day

### IT Hospitality Fidelio Opera

#### **Competencies Addressed**

- Creating and processing Reservation booking in the system.
- Hospitality technology system (OPERA PMS)
- Checking in and checking out guest using Fidelio OPERA system
- Rooms Management and accounting application
- Post guest charges and be able to adjust or move transaction

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	June 4	Day
Labasa	June 4	Evening

### Professional Porters and Concierge

#### **Competencies Addressed**

- range of typical ancillary services offered by the accommodation venue
- OHS procedures for the movement of heavy luggage
- typical procedures and systems for the movement of luggage within commercial accommodation establishments
- features of typical luggage storage systems within commercial accommodation establishments
- relationships between the various departments within larger commercial accommodation establishments
- Luggage security procedures.

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	August 13	Day

**Handling Guest Complaint*****Competencies Addressed***

- Participant will improve his/her confidence in understanding guest complaints and be able to solve guest problems in a professional manner
- Understanding the power of exceptional service in worst situations
- Identifying the types of awkward customers and implementing strategies to dissolve awkward situations
- Demonstrating positive/can do attitude in solving difficult situations
- Team building in developing positive people that will bring about positive results.

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, Administrations, Secretary, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	October 8	Day
Lautoka	October 15	Evening

**Reservation Procedure & Services*****Competencies Addressed***

- Up sell rooms using effective selling techniques
- Handle groups and tour bookings
- Handle guest complaints and special requests
- Record detailed information
- Select and provide detailed information to guest when needed

**Target Group:** Hotel Employees, New recruit, Front Line Employees, Youth, school Leavers and interested Participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	October 8	Day
Lautoka	October 15	Evening

## **RESTAURANT OPERATION**

### **Workplace Hygiene**

#### ***Competencies addressed***

The following sub-topics will be discussed:

- Safe food handling
- Food act knowledge
- Food malnutrition and diseases
- Restaurant hygiene and personal grooming
- Manage resources effectively and efficiently in an academic context
- Obtain information from a variety of sources and use it ethically

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	Feb 10 – Feb 14	Evening
Nadi	Feb 10 – Feb 12	Day
Nasese	July 13 – July 17	Evening
Nadi	July 13 – July 15	Day

### **Restaurant Preparation and Services Stage 1**

#### ***Competencies addressed***

The following sub-topics will be discussed:

- Table layout and cover setup
- Service standards
- Different meals and service
- Mise en place
- Customer service

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	Feb 10 – Feb 14	Evening
Nadi	Feb 10 – Feb 12	Day
Nasese	July 13 – July 17	Evening
Nadi	July 13 – July 15	Day

**Restaurant Preparation and Services Stage 2*****Competencies addressed***

The following sub-topics will be discussed:

- menu knowledge and design
- French classical menus
- Silver service
- Complaint handling
- A la carte and table de hote menus and service styles

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

Training Investment: \$275

Venue	Date	Session
Nasese	Feb 17 – Feb 21	Evening
Nadi	Feb 17 – Feb 19	Day
Nasese	July 20 – July 24	Evening
Nadi	July 20 – July 22	Day

**Bar Preparation and Services*****Competencies addressed***

The following sub-topics will be discussed:

- Define bartender
- Job description of a bar tender
- Bar preparation
- Bar in events and private functions
- Bar mise en place
- Garnishes
- Opening and closing procedures
- Bar service standards

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

Training Investment: \$275

Venue	Date	Session
Nasese	Mar 2 – Mar 6	Evening
Nadi	Mar 2 – Mar 4	Day
Nasese	Aug 3 – Aug 7	Evening
Nadi	Aug 3 – Aug 5	Day

## Wine and Beverage Services

### **Competencies Addressed**

The following sub-topics will be discussed:

- Wine manufacturing process
- Wine types and classification
- Wine service
- Reading wine labels and presenting wines to the guests
- Wine decanting service
- Wine and food harmony

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	Mar 9 – Mar 13	Evening
Nadi	Mar 9 – Mar 11	Day
Nasese	Aug 10 – Aug 14	Evening
Nadi	Aug 10 – Aug 12	Day

## Wine Evaluation

### **Competencies addressed**

The following sub-topics will be discussed:

- Wine characteristics
- Wine tasting and points to remember
- Wine grapes
- Wine regions
- Wine storage
- Wine aging

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	Mar 16 – Mar 20	Evening
Nadi	Mar 16 – Mar 18	Day
Nasese	Aug 17 – Aug 21	Evening
Nadi	Aug 17 – Aug 19	Day



### Cocktail Mixing

#### **Competencies addressed**

The following sub-topics will be discussed:

- Understand different types of cocktail
- Understand cocktail lists
- Understand bar par levels / back up supplies

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	Mar 23 – Mar 27	Evening
Nadi	Mar 23 – Mar 25	Day
Nasese	Aug 24 – Aug 28	Evening
Nadi	Aug 24 – Aug 26	Day

### Functions and Banquets

#### **Competencies addressed**

The following sub-topics will be discussed:

- Booking functions
- MICE
- Function check list
- Different set up styles and theme design
- Coordinating functions

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	Mar 30 – April 3	Evening
Nadi	Mar 30 – April 1	Day
Nasese	Aug 31 – Sept 4	Evening
Nadi	Aug 31 – Sept 2	Day

### Room Service

#### **Competencies Addressed**

The following sub-topics will be discussed:

- Various and relevant types of room service equipment
- Understand how to take orders
- Professional procedures to room service
- Understand proper wine service
- Manipulate bills and accounts

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	April 6 – April 10	Evening
Nadi	April 6 – April 8	Day
Nasese	Sept 7 – Sept 11	Evening
Nadi	Sept 7 – Sept 9	Day

### **Non-Alcoholic Drinks/Espresso Coffee Making**

#### ***Competencies addressed***

The following sub-topics will be discussed:

- Non Alcoholic beverages styles
- Different types of N/A beverages
- Different types of coffee brewer
- Handling an espresso coffee machine
- Understand all the relevant equipment

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	April 13 – April 17	Evening
Nadi	April 13 – April 15	Day
Nasese	Sept 14 – Sept 18	Evening
Nadi	Sept 14 – Sept 16	Day

### **Guerdion / Silver Service**

#### ***Competencies addressed***

The following sub-topics will be discussed:

- Guerdion / silver service
- Selecting the most suitable choice of food for guerdion
- Mise en place
- Food prep techniques (tossing, cooking, boning and carving)

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	April 20 – April 24	Evening
Nadi	April 20 – April 22	Day
Nasese	Sept 21 – Sept 25	Evening
Nadi	Sept 21 – Sept 23	Day

**Receiving and storing stocks****Competencies Addressed**

The following sub-topics will be discussed:

- Various stores documents
- Best receiving practices
- Best storing practices FIFO and LIFO
- Roles and responsibility of a store clerk

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	April 27 – May 1	Evening
Nadi	April 27 – April 29	Day
Nasese	Sept 28 – October 2	Evening
Nadi	Sept 28 – Sept 30	Day

**Purchasing Procurement****Competencies addressed**

The following sub-topics will be discussed:

- Purchasing procurement procedures
- Common purchasing cycle and system
- Purchasing cycle and system
- Duties of a purchasing officer
- Best product in regards to the best buy
- Contact types and T&C
- Selecting supplier

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	May 4 – May 8	Evening
Nadi	May 4 – May 6	Day
Nasese	Oct 5 – Oct 9	Evening
Nadi	Oct 5 – Oct 7	Day

**Food and Beverage Cost control and Profit and Loss statement****Competencies addressed**

The following sub-topics will be discussed:

- Cost control basics and accounting
- Calculating food cost
- Controlling expenses
- Standard food portion control
- Standard recipes
- Profit and loss statement

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	May 11 – May 15	Evening
Nadi	May 11 – May 13	Day
Nasese	Oct 12 – Oct 16	Evening
Nadi	Oct 12 – Oct 14	Day

**Food and Beverage Supervision****Competencies addressed:**

The following sub-topics will be discussed:

- Role of supervisor
- Qualities of a supervisor
- Staff planning
- Team building
- Case handling complaint handling

**Target Group:** industry workers and new recruits, unemployed youths and school leavers, employees who wish to pursue their career path in the industry as waiter/waitresses and other interested employees.

**Training Investment:** \$275

Venue	Date	Session
Nasese	May 18 – May 22	Evening
Nadi	May 18 – May 20	Day
Nasese	Oct 19 – Oct 13	Evening
Nadi	Oct 19 – Oct 21	Day

## **MANAGEMENT, SUPERVISORY AND SPECIAL EVENTS**

### **Events Planning Management Module I**

#### **Competencies Addressed**

- Analysis to create a foundation for goal setting and strategic decision making
- Describe the range of goals that a destination might seek to progress through an event tourism strategy
- Conduct an event tourism situational analysis
- Discuss the strategic planning process as it applies to events.
- Describe selected organizational structures evident in the events area.

**Target Group:** The programme is designed for persons in the events industries and others who desire information about planning and managing events. Those benefiting most from the programme will be food and beverage personnel, those who are involved in planning events and anyone who wish to upgrade their knowledge in the events industry.

**Training Investment:** \$484

Venue	Dates	Session
FNU - Namaka	10.02.20 – 18.02.20	Evening

### **Events Planning Management Module II**

#### **Competencies Addressed**

- Analyze the staging of an event according to its constituent elements.
- Discuss factors that create successful control mechanisms.
- Designing a risk management plan.
- Discuss the evaluation needs of event stakeholders

**Target Group:** Member of the banqueting, restaurant and bar team in the hospitality sector, events co coordinator. Aspiring events planners and anyone who wishes to upgrade their knowledge on events planning. This module is applicable to participants who have successfully completed module I and II.

**Training Investment:** \$484

Venue	Dates	Session
FNU - Namaka	24.02.20 – 27.02.20	Evening

## Events Planning Management Module III

### **Competencies Addressed**

- Describe contracts of service and to specify the circumstances in which such contracts may be oral or written
- Understand the attributes of a successful event manager
- Describe procedures for the smooth operation of an event

**Target Group:** Member of the banqueting, restaurant and bar team in the hospitality sector, events co coordinator. Aspiring events planners and anyone who wishes to upgrade their knowledge on events planning. This module is applicable to participants who have successfully completed module i and ii.

**Training Investment:** \$484

Venue	Dates	Session
FNU - Namaka	09.03.20 – 12.03.20	Evening

## Hospitality Human Resource Management Module I

### **Competencies Addressed**

The following sub-topics will be discussed:

- Explain how human resources management relates to the management of a hospitality and tourism organization.
- Present an overview of human resources activities and explain external and internal influences that affect them.
- Define and describe “employment law”, the legislation directly addressing employer-employee relations.
- Identifying basic concerns that should be addressed as employee mentoring programs are planned and implemented.
- Discuss the role of ethics in the management of human resources and State characteristics that are important for an effective trainer.

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$451

Venue	Dates	Session
Nadi	Feb 10 – Mar 3	Evening
Nasese	Feb 10 – Mar 3	Evening
Nadi	July 13 – August 8	Evening
Nasese	July 13 – August 8	Evening



**Hospitality Human Resource Management Module II****Competencies Addressed**

The following sub-topics will be discussed:

- Review basic procedures that are useful in the succession planning process
- Identify the benefits of and basic steps that human resources managers can use to develop and assist staff members with career planning activities
- The global imperative: why hospitality companies expand internationally
- Cultural factors impact international operations
- Focus on international assignments
- Managing employees during global assignments

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$451

Venue	Dates	Session
Nadi	Mar 9-31	Evening
Nasese	Mar 9-31	Evening
Nadi	Aug 10 – Sep 3	Evening
Nasese	Aug 10 – Sep 3	Evening

**Hospitality Human Resource Management Module III****Competencies Addressed**

The following sub-topics will be discussed:

- Describe the differences and similarities between employee assistance programs and employee wellness programs
- Review the legal and moral responsibilities employers have to ensure a safe and secure worksite for their employees
- List and describe specific steps employers can take to help prevent workplace violence

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$451

Venue	Dates	Session
Nadi	April 6-28	Evening
Nasese	April 6-28	Evening
Nadi	Sep 7 – Oct 1	Evening
Nasese	Sep 7 – Oct 1	Evening

## Hospitality Human Resource Management Module IV

### **Competencies Addressed**

The following sub-topics will be discussed:

- Differentiate between a voluntary and a non-voluntary employee separation, and explain the function of the exit interview
- To understand ethics

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$451

Venue	Dates	Session
Nadi	May 4-28	Evening
Nasese	May 4-28	Evening
Nadi	Oct 5-29	Evening
Nasese	Oct 5-29	Evening

## MDP - Human Resources Management in Hospitality – Unit 1

### **Competencies Addressed**

The following sub-topics will be discussed:

- Demonstrate a comprehensive understanding and awareness of international HRM and the ability to apply the assessment of HRM effectiveness.
- Compare the four main approaches to managing organizational changes
- identify forces that act as stimulants to change, and contrast planned and unplanned change

**Target Group:** The module is designed for middle management and supervisors in the department who wishes to upgrade his or her knowledge in the area of management development programs. It is also designed for those who wish to grow and develop their skills in management.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	Feb 12-27	Evening
Nasese	Feb 12-27	Evening
Nadi	July 15-30	Evening
Nasese	July 15-30	Evening

## MDP - Financial Management Literacy – Unit 2

### **Competencies Addressed**

The following sub-topics will be discussed:

- Exposed to financial and cost accounting concepts and practices so that you can understand and interpret the accounting facts and figures, as well as the periodic management accounts and financial reports. That would follow the exposition of the array of tools and techniques of financial and cost

## NATIONAL TRAINING PRODUCTIVITY CENTRE

analysis with hands on exercises to improve your cost and achieve your departmental target use financial ratios as a tool to measure financial performance of different types of organizations in the pacific

- This will help in understanding departmental budget
- Enables to understand the financial report

**Target Group:** The module is designed for middle management and supervisors in the department who wishes to upgrade his or her knowledge in the area of management development programs. It is also designed for those who wish to grow and develop their skills in management.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	Mar 4-19	Evening
Nasese	Mar 4-19	Evening
Nadi	Aug 5-20	Evening
Nasese	Aug 5-20	Evening

### MDP - Sales and Marketing Management in Hospitality – Unit 3

#### Competencies Addressed

The following sub-topics will be discussed:

- Explain the role and nature of personal selling and the role of the sales force.
- Describe the basics of managing the sales force.
- Interpret the term product, including the core, facilitating, supporting, and augmented product. Describe the relationship between internet marketing, database and direct marketing
- Evaluate a company's web site and comment on its marketing potential
- Explain tourism strategies and different options for creating and investing in tourism attractions
- Develop marketing plan for the organization

**Target Group:** The module is designed for middle management and supervisors in the department who wishes to upgrade his or her knowledge in the area of management development programs. It is also designed for those who wish to grow and develop their skills in management.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	Mar 25 – Apr 9	Evening
Nasese	Mar 25 – Apr 9	Evening
Nadi	Aug 26 – Oct 9	Evening
Nasese	Aug 26 – Oct 9	Evening

### MDP - Business Communication and Report Writing - Unit 4

#### Competencies Addressed

The following sub-topics will be discussed:

- Express complex ideas accurately in written and spoken formats.

- Manage resources effectively and efficiently in an academic context.
- Obtain information from a variety of sources and use it ethically

**Target Group:** The module is designed for middle management and supervisors in the department who wishes to upgrade his or her knowledge in the area of management development.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	Apr 15-30	Evening
Nasese	Apr 15-30	Evening
Nadi	Sep 14- Oct 1	Evening
Nasese	Sep 14- Oct 1	Evening

### Dynamic Sales in the Hospitality Industry

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Understand a wonderful paradox: helping other people get what they want gives us more of what we want.
- Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there.
- Recognize the difference between features and benefits of products and services.
- Identify and be able to better present the competitive strengths of your products and services, so that you can be proactive in handling objections and more successful at asking for the business.
- Use different types of selling for different situations.

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$150

Venue	Dates	Session
Nadi	Feb 7	Day

### Hospitality Supervisory Skills

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Define role and responsibilities of supervisors within their business
- Develop leadership and motivational skills
- Communicate effectively with management and staff
- Organize and delegate tasks and roles effectively
- Apply problem solving and decision making skills and techniques
- Identify their biggest 'time stealers' which reduce productivity and establish solutions to reduce the negative impacts.
- Outline goals and make time-wise decisions

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Set clear expectations and timelines with deadlines
- Acquire practical time management skills for scheduling, planning and prioritizing work.
- Discuss and practice a range of recognized time management techniques such as effective delegation, assertively saying 'no' and negotiating alternative solutions
- Monitor employee productivity and provide constructive feedback and coaching

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$200

Venue	Dates	Session
Nadi	March 27	Day

### Leadership and Management Skills

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Understand who your most valuable customers are.
- Achieve a high standard of customer care for all your customers.
- Turn your most valuable customers into your most loyal customers.
- Make customer care a key part of your business strategy

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$150

Venue	Dates	Session
Nadi	April 15	Day

### Building Customer Loyalty through Quality Service

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Understand who your most valuable customers are.
- Achieve a high standard of customer care for all your customers.
- Turn your most valuable customers into your most loyal customers.
- Make customer care a key part of your business strategy

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$150

Venue	Dates	Session
Nadi	May 11	Day

**Manage Events Staging****Competencies Addressed:**

The following sub-topics will be discussed:

- Develop and implement plans for events and functions
- Monitor staging preparations
- Demonstrate skills and knowledge in assisting with event staging requirements at the event set up, operation and completion stages.
- Source and organize staging contractors.
- Communicate effectively with management and event staff
- Apply problem solving and decision making skills and techniques
- Evaluate staging component

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$150

Venue	Dates	Session
Nadi	June 29	Day

**Time Management Essentials in Hospitality****Competencies Addressed:**

The following sub-topics will be discussed:

- Develop processes to better organize yourself and your workspace for peak efficiency.
- Define the importance of, and the most useful techniques for, setting and achieving goals.
- Identify the right things to be doing and develop plans for doing them.
- Identify what tasks to delegate and how to delegate well.
- Identify processes where you control things that can derail workplace productivity

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$150

Venue	Dates	Session
Nadi	July 29	Day



**Endure Team Effectiveness****Competencies Addressed:**

The following sub-topics will be discussed:

- Learn valuable team development ideas from other participants in a highly-interactive environment
- Understand the value of working as a team
- Recognize the critical role communication skills will play in building and maintaining a team atmosphere
- Learn your team player style and identify how it can be used effectively within a team
- Identify the ways that team members can be involved and grow in a team setting

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** 150

Venue	Dates	Session
Nadi	August 21	Day

**Staging of Events and Functions****Competencies Addressed:**

The following sub-topics will be discussed:

- Monitor staging preparations
- Demonstrate skills and knowledge in assisting with event staging requirements at the event set up, operation and completion stages.
- Source and organize staging servicers.
- Link effectively with management and event operators

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** 150

Venue	Dates	Session
Nadi	September 18	Day

**Professional Sales in the Hospitality Industry****Competencies Addressed:**

The following sub-topics will be discussed:

- Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there.
- Recognize the difference between features and benefits of products and services.
- Identify and be able to better present the competitive strengths of your products and services, so that you can be proactive in handling objections and more successful at asking for the business.
- Use different types of marketing for different situations and products.

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$150

Venue	Dates	Session
Nadi	October 23	Day

### The Supervisor: Motivation through Leadership

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Develop Leadership and motivational skills
- Communicate effectively with management and staff
- Organize and delegate tasks and roles effectively
- Apply problem solving and decision making skills and techniques

**Target Group:** The program is designed for persons in the hospitality and tourism industries to owners and managers, middle management in hotels and other lodging operations, managers and supervisors in other hospitality/tourism businesses and related organizations, and hospitality students desiring additional information about the topic.

**Training Investment:** \$150

Venue	Dates	Session
Nadi	November 13	Day

## **BAKING AND PATISSERIE**

### OHS & Kitchen Hygiene in Baking and Patisserie

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Clean and Maintain Kitchen Premises
- Difference between Cleaning and Sanitising
- Types and classification of fires
- OHS and hazard analysis
- HACCP
- Chemical usage for cleaning and sanitising
- Storage of Chemicals-MSDS

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Feb 10-12	Day
Nasese	Feb 10-12	Day
Nadi	July 13-15	Day
Nasese	July 13-15	Day

### **Basic Baking and Patisserie delights**

#### ***Competencies addressed:***

The following sub-topics will be discussed:

- Explain the importance of baking ingredients.
- Explain the factors that control the development of baked products.
- Understand the characteristics and function of the major baking ingredients.
- Identify the main types of wheat flours by sight and feel.
- List and describe the twelve basic steps in the production of yeast goods.
- Understand kitchen hygiene, sanitation and OHS.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Feb 17-19	Day
Nasese	Feb 17-19	Day
Nadi	July 20-22	Day
Nasese	July 20-22	Day

### **Basic Coffee shop delicacies**

#### ***Competencies Addressed:***

The following sub-topics will be discussed:

- Types of breads and sandwiches.
- Component of a sandwich and filling assortment.
- Characteristics of coffee shop delicacies.
- Crumbing methods and procedures.
- Different classification of batters.
- Salads and salad components, dressing and sauces.
- Condiment selection and amalgamation.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$275**

Venue	Dates	Session
Nadi	Feb 24-26	Day
Nasese	Feb 24-26	Day
Nadi	July 27-29	Day
Nasese	July 27-29	Day

**Cake baking****Competencies Addressed:**

The following sub-topics will be discussed:

- Definition of cakes, gateaux and tortens.
- Basic cake faults and causes.
- Principles for layering and types of filling.
- Types of icing and its preparation.
- Frosting techniques and guidelines.
- Basic decoration and storage.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$275**

Venue	Dates	Session
Nadi	Mar 2-4	Day
Nasese	Mar 2-4	Day
Nadi	Aug 3-5	Day
Nasese	Aug 3-5	Day

**Cream Based cakes****Competencies Addressed:**

The following sub-topics will be discussed:

- Types and varieties of frozen set cakes and desserts.
- Basic frozen cake folding and preparation methods.
- Dessert presentation and serving techniques.
- Garnishing principles and skills.
- Gelatin and its compound uses.
- Icing and its usage.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Mar 9-11	Day
Nasese	Mar 9-11	Day
Nadi	Aug 10-12	Day
Nasese	Aug 10-12	Day

**Basic Cake Decoration****Competencies Addressed:**

The following sub-topics will be discussed:

- Historical development and current trends in cake decoration.
- Different forms of designing and utilizing cake decoration tools.
- Methods of leveling and molding cakes.
- Carving fondant icings and display pieces.
- Nozzle usage with piping principles and techniques.
- Layering and frosting themed cakes.
- Writing messages using paper cornet.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Mar 16-18	Day
Nasese	Mar 16-18	Day
Nadi	Aug 17-12	Day
Nasese	Aug 17-12	Day

**Advance Cake Decoration****Competencies Addressed:**

The following sub-topics will be discussed:

- Icing classification, preparation, texture, appearance and flavor.
- Plastic icing molding and pattern designs.
- Chocolate filigree and free hand writing.
- Carving works and border incision.
- Cake shapes and sizes.
- Color merge and usage.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$275**

Venue	Dates	Session
Nadi	Mar 23-25	Day
Nasese	Mar 23-25	Day
Nadi	Aug 24-26	Day
Nasese	Aug 24-26	Day

**Pies and tarts****Competencies Addressed:**

The following sub-topics will be discussed:

- Logical and time efficient workflow.
- Organizational skills and teamwork.
- Safe work practices, in particular in relation to use of machinery and hot ovens and surfaces.
- Different forms of pie and pastries.
- Types of pie and pastry fillings.
- Waste minimization techniques and environmental considerations in relation to pastry and pies.
- Problem solving skills to deal with problems such as undesired pastry texture.
- Lamination techniques.
- Glazing and serving techniques.
- Literacy skills to read menus, recipes and task sheets.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$275**

Venue	Dates	Session
Nadi	Mar 30 – Apr 1	Day
Nasese	Mar 30 – Apr 1	Day
Nadi	Sep 7-9	Day
Nasese	Sep 7-9	Day

**Puff and Choux Pastry****Competencies Addressed:**

The following sub-topics will be discussed:

- Puff and Choux pastry production and lamination.
- Understanding pastry textures, gluten content and elasticity.
- Pastry filling contents and derivatives.
- Production of tartlets and pastry creams.
- Designing and piping choux pastries.
- Decoration and presentation of pastries.



## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Apr 6-8	Day
Nasese	Apr 6-8	Day
Nadi	Sep 14-16	Day
Nasese	Sep 14-16	Day

### Breads and Rolls

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Ingredient amalgamation and function
- Types and varieties of yeast goods
- Gluten development and standard yeast dough processing methods
- Different types of breads and it uses
- Flavoring additives and it functions
- Sweet and sour dough formation and differentiation
- Glazing techniques

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Apr 13-15	Day
Nasese	Apr 13-15	Day
Nadi	Sep 21-23	Day
Nasese	Sep 21-23	Day

### Meringues, Cookies and Biscuits

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Product definition of Meringue, biscuits and cookies
- Function of ingredients and mixing methods
- Baking temperature and production hints
- Meringue definition, production and usage
- Meringue texture and dessert derivatives
- Product storage and packaging

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$275**

Venue	Dates	Session
Nadi	Apr 20-22	Day
Nasease	Apr 20-22	Day
Nadi	Sep 28-30	Day
Nasease	Sep 28-30	Day

**Croissants, Danish and Breakfast Pastries****Competencies Addressed:**

The following sub-topics will be discussed:

- Laminating yeast based pastry dough's
- Crafting Danish and croissant shapes
- Alignment of pie bases, tops and docking
- Types and variety of pastry fillings
- Pastry storage and baking temperatures
- Pastry textures, common flaws and reasons
- Glazes and serving techniques

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$275**

Venue	Dates	Session
Nadi	Apr 27-29	Day
Nasease	Apr 27-29	Day
Nadi	Oct 5-7	Day
Nasease	Oct 5-7	Day

**Hot and Cold Desserts****Competencies Addressed:**

The following sub-topics will be discussed:

- Classifying hot and cold desserts
- Usage of gelatin and folding of cream based desserts
- Types of dessert additives and flavoring enhancers
- Reasons for desired and undesired outcomes
- Garnishing cold dessert platters
- Storage and serving temperatures

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	May 4-6	Day
Nasese	May 4-6	Day
Nadi	Oct 12-14	Day
Nasese	Oct 12-14	Day

**Chocolate Works****Competencies Addressed:**

The following sub-topics will be discussed:

- Production and properties of chocolate
- Chocolate works
- Identifying different types of chocolates, manufacturing process, tempering, molding, filling, de molding, dipping and finishing techniques.
- Creative writing and pattern design
- Chocolate filigree
- Chocolate carving
- Presentation and storage techniques

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	May 11-13	Day
Nasese	May 11-13	Day
Nadi	Oct 19-21	Day
Nasese	Oct 19-21	Day

**Cakes for Special Events****Competencies Addressed:**

The following sub-topics will be discussed:

- Special event cake themes and incorporation of suitable colors
- Basic icing production methods and techniques
- Decorating layered and tiered cakes
- Basic piping techniques, nozzle usage and pattern design
- Handling fondants for covering and molding showmanship
- Glazing, border and ribbon work
- Packaging and storage

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$275**

Venue	Dates	Session
Nadi	May 18-20	Day
Nasese	May 18-20	Day
Nadi	Oct 26-28	Day
Nasese	Oct 26-28	Day

**Valentines Cake Decoration****Competencies Addressed:**

The following sub-topics will be discussed:

- Bake a cake
- Demonstrate basic piping skills and designing
- Relate to the theme and decorate according to the valentines theme
- Gaining the technique on relating the decoration and designs to be attractive

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$385**

Venue	Dates	Session
Nadi	Feb 13-14	Day
Nasese	Feb 20-21	Day

**Cakes for Special Occasions****Competencies Addressed:**

The following sub-topics will be discussed:

- make fondant / plastic to royal icing
- Blending of colors and designing to the various themes.
- Leveling the cake
- Covering the cake with fondant
- Improving cake
- How to ice a cake smoothly
- Covering the cake with plastic icing

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment: \$385**

Venue	Dates	Session
Nadi	March 5-6	Day
Nasese	March 12-13	Day

**Puff and Danish Pastries****Competencies Addressed:**

The following sub-topics will be discussed:

- Prepare the Puff and Danish Pastries
- Identify the various folds that is required
- With its derivatives that is needed to prepare these Pastries

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	April 9-10	Day
Nasese	April 16-17	Day

**Centre Piece Show Case Piece /Margarine Modeling****Competencies Addressed:**

The following sub-topics will be discussed:

- Have the Basic knowledge on the various types of Margarine needed for Sculpture work
- Identifying the uses of the various Margarine that needs to be utilized for Buffet setup
- Sculpturing and Modelling of Margarine to the Desired Centre piece or Art work

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$175

Venue	Dates	Session
Nadi	May 7	Day
Nasese	May 14	Day

**Novelty Theme Cake****Competencies Addressed:**

The following sub-topics will be discussed:

- Develop their own ideas in designing
- Mastering the art of novelty cakes
- Cover cakes and design according to the various themes
- Align and decorate using various colors.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	June 11-12	Day
Nasese	June 18-19	Day

## Centre Piece Dessert Setting

### **Competencies Addressed:**

The following sub-topics will be discussed:

- Be able to use Local products and local foods in carving and Creating their flare on these items
- Have the basic knowledge on Buffet set in Fruits platter and arrangements of Food Effects.
- enable to relate to the various themes and portray to the set in Color, Glamour according to the request of guest requirements

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	July 9-10	Day
Nasese	July 16-17	Day

## Chocolate Works

### **Competencies Addressed:**

The following sub-topics will be discussed:

- Identify the different types of chocolates
- Will be able to temper them according to its different category
- Model and shape according to the various designs needed

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	August 5-6	Day
Nasese	August 12-13	Day

## Mastering Fondant and Plastic Modeling

### **Competencies Addressed:**

The following sub-topics will be discussed:

- To make plastic and royal icing
- Align the decorations to the theme that is required for the modelling, color and set up of these artifacts on the cake
- Cover and Assemble the Cakes using the designed decorations.

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$175

Venue	Dates	Session
Nadi	September 10	Day
Nasese	September 17	Day

### Chocolate Modeling/Decoration

**Competencies Addressed:**

The following sub-topics will be discussed:

- Explain and demonstrate the coating of chocolate
- By using the hand dipping method
- Prepare, line, fill and seal molded chocolates
- Lining and molding with tempered chocolate preparation and use of chocolate
- Prepare to correct stage of temper white, milk and dark couverture
- Coating of chocolate cube with tempered couverture

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	October 8-9	Day
Nasese	October 15-16	Day

### Hot and Cold Platter Setup

**Competencies Addressed:**

- The following sub-topics will be discussed:
- Know how to prepare HOT and Cold Desserts
- Prepare the Various Garnishes that is to needed to make it appealing
- Prepare the various Sauces and with aspic Garnishes that will be detailed on the Art work

**Target Group:** Hotel Employees, Pastry Chefs, Bakers, Kitchen Hands, Youths, Small Restaurant Operators and any interested participants.

**Training Investment:** \$385

Venue	Dates	Session
Nadi	November 5-6	Day
Nasese	November 12-13	Day



## COMMERCIAL COOKERY

### 3 Facets Kitchen Hygiene/OHS

#### **Competencies Addressed:**

- Clean and Maintain Kitchen Premises
- Cleaning and Sanitizing
- Chemicals usage for cleaning and sanitizing

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

Training Investment: \$275

Venue	Date	Session
Nadi	Feb 10-13	Day
Nasese	Feb 10-13	Day

### Principles & Methods of Cookery

#### **Competencies Addressed:**

- Skill and attitude which are required to use on a range of basic cooking Methodism, the preparation of food in the hospitality or catering operation.
- Selecting and use a range of equipment
- Basic principles of cooking within realistic time deadlines
- Safety and hygiene practices and also recognize the essentials of good planning, a smooth workflow whilst minimizing wastage as per industry standards.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

Training Investment: \$275

Venue	Date	Session
Nadi	Feb 17-19	Day
Nasese	Feb 17-19	Day

### Organize & Prepare Food

#### **Competencies Addressed:**

- Skill and attitude to prepare and produce a range of Mise en place (and includes basic preparation prior to serving food, which may involve cooking components of a dish but does not include the actual presentation) according to industry expectations.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Feb 24-26	Day
Nasese	Feb24-26	Day

### Stocks Soups & Sauce Production

**Competencies Addressed:**

- Use newly gained knowledge, skill and attitude to prepare and produce a range of selected stocks, soups and sauces according to industry standards.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Mar 2-4	Day
Nasese	Mar 2-4	Day

### Salads and Appetizers

**Competencies Addressed:**

- Historical development and current trends in salads and appetizers
- Suitable commodities and food combinations for use in salads and appetizers
- Compatible dressings and sauces for incorporating into or accompanying salads
- Methods of attractive presentation for salads and appetizers
- Nutritional values of appetizers, salads and salad ingredients and the effects of cooking on nutrients
- Culinary terms commonly used in the industry with regard to appetizers and salads
- Principles and practices of hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Mar 09-12	Day
Nasese	Mar 09-12	Day

### Prepare Sandwiches

**Competencies Addressed:**

- Skill and attitude to prepare and produce a fine range of sandwiches and also demonstrate new ways of presenting and presenting a range of sandwiches according to industry expectations.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Mar 16-18	Day
Nasese	Mar 16-18	Day

**Basic Pastries & Cakes****Competencies Addressed:**

- Logical and time efficient workflow
- Organizational skills and teamwork
- Safe work practices, in particular in relation to use of machinery and hot ovens and surfaces
- Waste minimization techniques and environmental considerations in relation to pastry and cakes
- Problem solving skills to deal with problems such as failure of cakes to rise, batter too moist and overcooking
- Literacy skills to read menus, recipes and task sheets

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Mar 23-25	Day
Nasese	Mar 23-25	Day

**Basic Yeast Goods****Competencies Addressed:**

- Safe work practices, in particular in relation to use of machinery and hot ovens and surfaces
- Waste minimization techniques and environmental considerations in relation to yeast goods
- Problem solving skills to deal with problems such as failure of yeast goods such as bread to rise, batter and overcooking
- Literacy skills to read menus, recipes and task sheets
- Numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Mar 30- Apr 01	Day
Nasese	Mar 30- Apr 01	Day

**Breakfast Cookery / Kitchen Attendance****Competencies Addressed:**

- Organize and follow a kitchen routine for food service to maximize food quality and minimize delays.
- Prepare a range of yeast-based dough to standard recipes.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Portion food according to enterprise policies and standard recipes.
- Plate food and present neatly and attractively, without drips or spills, to the enterprise requirements for the specified dish, taking into consideration eye appeal, color and contrast, temperature of food, service equipment, and classical and innovative arrangement styles.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Apr 06-08	Day
Nasese	Apr 06-08	Day

### Poultry & Game Preparation

#### **Competencies Addressed:**

- Logical and time efficient workflow.
- Waste minimization techniques and environmental considerations in relation to poultry.
- Safe work practices, particularly in relation to cutting.
- Problem solving skills to deal with problems such as shortages of food items and equipment failure.
- Literacy skills to read orders and instructions.
- Numeracy skills to calculate quantities and portions against orders.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Apr 13-15	Day
Nasese	Apr 13-15	Day

### Fish & Shell fish Preparation

#### **Competencies Addressed:**

- Cutting and presentation techniques, particularly in relation to fish and crustaceans.
- Waste minimization techniques and environmental considerations in relation to seafood.
- Safe work practices, particularly in relation to using sharp knives.
- Literacy skills to read orders and instructions.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date-	Session
Nadi	Apr 20-22	Day
Nasese	Apr 20-22	Day

## Lamb Pork & Beef Preparation

### **Competencies Addressed:**

- Characteristics of types of meats, including type, cut, quality and fat content.
- Characteristics of different meat cuts, including primary, secondary and portioned cuts.
- Appropriate preparation and cookery methods for various cuts and types of meat uses and characteristics of various knives and equipment.
- Cutting techniques in relation to meat.
- Knife care and maintenance.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date- Semester 1	Session
Nadi	Apr 27-29	Day
Nasese	Apr 27-29	Day

## Innovative Ways of using Local Cuisine

### **Competencies Addressed:**

- Identify correctly local foods and how to properly receive, lean and store them according to enterprise standards,
- Able to implement a good workflow and to enhance work organization skills.
- Able to use knives, equipment and kitchen utensils in a safe manner.
- Correctly identify local foods and how to apply the best cooking techniques keeping in mind minimal wastage, maximum nutrient retention, and arriving at a good visual appeal.
- Develop ideal menu combinations in terms of acceptability to ethnic appreciation, current food trends or familiarization.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	May 04-06	Day
Nasese	May 04-06	Day

## Eggs & Farinaceous

### **Competencies Addressed:**

- Cutting and presentation techniques, particularly in relation to eggs and farinaceous foods.
- Logical and time-efficient workflow.
- Waste minimization techniques and environmental considerations in relation to eggs and farinaceous dishes.
- Use correct cooking methods for prescribed tasks in producing eggs and farinaceous dishes.
- Problem-solving skills to deal with problems such as shortages of food items, mistakes or problems in commodities or meals produced, and equipment failure.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	May 11-13	Day
Nasese	May 11-13	Day

### Kitchen Cost Control

#### **Competencies Addressed:**

- Purchasing, receiving, storing, holding and issuing procedures.
- Costing, yield testing and portion control.
- Select and use appropriate catering control systems according to enterprise requirements.
- Plan production schedules, giving consideration to menu constraints, available equipment, labor and available time.
- Control labor costs, giving consideration to rosters.
- Apply procedures to maintain security in food production and storage areas to minimize risk of theft, damage or loss.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	May 18-20	Day
Nasese	May 18-20	Day

### Menu Planning

#### **Competencies Addressed:**

- Appropriate ingredients and food components that may be substituted to meet special dietary and cultural needs
- Menu engineering, especially to meet customers demand.
- Logical and time efficient workflow.
- Waste minimization techniques and environmental considerations in specific relation to menu production.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	May 25-27	Day
Nasese	May 25-27	Day

## Showpiece & Buffet Techniques

### Competencies Addressed:

- Plan the buffet, including foods and display, according to enterprise and customer requirements, in consultation with relevant others.
- Plan the layout and display of buffet, taking into consideration type of food, occasion and desired theme.
- Use appropriate methods of cookery to prepare meats, poultry, seafood and other foods for buffets, Where required, glaze buffet items with aspic or gelatin preparations to acceptable enterprise standards.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$275

Venue	Date	Session
Nadi	Jun 01-03	Day
Nasese	Jun 01-03	Day

## Food Science

### Competencies Addressed:

- Apply principles from the various facets of culinary science and related disciplines to solve practical, real-world problems.
- Modify recipe/formulation for specific purposes, such as nutrient enhancement, quality improvement and ingredient substitution.

**Target Group:** Hotel Employees resort hygienists, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$120

Venue	Date	Session
Nadi	Feb 14	Day
Nasese	Feb 21	Day

## Fruit & Vegetable Carving

### Competencies Addressed:

- Produce deco's and garnishes suitable for buffet food items,
- Serve and present hot and cold foods according to hygiene regulations,
- Apply portion control to minimise wastage and maximise profit,
- Arrange and present food items attractively and tastefully to maximise appeal.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.



**Training Investment:** \$190

Venue	Date	Session
Nadi	Mar 20	Day
Nasease	Mar 23	Day

**International Thai Cuisine****Competencies Addressed:**

- Throughout the course, you will experience the authentic flavor of Thai food, such as green curry, spicy prawn soup and Pad Thai noodles, and be able to share your dishes with friends and family. You will become familiar with Thai ingredients and its usage.
- These fundamental concepts, skills and techniques involved in basic cooking are covered in this course. Special emphasis is given to the study of history, ingredients, cooking theories, and the procedures for preparing modern, traditional, and the contemporary Asian Cuisine.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$190

Venue	Date	Session
Nadi	Mar 06	Day
Nasease	Mar 13	Day

**Food Commodities****Competencies Addressed:**

- Use ingredients and flavoring agents according to standard recipes and enterprise standards.
- Prioritize the need for sending order in time or earlier.
- Use effective utilization techniques whilst doing Mise en place and taking out orders.
- Take out menu serving dishes with standardization and timeliness.
- Make appropriate changes to the line of service for ease of excess.
- Plan effective flow of work, which enables safe and intellectual work ethics.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$120

Venue	Date	Session
Nadi	Apr 03	Day
Nasease	Apr 10	Day

**Kitchen Brigade Management****Competencies Addressed:**

- A real or simulated tourism, hospitality or event industry environment with colleague requiring coaching.
- Work tasks to coach others in the kitchen.

- A colleague with whom the individual can interact.
- Different methods of assessments.
- A range of assessment methods used to assess practical skills and knowledge.

**Target Group:** Hotel employees, Kitchen Supervisors, soup chefs, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Investment:** \$120

Venue	Date	Session
Nadi	Apr 16	Day
Nasese	Apr 23	Day

### International Thai Cuisine

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Throughout the course, you will experience the authentic flavor of Thai food, such as green curry, spicy prawn soup and Pad Thai noodles, and be able to share your dishes with friends and family. You will become familiar with Thai ingredients and its usage.
- These fundamental concepts, skills and techniques involved in basic cooking are covered in this course. Special emphasis is given to the study of history, ingredients, cooking theories, and the procedures for preparing modern, traditional, and the contemporary Asian Cuisine.

**Training Entry Requirement:** There are no entry requirements as these courses are for anyone who wants to refresh their cookery skills or up-skill to develop a career as a chef or catering personnel in the hotel industry or a private organisation.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Resources:** Use of Multi-media and group projects in-class. Participants will receive a Training Manual, Training Ingredients for practical and Certificate of Participation after completion of the course.

**Training Investment:** \$190

**Duration:** 6 hours

Venue	Date	Session
Nadi	Apr 17	Day
Nasese	Apr 24	Day

### Food Commodities

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Use ingredients and flavoring agents according to standard recipes and enterprise standards.
- Prioritize the need for sending order in time or earlier.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Use effective utilization techniques whilst doing Mise en place and taking out orders.
- Take out menu serving dishes with standardization and timeliness.
- Make appropriate changes to the line of service for ease of excess.
- Plan effective flow of work, which enables safe and intellectual work ethics.

**Training Entry Requirement:** There are no entry requirements as these courses are for anyone who wants to refresh their cookery skills or up-skill to develop a career as a chef or catering personnel in the hotel industry or a private organisation.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Resources:** Use of Multi-media and group projects in-class. Participants will receive a Training Manual, Training Ingredients for practical and Certificate of Participation after completion of the course.

**Training Investment:** \$120

**Duration:** 6 hours

Venue	Date	Session
Nadi	May 01	Day
Nasese	May 08	Day

### Kitchen Brigade Management

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- A real or simulated tourism, hospitality or event industry environment with colleague requiring coaching
- Work tasks to coach others in the kitchen.
- A colleague with whom the individual can interact.
- Different methods of assessments.
- A range of assessment methods used to assess practical skills and knowledge.

**Training Entry Requirement:** There are no entry requirements as these courses are for anyone who wants to refresh their cookery skills or up-skill to develop a career as a chef or catering personnel in the hotel industry or a private organisation.

**Target Group:** Hotel employees, Kitchen Supervisors, Soup Chefs, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Resources:** Use of Multi-media and group projects in-class. Participants will receive a Training Manual, Training Ingredients for practical and Certificate of Participation after completion of the course.

**Training Investment:** \$120

**Duration:** 6 hours

Venue	Date	Session
Nadi	May 15	Day
Nasese	May 22	Day

## **HACCP**

### **Competencies Addressed:**

The following sub-topics will be discussed:

- Competency in Kitchen Hygiene and Safety practices
- Equipment and utensils their uses, primary maintenance and care.
- Transport supplies to appropriate storage area promptly, ensuring that stock is protected from loss, contamination, spoilage, temperature abuse and pests according to food safety procedures.

**Training Entry Requirement:** There are no entry requirements as these courses are for anyone who wants to refresh their cookery skills or up-skill to develop a career as a chef or catering personnel in the hotel industry or a private organisation.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Resources:** Use of Multi-media and group projects in-class. Participants will receive a Training Manual, Training Ingredients for practical and Certificate of Participation after completion of the course.

**Training Investment:** \$120

**Duration:** 6 hours

Venue	Date	Session
Nadi	May 29	Day
Nasese	Jun 05	Day

## **Creative Domestic Cooking**

### **Competencies Addressed:**

The following sub-topics will be discussed:

- Enhance decision-making skills as a food consumer through an awareness of the economic and nutritional values in the food selection.
- Develop skills in basic personal budgeting and economical strategies for providing food.
- Develop skills in preparing basic foods and recipes for meals and snacks suitable for independent living.
- Develop knowledge in essential requirements for a basic home kitchen.

**Training Entry Requirement:** There are no entry requirements as these courses are for anyone who wants to refresh their cookery skills or up-skill to develop a career as a chef or catering personnel in the hotel industry or a private organisation.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Training Resources:** Use of Multi-media and group projects in-class. Participants will receive a Training Manual, Training Ingredients for practical and Certificate of Participation after completion of the course.

**Training Investment:** \$150

**Duration:** 6 hours

Venue	Date	Session
Nadi	Jun 12	Day
Nasese	Jun 16	Day

### Kitchen Safety & Hygiene

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Safe work practices, in particular in relation to use of machinery and hot ovens and surfaces
- Waste minimization techniques and environmental considerations in relation to yeast goods
- Problem solving skills to deal with problems such as failure of goods such as bread to rise, batter and overcooking
- Literacy skills to read menus, recipes and task sheets
- Numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

**Training Entry Requirement:** There are no entry requirements as these courses are for anyone who wants to refresh their cookery skills or up-skill to develop a career as a chef or catering personnel in the hotel industry or a private organisation.

**Target Group:** Hotel Employees, Shift Workers, School Leavers, Kitchen Hands, Cooks, Small Restaurant Operators and any interested mature participants.

**Training Resources:** Use of Multi-media and group projects in-class. Participants will receive a Training Manual, Training Ingredients for practical and Certificate of Participation after completion of the course.

**Training Investment:** \$120

**Duration:** 6 hours

Venue	Date	Session
Nadi	Jun 26	Day
Nasese	Jul 03	Day

## HOUSEKEEPING AND ACCOMMODATION SERVICES

### Hospitality Operation

#### **Competencies Addressed:**

The following topics will be discussed:

- Introduction and lodging operation
- Room division housekeeping

- Staff & support department Key operating ratios
- Hotel outline and its organization chart
- Attitudes

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Feb 10 - 12	Day
Suva	Feb 10 - 12	Day
Sigatoka	Feb 10 - 13	Evening
Labasa	Feb 13 - 15	Day

### Roles and Responsibilities of Housekeeping and Customer Service

#### **Competencies Addressed:**

The following topics will be discussed:

- Types of Accommodation
- Typical Accommodation Guests
- Scope of Housekeeping Department
- Staffing the Department and hours of Employment
- Contract Cleaning, the quality challenge and customer feedback

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Feb 17 - 19	Day
Suva	Feb 17 - 19	Day
Sigatoka	Feb 17 - 20	Evening
Labasa	Feb 20 - 22	Day

### Professional Guestroom Cleaning & Procedures

#### **Competencies Addressed:**

The following topics will be discussed:

- Benefits of maintaining standards
- Preparing to clean guestroom and categories of room status
- Making bed
- Cleaning the bathroom
- Providing turn-down service

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Feb 24 – 26	Day
Suva	Feb 24 – 26	Day
Sigatoka	Feb 24 – 27	Evening
Labasa	Feb 27 – 29	Day

**IT Hospitality Housekeeping Accommodation Room Master****Competencies Addressed:**

The following topics will be discussed:

- Use Computer
- Prepare housekeeping Reports
- Create duty roster
- Print room status reports
- Check occupancy

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	March 02 – 04	Day
Suva	March 02 – 04	Day
Sigatoka	March 02 – 05	Evening
Labasa	March 05 – 07	Day

**General Deep Cleaning and Periodic Maintenance****Competencies Addressed:**

The following topics will be discussed:

- Overview of general cleaning in rooms
- Planning, scheduling and equipment selection
- General cleaning of guestrooms
- Overview of general cleaning in public areas
- Shift preparation

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	March 09 – 11	Day
Suva	March 09 – 11	Day
Sigatoka	March 09 – 12	Evening
Labasa	March 12 – 14	Day



## Public Area Cleaning

### **Competencies Addressed:**

The following topics will be discussed:

- Cleaning premises and equipment
- Scope of the public areas
- Principles of cleaning
- Working safety
- Chemical selection and rules for chemicals use
- Equipment selection
- Select and apply cleaning agents

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	March 16 – 18	Day
Suva	March 16 – 18	Day
Sigatoka	March 16 – 19	Evening
Labasa	March 19 – 21	Day

## Sanitation and Hygiene in Guest Room

### **Competencies Addressed:**

The following topics will be discussed:

- Clean own work area and equipment during operations
- Identify sources of contamination and spoilage
- Follow workplace hygiene and sanitation requirements

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	March 23 – 25	Day
Suva	March 23 – 25	Day
Sigatoka	March 23 – 26	Evening
Labasa	March 26 – 28	Day

## Laundry Management

### **Competencies Addressed:**

The following topics will be discussed:

- Introduction to laundry management
- Work specification
- Laundry items and soiled linen
- Stain treatment

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- OHS awareness
- Laundry task
- Laundry chemicals

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	March 30 – April 01	Day
Suva	March 30 – April 01	Day
Sigatoka	March 30 – April 02	Evening
Labasa	April 02 - 04	Day

### Basic Housekeeping Supervision

#### **Competencies Addressed:**

The following topics will be discussed:

- Roles and responsibilities
- Planning, organizing, coordinating and controlling the task assigned.
- Room checks
- Staffing level

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	April 06 - 08	Day
Suva	April 06 - 08	Day
Sigatoka	April 06 - 09	Evening
Labasa	April 16 - 18	Day

### Basic Housekeeping Cost control

#### **Competencies Addressed:**

The following topics will be discussed:

- Major housekeeping cost
- Procedure for control measures
- Summary report
- Furniture's, fixtures, equipment's & supplies
- Linen control

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	April 20 – 22	Day
Suva	April 20 – 22	Day
Sigatoka	April 20 – 23	Evening
Labasa	April 23 – 25	Day

**Managing Linen Inventory****Competencies Addressed:**

The following topics will be discussed:

- Par level
- Linen discard record and physical inventory
- Fabric types
- Linen requirement
- Linen purchase
- Issuing linen

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	April 27 – 29	Day
Suva	April 27 – 29	Day
Sigatoka	April 27 – 30	Evening
Labasa	April 30 – May 02	Day

**Housekeeping Assessment****Competencies Addressed:**

The following topics will be discussed:

- Review of knowledge for leading a group of workers
- Use relevant skills and knowledge learn by example
- Management field and understand the real responsibility of a leader
- Application of cleaning agents, amenities and supplies, etc.
- Use the skills of cost controlling

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	May 04 – 06	Day
Suva	May 04 – 06	Day
Sigatoka	May 04 – 07	Evening
Labasa	May 07 – 09	Day

**Service Skills for Housekeepers**

Competencies Addressed:

- Explain their role in the guest-satisfaction process
- Identify service goals
- Spot service breakdowns
- Describe what a checklist can and cannot do
- Find opportunities to provide expected and unexpected service
- Professionally interact with customers and coworkers

**Target Group:** Hotel employees and interested participants.**Training Investment:** \$120

Venue	Dates	Session
Nadi	Feb 13	Day
Sigatoka	July 09	Day

**Professional Guestroom Cleaning****Competencies Addressed:**

- Clean better and practice professionalism
- Use knowledge gained for quality cleaning.
- Use relevant skills and knowledge learn by example.
- Exercise better cleaning and understand the real responsibility of clean environment.

**Target Group:** Hotel employees and interested participants.**Training Investment:** \$120

Venue	Dates	Session
Sigatoka	Feb 27 – 28	Day
Suva	July 23 – 24	Day

**Safe Chemical Handling Procedures****Competencies Addressed:**

- Learning the chemical rules and procedures
- Identify different types of chemicals

- Tips for safe chemical handling
- Prepare for cleaning

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	June 25	Day
Suva	Nov 26	Day

### Basic Room Attendant Skills

#### **Competencies Addressed:**

- Use knowledge gained for quality cleaning.
- Use relevant skills and knowledge learn by example
- Exercise better cleaning and understand the real responsibility of clean environment.

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	March 12	Day
Suva	August 06	Day

### Advance Room Attendant Skills

#### **Competencies Addressed:**

- Use knowledge gained for quality bed making.
- Use relevant skills and knowledge learn by example
- Exercise better cleaning and understand the real responsibility of clean environment.

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	March 26	Day
Suva	August 20	Day

### Exceptional Customer Service for Housekeepers

#### **Competencies Addressed:**

- Use relevant skills and knowledge in quality customer service.
- Identify the needs and wants of guests.
- Identify the importance of guest relations.

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	April 09	Day
Sigatoka	August 20	Day

### Accommodation and laundry Service

**Competencies Addressed:**

- Exercise the scope of Laundry department
- Use relevant skills and knowledge in the professional laundry process
- Exercise the better future in laundry.

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Sigatoka	May 21	Day
Suva	October 22	Day

### Housekeeping Accommodation Supervision

**Competencies Addressed:**

- Use knowledge gain for leading a group of workers.
- Use relevant skills and knowledge to lead by example
- Identify the application of cleaning agents, amenities and supplies, etc.
- Exercise work professionalism and respect the ethical values & code of conducts of the industry at all times.

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Suva	April 23	Day
Nadi	September 24	Day

### Accommodation Inventory Management

**Competencies Addressed:**

- Identify the importance of hotel linen.
- Use relevant skills and knowledge in basic accounting by controlling linen costs.
- Exercise relevant skills and knowledge calculating linen requirement of any hotel.

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	May 07	Day
Nadi	October 8	Day

**Public Area Cleaning****Competencies Addressed:**

- Record confidence in the scope of cleaning in public areas.
- Measure relevant skills and knowledge in professional Public Area cleaning
- Exercise for better future housekeeping staff.
- Exercise work professionalism and respect the ethical values & code of conducts of the industry at all times.

**Target Group:** Hotel employees and interested participants.

**Training Investment:** \$120

Venue	Dates	Session
Nadi	June 11	Day
Sigatoka	November 12	Day

## **TAFE TOURISM & HOSPITALITY FRANCHISED PROGRAM**

**Certificate III in Commercial Cookery SIT30816****Competencies Addressed:**

The following topics will be discussed:

- To participate in environmentally sustainable work practices.
- Work effectively with others in the Industry and be an efficient cook in the industry
- Effectively and efficiently use food preparation equipment as per industry standards and produce dishes using basic methods of cookery
- Engage in production of a variety of appetizers and salads, sandwiches, stocks, sauces and soups, vegetable, fruit, egg and farinaceous dishes whilst promoting usage of locally grown vegetables.
- Create a variety of poultry dishes, seafood dishes and meat dishes.
- Prepare food to meet special dietary requirements and plan and cost basic menus
- Produce a variety of cakes, pastries and breads and desserts
- Learn to clean kitchen premises and equipment considering industry standards and use hygienic practices for food safety and participate in safe food handling practices
- Learn to Coach others in job skills
- Learn to maintain the quality of perishable items and participate in safe work practices
- Produce and serve food for buffets
- Source and use information on the hospitality industry

**Target Group:** Industry workers and new recruits, and employees who wish to pursue their career path in the industry as cooks/ chefs and other interested employees with at least two years of work experience. Students who have successfully completed Year 12 or completion or equivalent vocational studies such as Certificate I or II from Technical College will also be considered.



**Training Investment:** \$5590.00

Venue	Date	Session
Nadi	10 Feb – 27 Nov	Day
Nadi	10 Feb – 27 Nov	Evening
Nasease	10 Feb – 27 Nov	Evening

### **Diploma of Travel and Tourism Management SIT50116**

#### ***Competencies Addressed:***

- Learn to source and use information on the tourism and travel industry
- Provide service to customers and learn to show social and cultural sensitivity
- Participate in safe work practices
- Engage in Provide arrival and departure assistance and providing visitor information and have sound product knowledge.
- Effectively lead tour groups and learn to prepare and present tour commentaries or activities
- Access and interpret product information
- Sell tourism products and services
- To be able to prepare quotations, process travel-related documentation and Book supplier services
- To Design and produce business documents as per industry standards
- Effectively Coach others in job skills
- Interpret financial information, prepare, manage and monitor budget

**Target Group:** Industry workers and new recruits, and employees who wish to pursue their career path in the Tourism Industry with at least two years of work experience. Students who have successfully completed Year 12 or completion or equivalent vocational studies such as Certificate I or II from Technical College will also be considered.

**Training Investment:** \$6300.00

Venue	Date	Session
Nadi	10 Feb – 27 Nov	Day

### **Diploma of Hospitality SIT50416**

#### ***Learning outcomes***

At the end of this training program, participants should be able to;

- Manage an operational plan
- Enhance the customer service experience
- manage quality customer service, diversity in the workplace and workplace conflict
- prepare and monitor budgets, Manage finances within a budget
- research and comply with regulatory requirements
- Lead and manage people and roster staff with monitoring work operations
- Establish and conduct business relationships
- Implement and monitor work health and safety practices

**Competencies Addressed**

- Manage an operational plan
- Enhance the customer service experience, to manage quality customer service, diversity in the workplace and manage workplace conflict
- To prepare and monitor budgets, Manage finances within a budget
- To able to research and comply with regulatory requirements
- Learn to Lead and manage people and roster staff with monitoring work operations
- To be able to establish and conduct business relationships
- Be able to successful implement and monitor work health and safety practices

**Target Group:** Industry workers and new recruits, and employees who wish to pursue their career path in the Hospitality industry and other interested employees. Participants who have Completed SIT30813 Certificate III in Commercial Cookery.

Training Investment: \$4510.00

Venue	Date	Session
Nadi	10 Feb – 27 Nov	Evening

## **TRAVEL & TOURISM**

**Fiji Tourism Industry Knowledge****Competencies Addressed:**

- The participants will be able to update information on the tourism industry
- Update knowledge on trends related to the tourism industry in Fiji.
- Source and apply information on legal and ethical and environmental issues that impact on the tourism industry.
- The participants will be able to understand the different cultures of the South Pacific and their significance.
- The participants will understand the economic and political situations of our country.

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka /Nasese Semester 1	Feb 13-27	Day/Evening
Namaka/Nasese Semester 2	Jul 16-30	Day/Evening

**Tour Guiding Fundamentals****Competencies Addressed**

- Participants will learn to become competent public speakers.
- Source and apply information on legal and ethical and environmental issues that impact on the tourism industry.
- Update knowledge on trends related to tourism Fiji and apply this to your tour commentaries.
- Prepare commentaries and sample tours and act in class accordingly.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka /Nasese Semester 1	Feb28-Mar13	Day/Evening
Namaka/Nasese Semester 2	Jul31-Aug14	Day/Evening

### Dealing with Customers and Colleagues.

#### **Competencies Addressed:**

- The participants will practice how to communicate with customers.
- Maintain personal presentation standards in their work environment and their daily day to day life
- Provide service to colleagues and customers.
- Respond to conflicts and customer complaints.
- Work in a team and understand the advantages of teamwork.

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka/Nasese Semester 1	Mar19-Apr 02	Day/Evening
Namaka/Nasese Semester 2	Aug 20-28	Day/Evening

### Strategic Selling Skills of Tourism Products and Services

#### **Competencies Addressed:**

- Participants will be able to identify customer needs.
- Suggesting the appropriate products to meet customer needs.
- Providing accurate and adequate product information and advice to customers.
- Follow up sales opportunities.

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka/Nasese Semester 1	Apr 9-23	Day/Evening
Namaka/Nasese Semester 2	Sept 3-17	Day/Evening

### Co-ordinate Arrival and Departure Assistance

#### **Competencies Addressed:**

- Conduct arrival transfers for visitor groups or individuals and practice that in class
- Explain arrival information to visitors.

- Check in groups and individuals at accommodation.
- Conduct departure transfers for groups and individuals. Compare different types of ternaries and how to interpret them.

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka/Nasese Semester 1	Apr 3-May14	Day/Evening
Namaka/Nasese Semester 2	Sept 18-Oct 2	Day/Evening

### Inbound Travel Services 1

#### **Competencies Addressed:**

- Recognize the functions and operations of inbound tour operator.
- The participants will be able to Identify who inbound customers observe cultural protocols of customers with common ethnic background.
- Identify skills needed to work in the inbound travel service.

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka/Nasese Semester 1	Jun4-18	Day/Evening
Namaka/Nasese Semester 2	Oct 8-22	Day/Evening

### Inbound Travel Services 2

#### **Competencies Addressed:**

- Interpret the inbound reservations systems for free individual travellers
- Plan, prepare and sell simple itineraries for free individual travellers.
- Practice hands-on computer reservations

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka/Nasese Semester 1	Jun4-18	Day/Evening
Namaka/Nasese Semester 2	Oct 8-22	Day/Evening

**Inbound Travel Services 3****Competencies Addressed:**

- Interpret the Inbound Reservation Procedures for both FITs and GROUPs
- Interpret commissions/rate structures within the Industry
- Plan, Prepare and Sell Itineraries for Group Travel and put together agent's familiarization itineraries.
- Practice hands-on Computer Reservations

**Target Group:** Any individual who wants to have a career in the Tourism sector or is wishing to up skill or upgrade their knowledge.

**Training Investment:** \$385

Venue	Dates	Session
Namaka/Nasese Semester 1	Jun19-26	Day/Evening
Namaka/Nasese Semester 2	Nov6-11	Day/Evening

**Certificate of Attainment -Assessment****Competencies Addressed:**

- Enables relevant skills and knowledge based on the Travel and Tourism Industry.
- Reinforce better life skill choices and marketability as per industry requirements and standards.
- Encourage team awareness and teamwork.
- Activities of guides and delegates.
- Orientation legal norms and regulations of tourism, good command of legal fundamentals of keeping records.
- Planning activities, budgeting and evaluation of achieved economic result.

**Target Group:** Those participants who have successfully completed all the modules of COA Travel and Tourism.

**Training Investment:** \$20.00

**Duration:** 6hours

Venue	Dates	Session
Namaka/Nasese Semester 1	Jun 26	Day/Evening
Namaka/Nasese Semester 2	Nov 11	Day/Evening

**Travel and Tourism Supervisory Skills****Competencies Addressed:**

Participants will be able to identify the Different leadership styles

- Characteristics of effective leadership.
- Roles and theories of motivation
- Principles of team working
- Develop their management skills and understand the roles and responsibilities of being a leader.
- Demonstrate being a team player and a motivator at workplace.
- Handle customer complaints and employee conflicts really well.

**Target Group:** Managers and Middle managers, Supervisors or those who have a passion of becoming a future leader in the travel and Tourism Sector.

**Training Investment:** \$200

Venue	Start Date	Session
Nadi/Nasese	May 19-20	Day

### Coordinate and Operate Tours

#### **Competencies Addressed:**

- Guest and tour operator requirements
- Emergencies: Behavior, guest information, communications with head office and other relevant locations
- Methodology - didactics - social competence: customer types, guest information suited to adults and to the particular tour at hand, on-road tour commentaries and guided visits
- Conflict situations (customers, coach drivers), basic psychological knowledge
- Tourism: basic knowledge on how the diverse parts of the tourism service chain work and interact with each other
- Geography: what tour guides should know to best inform guests about countries and destinations. Grid for compiling information on culture, countries and their inhabitants
- Basics of guest management and customer entertainment
- Preparations for the Tour-Guiding.

**Target Group:** Tour guides, driver guides and their trainers. Model seminar for superiors who employ tour guides.

**Training Investment:** \$150

Venue	Date	Session
Namaka /Nasese	April 8	Day

### Develop and Manage Quality Customer Service Practices in Hospitality

#### **Competencies Addressed:**

- Customer Service Etiquette – The manner and attitude we conduct ourselves before our clients
- Service Response – How quickly we respond to customer's problems and queries and the measures we take to resolve it.
- Service Delivery and Execution-What we promise, we deliver. Never promise and under-deliver. Always go an extra mile to deliver our services.

**Target Group:** Every individual who has a passion of becoming the best service deliverer.

**Training Investment:** \$150

Venue	Date	Session
Namaka /Nasese	Aug 4	Day

**Exceptional Customer Services for Hospitality****Competencies Addressed:**

- Identify who your customers are and what their needs and wants are.
- Demonstrate effective communication skills when dealing with customers
- Anticipate and respond to needs and wants of customers
- Recognize how each team member plays a vital role to the delivery of quality customer service.

**Target Group:** The general public or any employee who is/are working in any of the following departments like Front Office, Customer Service, sales and marketing, client relations and so on.

**Training Investment:** \$150

Venue	Date	Session
Namaka/Nasese	Feb 19	Day
Namaka/Nasese	Aug 18	Day

**Effectively Managing Guest Complaints****Competencies Addressed:**

- Anticipate customer's feelings and needs to respond with empathy and care
- Answer to customer complaints intelligently using the correct approach
- Eliminate negative elements in conversation to prevent irritation and frustration
- Be empowered to demonstrate "Pockets of excellence" to solve customer service

**Target Group:** Front-line, sales and service, engineering, technical, administrative, secretarial, accounting professionals and anyone who wants to know how to practice service recovery in complaints handling.

**Training Investment:** \$150

Venue	Date	Session
Nadi/Nasese	Jun 09	Day

**Lead and Manage People in the Hospitality Industry.****Competencies Addressed:**

- Act as a positive role model through individual performance.
- Show support for and commitment to organizational goals in day-to-day work performance.
- Treat people with integrity, respect and empathy.
- Delegate tasks and responsibilities, identify barriers to delegation and implement processes to overcome them.
- Evaluate the skills of team members and provide opportunities for individual development.
- Monitor team performance to ensure progress towards achievement of goals.
- Provide mentoring and coaching to support team members

**Target Group:** The general public or any employee who is/are working in any of the working in tourism, travel, hospitality and event sectors. It applies to those people who operate independently and are responsible for leading and motivating people and teams. This includes supervisors, operational and senior managers or any interested personnel.



**Training Investment:** \$200

Venue	Date	Session
Nasese	Oct 14	Day
Nadi	Nov 11	Day

**Plan Functions and Events for Hospitality****Competencies Addressed:**

- Seek and assimilate new knowledge of event staging options from external suppliers.
- analyse event staging requirements and consider and determine practicality of various options
- Anticipate and analyse service difficulties for proposed options, and resolve or abandon ideas before submitting proposals.
- Access and sort required information to submit event proposal within designated deadlines.
- Use event industry operations systems and other business technology for word processing, presentations and spread sheets.

**Target Group:** this program is suitable for event coordinators or any interested personnel who operate independently, and are responsible for making a range of operational decisions. They may work in commercial event or function venues, such as hotels, clubs, theatres, and convention and exhibition centres or need to update their knowledge.

**Training Investment:** \$200

Venue	Date	Session
Nadi/Nasese	May 5	Day
Namaka	Nov 10	Day

**Managing Diversity and Workplace****Competencies Addressed:**

- outline formal and informal complaints procedures
- identify and outline key features of relevant current legislation regarding:
- age discrimination
- disability discrimination

**Target Group:** The general public or any employee who is/are working in any of the following departments like Front Office, Customer Service, sales and marketing, client relations and so on.

**Training Investment:** \$150

Venue	Date	Session
Nadi/Nasese	Feb 11	Day

**Service Ambassadors in Hospitality Industry****Competencies Addressed:**

- Ensure messaging is consistent and is in line with directions given by the Supervisor/Manager.
- Respond to guest inquiries and concerns promptly and with courtesy.
- Build relationships by engaging guests and clients in assigned areas by conducting authentic, personable conversations.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Provide exceptional customer service for all guests
- Offer assistance to internal and external guests.
- Receive oral or written complaints or comments from guests and respond accordingly.
- Maintain a level of patience with guests (complaints, lost items, general directions).
- Escort guests as requested to areas on property.
- Provide exceptional internal and external communication to persons.
- Communicate effectively with internal and external guests.

**Target Group:** The general public or any employee who is/are working in any of the following departments like Front Office, Customer Service, sales and marketing, client relations and so on.

**Training Investment:** \$150

Venue	Date	Session
Nadi/Nasese	Jun 16	Day

## **RECREATION & TOURISM**

### **Introduction to Recreation and Tourism**

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- The fastest growing areas that contribute to the growth of the global tourism.
- Sports tourism and its contribution both economically and socially
- The different types of benefits associated with recreation and leisure

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$372.50

Venue	Dates	Session
Nasese	Feb 10 – 24	Day
Nadi	Feb 10-24	Day
Nasese	July 13 – 27	Day
Nadi	July 13 – 27	Day

### **Tour Guiding Fundamentals**

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- A tour guide must be articulate and easy to understand, and know how to communicate with large varying groups of people.
- The ultimate goal of the guide is to know their script well and their story should flow naturally from them rather than being obviously memorized. They're not just giving out information, they're essentially playing a role.

- Have a good sense of humor, be flexible, passion for your work, punctuality and sensitivity towards work assigned.

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$372.50

Venue	Dates	Session
Nasese	Feb 25 – Mar 10	Day
Nadi	Feb 25 – Mar 10	Day
Nasese	July 28 – Aug 11	Day
Nadi	July 28 – Aug 11	Day

## Customer Service and Handling Guest Complaints

### **Competencies Addressed:**

The following sub topics will be discussed:

- Define and explain customer service
- Examples of great customer service
- Identify each type customer who complains and how to handle them
- Analyze each situation and determine an acceptable way to handle it.

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$372.50

Venue	Dates	Session
Nasese	Mar 16 – 30	Day
Nadi	Mar 16 – 30	Day
Nasese	Aug 17 – 31	Day
Nadi	Aug 17 – 31	Day

## Tourism Product Development

### **Competencies Addressed:**

The following sub-topics will be discussed:

- History of tourism and its product components
- Factors that motivate tourist travel and aid their selection of a travel destination
- Examine statistical sources of tourist data and identify how tourism statistics are compiled
- Illustrate how travelers buy tourist product
- The basic structure and organization of the tourism industry and explain the interdependence of its component sectors via wholesalers, retailers, carriers, attraction providers and intermediaries/common bodies

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$372.50

Venue	Dates	Session
Nasese	Mar 31 – 14 April	Day
Nadi	Mar 31 – 14 April	Day
Nasese	Sept 1 – 15 Sept	Day
Nadi	Sept 1 – 15 Sept	Day

### Eco Tourism Fundamentals

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- The concepts and principles of ecotourism
- The developments, challenges, and opportunities of ecotourism.

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$372.50

Venue	Dates	Session
Nasese	April 20 – May 4	Day
Nadi	April 20 – May 4	Day
Nasese	Sept 1 – Sept 15	Day
Nadi	Sept 1 – Sept 15	Day

### International Tourism

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Assess the fundamental role played by the international tourist consumer with regard to demand patterns and behavior and the impact of these on the sustainability of destinations.

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$372.50

Venue	Dates	Session
Nasease	May 5 – May 19	Day
Nadi	May 5 – May 19	Day
Nasease	Oct 6 – Oct 20	Day
Nadi	Oct 6 – Oct 20	Day

**Marine Education****Competencies Addressed:**

The following sub-topics will be discussed:

- Being outgoing and interactive with guests during reef exploration activities.
- Encourage good conversation practices by all water users
- Educate own communities in marine awareness and conservation methods.
- Assist guests in fitting and proper use of snorkeling equipment.

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$372.50

Venue	Dates	Session
Nasease	May 25 – June 8	Day
Nadi	May 25 – June 8	Day
Nasease	Oct 26 – Nov 9	Day
Nadi	Oct 26 – Nov 9	Day

**Child Care for Hotels and Resorts****Competencies Addressed:**

The following sub-topics will be discussed:

- Increasing awareness of the possibilities for workplace programme as well as their benefits and limitations
- Gain insight why various actors, in particular employers and trade unions, have become involved
- Supporting and funding for childcare in a variety of workplaces

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**TTraining Investment:** \$372.50

Venue	Dates	Session
Nasese	June 9 – June 23	Day
Nadi	June 9 – June 23	Day
Nasese	Nov 10 – Nov 24	Day
Nadi	Nov 10 – Nov 24	Day

### **Being Innovative Recreational Personnel**

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Ways to plan activities
- Recreational activities
- Innovative skills
- Identify problems
- Problem solving

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$150

Venue	Date	Session
Nasese	Mar 18	Day
Nadi	Mar 18	Day
Nasese	Nov 11	Day
Nadi	Nov 11	Day

### **Basic Customer skills for Recreational activities**

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Customer expectations
- Meet and greet
- Customer relationship
- Communication techniques
- Dress code and etiquettes

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment: \$150**

Venue	Date	Session
Nasese	Mar 25	Day
Nadi	Mar 25	Day
Nasese	June 17	Day
Nadi	June 17	Day
Nasese	Nov 25	Day
Nasese	Nov 25	Day

**Customer Retention Strategies for Recreational Tourism****Competencies Addressed:**

The following sub-topics will be discussed:

- Customer retention marketing
- Customer retention strategies
- Customer value
- Customer loyalty
- Quality customer service

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**TraininTraining Investment: \$150**

Venue	Date	Session
Nasese	April 15	Day
Nadi	April 15	Day
Nasese	Sept 16	Day
Nadi	Sept 16	Day

**Eco Tourism Management****Competencies Addressed:**

The following sub-topics will be discussed:

- Eco tourism
- Product development
- Dynamics of eco-tourism
- Marketing eco-tourism product

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.



**Training Investment:** \$150

Venue	Date	Session
Nasese	April 22	Day
Nadi	April 22	Day
Nasese	Oct 21	Day
Nadi	Oct 21	Day

### Effective Safe Camping

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Camping
- Plan a camping activity
- Identify risks
- Environmental impacts
- Emergency situations
- Communication

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$150

Venue	Date	Session
Nasese	May 13	Day
Nadi	May 13	Day

### Workplace Leadership in Tourism Industry

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Planning
- Time management
- Flexibility
- Leadership styles
- Coaching
- Problem solving techniques

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$150

Venue	Date	Session
Nasese	May 20	Day
Nadi	May 20	Day
Nasese	Augt 26	Day
Nadi	Augt 26	Day

**Effective Team Player****Competencies Addressed:**

The following sub-topics will be discussed:

- Define team
- Team productivity
- Communication skills
- Action plan for team
- Objectives and goals
- Roles and responsibilities in a team

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$150

Venue	Date	Session
Nasese	May 27	Day
Nadi	May 27	Day
Nasese	Sept 23	Day
Nadi	Sept 23	Day

**Recreational event Management****Competencies Addressed:**

The following sub-topics will be discussed:

- Planning events techniques
- Time management
- Event objectives
- Cost controlling
- Budgeting
- Profit management

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$150

Venue	Date	Session
Nasese	June 24	Day
Nadi	June 24	Day
Nasese	Oct 28	Day
Nadi	Oct 28	Day

### Recreational Programme Planning

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Role of leisure and recreation
- Concepts and strategies of leisure activities
- Influence of leisure on decision making
- Programme planning
- Cost controlling
- Program evaluation

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$150

Venue	Date	Session
Nasese	July 15	Day
Nadi	July 15	Day

### Sports and Recreational Studies

#### **Competencies Addressed:**

The following sub-topics will be discussed:

- Understand the development of sports and recreation
- Benefits of sports tourism
- Risks
- Trends of sports tourism
- Career development in the area of sports tourism

**Target Group:** recreation and activities attendants, child care, baby sitters, kids club attendants, tour guides, tour escorts, public recreation officers, activities supervisors, adventure guide, trek guides and any other interested personnel.

**Training Investment:** \$150

Venue	Date	Session
Nasese	July 22	Day
Nadi	July 22	Day

## **BEAUTY THERAPY & HAIRDRESSING**

### **Beauty therapy Industry Fundamentals**

#### ***Competencies Addressed:***

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	Feb 10 – 21	Day / Evening
Namaka Nadi	Jul 13 – 22	Day / Evening

### **Beauty therapy Industry Fundamentals**

#### ***Competencies Addressed:***

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	Feb 26 – Much 6	Day / Evening
Namaka Nadi	July 27 – Aug 5	Day / Evening

### **Threading & Tinting**

#### ***Competencies Addressed:***

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	Feb 26 – Much 6	Day / Evening
Namaka Nadi	July 27 – Aug 5	Day / Evening

### Basic Waxing

#### Competencies Addressed:

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	Much 25 – April 9	Day / Evening
Namaka Nadi	Aug 24 – sept 09	Day / Evening

### Body Treatments

#### Competencies Addressed:

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	April 15 – May 1	Day / Evening
	Aug 14 – sept 30	Day / Evening

## Facial treatment

### **Competencies Addressed:**

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	May 6 – 22	Day / Evening
Namaka Nadi	Sept 9 – oct 14	Day / Evening

## Basic Manicure & Pedicure services

### **Competencies Addressed:**

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	May 27- Jul 03	Day / Evening
	Oct 19 – 28	Day / Evening

## Basic Make up services

### **Competencies Addressed:**

- Written Assignment: Hospitality Industry Knowledge -10th Day after the course. This is an individual assessment to allow students the opportunity to investigate their future desired career path.
- Skills and requirements that they must attain in order to be a suitable candidate for their desired career.

**Target Group:** Beauty therapy and spa industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment \$704**

Venue	Dates	Session
Namaka Nadi	Jun 17- Jul 03	Day / Evening
Namaka Nadi	Nov 20 – Dec 11	Day / Evening

**Hairdressing concepts****Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment \$704**

Venue	Dates	Session
Namaka Nadi	Feb 10 - 19	Day / Evening
Namaka Nadi	Jul 13 - 24	Day / Evening

**Hairdressing Product & equipment's****Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment \$704**

Venue	Dates	Session
Namaka Nadi	Feb 24- March 4	Day / Evening
Namaka Nadi	Jul 29 – Aug 7	Day / Evening



## Hair & scalp Treatment

### **Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	Mach 9 – 18	Day / Evening
	Jul 12 – Aug 21	Day / Evening

## Anatomy Physiology and chemistry of hair

### **Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	March 23 - April 1	Day / Evening
	Aug 26 – sept 4	Day / Evening

## Hairstyling

### **Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	April 6 – 22	Day / Evening
Namaka Nadi	Aug 9 – 18	Day / Evening

### Shampoo & conditioning

#### **Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	April 27 – May 13	Day / Evening
Namaka Nadi	Sept 23 – Oct 2	Day / Evening

### Hair Cutting

#### **Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	May 18 – Jun 3	Day / Evening
	Oct 7 – 16	Day / Evening

## Hair Chemical Treatments

### **Competencies Addressed:**

- A Certificate of Attainment in Hairdressing will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$704

Venue	Dates	Session
Namaka Nadi	Jun 8 – 24	Day / Evening
	Oct 21 – Nov 13	Day / Evening

## Bridal up style & Bridal Makeup

### **Competencies Addressed:**

- A Certificate of Participation in Bridal up styles and bridal make up will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hair, beauty therapy and spa Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hair, beauty therapy and spa industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of Hair, beauty therapy and spa however they own spas.

**Training investment** \$275

Venue	Dates	Session
Namaka Nadi	Feb 10 - 12	Day / Evening

## Deep Tissue Massage

### **Competencies Addressed:**

- A Certificate of Participation in Deep Tissue Massage will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Beauty therapy and spa Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$275

Venue	Dates	Session
Namaka Nadi	Feb 26 – 28	Day / Evening

### Men's Barbering

#### **Competencies Addressed:**

- A Certificate of Participation in Men's Barbering will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a Hair dresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of Hairdressing.

**Training investment** \$190

Venue	Dates	Session
Namaka Nadi	March 5 – 6	Day / Evening

### Professional Grooming Etiquettes

#### **Competencies Addressed:**

- A Certificate of Participation in Professional grooming Etiquettes will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hair, beauty therapy and spa Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hair, beauty therapy and spa industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of Hair, beauty therapy and spa however they own spas.

**Training investment** \$190

Venue	Dates	Session
Namaka Nadi	March 26 – 27	Day / Evening

## Bamboo Massage

### **Competencies Addressed:**

- A Certificate of Participation in Bamboo Massage will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Beauty therapy and spa Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

### **Training investment** \$275

Venue	Dates	Session
Namaka Nadi	April 7 – 9	Day / Evening

## Hot Stone Massage

### **Competencies Addressed:**

- A Certificate of Participation in Hot stone Massage will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Beauty therapy and spa Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

### **Training investment** \$275

Venue	Dates	Session
Namaka Nadi	April 28 - 30	Day / Evening

## Basic Yoga

### **Competencies Addressed:**

- A Certificate of Participation in Basic Yoga will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hair, beauty therapy and spa Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hair, beauty therapy and spa industry as a hairdresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of Hair, beauty therapy and spa however they own spas.

**Training investment \$190**

Venue	Dates	Session
Namaka Nadi	July 30 – 31	Day / Evening

**Basic Chemical****Competencies Addressed:**

- A Certificate of Participation in Basic Chemical will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a Hair dresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of Hairdressing.

**Training investment \$190**

Venue	Dates	Session
Namaka Nadi	Aug 27 – 28	Day / Evening

**Ladies Haircutting****Competencies Addressed:**

- A Certificate of Participation in Ladies Haircutting will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Hairdressing Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a Hair dresser ,saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of Hairdressing.

**Training investment \$275**

Venue	Dates	Session
Namaka Nadi	Sept 2 – 4	Day / Evening

**Foot Reflexology****Competencies Addressed:**

- A Certificate of Participation in Foot Reflexology will be awarded to a participant who has achieved all the competencies in both theory and practical.
- Participants who fail the practical & Theoretical component will need to Re-sit for - theory and practical. However, participants who fail the theoretical component will be need to Re-sit the theoretical assessments.

**Target Group:** Beauty therapy and spa Industry workers, unemployed youths, school leavers, employees who wish to pursue their career path in the hairdressing industry as a beauty therapist, saloon and personnel, other interested employees and spa entrepreneurs who do not have knowledge & skills of beauty however they own spas.

**Training investment** \$275

Venue	Dates	Session
Namaka Nadi	Oct 7 – 9	Day / Evening

## **FASHION & DESIGN**

### **Wedding Gown**

**Competencies Addressed:**

The following topics will be discussed:

- Wedding gown pattern block and design
- Fabric Laying and Cutting
- Production Process
- Zip attaching
- Quality Checking

**Target Group:** This Program is designed for fashion designers, Machinist, Tailor who want to start a career in the bridal wear industry or learn to make wedding gowns.

**Training Investment:** \$110

Venue	Dates	Session
Nabua	Sept 14-17	Day/Evening

### **T-Shirt Making**

**Competencies Addressed:**

The following topics will be discussed:

- T-Shirt pattern block and design
- Fabric Laying and Cutting
- Production Process
- Placket attaching
- Quality Checking

**Target Group:** This Program is designed for students with no or very less knowledge on how to sew T-Shirt using standard pattern block.

**Training Investment:** \$88

Venue	Dates	Session
Nabua	Feb 17-20	Day/Evening
Nabua	Nov 23-26	Day/Evening



**Ladies Trouser Making****Competencies Addressed:**

The following topics will be discussed:

- correct technique of taking body measurement
- correct Trouser pattern blocks of front and back
- Laying patterns on the fabric and marking
- fabric usage
- Laying, cutting and production process

**Target Group:** This Program is designed for Machinists with no or very less knowledge of the complete garments, Samplers, Quality Checkers, Trainee Machinist and Tailors.

**Training Investment:** \$110

Venue	Dates	Session
Nabua	April 06-09	Day/Evening

**Bula Wear****Competencies Addressed:**

The following topics will be discussed:

- correct technique of taking body measurement
- correct Body measurement pattern blocks of front and back
- Laying patterns on the fabric and marking
- fabric usage
- Laying, cutting and production process.

**Target Group:** This Program is designed for Machinists with no or very less knowledge of the complete garments, Samplers, Quality Checkers, Trainee Machinist and Tailors.

**Training Investment:** \$110

Venue	Dates	Session
Nabua	July 27-30	Day/Evening
Nabua	Aug 17-20	Day/Evening
Nabua	Nov 16-19	Day/Evening

**Machine Maintenance and safety****Competencies Addressed:**

The following topics will be discussed:

- identify Basic Sewing machine parts
- adjustment of stitch formation
- sewing machine troubles and how to overcome
- Safety precautions while operating machines.

**Target Group:** This Program is designed for Machinists and Tailors.

**Training Investment:** \$110

Venue	Dates	Session
Nabua	Aug 28-sept 01	Day/Evening

### Dress Making

#### **Competencies Addressed:**

The following topics will be discussed:

- dress pattern block
- Production process
- fabric cutting
- Zip attaching
- Quality checking

**Target Group:** This Program is designed for students with no or very less knowledge of the Industrial Single Needle Lockstitch and Overlock Machines who intent to work as machinists in Garment Industry.

**Training Investment:** \$88

Venue	Dates	Session
Nabua	Mar 02-05	Day/Evening

### Freehand Cutting Garment Construction

#### **Competencies Addressed:**

The following topics will be discussed:

- correct technique of taking body measurement
- Constructing tailored pattern blocks of front and back
- Laying patterns on the fabric and marking
- Zip attaching
- Quality checking

**Target Group:** This Program is designed for fashion students, Tailors who intent to apply correct techniques in Freehand Cutting Garment Construction.

**Training Investment:** \$110

Venue	Dates	Session
Nabua	Feb 10-14	Day/Evening
Nabua	March 16-19	Day/Evening
Nabua	May 11-14	Day/Evening
Nabua	June 29-July 02	Day/Evening
Nabua	Oct 02-05	Day/Evening

**Sewing Machinist*****Competencies Addressed:***

The following topics will be discussed:

- speed and accuracy in threading the machine
- running 1mm, 5mm, 1cm stitches
- Pocket stitching
- Zip attaching

**Target Group:** This course is suitable for students who have no prior sewing experience.

Training Investment: \$77

Venue	Date	Session
Nabua	Jan 26-29	Day/Evening
Nabua	Feb 24-27	Day/Evening
Nabua	March 30-April 02	Day/Evening
Nabua	May 18-21	Day/Evening
Nabua	June 22-25	Day/Evening

Venue	Date	Session
Nabua	August 24-27	Day/Evening
Nabua	Sept 21-24	Day/Evening
Nabua	Oct 12-15	Day/Evening
Nabua	Nov 02-05	Day/Evening

**Advanced Quilting, Smocking, Crocheting and Patchwork*****Competencies Addressed:***

The following topics will be discussed:

- Quilting, Smocking, Crocheting and Patchwork
- Hand stitching techniques
- Combining different fabrics as a pattern for patchwork
- Handling of crochet needle for crocheting

**Target Group:** This course is suitable for beginners or those, who have learned to crochet, quilt and patchwork before, but would like to refresh their knowledge.

**Training Investment:** \$165

Venue	Dates	Session
Nabua	Aug 03-06	Day/Evening

**BEST-Simple Boys Shirt Making*****Competencies Addressed:***

The following topics will be discussed:

- Production Process of tailored garment.
- Quality Checking
- Tailored Pattern Making
- Fabric laying and cutting

**Target Group:** This course is suitable for beginners or those, who have completed Sewing Machinist course.

**Training Investment: \$77**

Venue	Dates	Session
Nabua	Aug 03-06	Day/Evening

**BEST-Sewing Techniques – Basic/Intermediate Tasks****Competencies Addressed:**

The following topics will be discussed:

- Machine speed control
- Quality Checking
- Machine threading and filling bobbin
- Stitching and controlling the fabric while stitching
- Zip attaching
- Pocket attaching
- Shoulder yoke

**Target Group:** This course is suitable for beginners or those, who have completed Sewing Machinist course.

**Training Investment: \$77**

Venue	Dates	Session
Nabua	Feb 03-06	Day

**BEST-Princess Line Dress Making****Competencies Addressed:**

The following topics will be discussed:

- Princess Line dress pattern block
- Production process
- fabric cutting
- Zip attaching
- Quality checking

**Target Group:** This Program is designed for participants with no or very less knowledge of Garment Making.

**Training Investment: \$77**

Venue	Dates	Session
Nabua	Mar 09-12	Day

**BEST-Basic Pattern Making/Garment Making****Competencies Addressed:**

The following topics will be discussed:

- Garment Pattern block
- Production process
- fabric cutting
- Zip attaching
- Quality checking

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This Program is designed for participants with no or very less knowledge of Garment Making.

**Training Investment:** \$77

Venue	Dates	Session
Nabua	July 06-09	Day

### BEST-Evening Wear Dress Making

#### **Competencies Addressed:**

The following topics will be discussed:

- correct technique of taking body measurement
- correct Body measurement pattern blocks of front and back
- Laying patterns on the fabric and marking
- fabric usage
- Laying, cutting and production process.

**Target Group:** This Program is designed for participants with no or very less knowledge of Garment Making.

**Training Investment:** \$77

Venue	Dates	Session
Nabua	July 13-16	Day

### Pattern Making

#### **Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Identify Different Parts and Pieces of pattern blocks
- Proper way of taking the measurements for pattern blocks
- Laying pattern blocks on fabric
- Designing darts on Pattern blocks
- Seam allowance and increments in pattern block

**Target Group:** This Program is designed for Machinist with no or very less knowledge and finding difficulties with the proper way of taking measurements and making the pattern blocks.

**Training Investment:** \$110.00

Venue	Dates	Session
Nabua	April 20-23	Day/Evening
Nabua	June 15-18	Day/Evening
Nabua	July 20-23	Day/Evening
Nabua	Aug 10-13	Day/Evening

## Evening Gown Wear

### **Competencies Addressed:**

The following topics will be discussed:

- correct technique of taking body measurement
- correct Body measurement pattern blocks of front and back
- Laying patterns on the fabric and marking
- fabric usage
- Laying, cutting and production process.

**Target Group:** This Program is designed for participants with no or very less knowledge of Garment Making.

**Training Investment:** \$110

Venue	Dates	Session
Nabua	May 25-28	Day/Evening

## Business Long Sleeve shirt making

### **Competencies Addressed:**

The following topics will be discussed:

- correct technique of taking body measurement
- correct Body measurement pattern blocks of front and back
- Laying patterns on the fabric and marking
- fabric usage
- Laying, cutting and production process.

**Target Group:** This Program is designed for Machinists with no or very less knowledge of the complete garments, Samplers, Quality Checkers, Trainee Machinist and Tailors.

**Training Investment:** \$110.00

Venue	Dates	Session
Nabua	April 27-30	Day/Evening
Nabua	Aug 31-Sept 03	Day/Evening

## DEPARTMENT OF INFORMATION TECHNOLOGY

The Department of Information Technology (DIE) has developed and will continue to offer new and challenging training in 2020. The DIE with 18 staff and four Centres around the country offering intensive and customized training based on industry needs and which will be conducted over a 1 – 5 days' period or three hours per day sessions. Having shorter sessions over longer duration gives both the organization and individual a competitive edge with training and productivity. In addition, there are more specific training developed, targeting various areas of expertise, ranging from Basic Office Applications to Advanced Technical Training.

In affiliation with TAFE New South Wales, Australia, DIE offers Diploma of Information Technology (Networking), Advanced Diploma in IT Project Management, and Statement of Attainment in Web Design Specialist. It also offers the Certified Network Professional Specialist – Wireless, which provides the skills and knowledge for an individual to be competent in high level network, security and server management and engineering. The participants would be expected to take a major role in managing the implementation of computer networks, ranging from procurement, through human resources to communication processes, quality and risk management, as well as network design and building and network troubleshooting.

Highly trained and certified trainers conduct specialized training in specific areas of expertise. The professional training are scheduled to cater for the clients requiring high-end technical skills and knowledge. The DIE is focusing on Microsoft and CompTIA Certification training for the year 2020. The department is a member of Microsoft IT Academy and CompTIA Learning Alliance.

The training curriculum is reviewed continuously to ensure highest quality to reflect the changes in trends and practices in IT globally. The DIE is offering the entire Microsoft Office 2016 and 2019 package. High quality and well-illustrated training manuals are used in all our instructor led training.

Innovation and creativity are the pillars of the DIE. To give clients access to the information they need, whenever and wherever they need it, we continue to develop new Training and Services that are more accessible and customized. Our alliance with the industry enables to deliver these innovative services and work with many of these industry leaders by offering training which are on par with international standards.



## Computer Fundamentals and Keyboarding Techniques

### Unit Code: ITTDLN01

#### **Competencies Addressed**

On successful completion of this training, participants will be able to:

- Identify the alphanumeric QWERTY arrangement keyboard
- Identify Special Purpose keys (e.g. Spacebar, Backspace, Shift) and keypads (e.g. numeric, function, & navigation)
- Describe Different types of keyboards
- Describe computer ergonomics relative to posture and keyboarding techniques
- Identify margins, single and double line spacing settings
- Learn to use the Tabulator key, applying punctuation spacing & setting Paragraph layout
- Perform Keyboard review and reinforcement, typing paragraphs
- Review strategies for proof reading
- Calculate typing speed and accuracy
- Describe Environment considerations, Reduce, Recycle and Reuse

**Target Group:** This training is intended for beginners only or participants who are looking for a start in how to use computers.

**Training Investment:** \$99

Training Dates: TBA

## Microsoft® Office Word 2016/2019 - Foundation

### Unit Code: ITTDLN01-2019

#### **Competencies Addressed**

On successful completion of this training, participants will be able to:

- Interpret the Microsoft® Word 2016/2019 screen, levels of command organization, Ribbons, Tabs and groups
- Operate Microsoft® Word 2016/2019, Open Word document, Save Word documents and Close Word documents
- Demonstrate selecting and formatting text, Use the Undo and redo commands
- Demonstrate using the Clipboard
- Demonstrate applying font types, Font Size, Case Changing, highlight, remove formatting
- Demonstrate setting paragraph marks, line breaks and text alignment
- Demonstrate applying and modifying Borders and Shading
- Operate Find and Replace feature to replace text
- Demonstrate formatting Page, changing page orientation, adding and removing Headers and Footers
- Demonstrate inserting, Navigating, Modifying and Deleting Tables
- Demonstrate using Graphics within Microsoft® Word, inserting illustrations
- Demonstrate switching multiple Documents, switch between Windows
- Operate Mail Merge to produce labels and letters

**Target Group:** For participants, who would like to learn how to use a word processor and create a standard, attractive and professional-looking documents and print, save and store them on a PC.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Training Investment:** \$99

Venue	Training Dates	Session
Suva	Feb 21	Day
	Jul 30	Day
Lautoka	Feb 21	Day

Venue	Training Dates	Session
Lautoka	Jul 30	Day
Labasa	Jun 22	Day

### Microsoft® Office Word 2016/2019 - Intermediate

**Unit Code:** ITTDLN02-2019

#### Competencies Addressed

On successful completion of this training, participants will be able to:

- Operate Microsoft® Word 2016/2019, Set the Username
- Demonstrate using Microsoft® Word 2016/2019 in the Compatibility Mode
- Demonstrate spell checking a Document, Add & Remove words to the Dictionary
- Demonstrate applying Line Spacing, Format Options and use the Widow/ Orphan Control
- Demonstrate editing pictures in the compatibility mode, clipping screenshots, compressing and modifying
- Demonstrate inserting, changing and deleting Section Breaks
- Demonstrate apply Different Headers and Footers to Sections and the First Page
- Demonstrate add, modifying and removing watermarks
- Demonstrate applying table styles, merge cells within a Table
- Demonstrate split Cells, apply Multi-level sorting and converting Table to a Text
- Demonstrate applying text wrapping within Tables
- Demonstrate applying Column Formatting, and Inserting Column Breaks
- Demonstrate creating, modifying and deleting the Autocorrect Entry
- Demonstrate using the advanced find and replace options, Using the 'Paste special' option

**Target Group:** MS Word users concerned with speeding up their work and enhancing the look and functionality of their documents. Participants interested or who have completed the Microsoft® Office Word 2019 Foundation training.

**Training Investment:** \$99

Venue	Training Dates	Session
Suva	Mar 20	Day
	Aug 7	Day
Nadi	Aug 7	Day

Venue	Training Dates	Session
Lautoka	Mar 20	Day
	Aug 7	Day
Labasa	Jun 24	Day

### Microsoft® Office Word 2016/2019 - Advanced

**Unit Code:** ITTDLN03-2019

#### Competencies Addressed

On successful completion of this training, participants will be able to:

- Demonstrate creating Master Documents, Word template and modifying templates
- Demonstrate track document changes, accepting or rejecting changes
- Demonstrate showing or Hiding Comments, Inserting and Editing comments

- Demonstrate creating and updating Table of Contents and Indexes
- Demonstrate linking and embedding data objects into a word document, insert Hyperlinks
- Demonstrate edit and deleting embedded data
- Demonstrate editing and sorting a Mail Merge recipient list
- Demonstrate creating and protecting form fields, password protect a form
- Demonstrate using macros to change page set-up
- Demonstrate assign Macros to a button on a toolbar
- Demonstrate setting Password & Edit Restrictions to a Word document
- Demonstrate Adding, Removing and changing the Captions
- Demonstrate Inserting, Editing and Removing footnotes \* endnotes
- Demonstrate converting footnotes to endnotes and endnotes to footnotes
- Demonstrate adding and deleting Bookmark and Cross-References

**Target Group:** MS Word users concerned with long and/or complex documents and advanced page layout needs. Specialists keen on gaining advance level skills in word processing.

**Training Investment:** \$99

Venue	Training Dates	Session
Suva	Oct 12	Day
Lautoka	Oct 12	Day

## **Microsoft® Office Excel 2016/2019 - Foundation**

### **Unit Code: ITTDLN04-2019**

#### **Competencies Addressed**

On successful completion of this training, participants will be able to:

- Operate Excel 2016/2019, learning to Open, Save & Close Workbook
- Demonstrate inserting, modifying or deleting worksheets
- Demonstrate selecting multiple range of cells, entire worksheet, rows and columns
- Demonstrate inserting, modifying and deleting rows and columns
- Demonstrate copying, cutting, pasting, format and edit cells and cell content
- Demonstrate switching between worksheets, renaming, copying and moving a worksheet
- Demonstrate formatting font, number and alignment
- Demonstrate freezing and unfreezing rows and columns
- Demonstrate creating formulas, Using Operators, relative and Absolute cell reference
- Demonstrate using common functions, SUM, AVERAGE, MAX, MIN, COUNT, etc.
- Demonstrate creating, editing, resizing and deleting charts, changing chart types
- Apply Basic Excel options

**Target Group:** The participants should be comfortable using a personal computer, have little or no experience using Microsoft® Excel. Participants will gain most out of this training if the goal is to become proficient in using Microsoft® Excel 2019. Participants require knowledge on personal computers, keyboard and mouse.

**Training Investment:** \$99

Venue	Training Dates	Session
Suva	Feb 28	Day
	Jul 31	Day
Nadi	Feb 28	Day

Venue	Training Dates	Session
Lautoka	Feb 28	Day
	Jul 31	Day
Labasa	Jun 23	Day

**Microsoft® Office Excel 2016/2019 - Intermediate****Unit Code: ITDLN05-2019****Competencies Addressed**

On successful completion of this training, participants will be able to:

- Demonstrate setting up margins & worksheet orientation and formatting
- Demonstrate printing titles, row and column headings, spell checking and using printing options
- Demonstrate using the nested function and consolidate data using referenced functions
- Demonstrate inserting time & date functions such as day, month, year, date into worksheets
- Demonstrate applying special mathematical functions to rows and column data
- Demonstrate applying logical functions to a data set
- Demonstrate using statistical functions such as concatenate, rank, trim, etc.
- Demonstrate using financial functions
- Demonstrate using the VLookup & HLookup Functions
- Demonstrate using Database Functions to manipulate data sets in an excel worksheet
- Interpret Name box and remove cell ranges
- Demonstrate applying styles, conditional and custom formatting to a range
- Demonstrate copying, moving, splitting and hiding Worksheets
- Demonstrate creating and editing excel templates
- Determine Paste Special Options to add, subtract, multiply and divide

**Target Group:** This training is designed for participants with some experience using Microsoft® Excel. It is also suitable for school leavers and high school students or anyone wanting to gain proficiency in Microsoft® Office Excel 2019.

**Training Investment:** \$159.50

Venue	Training Dates	Session
Suva	Mar 5 - 6	Day
	Aug 13 - 14	Day
Nadi	Mar 5 - 6	Day
	Aug 13 - 14	Day

Venue	Training Dates	Session
Lautoka	Mar 5 - 6	Day
	Aug 13 - 14	Day
Labasa	Jun 29 - 30	Day

**Microsoft® Office Excel 2016/2019 - Advanced****Unit Code: ITDLN06-2019****Competencies Addressed**

On successful completion of this training, participants will be able to:

- Demonstrate using Pivot Tables to sort, filter and group data
- Demonstrate creating one and two Input Data Tables
- Demonstrate formatting charts and customize data series

- Demonstrate inserting, editing and removing Hyperlinks
- Demonstrate linking & embedding within a worksheet and between worksheets
- Demonstrate linking data between Workbooks and Applications (e.g. Excel and Word)
- Demonstrate importing a delimited text files into Excel
- Demonstrate sorting and filtering data within a Worksheet
- Demonstrate tracking and reviewing changes (Using the 'Track Changes' feature, Sharing, Comparing and Merging Worksheets)
- Demonstrate using the Scenario Manager and Scenario Summary Reports
- Demonstrate validating Numbers, Lists, Data, Time, Input message and Error Alert.
- Demonstrate auditing using the trace precedent command, identifying cells with missing dependents
- Demonstrate assigning and deleting Macros
- Enable Passwords Protection in an Excel Worksheet, hiding and un-hiding formulas

**Target Group:** The participant should have some experience with Excel 2019 and should be familiar with intermediate-level tasks or participants should have completed Excel 2019 Foundation and Excel 2019 Intermediate.

**Training Investment:** \$159.50

Venue	Training Dates	Session
Suva	Mar 26 - 27	Day
	Oct 15 - 16	Day
Nadi	Mar 26 - 27	Day
	Oct 15 - 16	Day

Venue	Training Dates	Session
Lautoka	Mar 26 - 27	Day
	Oct 15 - 16	Day
Labasa	Jul 8 - 9	Day

## **Microsoft® Office Access 2016/2019 – Foundation**

### **Unit Code: ITTDLN10-2019**

#### **Competencies Addressed**

On successful completion of this training, participants will be able to understand:

- Describe Database Concepts
- Identify Database & Security Issues
- Implement Tables, Fields and Field Types
- Use Table Navigation & Modification
- Identify Field Properties
- Manipulate Tables & Records
- Describe Primary Keys and Indexing
- Demonstrate Filter and Sort
- Implement basic search mechanisms
- Create Relationships
- Create Forms.

**Target Group:** The target audience for the training may include but is not limited to individuals from academic institutions, cooperate users, clerical officers or typists. It may also include sales persons, medical officers responsible for maintaining inventory.

**Training Investment:** \$159.50

Venue	Training Dates	Session
Suva	Feb 27 - 28	Day
Lautoka	Feb 27 - 28	Day

## **Microsoft® Office Access 2016/2019 – Intermediate**

**Unit Code: ITTDLN11-2019**

### **Competencies Addressed**

On successful completion of this training, participants will be able to understand:

- Create Queries
- Generate Reports
- Demonstrate how to Export objects
- Demonstrate Printing objects
- Operate Interface Menus
- Identify Database Terminology & Theory
- Identify Trusted Locations
- Demonstrate how to Insert Fields
- Create multiple Relationships
- Create Inner and Outer Joins

**Target Group:** The training is relevant to IT and business skills training providers, schools and colleges or corporate training departments. Content can also be bought and customized by freelance trainers for their own customers. The participant should have knowledge on office products. Participants aiming to become proficient in advanced access features and functions.

**Training Investment:** \$159.50

Venue	Training Dates	Session
Suva	Mar 16 - 17	Day
Lautoka	Mar 16 - 17	Day

## **Microsoft® Office Access 2016/2019 – Advanced**

**Unit Code: ITTDLN12-2019**

### **Competencies Addressed**

On successful completion of this training, participants will be able to understand:

- Demonstrate how to create advance Queries
- Demonstrate how to create advance Forms
- Generate customized and advanced Reports
- Integrate Macros into design interface
- Demonstrate Linking Data
- Demonstrate Importing Data

**Target Group:** The Training is relevant to IT and business skills training providers, it has also been designed for IT specialists who are interested in access based database development, and with the integration of web technologies may be a key component for web developers interested in developing online forms and applications. The participant with prior knowledge of basic features Access 2019. Participants to

be proficient with more complex features and functions such as: query design in SQL, using crosstab, parameter, action queries, creating, running macros, importing, exporting, linking database objects, optimizing a database, and basic database security.

**Training Investment:** \$159.50

Venue	Training Dates	Session
Suva	May 11 - 12	Day
Lautoka	May 11 - 12	Day

## **Microsoft® Office PowerPoint 2016/2019 – Foundation**

**Unit Code: ITTDLN07-2019**

### **Competencies Addressed**

On successful completion of this training, participants will be able to understand:

- Demonstrate Using PowerPoint 2016/2019
- Demonstrate Creating a Presentation
- Demonstrate Manipulating Slides
- Demonstrate Text Boxes (Placeholders) & Themes
- Demonstrate Manipulating Text
- Identify Font & Paragraph Formatting
- Demonstrate implementing Tables
- Demonstrate Graphics
- Demonstrate Manipulating Graphics
- Demonstrate implementing Charts
- Identify Organisation Charts
- Demonstrate Manipulating Slides
- Demonstrate implementing Slide Masters
- Demonstrate creating Slide Shows
- Identify Printing and Proofing tools

**Target Group:** The primary audience for this training includes individuals of the cooperate sector such as project managers, designers, standard clients such as home users, students and academics of all classes. Power point audiences are limitless and now because of the built in video conferencing link power point can be used by large co-operate individuals for communication and long distance presentations, the audience is limited to the imagination of the individual.

**Training Investment:** \$99

Venue	Training Dates	Session
Suva	Mar 20	Day
	Jul 15	Day
Lautoka	Mar 20	Day

Venue	Training Dates	Session
Labasa	Jul 15	Day
	Jun 25	Day



**Microsoft® Office PowerPoint 2016/2019 – Intermediate****Unit Code: ITTDLN08-2019****Competencies Addressed**

On successful completion of this training, participants will be able to understand:

- Demonstrate Customizing and Compatibility Issues
- Identify and Implement PowerPoint Sections
- Create Slide Masters
- Demonstrate Theme selection
- Demonstrate Formatting Pictures & Images
- Demonstrate Manipulating Graphics
- Demonstrate Formatting AutoShapes

**Target Group:** The target audience for this training will be individuals from cooperate sector, clients from colleges and training institutions. Possible participants will also include professionals from web design areas, in addition to graphic designers.

**Training Investment:** \$99

Venue	Training Dates	Session
Suva	May 7	Day
	Aug 14	Day
Nadi	May 7	Day

Venue	Training Dates	Session
Nadi	Aug 14	Day
Lautoka	May 7	Day
	Aug 14	Day

**Microsoft® Office PowerPoint 2016/2019 – Advanced****Unit Code: ITTDLN09-2019****Competencies Addressed**

On successful completion of this training, participants will be able to:

- Create diagrams and charts and organize accordingly
- Apply video, audio and do animation settings
- Distinguish proper methods of linking embedding
- Convey merging, comparing and exporting files
- Demonstrate how to properly organize the slide shows
- Demonstrate share of presentations
- Demonstrate presentation design and describe compatibility issues

**Target Group:** The target audience for this training can be participants from the corporate sector, clients from colleges and training institutions or participants who have completed Microsoft® Office PowerPoint – Intermediate training.

**Training Investment:** \$99

Venue	Training Dates	Session
Suva	May 28	Day
	Oct 16	Day
Nadi	May 28	Day

Venue	Training Dates	Session
Nadi	Oct 16	Day
Lautoka	May 28	Day
	Oct 16	Day

## **Microsoft® Office Outlook 2016/2019**

### **Unit Code: ITTDLN17-2019**

#### **Competencies Addressed**

On successful completion of this training, participants will be able to understand:

- Identify what's new in outlook 2016/2019
- Identify the interface for outlook 2016/2019
- Apply email concepts
- Demonstrate sending and receiving messages
- Demonstrate manipulating messages
- Demonstrate manipulating text and files
- Apply contact fields and creation of contacts
- Apply how to customize outlook interface for ease of use

**Target Group:** This training is generally for all individuals who have no or some experience of using Outlook but wish to improve their productivity and learn to get more out of this great tool. It is for individuals who want to use the powerful personal information management program to effectively communicate, create and manage e-mail messages, schedule appointments, meetings, tasks, record information, and organize files.

#### **Training Investment: \$159.50**

Venue	Training Dates	Session
Suva	Apr 2 - 3	Day
	Sep 10 - 11	Day
Nadi	Sep 10 - 11	Day

Venue	Training Dates	Session
Lautoka	Apr 2 - 3	Day
	Sep 10 - 11	Day
Labasa	Jun 22 - 23	Day

## **Microsoft® Office Project for Managers**

### **Unit Code: ITTDLN13-2019**

#### **Competencies Addressed**

On successful completion of this training, participants will be able to:

- Explain the fundamentals of Microsoft Project 2019 Interface
- Execute and setup a Project
- Identify key deliverables
- Manipulate tasks & constraints
- Develop project calendars
- Develop a Work Breakdown Structure
- Integrate with dependencies
- Create a resource pool
- Measure project performances using graphs and charts
- Establish project reports

**Target Group:** This training is generally designed for project managers, project officers or any other individuals who are interested in managing their own projects. It is for people who are interested in using this powerful analysing software to create project plans.

**Training Investment:** \$330

Venue	Training Dates	Session
Suva	May 21 - 22	Day
	Jul 6 - 9	Day
	Nov 9 - 10	Day
Nadi	May 21 - 22	Day
	Jul 6 - 9	Day

Venue	Training Dates	Session
Nadi	Nov 9 - 10	Day
Lautoka	May 21 - 22	Day
	Jul 6 - 9	Day
	Nov 9 - 10	Day

**Designing Blueprints and Schemas using Microsoft® Office Visio 2019****Unit Code:** ITDLN14-2019**Competencies Addressed**

On successful completion of this training, participants will be able to:

- Identify Visio Environment
- Demonstrate working with ribbons and File Management
- Apply the background of Visio 2019
- Use diagramming with templates
- Identify and access the tools you need quickly
- Convey drawing diagrams faster with improved automatic features
- Demonstrate simplifying large and complex diagrams
- Demonstrate professional-looking and appealing diagrams
- Demonstrate enhancing diagram with real-time data
- Demonstrate how to share diagrams and drawings
- Demonstrate consistency and accuracy with diagram validation
- Describe how to model and monitor SharePoint workflows

**Target Group:** This training is for supervisors, program managers, project managers and systems analysts who wish to learn and apply a tool that utilizes tasks and processes to draw and store additional information in the diagrams.

**Training Investment:** \$198

Venue	Training Dates	Session
Suva	Mar 5 - 6	Day
	Nov 23 - 24	Day
	Dec 3 - 4	Day
Nadi	Mar 5 - 6	Day
	Nov 23 - 24	Day

Venue	Training Dates	Session
Nadi	Dec 3 - 4	Day
Lautoka	Mar 5 - 6	Day
	Nov 23 - 24	Day
	Dec 3 - 4	Day

## **LOCAL AWARD TRAINING**

### **Computers at Beginners Level**

#### **Unit Code: ITTDLA01-2016**

#### ***Competencies Addressed***

On successful completion of this training, participants will be able to:

- Computer Fundamentals and Keyboarding Techniques
- Use the alphanumeric QWERTY arrangement keyboard
- Use Special Purpose keys (e.g. Spacebar, Backspace, Shift) and keypads (e.g. numeric, function, & navigation)
- Apply computer ergonomics relative to posture and keyboarding techniques
- Apply strategies for proof reading, Assess and improve typing speed and accuracy
- Microsoft® Windows Foundation
- Apply Windows Desktop customization – desktop icons, moving a desktop icon, Windows taskbar, customize your desktop and set a screen saver
- Install & remove programs, create and use a desktop shortcut
- Apply file manipulation – create, rename and delete a file, recognize common file types, sort the file list within Windows explorer, restoring files and folders from the recycle bin
- Identify Viruses, Spyware & Cookies – what is a computer virus, spyware and cookies, virus checking training and scanning for viruses
- Microsoft® Office Word Foundation
- Use Microsoft® Word, Open Word document, Save Word documents and Close Word documents
- Apply font types, Font Size, Change Case, highlight, and remove formatting
- Apply Page Format, change page orientation, add and remove Headers and Footers
- Insert, Navigate, Modify and Delete Tables, Use Graphics within Microsoft® Word, insert illustrations
- Microsoft® Office Excel Foundation
- Use Excel 2016 training, learn to Open, Save & Close Workbook
- Insert, Modify or delete worksheets, Select multiple range of cells, entire worksheet, rows and columns
- Apply switching between worksheets, renaming, copying and moving a worksheet
- Create formulas, Use Operators, relative and absolute cell referencing
- Use common functions, SUM, AVERAGE, MAX, MIN, COUNT, etc.

**Target Group:** This training is designed for participants who wish to gain computer knowledge or for anyone who has not used computers before.

## Training Investment: \$275

Venue	Training Dates	Session
Suva	Jan 20 - 24	Day
	Jan 20 - 31	Evening
	May 18 - 29	Evening
	Jun 15 - 19	Day
	Nov 23 - 27	Day
Nadi	Jan 20 - 24	Day
	May 18 - 29	Evening
	Jun 15 - 19	Day

Venue	Training Dates	Session
Nadi	Nov 23 - 27	Day
Lautoka	Jan 20 - 24	Day
	Jan 20 - 31	Evening
	May 18 - 29	Evening
	Jun 15 - 19	Day
	Nov 23 - 27	Day
Labasa	Nov 23 - 27	Day

## Computers at Intermediate Level

### Unit Code: ITDLA02-2016

#### Competencies Addressed

On successful completion of this training, participants will be able to:

- Microsoft® Windows – Intermediate
- Apply Windows 10 Desktop customization & use the Desktop Personalization feature
- Convey Windows 10 Taskbar customization, hide and un-hide the task bar
- Record add & remove gadgets to the Windows sidebar, customize the sidebar
- Share files and folders, access shared folders on the network
- Microsoft® Office Word – Intermediate
- Use the Proofing and Printing feature for Spell checking
- Apply Paragraph Format, use line spacing, multi-level list formatting, etc.
- Apply Edit and Reset Pictures & Use the Autocorrect feature
- Apply Headers & footers, Styles and text wrapping, Adding, Removing and Modifying Watermarks
- Apply table styles, merging cells within a table, converting text to table and table to text
- Microsoft® Office Excel – Intermediate
- Use the Nested function and consolidating data using referenced functions
- Insert Time & Date Functions such as day, month, year, and date into worksheets
- Apply Special Mathematical Functions to rows and column data, Applying Logical Functions to a data set
- Use of Statistical Functions such as concatenate, rank, trim, etc., Using Financial Functions, VLookup & HLookup Functions
- Use Database Functions to manipulate data sets in an excel worksheet
- Microsoft® Office PowerPoint – Foundation
- Use PowerPoint to create presentations
- Demonstrate manipulating Slides, changing backgrounds and applying themes
- Demonstrate Format of paragraphs, fonts and Character Spacing
- Apply Inserting & Manipulating Illustrations, inserting charts, creating organization charts and slide masters

**Target Group:** This training is designed for participants who have basic computing knowledge and aim to further their knowledge and skills.

**Training Investment:** \$313.50

Venue	Training Dates	Session
Suva	Jan 27 - 31	Day
	Feb 3 - 14	Evening
	Jun 22 - 26	Day
	Jul 6 - 17	Evening
	Dec 14 - 18	Day
Nadi	Jan 27 - 31	Day
	Feb 3 - 14	Evening
	Jun 22 - 26	Day

Venue	Training Dates	Session
Nadi	Jul 6 - 17	Evening
Lautoka	Jan 27 - 31	Day
	Feb 3 - 14	Evening
	Jun 22 - 26	Day
	Jul 6 - 17	Evening
	Dec 14 - 18	Day
Labasa	Nov 30 - Dec 4	Day

**Computers at Advanced Level****Unit Code: ITDLA03-2016****Competencies Addressed**

On successful completion of this training, participants will be able to:

- Microsoft® Office Word - Advanced
- Demonstrate creating Master Documents & Creating table of contents & indexes
- Apply tracking changes and accepting or rejecting changes within a document
- Demonstrate linking and embedding data into a document
- Create forms with fields, checkboxes and drop-down menus
- Create & Using Mail Merge & Adding and Removing password protection to a document
- Microsoft® Office Excel - Advanced
- Use Pivot Tables to sort, filter and group data
- Demonstrate linking & embedding within a Worksheet and between worksheets, Linking data between Workbooks and Applications (e.g. Excel and Word)
- Apply importing a delimited text files into Excel, Sorting and Filtering Data within a Worksheet
- Apply Track and Review Changes (Using the 'Track Changes' feature, Sharing, Compare and Merge Worksheets)
- Convey Assigning and Deleting Macros, Using the Scenario Manager and Scenario Summary Reports
- Microsoft® Office PowerPoint - Intermediate
- Create, rename, collapse and expand PowerPoint Sections
- Demonstrate Insert, edit and customize slide master & Apply and modify themes
- Apply Format and reset pictures, manipulate illustrations and format auto shapes
- Internet & Email
- Use Internet Explorer 11.0 terminology & concepts e.g. world wide web, URL, cookies
- Apply file download from a webpage and utilizing different email platforms e.g. Yahoo mail, Gmail
- Demonstrate Webpage display within a new tab and new window
- Use search engines, searching using instant search
- Demonstrate change of search engines & Customize internet explorer homepage, set multiple home pages
- Demonstrate RSS feed subscription & Security issues, web based forms, protected sites, encryption and digital Certificates

**Target Group:** This training is designed for participants who have intermediate level computing knowledge and wish to enhance their knowledge and to achieve efficiency and productivity

# NATIONAL TRAINING PRODUCTIVITY CENTRE

**Training Investment:** \$385

Venue	Training Dates	Session
Suva	Feb 3 - 7	Day
	Mar 9 - 20	Evening
	Jun 29 - Jul 3	Day
	Sep 1 - 15	Evening
Nadi	Feb 3 - 7	Day
	Sep 1 - 15	Evening

Venue	Training Dates	Session
Nadi	Jun 29 - Jul 3	Day
Lautoka	Feb 3 - 7	Day
	Mar 9 - 20	Evening
	Sep 1 - 15	Evening
	Jun 29 - Jul 3	Day
Labasa	Dec 7 - 11	Mandeep

## Certificate in Computerized Accounting- Accounts Implementation in MYOB

**Unit Code:** ITTDLA46

### Competencies Addressed

On successful completion of this training, participants will be able to:

- Card Files - Creating Card Files for Customer & Suppliers, Opening Balances
- Inventory - Creating inventory, opening stock, adjusting damaged stocks
- Purchases - creating orders, bills, changing orders to bills, applying returns and supplier payments, handling discount, recording delivery of goods on backorder, Recording the return of items and Recording the receipt of a refund cheque
- Sales - creating orders, invoices, changing orders to invoices, applying returns and customer payments, Entering returns, Settling returns, Viewing ageing methods accounting for overpayments, Entering a refund cheque and Viewing ageing methods.
- Banking - Entering payments from cheque
- butts, Saving and using a recurring payment, Checking accuracy of data entered - using Bank Register, Reconciling your bank A/C, Entering account keeping fees, Entering interest received,
- General Journal entries - creating journal entries for capital expenditure, depreciation, loans, recording a dishonored cheque, recording dishonored cheque fee and entering the purchase of an asset.
- Further Data Entry Techniques - creating and using recurring entries, applying bad debts, dishonored cheques, and backorders.
- Reports - generating financial reports, analysis reports, variance reports, various other summary and detail report.

**Target Group:** This training is for participants who are currently practicing manual accounting and prefer to computerize their accounting system. It is designed for participants who have proven accounting knowledge and for anyone who would like to implement MYOB

**Training Investment:** \$825

Venue	Training Dates	Session
Suva	Apr 20- May 1	Evening
	Nov 30 - Dec 4	Day
Nadi	Apr 20- May 1	Evening
	Oct 5 - 16	Evening
	Nov 30 - Dec 4	Day

Venue	Training Dates	Session
Lautoka	Apr 20- May 1	Evening
	Oct 5 - 16	Evening
	Nov 30 - Dec 4	Day
Labasa	Jun 22 - Jul 3	Evening



## Certificate in Fundamentals of Graphics Design

### Unit Code: ITTDLA11

#### **Competencies Addressed**

On successful completion of this training, participants will be able to

- Use the Workspace – locations all tools and panels, change the workspace area
- Demonstrate working with Panels and Menus – functions and uses of different panels and menus, hide and show panels
- Apply the tools on the tool bar – functions of basic tools on the tool bar.
- Convey Image Size and Resolution – change image width, height and resolution
- Demonstrate Crop and Add Canvas Size – change canvas size
- Create Basic Selections – use basic selection tools from the tool bar to make selections
- Demonstrate Transform Objects – perform basic transformation such as scale, skew, distort, rotate. Apply Layer Basics – importance on use of layers
- Demonstrate Managing Layers - add and remove layers, change layer properties
- Demonstrate Working with Opacity and Blending Modes – change the opacity and blending modes of the images and layers
- Create Type – add text to the graphics
- Demonstrate Format Characters – change color, orientation, size of the character
- Apply saving of files in different formats such as jpg, gif or the application formats.

**Target Group:** This is training is suitable for participants who prefer web designing as their career and for participants who are in the field and need to enhance skills. The back-end developers aiming to (or must) add more page design skills to their list of qualifications. These participants will gain formal training and qualifications in this training.

#### **Training Investment: \$605**

Venue	Training Dates	Session
Suva	Apr 20 - May 8	Evening
Nadi	Apr 20 - May 8	Evening
Lautoka	Jan 20 - Feb 7	Evening

Venue	Training Dates	Session
Lautoka	Apr 20 - May 8	Evening
Labasa	Jun 22 - Jul 10	Evening

## Certificate in Advanced Graphics Design

### Unit Code: ITTDLA12

#### **Competencies Addressed**

On successful completion of this training, participants will be able to

- Demonstrate Retouch and Repair - repairing torn and faded images, re-coloring, removing marks from the image and cloning
- Demonstrate Working with Selections – using tools to select bitmap and vector images
- Demonstrate Working with Vector Paths – selecting, adding, deleting and creating symbols using vector paths
- Demonstrate Working with Shape and Mask - creating and modifying shapes, creating masking effect
- Create special Effects – adding effects such as glow, shadow, bevel
- Apply object transformation - perform basic transformation such as scale, skew, distort, rotate
- Apply Appearance Attribute and Graphic Styles – applying predefined styles on the image and symbols and text

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Apply Advanced Layering – using multiple layers
- Apply Typographic design – using predefined text designs
- Create Files for Web – saving images and symbols for use on web

**Target Group:** This training is suitable for participants who would like to choose web designing as their career and also participants who are in the field and need to enhance skills. The back-end developers wishing to (or must) add more page design skills to their list of qualifications. These participants will gain formal training and qualifications in this training.

**Training Investment:** \$715

Venue	Training Dates	Session
Suva	Aug 10 - 28	Evening
Nadi	Aug 10 - 28	Evening
Lautoka	Aug 10 - 28	Evening

Venue	Training Dates	Session
Labasa	Nov 24 - Dec 16	Evening
	Dec 14 - 18	Day

### Certificate in Fundamentals of Video Editing

**Unit Code:** ITDLA58

#### **Competencies Addressed**

On successful completion of this training, participants will be able to

- Understand and navigate around Adobe Premiere Pro editing environment.
- Identify and setup media for editing.
- Perform basic editing.
- Use trim tools to refine edit works.
- Understand organizing techniques.
- Perform basic audio editing.
- Demonstrate using stills and graphics.
- Understand effects in Adobe Premiere Pro.
- Understand clips speed and manipulation.
- Perform basic color correction.
- Sharing and exporting projects.

**Target Group:** This course is designed for participants who have little or no prior experience with video editing software's and who wish to further pursue their knowledge in video editing.

**Training Investment:** \$275

Venue	Training Dates	Session
Suva	Jun 22 - 23	Day
Nadi	Jun 22 - 23	Day
Lautoka	Jun 22 - 23	Day

### Certificate in Wireless Networking for SOHO (Small Office/Home Office)

**Unit Code:** ITDLN68

#### **Competencies Addressed**

After completing this course the participant should be able to:

- Describe various WLAN technologies, standards and concepts

- Design WLAN topology to meet client's requirements
- Demonstrate skills to install/configure wireless devices and verify connectivity
- Apply appropriate wireless security measures
- Identify and troubleshoot wireless network issues

**Target Group:** This course is designed for WLAN sales staff, technical support staff and individuals interested in developing skills to design and build WLAN for SOHO environment.

**Training Investment:** \$198

Venue	Training Dates	Session
Suva	May 11 - 14	Evening
Lautoka	May 11 - 14	Evening
Labasa	Jul 1 - 2	Day

## **Certificate in Interactive Excel Dashboard**

**Unit Code: ITTDLN66**

### ***Competencies Addressed***

After completing this course the participant should be able to:

- Custom format dashboard.
- Create chart in Excel.
- Format charts.
- Create thermometer chart, Pareto Analysis chart, Population Pyramid Chart.
- Create interactive chart with form controls.

**Target Group:** This course is ideal for the Excel user that has some experience with charts and is to put the pieces together to make interactive Excel dashboards and reports.

**Training Investment:** \$165

Venue	Training Dates	Session
Suva	Apr 2	Day
Nadi	Apr 2	Day
Lautoka	Apr 2	Day

## **Certificate in Data Analysis with Excel Pivot Tables**

**Unit Code: ITTDLN64**

### ***Competencies Addressed***

After completing this course the participant should be able to:

- Describe the purpose of PivotTable
- Prepare data for PivotTable
- Create and configure PivotTable
- Use external data sources
- Manage PivotTables and data fields
- Perform sorting and filtering
- Format PivotTable using conditional formatting rules
- Create and manipulate PivotCharts

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Prepare to print
- Practice Macro recording
- Create and edit table relationships

**Target Group:** This course is intended for any individual who would like to enhance their skills of using PivotTable for data analysis.

Training Investment: \$165

Venue	Training Dates	Session
Suva	Apr 24	Day
	Sep 14	Day
Nadi	Apr 24	Day

Venue	Training Dates	Session
Lautoka	Apr 24	Day
	Sep 14	Day

### Certificate in Fundamentals of Switching and Routing

**Unit Code: ITTDLN70**

#### Competencies Addressed

After completing this course, the participant should be able to:

- Interpret network diagrams and topologies
- Understand network protocols and communication
- Manage and configure network devices
- Implement switch security using best practices
- Understand, design, implement and secure VLANs
- Manage routing decisions and operations
- Configure sub-interfaces using inter-vlan routing
- Implement static routing and default routes
- Evaluate network demands of a medium sized network
- Learn the DHCP operation
- Appreciate types and benefits of NAT
- Configure and troubleshoot NAT
- Provide a network diagram and an addressing scheme of the topology
- Review the implemented network and provide allowance to cater for future developments to the network

**Target Group:** This course is designed for participants who have little or no prior experience with network switches and routers and who wish to further their knowledge in networking.

**Training Investment:** \$605

Venue	Training Dates	Session
Suva	Feb 17 - 28	Evening
	Jul 27 - Aug 7	Evening

Venue	Training Dates	Session
Lautoka	Feb 17 - 28	Evening
	Jul 27 - Aug 7	Evening

## Computer Skills for Medical Professionals

### Unit Code:

#### Competencies Addressed

After completing this course the participant should be able to:

- Explain the application of information communication technology for medical practitioners
- Discuss the era of medical informatics
- Demonstrate the use of basic computing tools for collecting, analysing and utilising information
- Develop forms and databases for electronic medical records
- Collect and use information for making clinical decisions
- Apply computing tools for producing reports at primary, secondary, tertiary, national and international levels
- Practice the use of medical applications on personal computers and hand held devices
- Apply project management and presentations skills for managing informative campaigns
- Execute operations of a medical centre with the desired level of knowledge in medical technologies

**Target Group:** This course is generally designed for medical practitioners, office assistants working in the medical field, information technology managers/officers or project managers/officers aspiring to work in the medical field. Administrators of private and public health centers, medical laboratories, rehabilitation centers, specialized medical clinics and organizations dealing with support for differently abled persons may also find this program useful.

**Training Investment:** \$550

Venue	Training Dates	Session
Suva	Aug 3 - 7	Day
Nadi	Aug 3 - 7	Day
Lautoka	Aug 3 - 7	Day

## Certificate in Helpdesk Support Skills

### Unit Code:

#### Competences Addressed:

After completing this course the participant should be able to:

- Explain ICT user policy, services, processes and functions to end-users
- Demonstrate desired qualities of a help desk support technician/analyst
- Apply basic telephone, email, social media and personal etiquette for helpdesk management
- Develop helpdesk support forms
- Collect and use information for helpdesk purposes
- Demonstrate the ability to translate business requirements to technical needs
- Apply common technical knowledge for addressing, escalating and closing helpdesk queries
- Apply a working knowledge of service level agreements
- Manage service operations including help desk, event, incident, access and problem management
- Measure performances and predict trends for current and future helpdesk issues

**Target Group:** This course is generally designed for technical support personals of the Information Communication Technology field, helpdesk support officers, analysts, technical support teams, information technology managers/officers, project managers/officers or any other individual who are interested in helpdesk support skills. However, participants who have some knowledge and experience in the computing field may apply.

**Training investment:** \$385

Venue	Training Dates	Session
Suva	Sept 2 - 4	Day
	Dec 2 - 3	Day
Nadi	Sept 2 - 4	Day

Venue	Training Dates	Session
Nadi	Dec 2 - 3	Day
Lautoka	Sept 2 - 4	Day
	Dec 2 - 3	Day

**Embracing Industry 4.0 with ICT Tools and Techniques****Unit Code:****Competences Addressed:**

After completing this course the participant should be able to:

- Explain the fundamentals of Industry 4.0 and its basic principles
- Ascertain the advantage, implications and challenges of Industry 4.0
- Establish the relevance of ICT in the era of Industry 4.0
- Discuss Smart Factories
- Describe the importance of Big Data and Artificial Intelligence in Industry 4.0
- Identify the critical disruptive technologies introduced by Internet of Things
- Execute the tools for Industry 4.0 and assess readiness for workplace adaption
- Create a Technology Roadmap for Industry 4.0

**Target Group:** This course is generally designed for managers, project officers, manufacturing and industry professionals, ICT professionals or any individual who is interested in learning about technologies that have the potential to change work processes so as to create an efficient, sustainable and productive work environment.

**Training Investment:** \$330

Venue	Training Dates	Session
Suva	Mar 10 - 11	Day
	Oct 19 - 22	Evening
Nadi	Mar 10 - 11	Day

Venue	Training Dates	Session
Nadi	Oct 19 - 22	Evening
Lautoka	Mar 10 - 11	Day
	Oct 19 - 22	Evening

**Certificate in Fundamentals of Virtualization****Unit Code:** ITDCLA50**Competencies Addressed**

On successful completion of this training, participants will be able to:

- Use the fundamental knowledge of Virtualization
- Distinguish the need for Server Virtualization
- Demonstrate Test and deploy server virtualization
- Describe VMware's virtualization offerings
- Describe Microsoft's Virtualization Offerings
- Demonstrate Building a Virtualization Lab

**Target Group:** This training is designed for students who have little or novice level virtualization knowledge and wish to enhance their knowledge and become more efficient and productive.

**Training Investment:** \$495

Venue	Training Dates	Session
Suva	Sept 8 - 18	Evening
Nadi	Sept 8 - 18	Evening
Lautoka	Sept 8 - 18	Evening

**Certificate in Green Information and Communication Technology****Unit Code: ITTDLA49****Competencies Addressed**

On successful completion of this training, participants will be able to:

- Use Green IT and ICT Sustainability
- Apply developing Technical Strategy and Planning–Emerging Technology Monitoring
- Analyze Business/IS Strategy and Planning
- Distinguish Procurement & Management Support
- Apply Benchmarking, Assessment and Evaluation

**Target Group:** This training is designed for school students as well as industries who work with computers on a daily basis. It also targets ICT managers and other members of senior management in any organization where computers and other forms of technology is used.

**Training Investment:** \$385

Venue	Training Dates	Session
Suva	Feb 13 - 14	Day
Nadi	Feb 13 - 14	Day
Lautoka	Feb 13 - 14	Day

**Fundamentals of IT Cloud Based Services****Unit Code: ITTDLA51****Competencies Addressed**

On successful completion of this training, participants will be able to:

- Demonstrate understanding Cloud computing
- Distinguish the components and infrastructure of the cloud
- Analyze IT storage and database services
- Evaluate the benefits of cloud computing services.
- Demonstrate the use Google Apps, Windows Live, iCloud, and more
- Analyze security risks

**Target Group:** This training is designed for school students who have little or novice level IT cloud services and wish to enhance their knowledge and become more efficient and productive.



## NATIONAL TRAINING PRODUCTIVITY CENTRE

### **Training Investment:** \$198

Venue	Training Dates	Session
Suva	Apr 8 - 9	Day
	Jul 1 - 2	Day
	Nov 9 - 10	Day
	Dec 21 - 22	Day
Nadi	Apr 8 - 9	Day
	Jul 1 - 2	Day

Venue	Training Dates	Session
Nadi	Nov 9 - 10	Day
Lautoka	Apr 8 - 9	Day
	Jul 1 - 2	Day
	Nov 9 - 10	Day
	Dec 21 - 22	Day

### **Certificate in Windows Server 2016 Administration**

#### **Unit Code: ITDLA54**

#### **Competencies Addressed**

On successful completion of this training, participants will be able to:

- Identify the concepts behind a server based on Microsoft® windows.
- Demonstrate the practice of licensing and clients
- Demonstrate installation process for server OS and client OS.
- Identify storage methods for server
- Demonstrate knowledge in setting up active X
- Use group policy on user accounts
- Use file and print services
- Identify server roles
- Identify the concept of virtualization and as application
- Demonstrate Post installation issues in server

**Target Group:** This training is developed for participants aiming to acquire certification in computing concepts and can be undertaken to bridge into the IT field.

### **Training Investment:** \$495

Venue	Training Dates	Session
Suva	Mar 9 - 17	Evening
	Aug 10 - 17	Evening
Nadi	Mar 9 - 17	Evening
	Aug 10 - 17	Evening

Venue	Training Dates	Session
Lautoka	Mar 9 - 17	Evening
	Aug 10 - 17	Evening
Labasa	Jul 6 - 10	Evening

### **Certificate in PC Repair and Maintenance for Non-IT Personnel**

#### **Unit Code: ITDLA17**

#### **Competencies Addressed**

On successful completion of this training, participants will be able to:

- Identify types, functions and operations of PC and laptop components
- Demonstrate installing and configure peripheral devices and system components.
- Convey the basic configuration of PC components for operation
- Demonstrate Install, configure and maintain the Windows operating system on a PC
- Identify various operating systems and software

- Apply basic PC maintenance while working safely and responsibly.
- Demonstrate Install and configure Microsoft® Windows Vista, Microsoft® Windows 7, Microsoft® Windows 8 and Microsoft® Windows 10.
- install, configure, upgrade, and maintain PC workstations
- Use anti-virus tools to prevent and recover from malware infections.
- Demonstrate troubleshooting techniques and tools to effectively and efficiently Windows, PC hardware, network, and printer troubleshooting scenarios.
- Evaluate operational procedures.

**Target Group:** This training is designed for participants aiming to acquire certification in computing concepts and can be undertaken to bridge into the IT field.

**Training Investment:** \$385

Venue	Training Dates	Session
Suva	Feb 17 - 21	Day
	Apr 20 - May 1	Evening
	Oct 5 - 9	Day
Nadi	Feb 17 - 21	Day

Venue	Training Dates	Session
Lautoka	Feb 17 - 21	Day
	Apr 20 - May 1	Evening
	Oct 5 - 9	Day

## **INTERNATIONAL AWARD TRAINING**

### **Diploma of Information Technology – Networking (10333)**

#### **Unit Code: ITDIA02/10333**

#### ***Competencies Addressed***

On successful completion of this program, participants will be able to:

- Use application software packages & create Network documentation
- Demonstrate Install and Optimize Operating System Software
- Apply connecting internal hardware components
- Evaluate Review and Update Disaster Recovery and Contingency plans
- Apply matching IT Needs with the Strategic Direction of the Enterprise
- Demonstrate building a small wireless local area network
- Apply installation and maintain valid authentication processes
- Demonstrate design and implement an integrated server solution
- Demonstrate design, build and test a network server
- Exercise small Scale IT Projects and create Network documentation
- Apply copyright, ethics and privacy in an IT environment
- Demonstrate installing an enterprise virtual computing environment
- Demonstrate installing & Manage Complex ICT Networks
- Generate Server Virtualization for a sustainable ICT system
- Apply managing Network Security
- Demonstrate development, implementation and evaluate system and application security

**Target Group:** This program is intended for school-leavers who want to pursue a career in Networking or IT personnel's in the work field who wish to obtain formal training/qualification in Networking

**Training Investment:** \$9350

Venue	Training Dates	Session
Suva	Feb 10- Jun 19	Day
Lautoka	Jul 13- Nov 20	Evening
	Feb 10- Jun 19	Day

Venue	Training Dates	Session
Lautoka	Jul 13- Nov 20	Day
Nadi	Feb 10- Jun 19	Day
	Jul 13- Nov 20	Day

## **PROFESSIONAL TRAINING**

### **CompTIA A+ (2015 Objectives)**

#### **Unit Code: ITDPRO1**

#### ***Competencies Addressed***

On successful completion of this training, participants will be able to:

- Identify the hardware components of personal computers and mobile digital devices.
- Identify the basic components and functions of operating systems.
- Identify networking and security fundamentals.
- Identify the operational procedures that should be followed by professional PC technicians.
- Demonstrate Install, configure and troubleshoot display devices.
- Demonstrate Install and configure peripheral components.
- Apply managing system components.
- Apply managing data storage.
- Demonstrate Install and configure Microsoft® Windows.
- Perform optimization and maintain Microsoft® Windows.
- Apply working with other operating systems.
- Identify the hardware and software requirements for client environment configurations.
- Identify network technologies.
- Demonstrate Install and configure networking capabilities.
- Perform support to mobile digital devices.
- Perform support to printers and multifunction devices.
- Identify security threats, vulnerabilities, and controls.
- Carry- out implementation of security controls.
- Demonstrate troubleshoot system-wide issues.

**Target Group:** This training is intended for IT personnel in the work field who wish to obtain formal training/qualification in hardware and software troubleshooting and administration. It is similarly for individuals who have basic computer user skills and who are interested in obtaining a job as an IT technician. This training is also designed for students who are seeking the CompTIA A+ certification.

**Training Investment:** \$1100

Venue	Training Dates	Session
Suva	Mar 2 - 27	Evening

## CompTIA Network+ (2015 Objectives)

### Unit Code: ITDPR02

#### **Competencies Addressed**

On successful completion of this training, participants will be able to:

- Identify the basic network theory concepts.
- Identify the major network communications methods.
- Describe network media and hardware components.
- Identify the major types of network implementations.
- Identify the components of a TCP/IP network implementation.
- Identify TCP/IP addressing and data delivery methods.
- Identify the major services deployed on TCP/IP networks.
- Identify the components of a LAN implementation.
- Identify the infrastructure of a WAN implementation.
- Identify the components of a remote network implementation.
- Identify the major issues and methods to secure systems on a network.
- Identify the major issues and technologies in network security.
- Identify network security threats and attacks.
- Identify the tools, methods, and techniques used in managing a network.
- Explain troubleshooting of issues on a network.

**Target Group:** This training is intended for individuals who are interested in and involved with network, security and managing issues related to network.

**Training Investment:** \$1100

Venue	Training Dates	Session
Suva	May 18 - Jun 12	Evening

## DEL DEPARTMENT TRAINING

### Workplace & Electrical Safety

#### **Competencies Addressed**

- Understanding of the objectives and application of HASAW Act of Fiji.
- Understanding the categories and interpretation of workplace signage used in industry
- Identify priorities and control workplace hazards.
- Perform general safe work practices in the workplace
- Use electrical tools and test equipment safely
- Isolate and test low voltage circuits.
- Understand the hazardous nature of electricity.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in electrical safety.

**Duration :** 49 hours

**Training Investment:** \$198

Venue	Dates	Session
Suva/Lautoka	03-11-Feb-20	Day

### Workshop Craft Practice

#### **Competencies Addressed**

- Operate workshop hand and power tools safely
- Operate fixed machine tools as per operating procedures
- Basic engineering workshop tools and equipment.
- Select and use marking-out equipment and materials.
- Carry out marking-out tasks.
- Handle, maintain and store marking-out equipment.
- Select and use cutting hand tools
- Demonstrate basic techniques of using hand-cutting tools.
- Perform basic arc and gas welding operations

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in electrical safety.

**Duration :** 49 hours

**Training Investment:** \$198

Venue	Dates	Session
Suva/Lautoka	03-11-Feb-20	Day

## Trade Calculation Fundamentals.

### Competencies Addressed:

- Demonstrate the application of number notations as used in engineering calculations
- Understand the basic units of engineering quantity measures.
- Understand the basic concepts of geometry.
- Understand the basic laws of algebra and their applications
- Demonstrate the fundamentals laws of trigonometry and their applications

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in trade calculations.

**Duration :** 49 hours

**Training Investment:** \$198

Venue	Dates	Session
Suva/Lautoka	4-12-Mar-20	Day

## Computer Fundamentals and Applications

### Competencies Addressed:

- Demonstrate the fundamental knowledge of the computers and their operation.
- Creating a MSWord document.
- Insert page numbers, headers, and footers in a MS Word document
- Create spreadsheets and using basic Excel mathematical functions.
- Create trends, graphs and charts using MS Excel
- Manage information using MS Excel tables
- Create a PowerPoint presentation
- Inserting photos, images and videos in PowerPoint presentation.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in computer fundamentals and their application.

**Duration :** 49 hours

**Training Investment:** \$198

Venue	Dates	Session
Suva/Lautoka	20-28-Apr-20	Day

## Workplace Communication & Ethics

### Competencies Addressed:

- Receive and convey information
- Perform face-to-face and telephone communication
- Participate in on-site meeting processes
- Understand the principles of work ethics in the workplace
- Understand the characteristic and the need for Employee Code of Conduct in the workplace

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in workplace communication and ethics.

**Duration :** 49 hours

**Training Investment:** \$198

Venue	Dates	Session
Suva/Lautoka	4-12-Jun-20	Day

### Electrical Wireman's Module I

#### Competencies Addressed:

- Understand atomic theory fundamentals.
- Describe resistors, capacitors and inductors as well as their characteristics.
- Perform series & parallel circuit calculations using Ohm's Law
- Demonstrate the fundamental knowledge of magnetism and electromagnetism
- Understand the various means of voltage production.
- Construct and test flexible cords.
- Carry out maximum demand calculations for single-phase installations.
- Install and test a single domestic dwelling.
- Demonstrate the application of the AS/NZS 3000: 2007 Wiring Rules

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in electricity fundamentals.

**Duration :** 140 hours

**Training Investment :** \$550

Venue	Dates	Session
Suva/Lautoka	16-14-Apr-20	Day
Suva/Lautoka	11-Feb – 27-May-20	Evening

### Electrical Wireman's Module II

#### Competencies Addressed:

- Demonstrate the fundamental knowledge of single phase alternating current theory
- Identify electrical accessories and their applications
- Troubleshoot and repair electrical heating appliances
- Troubleshoot and repair motor driven appliances
- Describe the operation of electrical appliances with reference to schematic diagrams
- Develop wiring diagrams from schematic diagrams.
- Demonstrate knowledge of single phase motors
- Install DOL starters for single-phase ac induction motor.
- Carry out regulatory requirements for safety testing of electrical appliances.



**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in the fundamentals of single phase alternating current electricity and their application.

**Duration :** 140 hours

**Training Investment :** \$550

Venue	Dates	Session
Suva/Lautoka	4-29-May-20	Day
Suva/Lautoka	3-Jun - 22-Sep-20	Evening

### Electrical Wireman's Module III

#### **Competencies Addressed:**

Fundamental principles of DC machines.

- Demonstrate fundamental knowledge of transformer theory and perform the related calculations.
- Demonstrate fundamental knowledge of three-phase ac alternators.
- Demonstrate fundamental knowledge of synchronous machines.
- Outline the requirements for selecting induction ac motors for a given application.
- Demonstrate knowledge of AC motor starters and braking methods.
- Install Direct On Line and Star-Delta motor starters to control induction motors.
- Perform AC motor calculations.
- Diagnose faults in AC motors.
- Carry out induction resistance testing of induction motors.
- Use electrical test instruments safely
- Demonstrate fundamental knowledge of three-phase alternating current theory.
- Perform maximum demand calculations for consumer mains and sub-mains of industrial installations.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in the fundamentals of three phase alternating current systems and their applications.

**Duration :** 140 hours

**Training Investment :** \$550

Venue	Dates	Session
Suva/Lautoka	29-Jun - 24-Jul-20	Day
Suva/Lautoka	29-Sep-20 - 13-Jan-21	Evening

### Electrical Schematic Drawing and Interpretation

#### **Competencies Addressed:**

- Demonstrate knowledge of electrical symbols and terminologies.
- Draw and interpret electrical schematics.
- Diagnose electric circuits using electrical schematic drawings
- Draw a detailed electrical floor plan.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in electrical schematic drawing and interpretation..

**Duration :** 49 hours

**Training Investment :** \$198

Venue	Dates	Session
Suva/Lautoka	29-Jun – 24-Jul-20	Day
Suva/Lautoka	29-Sep-20 – 13-Jan-21	Evening

### Maintenance Planning Fundamentals

#### Competencies Addressed:

- Explain the evolution of maintenance function in industries
- Explain the components and process under the Work Management Systems.
- Carry out planned maintenance of electrical equipment and associated circuits.
- Document results for maintenance of electrical equipment.
- Write maintenance procedures

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in maintenance planning.

**Duration :** 49 hours

**Training Investment :** \$198

Venue	Dates	Session
Suva/Lautoka	30-Jul – 7-Aug-20	Day

### Protection System & Devices

#### Competencies Addressed:

- Define circuit protection terms and principles
- Demonstrate knowledge of protection devices and their applications.
- Demonstrate the knowledge of residual current devices (RCDs) and their applications.
- Select circuit protection devices for electrical applications.
- Demonstrate knowledge of causes and effects of excessive current in circuits and means of protection.
- Demonstrate knowledge of systems, equipment and appliance earthing.
- Identify protective devices and explain their applications in distribution systems

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in electrical protection systems & devices.

**Duration :** 49 hours

**Training Investment :** \$198

Venue	Dates	Session
Suva/Lautoka	12-20-Aug-20	Day

## **Solar PV Principles & Applications**

### **Competencies Addressed:**

- Identify stand-alone PV home system components and explain their functions
- Understand the characteristics of PV stand-alone home system components
- Install stand-alone PV components as per industry requirements.
- Demonstrate stand-alone PV home system wiring systems
- Perform system sizing calculations for components of a stand-alone PV home system
- Carry out maintenance tasks of individual components in a stand-alone PV home system.
- Demonstrate knowledge of common faults in stand-alone photovoltaic home systems and their remedial actions.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in stand-alone photo-voltaic home systems.

**Duration :** 49 hours

**Training Investment :** \$198

Venue	Dates	Session
Suva/Lautoka	24-Aug – 1-Sep-20	Day
Suva/Lautoka	18-Feb – 18-Mar-20	Evening

## **Planning & Estimation of Electrical Installations**

### **Competencies Addressed:**

- Identify electrical symbols and define associated terminologies
- Develop electrical floor plan for given project
- Interpret electrical floor plans of given project
- Develop work plan for a given project
- Estimate costing for a given project
- Evaluate electrical engineering project plan outcomes

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in planning and estimation of electrical installations.

**Duration :** 49 hours

**Training Investment :** \$198

Venue	Dates	Session
Suva/Lautoka	8-16-Sep-20	Day

### **Electronics for Electricians**

#### **Competencies Addressed:**

- Semi-conductors and resistors
- Electronic measuring equipment
- Diodes and rectifiers
- Special diodes
- Transistors and their applications
- SCRs in AC and DC circuits

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in power electronics suitable for electricians.

**Duration :** 56 hours

**Training Investment :** \$308

Venue	Dates	Session
Suva/Lautoka	21-30-Sep-20	Day

### **Motor Starter Control Technology**

#### **Competencies Addressed:**

- Demonstrate knowledge of operating principles of common magnetic reduced voltage ac motor starters.
- Install reduced voltage ac motor starters
- Understand the operating principles of electronic DC motor controllers.
- Understand the operating principles of variable frequency drives.
- Install wiring, program and test VFDs with the guide of a user manual.
- Understand the operating principles of single and three phase soft starters.
- Install wiring, program and test soft starters with the guide of a user manual and test.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in motor starter & controls.

**Duration :** 56 hours

**Training Investment :** \$308

Venue	Dates	Session
Suva/Lautoka	5-14-Oct-20	Day
Suva/Lautoka	26-Aug – 7-Oct-20	Evening

## **Automation Technology Principles and Applications**

### **Competencies Addressed:**

- Demonstrate the application of magnetic contactors in an automated circuit.
- Demonstrate the application of control relays in an automated circuit.
- Demonstrate the application of timing relay and their applications in an automated circuit.
- Demonstrate the application of pressure switches and regulators in an automated circuit.
- Demonstrate the application of float switch in an automated circuit.
- Demonstrate the application of flow switch and sensor in an automated circuit.
- Demonstrate the application of limit switches in an automated circuit.
- Demonstrate the application of solenoid and motor operated valves in an automated circuit.
- Demonstrate the application of temperature sensing devices in an automated circuit.
- Demonstrate the application of Hall Effect sensors in an automated circuit.
- Demonstrate the application of proximity detectors in an automated circuit.
- Demonstrate the application of programmable logic controllers in an automated circuit.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in process automation.

**Duration :** 56 hours

**Training Investment :** \$308

Venue	Dates	Session
Suva/Lautoka	19-28-Oct-20	Day
Suva/Lautoka	14-Oct – 26-Nov-20	Evening

## **Motor Rewinding I (Single Phase)**

### **Competencies Addressed:**

- Record single-phase induction motor nameplate details
- Dismantle single-phase electric motors.
- Record winding data.
- Sketch winding diagram
- Strip out burnt windings.
- Test coil windings.
- Identify Insulation Classes and explain their characteristics.
- Record winding data.
- Wind replacement coils.
- Insert and connect new coils.
- Re-assemble single-phase induction motors.

- Test rewind motors
- Impregnate new winding

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in single phase motor rewinding.

**Duration :** 49 hours

**Training Investment :** \$198

Venue	Dates	Session
Suva/Lautoka	3-11-Nov-20	Day
Suva/Lautoka	12-May – 17-Jun-20	Evening

## Motor Rewinding II (Three Phase)

### Competencies Addressed:

- Record three-phase induction motor nameplate details
- Dismantle three-phase electric motors.
- Record winding data.
- Sketch winding diagram
- Strip out burnt windings.
- Test coil windings.
- Identify insulation classes and explain their characteristics.
- Record winding data.
- Wind replacement coils.
- Insert and connect new coils.
- Re-assemble three-phase induction motors.
- Test rewind motors
- Impregnate new winding

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in three phase motor rewinding.

**Duration :** 70 hours

**Training Investment :** \$308

Venue	Dates	Session
Suva/Lautoka	17-30-Nov-20	Day
Suva/Lautoka	24-Jun - 19-Aug-20	Evening

## Power Generation & Control

### Competencies Addressed:

- Demonstrate knowledge of Fiji's power transmission and distribution network.
- Demonstrate knowledge of single and three phase AC alternators.
- Synchronize generators in parallel.

- Synchronize generators to the grid.
- Perform load sharing of generators in parallel.
- Demonstrate knowledge of power station management.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the electrical trade which may include practicing electricians, labourers, enthusiasts and those who are involved in other profession (e.g. teachers, electrical salespersons, accountants etc.) wishing to undertake training in power generation and control.

**Duration :** 49 hours

**Training Investment :** \$198

Venue	Dates	Session
Suva/Lautoka	03-11-Dec-20	Day
Suva/Lautoka	25-Mar – 30-Apr-20	Evening



## DEPARTMENT OF AUTOMOTIVE AND MECHANICAL

### HEAVY AUTOMOTIVE

#### Computer Fundamentals & Applications

##### **Competencies Addressed:**

- Knowledge and operation desktops/laptops
- Application of MS Word 2013 and associated features
- Application of MS Excel 2013 and associated features
- Application of MS PowerPoint 2013 and associated features

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Heavy Automotive trade which may include practicing Heavy Automotive mechanics, laborer's, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in computer fundamentals & applications.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Feb 10 - 18	Day

#### Workplace Communication and Ethics

##### **Competencies Addressed:**

- Write workplace documents.
- Understand instructions, procedures and safety signage
- Demonstrate effective oral communication
- Participate in workplace meetings
- Understand the fundamental concepts of work ethics in the workplace

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Heavy Automotive trade which may include practicing Heavy Automotive mechanics, laborer's, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in effective communication in the workplace.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Feb 19 - 27	Day

#### Trade Fundamental Calculations

##### **Competencies Addressed:**

- Basics of mathematics
- Common SI Units, prefixes and mathematical number notations
- Basic algebra, solve and transpose simple algebraic equations

- Basic geometry
- Fundamentals laws of trigonometry.

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Heavy Automotive trade which may include practicing Heavy Automotive mechanics, laborer's, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in trade fundamental calculations.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Feb 28 – Mar 9	Day

### Automotive Workshop Safety (OH&S)

#### **Competencies Addressed:**

- Occupational health and Safety 1996
- Health and safety at work regulations 1997 (Representatives and committees)
- Apply the basic safety procedures
- Personnel safety
- Classification of dangerous goods
- Workplace evacuation procedures
- Fire safety
- Understand the actions required in an emergency
- Manual handling

**Target Group:** This course is intended for participants from industries who require some formal qualification or skills upgrade in the Heavy Automotive trade which may include practicing Heavy Automotive mechanics, laborer's, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive workshop safety (OH&S)

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Mar 12 – Mar 20	Day
Narere/Neceva Center	Jan 20 – Feb 04	Evening

### Workshop Practice

#### **Competencies Addressed:**

- use of hand and cutting tools for workplace application
- use of measuring tools for workplace application
- use of power tools for workplace application
- Use of welding equipment.
- Select use, and maintain workshop equipment for workplace application
- knowledge of engineering materials

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the heavy commercial vehicle trade which may include practicing Automotive mechanics, laborer's, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Workshop Practices.

**Training Investment:** \$330

Venue	Dates	Session
Narere/Neceva Center	Mar 23 – Apr 2	Day

### Workshop Tools & Equipment

#### **Competencies Addressed:**

- Select, use and maintain hand tools for workplace operations
- Select, use and maintain cutting tools for workplace operations
- Select, use and maintain measuring instruments
- Select, use and maintain power tools for lifting and supporting equipment

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, labourers, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in workshop tools & equipment.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Apr 7 – Apr 16	Day

### Bearings, Seals, Gaskets, Sealants & Adhesives

#### **Competencies Addressed:**

- Prepare to select and use bearings, seals, gaskets, sealants and adhesives.
- Select and use sealants
- Prepare to install bearings, seals and gaskets
- Carryout installation of bearings, seals and gaskets

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Heavy Automotive trade which may include practicing Heavy Automotive mechanics, labourers, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Bearings, seals, gaskets & adhesives.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Apr 17 – Apr 23	Day

## Diesel Engine Fundamentals

### **Competencies Addressed:**

- Principles of diesel engine operation
- Cylinder block components and operation
- Cylinder head, valve train and engine front end components and operation

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Heavy Automotive trade which may include practicing Heavy Automotive mechanics, labourers, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Diesel engine fundamentals.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Apr 17 – Apr 23	Day
Narere/Neceva Center	Feb 05 – Feb 20	Evening

## 2-Stroke Engine Principles

### **Competencies Addressed:**

- Identify the components in small two stroke engine.
- Explain the operation of two stroke engine components
- Troubleshoot, servicing and repair fault on engine two stroke engines.

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Light Automotive trade which may include practicing Light Automotive mechanics, laborer's, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in two stroke engines.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Apr 17 – Apr 23	Day
Narere/Neceva Center	Feb 24 – Mar 10	Evening

## Lubrication System

### **Competencies Addressed:**

- Identify the components in an engine lubricating systems.
- Components functions and operations of engine lubricating systems.
- Correct lubricants, service components and correct fluids handling techniques
- Troubleshoot and repair faults on an engine lubrication system

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Light Automotive trade which may include practicing Light Automotive mechanics, laborers', enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in lubricating system.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	May 14 – May 20	Day
Narere/Neceva Center	Mar 11 – Mar 26	Evening

### Cooling System Service and Repairs

**Competencies Addressed:**

- Requirements for cooling internal combustion engines
- Cooling system visual inspection & testing
- General service procedures for cooling systems
- Systematic diagnostic procedures for vehicle cooling systems
- Repair tasks on a vehicle fluid cooling system

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, labourers, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Cooling System Service & Repair.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Apr 17 – Apr 23	Day
Narere/Neceva Center	Feb 05 – Feb 20	Evening

### Exhaust and Induction System

**Competencies Addressed:**

- Operation of forced air intake and exhaust systems on a Diesel Engine
- Faults and the requirements of disassembly, inspection procedures and assembly of a turbocharged forced induction and exhaust system
- Inspect and test an exhaust system on a Diesel Engine.
- Remove, disassemble, inspect, assemble and refit a turbocharger fitted to a Diesel Engine.
- Forced induction system inspection for repair
- Repair/replace engine forced induction systems

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborer's, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Exhaust & Induction System Service & Repair.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Jun 01 – Jun 05	Day
Narere/Neceva Center	Apr 15 – Apr 30	Evening

## Diesel Injection Pump & Injector Service

### **Competencies Addressed:**

- Automotive fuel and diesel engine fuel subsystems.
- Mechanically managed diesel fuel system.
- Fuel filter servicing
- Injector service 1.
- Diesel fuel injection pump removal.
- Diesel fuel injection pump replacement

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in injection pump and injector Service.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Jun 08 – Jun 16	Day
Narere/Neceva Center	May 04 – May 19	Evening

## Diesel Engine Fault Diagnosis and Tuning

### **Competencies Addressed:**

- Engine mechanical problem diagnosis
- Engine performance problems
- Engine testing instruments
- Compression test engine
- Perform tune up

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Diesel Engine Fault Diagnosis and Tuning

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Jun 19 – Jun 29	Day
Narere/Neceva Center	May 20 – Jun 04	Evening

## Diesel Engine Overhaul

### **Competencies Addressed:**

- Engine removal, disassembly and parts cleaning
- Engine bottom end service
- Top end service
- Front end service and engine installation

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Heavy Automotive trade which may include practicing Heavy Automotive mechanics, laborers, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Diesel engine overhaul.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Jun 30 – Jul 08	Day
Narere/Neceva Center	Jun 08 – Jun 23	Evening

### Clutch System Service & Repair

**Competencies Addressed:**

- Operating principles of a clutch
- Clutch adjustment procedures
- Clutch Brake functions and operation
- Troubleshoot a clutch for wear and damage and demonstrate clutch replacement

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Clutch System Service & Repair.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Jul 09– Jul 15	Day
Narere/Neceva Center	Jun 24 – Jul 09	Evening

### Standard Transmission Service and Repair

**Competencies Addressed:**

- Standard manual transmission components & functions
- Periodic preventative maintenance inspection
- Troubleshooting standard transmissions
- Transmission overhaul
- Auxiliary section overhaul
- Troubleshooting air shift systems

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, labourers, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Standard Transmission Service & Repair.



**Training Investment: \$165**

Venue	Dates	Session
Narere/Neceva Center	Jul 16 – Jul 24	Day
Narere/Neceva Center	Jul 13– Jul 28	Evening

**Automatic Transmission Service and Repair****Competencies Addressed:**

- Automatic transmission components and functions.
- Inspect semi-automatic, automatic transmission
- Conduct inspection and analyse results.
- Prepare and service transmission
- Carry out service to transmission

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automatic Transmission Service & repair.

**Training Investment: \$198**

Venue	Dates	Session
Narere/Neceva Center	Jul 27 – Aug 04	Day

**Suspension System Service & Repair****Competencies Addressed:**

- Suspension system functions, components and configurations.
- Inspect and service suspension systems and associated components
- Inspection and analysis
- Carry out service

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Standard Transmission Service & Repair.

**Training Investment: \$198**

Venue	Dates	Session
Narere/Neceva Center	Aug 07 – Aug 17	Day
Narere/Neceva Center	Jul 29– Aug 13	Evening

**Drive Axle Service and Repair****Competencies Addressed:**

- Demonstrate knowledge of heavy vehicle and machine driveline and drive assembly operation and terminology.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Prepare to undertake inspections and servicing of drivelines
- Conduct inspections and analyze results
- Carry out service
- Prepare vehicle/ equipment for use or storage

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Drive Axles Service & Repair.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Aug 18 – Aug 26	Day
Narere/Neceva Center	Aug 17- Sep 01	Evening

### Steering System Service & Repair

#### **Competencies Addressed:**

- Repairs of front axle components
- Manual steering system
- Power steering system
- Electronically variable power steering system.

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Steering System Service & Repair.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Neceva Center	Aug 27 – Sep 04	Day
Narere/Neceva Center	Sep 02– Sep 21	Evening

### Wheel Alignment & Tires

#### **Competencies Addressed:**

- Steering angles and axle alignment and tire wear, directional stability and handling
- Configurations and types of Wheels, Rims and Tires and wheel balancing
- Tire, Rim, and Wheel Service
- Wheel Hubs, Bearings, and Seals

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Wheel Alignment & Tires.

**Training Investment: \$165**

Venue	Dates	Session
Narere/Neceva Center	Sep 09 – Sep 15	Day
Narere/Neceva Center	Sep 22– Oct 07	Evening

**Brake System Fundamentals****Competencies Addressed:**

- Principles of operation of a hydraulic brake system.
- Principles of operation of an air over hydraulic brake system.
- Principles of operations of the air brake system
- Operation of a typical hydraulic ABS.

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Brake System Fundamentals.

**Training Investment: \$165**

Venue	Dates	Session
Narere/Neceva Center	Sep 16 – Sep 22	Day
Narere/Neceva Center	Oct 08– Oct 27	Evening

**Air Brake Servicing****Competencies Addressed:**

- Brake testing and analysis
- Air brake system troubleshooting
- Brake systems and/or associated components

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers', enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Air Brake Servicing.

**Training Investment: \$198**

Venue	Dates	Session
Narere/Neceva Center	Sep 23 – Oct 01	Day

**Vehicle Periodic Maintenance****Competencies Addressed:**

- Setting up a maintenance program
- Out of service or deadlining a vehicle
- Preventative Maintenance Scheduling
- Lubricant selection

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Vehicle Preventative Maintenance.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Oct 06 – Oct 14	Day
Narere/Neceva Center	Oct 28 – Nov 16	Evening

### Fundamentals of Electricity

**Competencies Addressed:**

- Electrical & electronics basics
- Engine Management Systems
- Wiring Diagrams and application of Safety Devices
- Battery Service and testing

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Fundamentals of Electricity.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Oct 15 – Oct 21	Day
Narere/Neceva Center	Nov 17 – Dec 02	Evening

### Hydraulic Fundamentals and Applications

**Competencies Addressed:**

- Hydraulic principles applying to automotive components.
- Good work practices when repairing hydraulic systems.
- Hydraulic systems and components used in automotive applications.

**Target Group:** This course is intended for participants from the automotive industry who require formal training or skills upgrade in the automotive trade which may include practicing mechanics/technicians, laborers, enthusiasts and those who are involved in other non-automotive profession in this industry (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Hydraulic Fundamentals and Applications.

**Training Investment: \$165**

Venue	Dates	Session
Narere/Neceva Center	Oct 26 – Nov 02	Day
Narere/Neceva Center	Dec 03 – Dec 21	Evening

**LIGHT AUTOMOTIVE****Computer Fundamentals & Applications****Competencies Addressed:**

- On, Log on, log off and off computer.
- Understand the fundamental knowledge of the computers and their operation.
- Create your Word document.
- Insert page numbers, headers, and footers in a MS Word 2014 document
- Create a spreadsheet and use basic Excel mathematical functions.
- Create a graphs and charts using MS Excel 2014
- Use Excel tables to manage information
- Create a PowerPoint 2014 presentation
- Insert photos into Power Point

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in computer fundamentals & applications.

**Training Investment: \$198**

Venue	Dates	Session
Narere	Feb 10 - 18	Day
Naceva	Feb 10 - 18	Day

**Communication and Ethics****Competencies Addressed:**

- Awareness of Communication Styles
- Basics of Good Communication Practice
- Non-Verbal and verbal Communication
- Knowledge on graphic communication and workplace signage's.
- Developing Effective Communication Skills
- Listening Effectively & Responding Appropriately
- Soft Skills – Tone, Courtesy & Assertiveness
- Emotional Intelligence- Empathy, Tact & Diplomacy
- Knowledge on receiving calls , note messages, and timely feedback
- Organizing meetings and taking minutes.
- Procedure of a job interview.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons, trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in communication and ethics in the workplace.

**Training Investment:** \$198

Venue	Dates	Session
Narere	Feb 19 - 27	Day
Naceva	Feb 19 - 27	Day

### Trade Calculation Fundamental.

#### **Competencies Addressed:**

- Adding of whole numbers
- Subtracting of whole numbers
- Basic multiplication of whole numbers
- Basic division of whole numbers
- Adding of decimal numbers.
- Subtracting of decimal numbers.
- Multiplying of decimal numbers.
- Dividing of decimal numbers.
- Adding fractions, improper fractions, and mixed numbers
- Subtracting fractions, improper fractions, and mixed numbers
- Multiplying fractions, improper fractions, and mixed numbers
- Dividing fractions, improper fractions, and mixed numbers
- Changing fractions to decimals.
- Rules in multiplying, and dividing negative numbers
- Rules in adding, and subtracting signed numbers.
- Understand common SI Units, prefixes and mathematical number notations
- Knowledge to with ratios, proportions, and percentages.
- Basic algebra and how to solve algebraic equations.
- Angle measures, circular measures, cylinders and metric systems.
- Knowledge on basic geometrical functions.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons, trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in trade calculations fundamental.

**Training Investment:** \$198

Venue	Dates	Session
Narere	Feb 28 - Mar 09	Day
Naceva	Feb 28 - Mar 09	Day

## Automotive Workshop Safety (OHS)

### **Competencies Addressed:**

- Awareness on occupational health & safety act 1996.
- Adhere to OH&S requirements.
- Use of appropriate personal protective equipment.
- Adhere to workplace emergencies procedure.
- Develop an emergency plan.
- How to alert employees to an emergency.
- Establish evacuation routes and exits.
- Knowledge on element of fire.
- Probable causes of fire and types of fire.
- Types of fire extinguishers and methods for fighting fire.
- Knowledge on hazard management and risk.
- Steps to risk assessment and what is risk assessment.
- Types of hazards.
- Classification of dangerous goods, response to an emergency.
- How to eliminate, minimize hazards.
- Identify and eliminate hazards in an automotive working environment.
- Knowledge to attend on body injuries, work caused illness, dangerous event, and work injury.
- Step in filling workplace accident form.
- Performing basic first aid.
- Manage external bleeding, and other type of wounds or fracture.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons, trade assistants, labourers, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in automotive safety.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Naceva	Mar 12 – Mar 20	Day
Narere/Naceva	Jan 20 – Feb 04	Evening

## Automotive Workshop Practice

### **Competencies Addressed:**

- Identify and name different type of automotive hand tools, power tools and measuring tools.
- Identify and name automotive equipment's and machines.
- Use of marking tools, measuring tools, and cutting tools, hand drill, rivet gun, files, cutters and finishing tools.
- Adhere to OH&S requirements and tools maintenance.
- Use of appropriate personal protective equipment.
- Use of automotive equipment, lifts, and hoist.
- Use of power tools, drills machine, and bench grinders.
- Gas welding set up, and welding practice.
- Material selections and project work.



## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons, trade assistants, labourers, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in automotive workshop practice.

**Training Investment:** \$330

Venue	Dates	Session
Narere	Mar 23 – Apr 02	Day
Naceva	Mar 23 – Apr 02	Day

### Automotive Industry environmental standard and Regulations.

#### **Competencies Addressed:**

- Vehicle exhausts and emissions are minimized and not permitted to collect in the workplace.
- Welding is correctly demonstrated in a well-ventilated area.
- Hazards of gases are monitored, minimized and contained.
- Hazards of airborne particles are monitored, minimized and contained.
- Noise generating activities are minimized and carried out within approved operating hours.
- Using recommended ear protection in appropriate area is correctly demonstrated.
- Knowledge to vacate heavily noise pollution area is correctly demonstrated.
- Reasonable and practicable measures to prevent or minimize the harm and do general cleaning up in the workshop are demonstrated.
- Basic concept of housekeeping in the workplace are demonstrated.

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the Automotive trade which may include practicing Automotive mechanics, labourers, enthusiasts and those who are involved in other non-automotive profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Industry environmental standard and Regulations.

**Training Investment:** \$198

Venue	Dates	Session
Narere	Apr 07 – Apr 14	Day
Naceva	Apr 07 – Apr 14	Day

### Automotive Mechanical, Hydraulic and Pneumatic Principles

#### **Competencies Addressed:**

- Knowledge in mechanical terminology.
- Basic understanding on leverage and its application to the automotive industry.
- Knowledge on mechanical advantages and assistance.
- Knowledge on frictional materials and its applications.
- Types of dampening materials use in automotive industry.
- Knowledge on hydraulic principles and its application to an automotive industry.
- What is hydraulic assistance and its application to the automotive industry.
- How do hydraulic damping works and its application to the industry.
- Basic procedure in servicing hydraulic system.
- Knowledge on pneumatic principles and its application to an automotive industry.

- Basic procedure in servicing pneumatic machines, tools and other related equipment's.
- Differentiate materials used in automotive industry.
- Know what is ferrous and non-ferrous material and their applications.
- Know what is metallic and non-metallic material and their applications.
- Precautions that must be taken when working with different materials.
- Heat treatment on materials and knowledge on what is heat.
- Basic knowledge on power train.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in automotive mechanical, hydraulic and pneumatic principles.

**Training Investment:** \$165

Venue	Dates	Session
Narere	Apr 17 – Apr 23	Day
Naceva	Apr 17 – Apr 23	Day

### Automotive Engine Principles

#### **Competencies Addressed:**

- Cycle of four stroke petrol engine
- Cycle of four stroke diesel engine.
- Cycle of rotary engines.
- Basic cycle of two stroke engine.
- Components functions and operations of petrol engines.
- Components functions and operations of engine engines.
- Components functions and operations of rotary engines.
- Basic information on hybrid engines.
- Other alternative type of engines used in automotive industry.
- Engine performance calculations, engine capacity, swept volume, clearance volume & compression ratio.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive, labourers, enthusiasts and those who are involved in other non-automotive profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Engine Principles.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Apr 24 – Apr 30	Day
Narere/Naceva	Feb 05 – Feb 20	Evening

## Two Stroke Engines

### Competencies Addressed:

- Knowledge on functions of two stroke components.
- Identifications of two stroke engine components.
- Advantages of two stroke over four stroke engines.
- Safety Practices while working with two stroke engine.
- Special Tools and Operating Equipment
- Manufacturers' Engine Identification System
- Parts/Service Information
- Flywheel Magneto Ignition Systems
- Secondary Circuit Ignition Services
- Using Metric and English Micrometers, Torque Wrenches, Plastic-Gauge
- Run/Adjust Engine , Recoil Starter , Air Cleaners, Crankcase Oil , Valves , Piston and Rings
- Flywheel Air Gap ,Valve Tappet Clearance
- The Use of Oil, Oil Types and Other Lubricants
- Mix Fuel for two-Cycle Engines
- Removal and service ignition systems of two stroke engine.
- Removal and service fuel systems of two stroke engine.
- Checks for components wear and damage.
- Troubleshooting two stroke engine faults.
- Use manufacture manuals on two stroke engine servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in two stroke engines.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	May 05 – May 11	Day
Narere/Naceva	Feb 24 – Mar 10	Evening

## Lubricating System

### Competencies Addressed:

- Knowledge on functions of lubricating systems components.
- Identifications of lubricating systems components.
- Interpretation of information on engine oil containers
- Labeling and storing used oil and unused engine oil.
- Removal of engine lubricating components.
- Checks for components wear and damage.
- Troubleshooting lubricating faults.
- Use manufacture manuals on engine lubricating system servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants,

labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Lubricating Systems.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	May 14 – May 20	Day
Narere/Naceva	Mar 11 – Mar 26	Evening

## Cooling System

### Competencies Addressed:

- Knowledge on functions of cooling systems components.
- Identifications of cooling systems components.
- Interpretation of information on engine coolant containers
- Labeling and storing used coolant and unused engine coolant.
- Removal of engine cooling systems components.
- Checks for components wear and damage.
- Troubleshooting cooling faults.
- Use manufacture manuals on engine cooling system servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Cooling Systems.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	May 21 – May 27	Day
Narere/Naceva	Mar 30 – Apr 14	Evening

## Inspect & Repair Engine Force Induction Systems

### Competencies Addressed:

- Knowledge on functions of intake system components.
- Knowledge on functions of exhaust system components.
- Identifications of intake and exhaust engine components.
- Knowledge on turbo charging operations.
- Knowledge on super charging operations.
- Knowledge on intercooler operations.
- Removal and service of engine turbo chargers.
- Removal and service engine intercooler.
- Checks for components wear and damage.
- Troubleshooting engine force induction system faults.
- Use manufacture manuals on engine force induction system servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in inspect & repair of engine force induction systems.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Jun 01 – Jun 05	Day
Narere/Naceva	Apr 15 – Apr 30	Evening

### Light Vehicle Fuel System

#### **Competencies Addressed:**

- Knowledge on functions of fuel systems components.
- Identifications of fuel systems components.
- Interpretation of information on types of fuel (petrol octane rating and diesel cetane rating).
- Labeling and storing used fuel and unused engine coolant.
- Removal and service of petrol engine fuel systems components (carburettor).
- Removal and service of petrol engine fuel systems components (Electronic Fuel Injection).
- Removal and service of diesel engine fuel systems components.
- Checks for components wear and damage.
- Troubleshooting fuel system faults.
- Use manufacture manuals on engine fuel system servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Light Vehicle Fuel System.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Jun 08 – Jun 12	Day
Narere/Naceva	May 04 – May 19	Evening

### Light Vehicle Engine Troubleshooting

#### **Competencies Addressed:**

- Awareness of troubleshooting tools usage.
- Developing Skills in correct usage of engine troubleshooting tools.
- Special Tools and Operating Equipment
- Manufacturers' Engine Identification System
- Use of On Board Diagnostic machine.
- Use of physical sense to troubleshoot engine faults.
- Use of diagnostic manual without machines.
- Use manufacture manuals on troubleshooting engine components.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons, trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in light vehicle engine troubleshooting.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Jun 19 – Jun 25	Day
Narere/Naceva	May 20 – Jun 04	Evening

## Engine Overhaul & Measurement

### **Competencies Addressed:**

- Awareness of measuring tools usage.
- Developing Skills in correct usage of engine measuring tools.
- Knowledge on measuring crankshaft ovality, taper, endplay physical conditions
- Knowledge on measuring camshaft ovality, taper, endplay physical conditions
- Measuring cylinder bore to piston clearance, cylinder ridge, scores, taper, and ovality.
- Cylinder head warpage, cracks, scores and physical damage.
- Valve to valve guide clearance.
- Valve grinding, spring straightness, spring free length.
- Piston ring groove clearance, ring end gap.
- Adjusting tappet, Fitting timing belt and chain, distributor timing.
- Special Tools and Operating Equipment
- Manufacturers' Engine Identification System
- Parts/Service Information
- Using Metric and English Micrometers, Torque Wrenches, Plastic-Gauge
- Checks for components wear and damage.
- Use manufacture manuals on measuring engine components.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons, trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in engine overhaul & measurements.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Jun 30 – Jul 06	Day
Narere/Naceva	Jun 08 – Jun 23	Evening

## Clutch System Service & Repair

### **Competencies Addressed:**

- Knowledge on functions of clutch system components.
- Identifications of intake clutch system components.
- Knowledge on clutch system operations.
- Removal and service of clutch system.

- Checks for components wear and damage.
- Troubleshooting clutch system faults.
- Use manufacture manuals on clutch system servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in light vehicle clutch service and repair.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Jul 09 – Jul 15	Day
Narere/Naceva	Jun 24 – Jul 09	Evening

### Light Vehicle Manual Transmission Service & Repair

#### **Competencies Addressed:**

- Knowledge on functions of manual transmission components.
- Knowledge on functions of manual transaxle components.
- Identifications of manual transmission components.
- Identifications of manual transaxle components.
- Knowledge on manual transmission operations.
- Knowledge on manual transaxle operations.
- Power flow on 1st, 2nd, 3rd, 4th, 5th, and reverse gear.
- Gear ratio on 1st, 2nd, 3rd, 4th, 5th, and reverse gear.
- Removal and service of manual transmission/axle.
- Selection and handling of manual gear oil.
- Checks for components wear and damage.
- Troubleshooting transmission/transaxle faults.
- Use manufacture manuals on transmission/transaxle servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Light Vehicle Manual Transmission Service & Repair.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Jul 16 – Jul 22	Day
Narere/Naceva	Jun 24 – Jul 09	Evening



## Light Vehicle Automatic Transmission servicing

### Competencies Addressed:

- Knowledge on functions of automatic transmission components.
- Knowledge on functions of automatic transaxle components.
- Identifications of automatic transmission components.
- Identifications of automatic transaxle components.
- Knowledge on automatic transmission operations.
- Knowledge on automatic transaxle operations.
- Power flow on and gear ratio on automatic transmission/transaxle.
- Removal and service of automatic transmission/axle.
- Selection and handling of automatic transmission fluid.
- Checks for components wear and damage.
- Troubleshooting automatic transmission/transaxle faults.
- Use manufacture manuals on automatic transmission/transaxle servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in light vehicle automatic transmission servicing.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Jul 27 – Jul 31	Day
Narere/Naceva	Jul 13 – Jul 28	Evening

## Suspension System Service & Repair

### Competencies Addressed:

- Knowledge on functions of front suspension system components.
- Knowledge on functions of rear suspension system components.
- Identifications of front suspension system components.
- Identifications of rear suspension system components.
- Knowledge on front suspension system operations.
- Knowledge on rear suspension system operations.
- Independent suspension, rigid suspension, unibody construction.
- Removal and service suspension system.
- Selection and handling of suspension lubricant.
- Checks for components wear and damage.
- Troubleshooting suspension faults.
- Use manufacture manuals on suspension system servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants,

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labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in light vehicle suspension system service & repair.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Aug 07 – Aug 13	Day
Narere/Naceva	Jul 29 – Aug 13	Evening

### Final Drive & Differential Service & Repair

#### Competencies Addressed:

- Knowledge on functions of final drive components.
- Knowledge on functions of differential components.
- Identifications of final drive components.
- Identifications differential components.
- Knowledge on final drive operations.
- Knowledge on differential operations.
- Drive shaft, rear axle, constant velocity joint, universal joint, and slip yoke.
- Hunting and non-hunting differential.
- Integral and removable differential housing.
- Removal of final drive and differential components for service.
- Selection and handling of differential lubricant, CV lubricant, and universal joint lubricant.
- Checks for components wear and damage.
- Troubleshooting faults.
- Use manufacture manuals on servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Light Vehicle Final Drive & Differential Service & Repair.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Aug 18 – Aug 24	Day
Narere/Naceva	Aug 17 – Sep 01	Evening

### Steering System Service & Repair

#### Competencies Addressed:

- Knowledge on functions of rack and pinion steering system components.
- Knowledge on functions of linkage type steering system components.
- Identifications of rack and pinion steering system components.
- Identifications linkage type steering system components.
- Knowledge on rack and pinion steering system operations.
- Knowledge on linkage type steering system operations.

- Manual steering, power steering, electronic controlled steering, and four wheel steering.
- Removal of steering system components for service.
- Selection and handling of steering fluid during servicing.
- Checks for components wear and damage.
- Troubleshooting faults.
- Use manufacture manuals on servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in light vehicle steering system service and repair.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Aug 27 – Sep 02	Day
Narere/Naceva	Sep 02 – Sep 21	Evening

### Wheel alignment & Tires

#### **Competencies Addressed:**

- Knowledge on steering angles, positive caster, negative caster, positive camber, negative camber, steering axis inclination, toe angles, and toe on turns.
- Perform wheel alignment manually and the use of laser machine.
- Inspect tire condition; identify tire wear patterns; check for correct size and application (load and speed ratings) and adjust air pressure; determine necessary action.
- Rotate tires according to manufacturer's recommendations.
- Dismount, inspect, and remount tire on wheel; balance wheel and tire assembly (static and dynamic).
- Dismount, inspect, and remount tire on wheel equipped with tire pressure monitoring system sensor.
- Inspect tire and wheel assembly for air loss; perform necessary action.
- Repair tire using internal patch.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in wheel alignment and tyres.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Sep 09 – Sep 15	Day
Narere/Naceva	Sep 22 – Oct 01	Evening

## Hydraulic Brake Service & Repair

### Competencies Addressed:

- Knowledge on functions of drum brake system components.
- Knowledge on functions of disc brake system components.
- Identifications of drum brake system components.
- Identifications disc brake system components.
- Knowledge on drum brake system operations.
- Knowledge on disc brake system operations.
- Procedure for performing a road test to check brake system operation, including an anti-lock brake system (ABS).
- Check master cylinder for external leaks and proper operation.
- Inspect brake lines, flexible hoses, and fittings for leaks, dents, kinks, rust, cracks, bulging, wear, loose fittings and supports; determine necessary action.
- Select, handle, store, and fill brake fluids to proper level.
- Test brake fluid for contamination.
- Remove, clean, inspect, and measure brake drum diameter; determine necessary action and remove, clean, and inspect brake shoes, springs, pins, clips, levers, adjusters/self-adjusters, other related brake hardware, and backing support plates; lubricate and reassemble.
- Pre-adjust brake shoes and parking brake; install brake drums or drum/hub assemblies and wheel bearings; make final checks and adjustments.
- Remove and clean caliper assembly; inspect for leaks and damage/wear to caliper housing; determine necessary action
- Remove, inspect, and replace pads and retaining hardware; determine necessary action.
- Clean and inspect rotor, measure rotor thickness, thickness variation, and lateral runout; determine necessary action.
- Check brake pad wear indicator; determine necessary action.
- Check parking brake cables and components for wear, binding, and corrosion; clean, lubricate, adjust or replace as needed.
- Check parking brake operation and parking brake indicator light system operation; determine necessary action.
- Check operation of brake stop light system.
- Troubleshooting faults.
- Use manufacture manuals on servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in hydraulic brake service and repair.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Sep 16 – Sep 22	Day
Narere/Naceva	Oct 08 – Oct 27	Evening

## Automotive Battery & Safety

### Competencies Addressed:

- Battery functions and theory.
- Perform battery state-of-charge test; determine necessary action.
- Confirm proper battery capacity for vehicle application; perform battery capacity test; determine necessary action.
- Maintain or restore electronic memory functions.
- Inspect and clean battery; fill battery cells; check battery cables, connectors, clamps, and hold-downs.
- Perform slow/fast battery charge according to manufacturer's recommendations.
- Jump-start vehicle using jumper cables and a booster battery or an auxiliary power supply.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Battery & Safety.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Sep 23 – Sep 29	Day

## Vehicle Periodic Maintenance

### Competencies Addressed:

- Review vehicle service history and benefits of periodic maintenance.
- Different between minor service and major service.
- Knowledge of total preventative maintenance.
- Identify information needed and the service requested on a repair order.
- Identify purpose and demonstrate proper use of fender covers, mats.
- Vehicle walk around checks, in-cab checks, External Checks, Mirrors & Windows • Mirrors secure & aligned, Load Security, Wheels & Tyres, Lights, Indicators & Reflectors, Access
- Demonstrate use of the three Cs (i.e., Concern, Cause, and Correction).
- Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in vehicle servicing..

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Oct 06 – Oct 13	Day
Narere/Naceva	Oct 28 – Nov 16	Evening

## Automotive Electrical Principles

### Competencies Addressed:

- Knowledge of electrical/electronic series, parallel, and series-parallel circuits using principles of electricity (Ohm's Law).
- proper use of a digital multimeter (DMM) when measuring source voltage, voltage drop (including grounds), current flow, and resistance.
- Check operation of electrical circuits with a test light
- Check operation of electrical circuits with fused jumper wires.
- Inspect and test fusible links, circuit breakers, and fuses; determine necessary action.
- Perform solder repair of electrical wiring.
- Perform starter service, repair, test, and current draw test; determine necessary action.
- Perform charging system service, repair, test and output test; determine necessary action
- Inspect, adjust, or replace generator (alternator) drive belts; check pulleys and tensioners for wear; check pulley and belt alignment.
- Inspect interior and exterior lamps and sockets including headlights and auxiliary lights (fog lights/driving lights); replace as needed.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Electrical Principles

**Training Investment:** \$198

Venue	Dates	Session
Narere/Naceva	Oct 15 – Oct 23	Day
Narere/Naceva	Nov 17 – Dec 02	Evening

## Gas Fuel System

### Competencies Addressed:

- Knowledge on functions of gas fuel systems components.
- Identifications of gas fuel systems components.
- Safety must be followed when working with gas fuel vehicles.
- Removal and service of gas engine fuel systems components.
- Checks for components wear and damage.
- Troubleshooting gas fuel system faults.
- Use manufacture manuals on engine gas fuel system servicing and repair.
- Test repair works and cleaning of work areas.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Gas Fuel System.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Naceva	Oct 26 – Nov 02	Day

## Title : Engineering Science for Automotive Trade

### **Competencies Addressed:**

- Gear ratio calculation, power flow from given gear box and ratio calculation.
- Find road speed given tire diameter, rim diameter, engine revolution, total gear ratio.
- Tire size and road speed.
- Engine capacity, compression ratio, engine stroke, engine bore.
- Friction calculation, torque calculation, frictional torque calculation, lever calculation.
- Work calculation, power calculations, brake power calculation, indicated power calculation., and mechanical efficiency calculation
- Heat calculation, specific heat capacity calculation, density calculation, relative density calculation, calorific value calculation, thermal efficiency calculation, volumetric efficiency calculation, and specific fuel consumption calculation

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Supervisor/Class Engineering Science.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Naceva	Nov 03 – Nov 11	Day

## Engineering Drawing for Automotive Trade

### **Competencies Addressed:**

- Use of standards abbreviation, drawing instruments, lettering & numbers, type of lines, size of drawings, layout of drawing sheets, dimensioning, symbols and methods
- Geometrical constructions
- Orthogonal projection.
- Third angle projection, designation of third angle view, projection of orthogonal view.
- First angle projection.
- Relationship between first and third angle views.
- Production of mechanical drawing.
- Intersections and development of surface.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the automotive trade which may include practicing automotive trade persons , trade assistants, labourers, enthusiasts and those who are involved in other profession(e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Supervisor/Class Engineering Drawing.

**Training Investment:** \$198

Venue	Dates	Session
Narere/Naceva	Nov 16 – Nov 24	Day



## **AUTOMOTIVE ELECTRICAL ELECTRONICS**

### **Automotive Electrical & Electronics Principles**

#### **Competencies Addressed:**

- Knowledge on electrical safety
- Knowledge on safety in electrical workshop
- Knowledge on symbols for power source
- Knowledge on symbols for conductors
- Understand the fundamentals of electrical circuits
- Knowledge on basic units of electrical measurement, and their symbols that are used in automotive applications
- Basic understanding on the types of electrical circuits
- Knowledge on principle of Ohm's Law in relation to circuit resistance, current flow, and voltage as applied to automotive parallel circuits and series circuits
- The characteristics of resistive circuit types are explained.
- Basic understanding of simple electronic devices used in automotive circuit
- Application of electrical principles in terms of basic motor vehicle circuitry and electrical componentry
- Basic understanding of the use of an automotive battery
- Knowledge on the features of an automotive battery
- Basic understanding of the charge and discharge characteristics of a battery
- Precautions and procedure for testing and charging a battery
- Measurement of available current, voltage and resistance is at any point in a series and parallel circuit

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electricians, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Electrical and Electronic Principles.

**Training Investment :** \$198.00

January				
Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Automotive Electrical & Electronics Principles	Jan 27 – Jan 31	\$180	Narere	Day
	Jul 8 – Jul 14	\$180	Narere	Day
	Feb 6- Feb 21	\$180	Narere	Evening

### **Starting System**

#### **Competencies Addressed:**

- Knowledge on purpose of starting system
- Description of the layout of starting system
- Identification of the components of starting system.
- Knowledge on function of each starting system components
- Basic knowledge of starting system operation
- The method of engaging the starter pinion with the ring gear
- Knowledge of importance of safety switches used in the starting system

- Safety Practices while working on starting system
- Procedure to dismantle and assemble a starter motor
- Procedure to inspect and test starter motor components
- Procedure to service starter motor
- Replacement procedure for worn out or damaged parts of a starter motor
- Service procedure for serviceable components of a starter motor
- Replacement procedure for worn out or damaged parts of a starter motor
- Basic knowledge to test starter motor
- Basic knowledge to test starting system

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Starting System.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Starting System	Feb 5- Feb 11	\$180	Narere	Day
	Jul 20- Jul 24	\$180	Narere	Day
	Feb 24- Mar 13	\$180	Narere	Evening

## Ignition System

### **Competencies Addressed:**

- Identification of four stroke cycle engine components
- Basic knowledge of the operation of four stroke cycle engine
- Identification of four strokes on an engine
- Knowledge on the operation of valve mechanism
- Knowledge on purpose of ignition system
- Description of the layout of ignition system
- Identification of the components of ignition system.
- Knowledge on function of each ignition system components
- Basic knowledge of ignition system operation
- Safety Practices while working on ignition system
- Procedure to dismantle and assemble a contact point ignition distributor
- Procedure to inspect and test a contact point ignition distributor components
- Procedure to service a contact point ignition distributor
- Replacement procedure for worn out or damaged parts of a contact point ignition distributor
- Service procedure for serviceable components of a contact point ignition distributor
- Replacement procedure for worn out or damaged parts of a contact point ignition distributor
- Basic knowledge to test a contact point ignition distributor
- Basic knowledge to test ignition system
- Procedure to set ignition timing

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing automotive electricians, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Ignition System.

**Training Investment : \$198.00**

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Ignition System	Feb 14- Feb 20	\$180	Narere	Day
	Jul 29- Aug 4	\$180	Narere	Day
	Mar 16- Apr 3	\$180	Narere	Evening

**Charging System****Competencies Addressed.**

- Knowledge on purpose of charging system
- Description of the layout of charging system
- Identification of the components of charging system.
- Knowledge on function of each charging system components
- Basic knowledge of charging operation
- The method of controlling charging voltage
- Types of voltage regulator
- Operation of different types of voltage regulator
- Knowledge of importance of safety switches used in the charging system
- Safety Practices while working on charging system
- Procedure to dismantle and assemble an alternator
- Procedure to inspect and test an alternator components
- Procedure to service an alternator
- Replacement procedure for worn out or damaged parts of an alternator
- Service procedure for serviceable components of an alternator
- Replacement procedure for worn out or damaged parts of an alternator motor
- Basic knowledge to test an alternator
- Basic knowledge to test an alternator

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in charging system.

**Training Investment : \$198.00**

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Charging System	Feb 24- Feb 28	\$180	Narere	Day
	Aug 26- Sep 2	\$180	Narere	Day
	Apr 6- Apr 17	\$180	Narere	Evening

**Vehicle Electronic System****Competencies Addressed.**

- Understand the differences between analogue and digital electronics
- Basic operation logic gates
- Application of integrated circuits
- Purpose and function of integrated circuits
- Operation of memory devices used in automotive circuits.

- Knowledge of terminology associated with microprocessors
- Basic operation of a microprocessors
- Knowledge on purpose of Vehicle electronic systems
- The conditions sensed by vehicle electronic systems are described
- Understand the method and reasons for, vehicle electronic system in an engine management system
- Identification of the cost and implications of replacing damaged electronic control units
- Causes of damage to electronic control units
- Importance of adhering to the vehicle manufacturer's specifications when working on vehicles equipped with electronic devices
- Procedure to test defective components
- Procedure to replace defective components
- Procedure to test function of the repaired system

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing automotive electricians, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Vehicle Electronic System.

**Training Investment :** \$198.00

**Duration :** 35 Hours

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Vehicle Electronic System	Mar 4- Mar 10	\$180	Narere	Day
	Sep 9- Sep 15	\$180	Narere	Day
	May 11- May 29	\$180	Narere	Evening

## Electronic Ignition System

### **Competencies Addressed.**

- Knowledge on purpose of electronic ignition system
- Advantages Type of electronic ignition system
- Description of the layout of electronic ignition system
- Identification of the components of electronic ignition system.
- Knowledge on function of each electronic ignition system components
- Basic knowledge of electronic ignition system operation
- Type of electronic ignition system
- Safety Practices while working on electronic ignition system
- Procedure to dismantle and assemble a contact point ignition distributor
- Procedure to inspect and test a contact point ignition distributor components
- Procedure to service a contact point electronic ignition distributor
- Replacement procedure for worn out or damaged parts of an electronic ignition distributor
- Service procedure for serviceable components of an electronic ignition distributor
- Replacement procedure for worn out or damaged parts of an electronic ignition distributor
- Basic knowledge to test an electronic ignition distributor
- Basic knowledge to an electronic ignition system
- Procedure to set ignition timing

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing automotive electricians, trade assistant,

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enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Electronic Ignition System.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Electronic Ignition System	Mar 13- Mar 19	\$180	Narere	Day
	Sep 17- Sep 23	\$180	Narere	Day
	Jun 1- Jun 19	\$180	Narere	Evening

### Electronic Fuel Injection

#### Competencies Addressed.

- Knowledge on purpose of electronic fuel injection
- Advantages of electronic fuel injection
- Types of electronic fuel injection
- Identification of air induction, fuel and electronic control systems
- Basic knowledge of air induction, fuel and electronic control system components
- Basic knowledge of fuel system components
- Understand operation of air induction, fuel and electronic control systems
- Procedure to service serviceable parts of air induction, fuel and electronic control systems
- Procedure to replace replaceable parts of air induction, fuel and electronic control systems
- Practice general safety precautions while working with air induction, fuel and electronic control systems.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Electronic Fuel Injection.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Electronic Fuel Injection	Mar 23- Mar 27	\$180	Narere	Day
	Sep 28- Oct 2	\$180	Narere	Day
	Jul 6- Jul 24	\$180	Narere	Evening

### Engine Management

#### Competencies Addressed:

- Knowledge on purpose of Engine Management System
- Description of the layout of Engine Management System
- Identification of the components of Engine Management System.
- Knowledge on function of each Engine Management System components
- Basic knowledge of Engine Management System
- Safety Practices while working on Engine Management System
- Procedure to inspect and test Engine Management System components
- Procedure to service Engine Management System

- Replacement procedure for worn out or damaged parts of Engine Management System
- Basic knowledge to diagnose Engine Management System faults
- Basic knowledge to test Engine Management System components

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electricians, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Engine Management.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Engine Management	Apr 1- Apr 7	\$180	Narere	Day
	Oct 7- Oct 13	\$180	Narere	Day
	Jul 27- Aug 28	\$180	Narere	Evening

### Vehicle Instrumentation System

#### **Competencies Addressed:**

- Knowledge on functions of vehicle instrumentation system.
- Knowledge on functions of vehicle instrumentation system components.
- Identifications of vehicle instrumentation system components.
- Types of instrumentation gauges
- Identifications of instrumentation gauges.
- Knowledge on thermal type gauge operations.
- Knowledge on mechanical type gauge operations.
- Knowledge on digital type gauge operations.
- Knowledge on fuel tank gauge operations.
- Types of sender units
- Understand basic construction and operation of sender units
- Checks for components damage.
- Troubleshooting faults in instrumentation system.
- Basic servicing, testing and replacing of sender units.
- Test repair works and cleaning of work areas.
- Basic construction and operation of head-up displays

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing automotive electricians, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Vehicle Instrumentation System.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Vehicle Instrumentation System	May 4- May 8	\$180	Narere	Day
	Oct 15- Oct 21	\$180	Narere	Day
	Sep 1 – Sep 18	\$180	Narere	Evening



**Automotive Air-conditioning****Competencies Addressed:**

- Knowledge on purpose of automotive air-conditioning system
- Description of the layout of automotive air-conditioning system
- Identification of the components of automotive air-conditioning system.
- Knowledge on function of each automotive air-conditioning system components
- Basic knowledge of automotive air-conditioning system operation
- Safety Practices while working on automotive air-conditioning system
- Procedure to service automotive air-conditioning system
- Replacement procedure for defective automotive air-conditioning system components

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Automotive Air-conditioning and Heating System.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Automotive Air-conditioning	May 13- May 19	\$180	Narere	Day
	Oct 26- Nov 2	\$180	Narere	Day
	Sep 21- Nov 2	\$180	Narere	Evening

**ABS Brakes****Competencies Addressed:**

- Knowledge on purpose of ABS, TCS and ESP brakes
- Description of the layout of ABS, TCS and ESP brakes
- Identification of the components of ABS, TCS and ESP brakes.
- Knowledge on function of each ABS, TCS and ESP brakes components
- Basic knowledge of ABS, TCS and ESP brakes operation
- Safety Practices while working on ABS, TCS and ESP brakes system
- Procedure to inspect and test ABS, TCS and ESP brakes system components
- Procedure to service ABS, TCS and ESP brakes system
- Basic knowledge to diagnose and repair ABS, TCS and ESP brakes system

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Electronic Braking System.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
ABS Brakes	May 22- May 28	\$180	Narere	Day
	Nov 5- Nov 11	\$180	Narere	Day
	Oct 5- Oct 23	\$180	Narere	Evening



## Vehicle Accessories System

### **Competencies Addressed:**

- Knowledge on function of accessories system
- Description of the layout of accessories system
- Identification of the components of accessories system.
- Knowledge on function of each accessories system components
- Knowledge on function of cruise control system
- Description of the layout of cruise control system
- Identification of the components of cruise control system.
- Knowledge on function of each cruise control system components
- Basic knowledge of diagnosing and repairing cruise control system faults
- Knowledge on function of heated rear window defogger
- Description of the layout of heated rear window defogger
- Identification of the components of heated rear window defogger.
- Knowledge on function of each heated rear window defogger components
- Basic knowledge of diagnosing and repairing heated rear window defogger faults
- Knowledge on function of entertainment system
- Description of the layout of entertainment system
- Knowledge on installation of entertainment system

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Vehicle Accessories System.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Vehicle Accessories System	Jun 2- Jun 8	\$180	Narere	Day
	Nov 16- Nov 20	\$180	Narere	Day
	Oct 26 -Nov 13	\$180	Narere	Evening

## Vehicle Wiring System

### **Competencies Addressed:**

- Knowledge on purpose of lighting system
- Description of the layout of lighting system
- Identification of the components of lighting system.
- Knowledge on function of each lighting system components
- Basic knowledge of lighting system operation
- Knowledge of importance of relays, fuse and switches used in the lighting system
- Safety Practices while working on lighting system
- Procedure to remove and replace light assembly
- Procedure to inspect and test lighting system circuit
- Procedure to adjust head lamps
- Replacement procedure for defective lamps
- Service procedure for serviceable components lighting system
- Replacement procedure for fuses
- Basic knowledge to test relays

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Basic knowledge to test switches
- Knowledge on LTA requirements for lighting system
- Knowledge on purpose of interior lamps

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Vehicle Wiring System.

**Training Investment :** \$198.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Vehicle Wiring System	Jun 10- Jun 16	\$180	Narere	Day
	Nov 24- Nov 30	\$180	Narere	Day
	Nov 16- Nov 27	\$180	Narere	Evening

### Hybrid Electric Vehicle System

#### Competencies Addressed:

- Types of Hybrid Electric Vehicles
- Construction of Hybrid Electric Vehicle System
- Operation of Hybrid Electric Vehicle System
- Hybrid Electric Vehicle safety
- Precautions to take in case of emergency
- Emergency shutdown of Hybrid Electric Vehicles

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Automotive trade which may include practicing Automotive electrician, trade assistant, enthusiasts and those who are involved in other profession (e.g. teacher's, automotive salespersons, accountants etc.) wishing to undertake training in Hybrid Electric Vehicle System.

**Training Investment :** \$385.00

Programme Name	Training Dates	Fees	Venue	Mode (Day/Evening)
Vehicle Wiring System	Apr 20- Apr 22	\$350	Lautoka	Day
	Jun 17- Jun 19	\$350	Narere	Day
	Aug 10- Aug 12	\$350	Labasa	Day
	Nov 30- Dec 4	\$350	Narere	Evening
	Dec 2- Dec 4	\$350	Narere	Day

## **WELDING & FABRICATION**

### **Workshop & Welding Safety**

#### **Competencies Addressed:**

- Demonstrate the fundamental knowledge of the Occupational Health & Safety Act of Fiji
- Identify the types of workplace environment, the associated hazards and occupational environment safety signs.
- Demonstrate knowledge of general workplace safety
- Demonstrate the knowledge of the working with electricity
- Demonstrate the knowledge of working with welding consumables
- Demonstrate the knowledge of preparation works before welding

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in welding safety.

**Training Investment :** \$198.00

Venue	Dates	Session
Narere/ Naceva/ Labasa	Feb 3 - 11	Day
Narere/ Naceva	Feb 3 - 27	Evening

### **Welding and Fabrication Fundamentals Module 1**

#### **Competencies Addressed:**

- Understand the basic nature of work in the welding and fabrication industry
- Demonstrate knowledge of occupational health and safety practices in the welding industry
- Identify, select and use workshop hand and power tools
- Distinguish and draw various types of drawing in orthographic projection.
- Demonstrate knowledge of basic arithmetic
- Understand common SI Units, prefixes and mathematical number notations
- Carry out drilling operations.
- Demonstrate knowledge of engineering materials
- Demonstrate setting up of oxy acetylene equipment
- Demonstrate setting up of arc welding processes (MMAW).

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake basic training in welding.

**Training Investment :** \$660.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Feb 13 - Mar 25	Day

**Welding and Fabrication Fundamentals Module 2****Competencies Addressed:**

- Demonstrate fundamental knowledge of the Occupational Health and Safety Act of Fiji
- Identify and describe the various hand and power tools used in the welding and fabrication industry.
- Identify hand operated lifting equipment
- Demonstrate knowledge of ferrous and non-ferrous metals.
- Demonstrate fundamental knowledge of engineering drawing
- Understand common SI Units, prefixes and mathematical number notations
- Understand basic algebra, solve and transpose simple algebraic equations
- Demonstrate understanding of welding consumables
- Demonstrate basic understanding of arc welding processes (MMAW)

**Target Group:** This course is intended for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake basic training in welding.

**Training Investment :** \$660.00

Venue	Dates	Session
Narere/Naceva/ Labasa	April 14 – May 25	Day

**Welding Calculation****Competencies Addressed:**

- Identify and use formulae to calculate Length of plate to form cylinder, Surface Area, Volume & Mass of Rectangular Tank & Vessels
- Calculate mass of Square & Circular Platform, Length of Cutting, Surface Area,
- Calculate Volume & Mass of Conical Vessel, Frustum of Cone-Right and Oblique
- Calculate substitution of Cylindrical for Rectangular Tank & Vice Versa.

**Target Group:** This course is intended for new entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in welding and fabrication calculation.

**Training Investment :** \$198.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Jun 10 – 18	Day
Narere/Naceva	Oct 20 – Nov 17	Evening

**Gas Welding & Cutting****Competencies Addressed:**

- Identify and Understand the process of Oxy-Acetylene Gas Welding
- Understand Properties and Functions of Equipment
- Safely set up an Oxy-Acetylene Welding Plant and do Flame Setting.

- Safely Demonstrate Closing Down Procedures of Oxy-Acetylene Welding Equipment,
- Deposit and Identify Good Welding and Weld Beads

**Target Group:** This course is intended for new entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in gas welding.

**Training Investment :** \$198.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Jun 23 – Jul 1	Day
Narere/Naceva	Mar 2 – 26	Evening

### Arc Welding Technology 1

#### **Competencies Addressed:**

- Outline the principle of operation for MMAW and personal safety requirements and discuss the
- Safe operation of the process.
- Identify common weld positions, weld joints and describe the methods of plate preparation.
- Demonstrate knowledge and skills to produce fillet and butt welded joints with general purpose
- electrodes.
- Demonstrate down hand fillet welds to the standard specified.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in Arc Welding 1.

**Training Investment :** \$198.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Jul 16 – 24	Day
Narere/Naceva	Mar 30 – April 28	Evening

### Arc Welding Technology 2

#### **Competencies Addressed:**

- Outline the principle of operation for MMAW and personal safety requirements and discuss the
- Safe operation of the process.
- Identify electrodes using the electrode classification system and relate the electrode types to specific
- Industrial applications and uses.
- Demonstrate horizontal, vertical and overhead fillet welds to the standard specified.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other

## NATIONAL TRAINING PRODUCTIVITY CENTRE

non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in Arc Welding 2.

**Training Investment :** \$198.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Jul 29 – Aug 6	Day
Narere/Naceva	May 4 – 28	Evening

### MIG Welding Mild Steel

#### **Competencies Addressed:**

- Acquire the knowledge and skills to deposit lap, fillets and butt welds on medium carbon steel using Gas Metal Arc Welding (GMAW).

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in MIG welding mild steel.

**Training Investment :** \$220.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Aug 19 – Aug 27	Day
Narere/Naceva	Jun 1 – 28	Evening

### MIG Welding Aluminum

#### **Competencies Addressed:**

- Demonstrate the knowledge and skills to deposit fillet and butt welds for the fabrication and repair of aluminium using GMAW process. This course is designed to build on the skills covered in Gas Metal Arc Welding 1.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in MIG welding aluminum.

**Training Investment :** \$220.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Sept 1 – 10	Day
Narere/Naceva	Jun 29 – Jul 22	Evening

## MIG Welding Stainless Steel

### Competencies Addressed:

- Demonstrate the knowledge and skills to deposit fillet and butt welds for the fabrication and repair of stainless steel using GMAW process.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in MIG welding stainless steel.

**Training Investment :** \$220.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Sept 15 – 23	Day
Narere/Naceva	Jul 27 – Aug 20	Evening

## TIG Welding

### Competencies Addressed:

- Demonstrate the knowledge and skills to deposit fillets and butt welds on various steel using Gas Tungsten Arc Welding (GTAW).

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in TIG welding.

**Training Investment :** \$220.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Sept 28 – Oct 6	Day
Narere/Naceva	Aug 28 – Sept 22	Evening

## High Pressurized Pipe Welding

### Competencies Addressed:

- Have the knowledge and skills in the production of structural fabrications.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in High Pressure welding.



**Training Investment : \$220.00**

Venue	Dates	Session
Narere/Naceva/ Labasa	Oct 13 – 21	Day
Narere/Naceva	Sep 23 – Oct 19	Evening

**Engineering Drawing****Competencies Addressed:**

- Identify an overview of engineering drawing to be able to develop the skills and knowledge associated with the reading and interpreting of technical drawings, the application of geometric constructions.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in welding and fabrication drawing.

**Training Investment : \$198.00**

Venue	Dates	Session
Narere/Naceva/ Labasa	Oct 26 – Nov 5	Day
Narere/Naceva	Nov 18 – Dec 15	Evening

**Fabrication Techniques****Competencies Addressed:**

- Have the knowledge and skills in the production of simple structural steel fabrications.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in Fabrication Techniques.

**Training Investment : \$198.00**

Venue	Dates	Session
Narere/Naceva/ Labasa	Nov 10 – Nov 18	Day

**Non-Destructive Testing****Competencies Addressed:**

- Identify destructive and non-destructive testing processes and relate the test to specific defect detection.

**Target Group:** This course is intended for entrants to the trade who have completed Module I & II and also for participants from industry who require some formal qualification or skills upgrade in the welding trade which may include practicing welders, labourers, enthusiasts and those who are involved in other

non-welding profession in this industry (e.g. teacher's, welding salespersons, accountants etc.) wishing to undertake training in Non-Destructive Testing.

**Training Investment :** \$198.00

Venue	Dates	Session
Narere/Naceva/ Labasa	Dec 3 – 11	Day

## **WELDING & FABRICATION**

### **Basic Fitting & Machining**

#### **Overview:**

This module provides to meet the introductory knowledge of the Fitting and Machining Trade. This includes machine functions, their movements, hand and power tool applications, workplace safety and basic lathe operation. This module is developed to meet the trade skill requirements for participants in the industries for manufacturing, production, uniformity and consistent part quality. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

#### **Learning Outcome:**

- Identify the hazard and basic safety on workplace
- Demonstrate knowledge of hand tools, power tools and application are stated
- Differentiate measuring tools and their accuracy used and marking out are demonstrated
- Demonstrate knowledge of cutting tool grinding and grinding wheel code are identified
- Demonstrate knowledge of basic operation of basic lathe machine

#### **Competencies Addressed:**

- Practicing good discipline and safety in workplace
- Use of hand tools and power tools
- Reading precision measuring instruments
- Grinding single point cutting tool and selecting type of grinding wheel
- Demonstrating basic operation of lathe

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in fitting and machining.

**Training Investment:** \$330.00

Venue	Dates	Session
Narere	Feb 17 – 28	Day
Narere	Aug 10 - 21	Day

## **Mech. Engineering Drawing & Interpretation**

### **Overview**

This course is confined to sketches only of freehand, orthogonal and pictorial views of detail drawings. The sketches will be a proportional representation of the object given sketched and dimensioned to the Australian standard AS1100. This standard sets out the basic principles of engineering drawing practice and covers terminology and abbreviations used in mechanical engineering drawings, dimensioning and geometry tolerance and the conventional representation of features and parts. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Demonstrate knowledge of selecting mechanical engineering drawings.
- Demonstrate knowledge of different types of projection
- Demonstrate knowledge of interpreting mechanical engineering drawings
- Demonstrate knowledge of interpreting dimensions.

### **Competencies Addressed:**

- Identifying basic principles of engineering drawing practice
- Interpreting terminology and abbreviations used in mechanical engineering drawings
- Dimensioning geometry and conventional representation of features and parts
- Interpreting first and third angle projection

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require some formal training or skills upgrade in which may include practicing fitter and turner, trade assistants, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in engineering drawing and interpretation.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere	Mar 02 – 09	Day
Narere	Aug 24- 28	Day

## **Introduction to CAD**

### **Overview**

Introduction to CAD are designed to provide basic knowledge and skills to participants wish to join Fitting & Machining or Mechanical Engineering, programmer, NC operators or drafting field. The Fundamental

level will equip participants on the basics skills & knowledge that enable them to create a basic 2D drawing using the AutoCAD software and understand the standard from the industry.

### **Learning Outcome:**

- Demonstrate knowledge on the use of computers
- Demonstrate knowledge of Start AutoCAD using the four methods
- Demonstrate knowledge of Control the Drafting Properties settings
- Demonstrate knowledge of Control the Template drawing concepts settings
- Demonstrate knowledge of Control Displaying and Viewing AutoCAD Objects

### **Competencies Addressed:**

- Basics skills & knowledge to create a basic 2D drawing using the AutoCAD software
- Setting Drawing Limits and Drawing Area
- Understanding Cartesian and Polar coordinates input system
- Identifying the drawing standards for industry

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require some formal training or skills upgrade in which may include practicing fitter and turner, trade assistants, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in introduction to computer aided design.

**Training Investment:** \$275.00

Venue	Dates	Session
Narere	Mar 16 – 20	Day
Narere	Sep 14 - 18	Day

## **Applied Engineering Materials**

### **Overview**

This module provides to meet the introductory knowledge of the Mechanical Trade. We use many types of materials, fashioned in many different ways, to satisfy our requirements for housing, heating, furniture, clothes, transportation, entertainment, medical care, defense and all the other trappings of a modern, civilized society. This module is developed to up-skill participants in the industries for various engineering materials applied. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Demonstrate knowledge of selection engineering materials.
- Demonstrate knowledge of the classification of Ferrous materials
- Demonstrate knowledge of factors affecting material properties
- Demonstrate knowledge of surface hardening of materials
- Demonstrate knowledge of applied engineering material commonly used

**Competencies Addressed:**

- Differentiate metals and non-metals
- Knowing the various materials and properties in engineering
- Understanding the effect of temperatures on materials and treatments
- Identifying material application compared to the common materials used

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require some formal training or skills upgrade in which may include practicing fitter and turner, trade assistants, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in applied engineering materials.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	Jun 15 – 22	Day
Narere	Nov 13 - 23	Day

**Basic Tribology****Overview**

This module is designed to meet the requirements for the knowledge of Mechanical Trade. Tribology is virtually every area of Engineering and Industry. In parallel to these different scales, there are many areas of Engineering and Industry which have a need to use and understand Tribology or Lubrication. Types of lubrication systems relevant to this module may include but are not limited to open, closed, immersed, gravity, pressurized, and splash. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

**Competencies Addressed**

- Demonstrate knowledge of lubrication available and characteristics
- Demonstrate knowledge of lubricants role to machine components.
- Demonstrate knowledge on lubricants accessibility and machine requirements
- Demonstrate knowledge on common lubrication faults.
- Demonstrate knowledge on monitoring and lubrication problem are identified

**Competencies Addressed:**

- Identifying types of lubrication systems
- Understanding open, closed, immersed, gravity, pressurized, and splash in lubrication system
- Identifying lubricants and its components
- Application of lubricants

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require some formal training or skills upgrade in which may include practicing fitter and turner, trade assistants, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in basic tribology.

**Training Investment:** \$220.00

Venue	Dates	Session
Narere	Apr 06 - 14	Day

## Care & Maintenance of Bearings

### Overview

The design of this module provides quality technical training to upgrade skills & knowledge of Mechanical Trade. Participants credited with this module are able to demonstrate knowledge of types of bearings; the function of bearings in machines and equipment; the useful life of bearings; and bearing selection. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### Learning Outcome:

- Demonstrate knowledge on bearing specification
- Demonstrate elementary knowledge on bearing catalogue
- Demonstrate knowledge and skills of the care and maintaining bearing life
- Demonstration of knowledge and skill in general safety practices in the workplace and special types of bearing fitting

### Competencies Addressed:

- Understanding bearing specification
- Reading bearing catalogue
- Selecting correct type of bearings and application
- Using correct tools in fitting bearing
- Inspecting correct clearances on different stages of fitting

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in Care & Maintenance of Bearings

**Training Investment:** \$220.00

Venue	Dates	Session
Narere	May 12 - 18	Day
Narere	Aug 03 - 18	Evening

## Computer Fundamentals & Applications

### **Overview**

This module provides to meet the introductory knowledge of the Fitting and Machining Trade. After completing this module the participant is able to use the computer for basic purposes of preparing his personnel/business letters, viewing information on Internet (the web), sending mails, using internet banking services etc. This allows participant to be also a part of computer users list by making them digitally literate. This would also aid the PC penetration program. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Demonstrate knowledge on Computers and its application
- Demonstrate knowledge on Basics of Operating System, WINDOWS
- Demonstrate knowledge on Basic operations of MS Office
- Demonstrate knowledge on Basic of Computer Networks (using real life examples)
- Demonstrate knowledge on Meaning of World Wide Web (WWW)

### **Competencies Addressed:**

- Use of computer for basic purposes of preparing his personnel/business letters, viewing information on Internet (the web), sending mails, using internet banking services etc.
- Computer users digitally literate
- Aid the PC penetration program
- Small business communities, housewives to maintain their small account.

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in computer fundamentals and application

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	Feb 03 - 11	Day

## Doggers & Riggers

### **Overview**

This module is designed to meet the requirements for the knowledge of Fitting & Machining Trade. Anyone with a dogging skills or rigger skills is permitted to perform dogging activities. Riggering is work involving the use of mechanical load shifting equipment and associated gear to move. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.



**Learning Outcome:**

- Demonstrate knowledge on the use of various types of ropes, slings, chains and accessories
- Calculate the safe working load (SWL) of any rope, sling, or chain to be used for lifting
- Demonstrate knowledge for selecting and using appropriate safe slinging techniques
- Demonstrate knowledge on hand and whistle signals used for directing loads.

**Competencies Addressed:**

- Using techniques, including the selection or inspection of lifting gear
- Safely sling a load
- Directing a crane or hoist operator in the movement of a load when the load is out of the operator's view
- Dogging skills or rigger skills, permitted to perform dogging activities.

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Trade of Fitting and Machining which may include practicing plant operators, laborers', enthusiasts and those who are involved in other non-mechanical profession in this industry (e.g. teacher's, electrical salespersons, accountants etc.) wishing to undertake training in Doggers & Riggers

**Training Investment:** \$220.00

Venue	Dates	Session
Narere	Apr 20 – 24	Day
Narere	Oct 19 - 23	Day
Narere	Nov 09 - 25	Evening

**Mechanical Science****Overview**

This module is to provide introductory engineering participant with some important, basic analysis tools that can be applied to many design projects. Engineering mechanics is an important analytical tool that allows an engineer to optimize a design, creating one that it is strong and rigid enough to do the job, but not overly heavy and expensive. Such a module is an essential component of many engineering disciplines, including mechanical, aerospace and civil engineering. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module is equivalent to Level 4 of the National Qualification for Fitting and Machining

**Learning Outcome:**

- Demonstrate knowledge of the concept on forces, effect of forces on different materials and moment compared to actual engineering field.
- List the cause's friction and its effect on moving parts identify different types of machine and resolve practical problems on machines.
- Calculate the work done, energy and power and take account on effects of temperature and heat
- Demonstrate knowledge on atmospheric pressure using a barometer or a manometer and calculate pressure related calculation.

**Competencies Addressed:**

- Ability to use and develop and design materials to satisfy our human requirements.
- Select particular mechanical factors fit for a particular load, rating of machines.
- Determine the safe operation load
- Design operational procedures

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in engineering mechanics.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	May 04 – 11	Day
Narere	Oct 05 -12	Day

**Heat Engines****Overview**

Heat engines are widely used in powering vehicles, motorbikes, ships, air planes and power plants for generating electricity. This module explains the basic physical principles behind the use of various heat engines, including thermodynamics and mechanics. The best way to evaluate the environmental, social and economic tradeoffs that must be made is to understand the thermodynamic principles involved. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

**Learning Outcome:**

- Demonstrate knowledge on classification of heat engines
- Demonstrate knowledge on classification of I.C. engine
- Demonstrate knowledge on applications of I.C. engine
- Demonstrate knowledge on different parts of I.C. engine
- Explain two & four stroke engine

**Competencies Addressed:**

- Identifying the basic physical principles behind the use of various heat engines.
- Evaluating the environmental, social and economic tradeoffs
- Understanding the thermodynamic principles involved
- Understanding the consequences of present and future power system alternatives
- Responding to the demanding energy saving and efficiency

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in Heat Engines

**Training Investment:** \$275.00

Venue	Dates	Session
Narere	May 25 – 29	Day
Narere	Nov 24 - 30	Day

## Hydraulic Power Systems

### **Overview**

This module provides to meet the introductory knowledge of the Fitting and Machining Trade. Hydraulic systems are extremely important to the operation of heavy equipment. Hydraulic principles are used when designing hydraulic implement systems, steering systems, brake systems, power assisted steering, power train systems and automatic transmissions. Hydraulics plays a major role in mining, construction, agricultural and materials handling equipment. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Explain hydraulic principles circuit
- Explain Pascal's Law in hydraulic principles circuit
- Describe series and parallel hydraulic principles circuit
- Explain the purpose and operation of basic hydraulic circuits and components.

### **Competencies Addressed:**

- Identifying simple hydraulic system
- Designing hydraulic implement systems, steering systems, brake systems, power assisted steering, power train systems and automatic transmissions.
- Understanding the basic hydraulic principles
- Applying safe work procedures

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in hydraulic power system

**Training Investment:** \$220.00

Venue	Dates	Session
Narere	May 04 – 19	Evening

## Industrial Pumps 1

### Overview

This module is designed to meet the requirements for the knowledge of Fitting and Machining Trade. Participants competent to this module are able to: demonstrate knowledge of categorizing pumps, characteristics of pumps, application of various pumps and introductory knowledge to design and operate pumping system. This module is developed to up-skill participants in the industries for various types of industrial pumps. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competency encompassed in this module is equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### Learning Outcome:

- Describe the two main categories of industrial pumps and their application
- Identify pump characteristics and their features
- Demonstrate knowledge on pump technical terms and definitions
- Demonstrate knowledge on suction heads of pumps and NPSH calculation

### Competencies Addressed:

- Identifying the two main categories of industrial pumps
- Understanding the characteristics of a pump
- Identifying NPSH of a pumping system
- Practicing safe working procedures

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in Industrial Pumps

**Training Investment:** \$330.00

Venue	Dates	Session
Narere	Mar 23 – Apr 04	Evening
Narere	Sept 19 – Oct 02	Evening

## Industrial Pumps 2

### Overview

This module is designed to meet the requirements for the knowledge of Fitting and Machining Trade. Participants competent to this module are able to: demonstrate knowledge of selecting a particular pump fit for a particular load, rating of pumps, determining the head of pump, demonstrate knowledge to design

and operate pumping system. This module is developed to up-skill participants in the industries for various types of industrial pumps. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 5 of the Fiji Qualification Framework.

### **Learning Outcome:**

- Demonstrate knowledge on pumps selection criteria and rating of pumps.
- Demonstrate knowledge of pump performance and of pump operating curves and their application for centrifugal pumps.
- Demonstrate knowledge of pump performance when operating in series and parallel
- Demonstrate knowledge more on pumping design and application

### **Competencies Addressed:**

- Selecting correct pumping system for a particular load
- Determining head of a pump
- Identifying NPSH of a pumping system
- Trouble shooting industrial pumps

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in Industrial Pumps 2

**Training Investment:** \$330.00

Venue	Dates	Session
Narere	Apr 14 – 29	Evening
Narere	Oct 05 - 20	Evening

## **Limits, Fits and Tolerancing**

### **Overview**

This module is designed to meet the requirements for the knowledge of Fitting & Machining Trade. In order to ensure that assemblies function properly their component parts must fit together in a predictable way. No component can be manufactured to an exact size, so the designer has to decide on appropriate upper and lower limits for each dimension. Accurately tolerance dimensioned features usually take much more time to manufacture correctly and therefore can increase production costs significantly. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module is equivalent to Level 4 of the National Qualification for Fitting and Machining Trade

**Learning Outcome:**

- Demonstrate knowledge of dimension tolerances
- Demonstrate knowledge of Limits and fits for shafts and holes
- Demonstrate knowledge of ISO limits and fits, determining working limits

**Competencies Addressed:**

- Manufacturing components to an exact size
- Designing upper and lower limits for each dimension.
- Dimensioning tolerance accurately
- Increasing production costs significantly.

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in limits and fits

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	Mar 04 - 19	Evening

**Machine Installation & Commissioning****Overview**

This module contains instructions on how to install commission and maintain plants and equipment's. The course covers procedures for mechanical and electrical installation, setting and configuration, secondary injection testing, preventive and corrective maintenance. The course are organized in the chronological order the protection should be installed and commissioned and also contains test records which could be used for documentation purposes. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

**Learning Outcome:**

- Demonstrate knowledge on different types of devices for machine Installation
- Demonstrate knowledge on how to prepare foundations for machines from foundation drawing
- Demonstrate knowledge on installation and commissioning of machines
- Identify maintenance systems, their planning and scheduling
- Demonstrate knowledge on functions of maintenance stores and material control
- Demonstrate knowledge on the importance of maintenance reports and records

**Competencies Addressed:**

- Identifying procedures for installation
- Setting and configuring machine setting
- Recording tests and documents
- Understanding stakeholders involve

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Trade of Fitting and Machining which may include practicing plant operators, laborers, enthusiasts and those who are involved in other non-mechanical profession in this industry (e.g. teacher's, electrical salespersons, accountants etc.) wishing to undertake training in Machine Installation and Commissioning

**Training Investment:** \$330.00

Venue	Dates	Session
Narere	Mar 04 - 19	Evening

## Engine Maintenance/ Diagnostics & Repair

### **Overview**

This module is designed to meet the requirements for the knowledge of Fitting & Machining Trade. This module is to ensure the reliability and safety of plant equipment. Knowing that all equipment components will wear, appropriate management must be applied to avoid unplanned failure. Maintenance can influence the entire plant operation, from product quality to on-time delivery, to safety records and to the impact of environmental pollutions. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 5 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Identify different "Maintenance Strategies" and "Condition Monitoring"
- Identify the importance of "Preventive Maintenance Schedule", "Maintenance Log" and "Repair History Log".
- Identify the principles and how to install and maintain different mechanical drives: Belt Drives, Chain Drives, and Enclosed Gear Drives.
- Demonstrate knowledge to align shafts for the installation of couplings using different methods
- Calculate speeds for belt drives, chain drives and gear drives.

### **Competencies Addressed:**

- Eliminate or to avoid unnecessary or unplanned downtime due to failure.
- Ensuring the reliability and safety of plant equipment.
- Appropriate management must be applied to avoid unplanned failure
- Impacting of environmental pollutions.
- Cutting production costs immensely

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in maintenance and diagnostics



**Training Investment:** \$275.00

Venue	Dates	Session
Narere	Apr 27 – May 1	Day
Narere	Oct 26 – Nov 02	Day

## Meat Band Saw Operator

### **Overview**

This module is designed to meet the requirements for the knowledge of Meat Band Saw Operator. Meat band saws are commonly used in the meat industry and supermarket for portioning meat and other products. In Fiji, meat band saws have been associated with a number of serious incidents. Those injured have included both experienced and non-experienced operators. This module is developed to up-skill participants in the industries. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Demonstrate the fundamental knowledge of the Occupational Health & Safety Act of Fiji.
- Identify the hazards associated with meat band saw.
- Demonstrate knowledge on operation and maintenance of meat band saw

### **Competencies Addressed:**

- Understands Occupational Health & Safety Act of Fiji.
- Identifying safe work practice for meat band saw
- Overcoming fear using heavy power tool equipment

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require some formal training or skills upgrade in which may include practicing machine operators, trade assistants, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in meat band saw operator

**Training Investment:** \$220.00

Venue	Dates	Session
Narere	Feb 03 - 11	Evening
Narere	Sep 08- 16	Evening
Narere	Dec 01 - 09	Evening

## Mechanical Fasteners

### **Overview**

This module is designed to meet the requirements for the knowledge of Fitting & Machining Trade. The course deals with the basic skills and knowledge required for the terminology of screw threads and selection of fasteners with its practical application. Principal purpose of fasteners is disassembly for inspection and repair. The participants will be guided through the competency based training methods

that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Demonstrate knowledge for non-permanent fastener
- State Power Screws and application
- Demonstrate knowledge on Stresses in Threads
- Demonstrate knowledge on Preloading Fasteners/Joints
- Demonstrate knowledge on bolted as permanent fastener

### **Competencies Addressed:**

- The terminology of screw threads
- Selection of fasteners with its practical application
- Principal purpose of fasteners

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in mechanical fasteners.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere	Feb 17 – Mar 03	Evening

## **Pneumatic Power Systems**

### **Overview**

This module provides to meet the introductory knowledge of the Fitting and Machining Trade. Pneumatic control systems are widely used in our society, especially in the industrial sectors for the driving of automatic machines. A pneumatic system is a system that uses compressed air to transmit and control energy. Pneumatic systems are used in controlling train doors, automatic production lines, mechanical clamps and dampers. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Demonstrate knowledge on Pneumatic systems
- Demonstrate knowledge on production and transportation of compressed air
- Demonstrate knowledge on consumption of compressed air
- Identify Principles of pneumatic control
- State Different kinds of basic circuits
- State different kinds of basic circuits and the application of pneumatic systems

**Competencies Addressed:**

- Identifying pneumatic control systems
- Understanding the advantages of pneumatic system
- Understanding how compressed air transmit and control energy
- Controlling train doors, automatic production lines, mechanical clamps and dampers

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in pneumatic power system

**Training Investment:** \$275.00

Venue	Dates	Session
Narere	May 25 – Jun 11	Evening

**Precision Measurement & Inspection Technique****Overview**

The aim of this module is to provide a broad understanding of mechanical measurement and inspection techniques that apply to a range of engineering activities within different companies. Participants carrying out maintenance activities also need to know that the components they are working with are to the required size and accuracy. Measurement and inspection play an important role in establishing these needs and support other areas of assuring quality in the products produced. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 5 of the National Qualification for Fitting and Machining Trade.

**Learning Outcome:**

- Understand principles and applications of mechanical measurement
- Demonstrate knowledge on the use of measurement equipment and techniques
- Demonstrate knowledge on the use of comparators and design a gauging system for inspection
- Demonstrate knowledge on how to apply sampling and statistical process control (SPC) during inspection.

**Competencies Addressed:**

- Know whether the components they make are to the required dimensional and accuracy standards.
- Know that the components they are working with, repairing or servicing are to the required size and accuracy.
- Role in establishing these needs and support other areas of assuring quality in the products produced.
- Product is accurate and to dimensional standards.
- Mechanical measurement and inspection techniques that apply to a range of engineering activities.

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Trade of Fitting and Machining which may include practicing plant operators, laborers', enthusiasts and those who are involved in other non-mechanical profession in this industry (e.g. teacher's, electrical salespersons, accountants etc.) wishing to undertake training in Precision Measurement & Inspection

**Training Investment:** \$320.00

Venue	Dates	Session
Narere	Mar 23 – Apr 1	Day
Narere	Sep 21 - 30	Day

## Engineering Calculation

### **Overview**

This module involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations; preparing basic estimates of mass, size and volume; and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate basic engineering problems experienced in the industries. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 3 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Apply mathematical techniques to perform calculations which are typical of the metal and engineering industry
- Apply techniques to perform calculations with the aid of a Scientific Calculator
- Discuss prior knowledge of decimals, fractions and percent
- Apply estimation techniques to practical problems and situations

### **Competencies Addressed:**

- Carry out basic routine workplace calculations.
- Carry out required mathematical operations; preparing basic estimates of mass, size and volume
- Interpreting basic graphical representations of mathematical information
- Calculating industry-related tasks using manual and electronic processes

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Trade of Fitting and Machining which may include practicing plant operators, laborers', enthusiasts and those who are involved in other non-mechanical profession in this industry (e.g. teacher's, electrical salespersons, accountants etc.) wishing to undertake training in Engineering calculation.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	June 01 - 09	Day
Narere	Nov 03- 11	Day

## Workplace Communication & Ethics

### **Overview**

Communication skills are essential to a successful career in Fitting & Machining Trade. Participants are designed to introduce to written and oral communications in engineering. The course introduces to documents produced in response to the context of the engineering curriculum and/or issues related to it. Participants will work on realistic contextualized tasks with the aim of developing communication strategies necessary to meet the academic and entry-level professional requirements in engineering. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 3 of the National Qualification for Fitting and Machining Trade.

### **Learning Outcome:**

- Define and analyze a writing or speaking situation
- Develop a logical, clear response to that situation
- Develop a logical, clear response to that situation
- Work effectively as a part of a team

### **Competencies Addressed:**

- Use of computer for basic purposes of preparing his personnel/business letters, viewing information on Internet (the web), sending mails, using internet banking services etc.
- Computer users digitally literate
- Aid the PC penetration program
- Small business communities, housewives to maintain their small account.

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining for participants from industry who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in computer fundamentals and application

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	Jul 06- 14	Day

## Basic Craft Practice

### Overview

The competencies contained in this module covers introductory engineering workshop skills, require close supervision, and are intended mainly for first tuition learners. Participants credited with this module are able to demonstrate basic knowledge of engineering workshop tools, processes portable and fixed machine tools. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

### Learning Outcome:

- Demonstrate knowledge of engineering hand and power tools and processes.
- Demonstrate the use and handling of engineering measuring tools.
- Carry out sheet-metal operations
- Carry out drilling operations
- Demonstrate the knowledge on basic welding and fabrication

### Competencies Addressed:

- Identifying characteristics of hand tools and their uses
- Ability to work safely
- Reading measuring tools accurately
- Understanding datum
- Ability to braze and weld

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require some formal training or skills upgrade in which may include practicing fitter and turner, trade assistants, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in basic craft practice.

**Training Investment:** \$330.00

Venue	Dates	Session
Narere	Jul 15 – 30	Day

## Machining Process

### Overview

This module is designed to meet the requirements for the knowledge of Fitting & Machining Trade. Anyone with a Machining skills is permitted to perform part production activities. Machining is work involving the use of center lathe as basic machine and other machining equipment and associated process involved. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

**Learning Outcome:**

- Demonstrate knowledge on the introduction basic process
- Identify setting on turning, boring, facing
- Perform machining by using lathe and drilling machine
- Demonstrate knowledge on awkward types of turning

**Competencies Addressed:**

- Using techniques, including the selection or inspection of lathe
- Safely operation procedure and setting on boring, facing and turning
- Threading internal and external thread
- Different types of Machine, Tool and Job Setting

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Trade of Fitting and Machining which may include practicing plant operators, laborers, enthusiasts and those who are involved in other non-mechanical profession in this industry (e.g. teacher's, electrical salespersons, accountants etc.) wishing to undertake training in Machining Process

**Training Investment:** \$220.00

Venue	Dates	Session
Narere	Aug 03 – 07	Day
Narere	Jun 13 – Jul 28	Evening

**Basic Boiler Operation****Overview**

This module provides to meet the introductory knowledge of the Fitting and Machining Trade. This includes all the different phases of heat transfer from flames to water/steam mixture (Economizer, boiler, superheated, reheated and air preheater). It also includes different auxiliary systems (e. g. fuel feeding, water treatment, flue gas channels including stack). This module is developed to meet the trade skill requirements for participants in the industries for manufacturing, production, uniformity and consistent part quality. The participants will be guided through the competency based training methods that is widely adopted at NTPC. The competencies encompassed in this module are equivalent to Level 4 of the National Qualification for Fitting and Machining Trade.

**Learning Outcome:**

- Identify the hazard and basic safety on workplace
- Identify basics of Boiler and Boiler Process
- Interpret Properties of water and steam
- Demonstrate knowledge of Basics of combustion
- Demonstrate knowledge of main type of modern Boiler

**Competencies Addressed:**

- Practicing good discipline and safety in at Boiler Shop/station
- Use of equipment in boiler operation



- Knowledge of other types of Boiler
- Water Treatment and Feed Water
- Knowledge of Boiler Operation (Start-up, shut-down & Emergency shut down)

**Training Entry Requirements:** The trainee must have an interest in the trade and some relevant work experience.

**Target Group:** This course is intended for the trade who have some experience in Fitting and Machining or Plant Engineering for participants who require some formal qualification or skills upgrade in which may include practicing mechanics, assistant hands, enthusiasts and those who are involved in other profession (e.g. teacher's, industrial suppliers salespersons, accountants etc.) wishing to undertake training in Boiler Operation

**Training Investment:** \$770.00

Venue	Dates	Session
Narere	Jun 29-Jul 03	Day
Narere	Dec 07- 11	Day
Narere	Oct 21 – Nov 06	Evening

## AutoCAD

### Fundamentals of Computer Aided Design Module 1

#### **Competencies Addressed:**

- Getting started with AutoCAD
- User Interface
- Drawing Units
- Working with Commands
- Opening an Existing Drawing File
- Viewing Your Drawing
- Saving Your Work
- Drawing Lines
- Coordinates
- Drawing Lines
- Erasing Objects
- Drawing Rectangles
- Drawing Circles
- Undo and Redo Actions
- Using Running Object Snaps
- Using Object Snap Overrides
- Polar Tracking at Angles
- Object Snap Tracking
- Drawing Ellipse
- Drawing Polygon
- Drawing Arcs
- Hatching objects
- Drawing Revision Cloud
- Drawing Polyline

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Basic Level of AutoCAD which include Beginners in drafting role, Engineers, Designers, Architect, Draftsman, Technician, Surveyor, Survey Chainman & Industrial arts Teachers.

**Training Investment:** \$275.00

Venue	Dates	Session
Narere	Feb 10 - 14	Day
Naceva/Nadi	August 03 - 07	Day

**Fundamentals of Computer Aided Design Module 2****Competencies Addressed:**

- Selecting Object for editing
- Moving Objects
- Copying Objects
- Rotating Objects
- Scaling Objects
- Mirroring Objects
- Trimming Objects
- Extending Objects
- Offsetting Objects
- Arraying Objects
- Stretching Objects
- Fillet & Chamfering Objects

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Basic Level of AutoCAD which include Beginners in drafting role, Engineers, Designers, Architect, Draftsman, Technician, Surveyor, Survey Chainman & Industrial arts Teachers.

**Training Investment:** \$275.00

Venue	Dates	Session
Narere	Feb 17 - 21	Day
Naceva/Nadi	Aug 10 - 14	Day

**Fundamentals of Computer Aided Design Module 3****Competencies Addressed:**

- Organizing drawing with layer
- Annotating drawing
- Creating dimension
- Creating text
- Create & scale linetype
- Working with blocks
- Creating Template
- External Reference
- Create Title blocks
- Manage Pen settings
- Scale drawing
- Print Drawing

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the Basic Level of AutoCAD which include Beginners in drafting role, Engineers, Designers, Architect, Draftsman, Technician, Surveyor, Survey Chainman & Industrial arts Teachers.

**Training Investment:** \$275.00

Venue	Dates	Session
Narere	Feb 24 - 28	Day
Naceva/Nadi	Aug 17 - 21	Day

**2 Dimensional Design Module 1****Competencies Addressed:**

- Draw Floor Plan with dimension
- Draw Electrical Plan
- Draw Engineering Drawing
- Draw Survey Drawing
- Draw Joinery drawing
- Print Drawing with drawing scale

**Target Group:** This course is intended for participants who already have a good basic knowledge and want to know more about the advanced techniques to create advanced 2D drawing using AutoCAD in any drafting discipline which include, Engineers, Designers, Architect, Draftsman, Technician, Surveyor, Survey Chainman & Industrial arts Teachers.

**Training Investment: \$330.00**

Venue	Dates	Session
Narere/Naceva	Mar 02 – 06	Day
Narere/Naceva	Aug 24 – 28	Evening

**2 Dimensional Design Module 2****Competencies Addressed:**

- Draw HVAC drawing
- Draw Telecommunication Drawing
- Draw Fire Drawing.
- Draw CCTV Drawing
- Draw Schematic & Single line diagram
- Draw Plumbing Drawing
- Draw Sanitary Drawing
- Print Drawing with drawing scale

**Target Group:** This course is intended for participants who already have a good basic knowledge and want to know more about the advanced techniques to create advanced 2D drawing using AutoCAD in any drafting discipline which include, Engineers, Designers, Architect, Draftsman, Technician, Surveyor, Survey Chainman & Industrial arts Teachers.

**Training Investment: \$330.00**

Venue	Dates	Session
Narere	Mar 09 – 13	Day
Naceva/Nadi	Aug 31 – Sep 04	Day

**2 Dimensional Design Module 3****Competencies Addressed:**

- Draw Section Drawing
- Draw Detail Drawing
- Grid Lines
- Make As-Built Drawing
- Plot Drawing with scale

**Target Group:** This course is intended for participants who already have a good basic knowledge and want to know more about the advanced techniques to create advanced 2D drawing using AutoCAD in any drafting discipline which include, Engineers, Designers, Architect, Draftsman, Technician, Surveyor, Survey Chainman & Industrial arts Teachers.

**Training Investment: \$330.00**

Venue	Dates	Session
Narere	Mar 16 – 20	Day
Naceva/Nadi	Sep 08 – 14	Day

**3 Dimensional Design Module 1****Competencies Addressed:**

- Basic 3D concept
- 3D Workspace
- Types of Three-Dimensional Models
- Advantages of Drawing in Three Dimensions

- Viewing a 3D Model
- Rotating the View
- Shading Modes
- Adding Thickness to 2D Objects
- Displaying More Than One View of a Model
- 3D coordinate systems
- 3D Object Snaps
- The UCS View Option
- UCS 3point
- Working with Multiple UCSs
- What is solid modeling?
- Surface Models
- Wireframe Models
- Solid Modeling Definitions and Concepts
- Creating Solid Models from Two Dimensional Shapes
- Extruding 2D Geometry

**Target Group:** This course is intended for participants proficient in using AutoCAD to produce 2D drawings, who now want to take advantage of AutoCAD 3D drawing and modeling capabilities including Junior draftsman, Engineers, Designers, Architect, Draftsman, Technician, & Industrial arts Teachers.

**Training Investment:** \$385.00

Venue	Dates	Session
Narere	Mar 23 – 27	Day
Naceva/Nadi	Sep 21 – 25	Day

### 3 Dimensional Design Module 2

**Competencies Addressed:**

- Composite Solid Model
- Adding Solid Objects
- Subtracting Solid Objects
- Intersecting Solid Objects.
- Creating Surface Model
- Creating 3D Faces
- Tabulated Surfaces
- Ruled Surfaces
- Revolve Surface
- Filletting Solid Models
- Chamfering Solids
- Generating Mass Property Reports
- Slicing a Solid along a Plane
- Cross-Sectional Views
- Moving Faces
- Tapering Faces

**Target Group:** This course is intended for participants proficient in using AutoCAD to produce 2D drawings, who now want to take advantage of AutoCAD 3D drawing and modeling capabilities including Junior draftsman, Engineers, Designers, Architect, Draftsman, Technician, & Industrial arts Teachers.

**Training Investment:** \$385.00

Venue	Dates	Session
Narere	Mar 30 – Apr 04	Day
Narere/Nadi	Sep 28 – Oct 10	Evening

### 3 Dimensional Design Module 3

#### Competencies Addressed:

- Create Camera view
- Adding Materials
- Create Lights
- Setting up render
- Add background
- Save rendered image
- Export and Import 3d drawings from other format

**Target Group:** This course is intended for participants proficient in using AutoCAD to produce 2D drawings, who now want to take advantage of AutoCAD 3D drawing and modeling capabilities including Junior draftsman, Engineers, Designers, Architect, Draftsman, Technician, & Industrial arts Teachers.

**Training Investment:** \$385.00

Venue	Dates	Session
Narere	Apr 06 –14	Day
Nadi/Naceva	Oct 05 – 09	Evening

## REFRIGERATION & AIR CONDITIONING

#### Workplace Safety

#### Competencies Addressed:

- Describe the fundamentals of the Occupational Health & Safety Act of Fiji.
- Knowledge of the types of workplace environment, the associated hazards and occupational environment safety signs.
- Describe general workplace safety
- Explain how to work safely with electricity

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in workplace safety

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	Feb 10 - 18	Day
Naceva	Feb 10 - 18	Day

#### Trade Calculations Fundamentals

#### Competencies Addressed:

- Describe the basics of arithmetic
- Explain common SI Competencies, prefixes and mathematical number notations
- Explain basic algebra and solve and transpose simple algebraic equations

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Demonstrate the knowledge of the basic geometry
- Explain the fundamental laws of trigonometry

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in training in engineering calculations.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	Feb 20 - 28	Day
Naceva	Feb 20 - 28	Day

### Refrigeration Fundamentals

#### Competencies Addressed:

- Understand refrigeration tradespersons, assistant tradespersons Industry
- Understand introduction to the Vapour Compression System
- Understand matter, heat and heat transfer
- Temperature it's effect and measurements
- Understand the differences between sensible and latent heat and the effects they have on matter
- Understand how Pressure is measured and the scales used on various pressure measuring instruments
- Know the different refrigerant conditions
- Understand the refrigerant relationships between pressure, temperature and enthalpy
- Understand how to read pressure/enthalpy Diagram

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in refrigeration fundamentals.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	Mar 2 – Mar 10	Day
Narere/Naceva	Feb 10 – Mar 25	Evening

### Refrigeration Procedures

#### Competencies Addressed:

- Identify tools and equipment used in the trade
- Demonstrate how to cut and bend copper tubes
- Demonstrate how to flare and swage copper tubes
- Demonstrate how to silver braze copper tubes.
- How to select and cut compressor gaskets
- Demonstrate knowledge of refrigeration system access valves and pumping down system

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in refrigeration procedures.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Mar 12 – Mar 20	Day
Narere/Naceva	Feb 26 – Mar 11	Evening

## Workshop Craft Practice

### **Competencies Addressed:**

- Knowledge of safely handling engineering hand and power tools and processes.
- Knowing how to use and handle engineering measuring tools safely.
- Ability to mark out a workpiece to given specifications
- Ability to carry out sheet-metal works
- Ability to carry out drilling works
- Display knowledge of engineering materials
- Display knowledge of material joining methods

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in workshop craft practice

**Training Investment:** \$330.00

Venue	Dates	Session
Narere	Mar 23 – Apr 03	Day
Naceva	Mar 23 – Apr 03	Day

## Refrigerants

### **Competencies Addressed:**

- Understand the function and purpose of a refrigerant used in a basic refrigeration system.
- Explain safety issues as they apply to working with and handling refrigerants and refrigerant cylinders
- Explain the methods of recovering and reclaiming refrigerant from systems as required by the Codes of Good Practices.
- Explain the methods of refrigerant leak detection associated with refrigeration' and air conditioning Systems
- Explain the methods of evacuating and dehydrating refrigeration tradespersons, assistant tradespersons systems and the various causes of contamination within refrigeration systems and their effects on the systems operation.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in types of refrigerants.



**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Apr 06 – Apr 16	Day
Narere/Naceva	Mar 12 – Mar 30	Evening

### Refrigeration System Components

#### **Competencies Addressed:**

- Identify various types of refrigeration compressors and explain their function, basic operation, construction and applications.
- Understand the basic operation, construction and applications of condensers and liquid receivers.
- Understand the main function, types, operation, construction, and application of evaporators used in a refrigeration system.
- Identify the function, types, basic operating principles, construction and application of liquid refrigerant flow controls.
- Understand the basic concept of temperature difference in regards to condensers, evaporators, relative humidity and ambient conditions and their basic effect on the operation of a refrigeration system.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in refrigeration systems components.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Naceva	Apr 20 – Apr 28	Day
Narere/Naceva	Mar 31 – Apr 16	Evening

### Workplace Communication and Ethics

#### **Competencies Addressed:**

- Understanding the foundations of technical communication.
- Recording of information and writing reports in the workplace
- Ability to read instructions, procedures and safety signage
- Able to effectively communicate orally
- Get involved in workplace meetings
- Knowledge of the fundamental concepts of work ethics in the workplace

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in workplace communication and ethics

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	May 04 – May 12	Day
Naceva	May 04 – May 12	Day

**Computer Fundamentals & Applications****Competencies Addressed:**

- Basic knowledge and operation of desktops/laptops.
- Basic knowledge of the fundamental application of MS Word 2014 and associated feature
- Basic knowledge of the fundamental application of MS Excel 2014 and associated features.
- Basic knowledge of the fundamental application of MS PowerPoint 2014 and associated features.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in computer fundamentals and applications

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	May 14 – May 22	Day
Naceva	May 14 – May 22	Day

**Electrical Principles****Competencies Addressed:**

- Knowledge of basic electrical
- Knowledge of resistors and dc circuits
- Knowledge of single phase ac principles
- Explain the fundamental concepts of electrochemistry
- Knowledge of the concepts of magnetism
- Knowledge of cells and batteries
- Knowledge of inductors and capacitors

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in electrical principles.

**Training Investment:** \$198.00

Venue	Dates	Session
Naceva	May 25 – Jun 02	Day
Naceva	May 25 – Jun 02	Day

## Fundamentals of Air Conditioning

### **Competencies Addressed:**

- Explain common terms that are applied in air conditioning.
- Types of air conditioning systems and their uses are explained
- Factors that affect human comfort are explained
- Various air conditioning components are identified and interpreted
- Ventilation systems and their applications are explained

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in fundamentals of air conditioning.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Naceva	Jun 04 – Jun 12	Day
Narere/Naceva	Apr 20 – May 05	Evening

## Domestic Refrigerators and Freezers

### **Competencies Addressed:**

- Identify various components and explain their functions in domestic refrigerators and freezers.
- Observe safety procedures in the installation and repair of domestic refrigerators and freezers.
- Carry out reclaim and recovery procedures from a training Course.
- Explain the use of appropriate test equipment and procedures to make safe, isolate and re-energize electrical components

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in domestic refrigerators and freezers.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Jun 15 – Jun 23	Day
Narere/Naceva	May 06 – May 21	Evening

## Residential Air-Conditioning

### **Competencies Addressed:**

- Develops knowledge of the relevant codes of practice procedures required to install and service residential air conditioning systems.
- Explain the construction, operation and application of various major components within residential air conditioning systems
- Understanding the correct operation of a typical residential air conditioning system

- Develop the knowledge and skills to correctly size a system for a specific residential air conditioning application.
- Develop knowledge and skills to use appropriate resources for service and fault finding.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in residential air conditioning.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Jun 25 – Jul 03	Day
Narere/Naceva	May 25 – Jun 09	Evening

## Electric Motors and Circuits

### Competencies Addressed:

- Ability to isolate and test single and three phase supply
- Ability to test motor winding resistance
- Wire up components for star and delta controls
- Ability to read electrical diagrams and identify contactor terminals and power/control circuits
- Ability to identify protection devices used on single phase motors

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in electrical motors and circuits.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere	May 25 – Jun 02	Day
Naceva	May 10 – May 25	Day

## Refrigeration System Operation

### Competencies Addressed:

- To construct a pressure enthalpy diagram and plot specific given points
- To calculate the operating capacity of HVAC systems
- To identify the effect of various refrigeration fault conditions using pressure enthalpy chart
- To explain the principles and operating methods of testing compressor efficiency and the requirements for good heat exchanges
- To identify the different drive methods, calculate the change in speed and explain the techniques used in belt alignment
- Ability to explain different types of capacity control systems

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**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in refrigeration systems operations

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Naceva	Jun 30 – Jul 06	Day
Narere/Naceva	Jun 29– Jul 14	Evening

### Refrigerants Control

#### Competencies Addressed:

- Describe the purpose of a refrigerant flow control in basic refrigeration system; including both liquid and vapour flow controls
- Describe the purpose of a refrigerant flow control in basic refrigeration system; including both liquid and vapour flow controls
- Describe the function of the float operated refrigerant metering devices
- Various expansion valves used in the refrigeration tradespersons, assistant tradespersons industry are explained
- Types of distributors are explained
- The operations and applications of solenoid valves and reversing valves are identified and explained

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in refrigerant controls.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Naceva	Jul 27– Aug 04	Day
Narere/Naceva	Jul 15 –30	Evening

### Installation Systems

#### Competencies Addressed:

- Identify and repair the following troubles related to installation work: refrigerant leak; improper operation; ater leak; inoperative
- Explain the 3 principles of refrigerant piping and explain the importance of covering refrigerant pipes
- Carryout refrigerant pipe bending, flaring and swaging, pressure testing, evacuation and charging
- Read and identify wiring diagram and correctly connect and test power source wiring and link wiring and correct procedures for grounding work
- Describe the major troubles in RAC Competencies and how to carry out troubleshooting

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant

tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in installations of air conditioning systems.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Aug 06 – Aug 14	Day
Narere/Naceva	Aug 03 – Aug 18	Evening

## Systems Control

### **Competencies Addressed:**

- Ability to draw electrical diagrams, using standard symbols and basic function and operation of automatic control
- Ability to install, remove, test and adjust temperature controls on an operating system, showing due care to electrical safety and refrigerant conservation
- Ability to install, remove, test and adjust pressure controls on an operating system, showing care to electrical safety and refrigerant conservation
- Ability to install, remove, test and adjust defrost controls on an operating system, showing due care to electrical safety and refrigerant conservation
- Explain the differences between power circuits and control circuits

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in systems control

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Naceva	Aug 17 – Aug 25	Day
Narere/Naceva	Aug 19 – Sep 03	Evening

## Ventilation

### **Competencies Addressed:**

- Knowledge in identifying and applying specific information from various Standards and Acts
- Understand the general distribution for supply and return air requirements for a ventilation system
- Understand the different types of filters used by ventilation and air conditioning systems
- Understand ductworks, the symbols and layouts and learn to air balance ventilation / air conditioning systems
- Learn about fans used in ventilation and air conditioning systems including the types, operation, classifications and applications.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in ventilation systems.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Aug 27 – Sep 04	Day
Narere/Naceva	Sep 07– Sep 22	Evening

### Air Conditioning Systems

#### **Competencies Addressed:**

- The fundamentals of psychometrics in air conditioning systems
- The construction operation, applications, maintenance and servicing of Air Conditioning Package Competencies.
- Carry out heat load estimating using the AREMA Heat Load Estimating sheet for HVAC
- The construction operation, applications maintenance and servicing procedure of Evaporative Coolers.
- Drawing up of maintenance programs and fault finding on air conditioning heating Systems
- Drawing up of maintenance programs and fault finding on air conditioning humidification systems

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in air conditioning systems.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Sep 08 – Sep 16	Day
Narere/Naceva	Sep 23 – Oct 10	Evening

### Air Conditioning Controls

#### **Competencies Addressed:**

- Ability to explain control system fundamentals and diagrams
- Explain the principles of air-conditioning controls and the operation of various fluid flow control devices and systems.
- Explain the principles of both energy and building management and the various systems used in air-conditioning.
- Explain the fundamental application of electrical and electronic controls of an air-conditioning system.
- Describe pneumatic control systems, the advantages and disadvantages.
- Describe the principles of PLC's and DDC's

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in basic air conditioning controls.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Sep 21 – Sep 29	Day
Narere/Naceva	Oct 12 – 27	Evening



## Capillary Systems

### Competencies Addressed:

- Explain the function and applications of a capillary tube system
- Demonstrate correct use of manufacturer's catalogues to select capillary tube
- Explain how to repair/replace and fault find a capillary tube refrigeration system.
- Applying codes of Good Practice to safely service a capillary tube

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in capillary systems.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Oct 01 – Oct 09	Day
Narere/Naceva	Oct 28 – Nov 12	Evening

## Cool Rooms and Freezer Rooms

### Competencies Addressed:

- Identify and describe the various types of cool rooms and freezer rooms currently used.
- Read and interpret engineering drawings, layouts and specifications used in the installation of cool rooms and freezer rooms
- Describe and adjust components of cool rooms and freezer rooms
- Identify and explain the effects that temperature and moisture have on the storage life of perishable goods.
- Identify and adjust system controls with reference to control circuit diagrams, to give required storage conditions

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in cool rooms and freezer rooms.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Naceva	Oct 12 – Oct 20	Day
Narere/Naceva	Nov 16 – Dec 01	Evening

## Maintenance of Comfort and Process Cooling

### Competencies Addressed:

- Explain the regulatory requirements regarding the maintenance of cooling towers in order to control Legionella
- Describe cooling tower servicing practices, water treatment processes and codes and regulations, and the role it has in the control of Legionella
- Describe the methods of cooling tower cleaning and decontamination

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the refrigeration trades which may include practicing refrigeration tradespersons, assistant tradespersons, labourers, enthusiasts and those who are involved in other professions (e.g. teacher's, salespersons, accountants etc.) wishing to undertake training in maintenance and service of air conditioning systems.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Naceva	Oct 26 –Nov 03	Day
Narere/Naceva	Dec 02 – Dec 17	Evening



## **DEPARTMENT OF CONSTRUCTION**

Fiji National Training Act - 1st June 1973 on which was the establishment as the Fiji National Training Council (FNTC) whilst, in 1984, Fiji joined the Asian Productivity Organization, and the then FNTC was designated as the National Productivity Organization for Fiji. Thus in 2002, the FNTC Act was amended; one of the major changes is the formalizing of TPAF's (FNTC) role as National Productivity Organization for Fiji in 2004.

In 2010 TPAF was changed to the National Training Productivity Centre (NTPC) then merged with the Fiji National University (FNU) The National Training Productivity Centre of Fiji (NTPC), a government statutory vocational training organization, that has been tasked with a key responsibility to provide and arrange appropriate vocational education and training directly associated with employment at the national level (<<http://www.fnu.ac.fj/>>, NTPC 2018)

NTPC is primarily tasked with the training of those already in the workforce, in fact enrolment into training programs before 1995 was open only to those already in employment and was free of charge. Training programs have now evolved to also pre-employment type training by using Competency Based Training (CBT) and assessment in its course delivery.

As a direct response to the key responsibility of NTPC training programs are developed and disseminated in the following industry sectors which are serviced by three divisions each made up of two or more departments servicing different industries ([www.ntpc.ac.fj](http://www.ntpc.ac.fj)).

The Department of Construction Industry (DCI) training program is targeted at both the school leavers, the unemployed in the country and also those currently employed who may not have had any formal training in these trade sectors.

On completion of the core and electives (specialized), training programs, participants would have attained the fundamental skills and knowledge required in each relevant trades to be deemed as Semi-skilled or a tradesperson. On gaining employment and work experience within the construction industry for a number of years, these participants would be entitled to undertake NTPC's Class III Trade Test in their respective trades. These programs have been developed in conjunction with the Construction Industry Training Advisory Committee the Construction Industry Council (CIC), the Fiji Master Builders Association (FMBA) and other industry stakeholders.

Our trainers have vast years of experience in the construction trade sector and are certified to train at any level of training.

## **CARPENTRY TRADE**

### **OHS Requirements for Construction Trades**

#### **Competencies Addressed:**

- Carryout safe manual handling techniques used and guidelines for lifting and placing.
- Adhere to safety signs, symbols and alarms adhered to;
- Adhere to Safety procedures for pre-use check and operation of specified power tools/plant, machinery and equipment.
- Adhere to recommended safe practices in handling chemical and potentially hazardous materials.
- Safely erect Ladders and work platforms in planned location.
- Take care to avoid overhead power lines and other obstructions.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Sep 09 – Sep 15	Day
Narere/Neceva Center	Sep 22– Oct 07	Evening

### **Carry out Measurement and Calculation**

#### **Competencies Addressed:**

- Compute measurement task to a given drawing or project.
- Carry out calculation for simple volumes, area and perimeter for different shapes.
- Apply care and maintenance to measuring devices used in construction industry.
- Develop basic material listing for major components for timber building and also concrete building.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Feb 10 – Feb 14	Day
Narere/Neceva Center	Apr 6 – Apr 21	Evening

### **Basic Drawing and Plan Reading**

#### **Competencies Addressed:**

- Identify Types of Drawings and Their Functions.
- Recognize Commonly Used Symbols and Abbreviations.
- Locate and Identify Key Features on a Site Plan.

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- Identify and Locate Key Features from Sectional Details and Elevations.
- Recognize Amendments.
- Read and Interpret Specifications.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Feb 17 – Feb 21	Day
Narere/Neceva Center	Apr 24 – May 13	Evening

### Hand and Power Tools Operation (Construction Trades)

#### **Competencies Addressed:**

- Identify and select hand, power and pneumatic tools.
- Safely use tools and equipment.
- Identify, select and use plant and equipment
- Clean up work area tools and equipment.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165

Venue	Dates	Session
Narere/Neceva Center	Feb 24 – Feb 28	Day
Narere/Neceva Center	Jun 1 – Jun 16	Evening

### Prepare for Construction Works

#### **Competencies Addressed:**

- Plan and prepare for jobs.
- Demonstrate safe working sequence.
- Create work schedule and cost projection for basic construction jobs.
- Prepare Work Area Suitable for the Construction Process.
- Use Tools and Equipment Appropriate for the Construction Process.
- Select Materials and Cut Component.
- Clean Up.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$165**

Venue	Dates	Session
Narere/Neceva Center	Mar 2– Mar 6	Day

**Carry Out Setting-Out****Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for setting out of a building.
- Identify and indicate site boundaries.
- Use levels to transfer marks to profiles.
- Set out first line for building alignment.
- Set out right angled corners.
- Install other building lines.
- Building lines are checked for square.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$198.00**

Venue	Dates	Session
Narere/Neceva Center	Mar 9 – Mar 17	Day

**Timber Floor and Wall Construction****Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Determine materials required for wall framing.
- Construct wall framing, posts and beams
- Interpret a bracing schedule and install wall bracing
- Complete work operations on site for timber floor and wall system.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$198.00**

Venue	Dates	Session
Narere/Neceva Center	Mar 23 – Mar 31	Day
Narere/Neceva Center	Aug 26 – Sept 16	Evening

**Window and Door Construction****Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for construction of window and doors.



- Install window courses to frame.
- Replace window and door frames.
- Construct simple doors and windows.
- Prepare window and door openings.
- Install window and door course.
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$187.00

Venue	Dates	Session
Narere/Neceva Center	Apr 1– Apr 7	Day
Narere/Neceva Center	Oct 7 – Oct 22	Evening

### Construct Timber Roof Structure

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for constructing timber roof structure
- Set Out and Prepare members for pitched roof erection
- Cut and install roof framing members for gable roof.
- Install roof support
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$187.00

Venue	Dates	Session
Narere/Neceva Center	Apr 8– Aug 16	Day
Narere/Neceva Center	Mar 9 – Mar 30	Evening

### Construct Eaves

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Install fascia and barge to the roof system
- Construct framework for eaves or soffits
- Line & clad eaves battens and soffits
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Apr 17– Apr 23	Day

### Construct Timber Stairs

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for Safe Work Practices
- Set out and prepare material
- Assemble and erect stairs
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Apr 27 – May 5	Day
Narere/Neceva Center	Jun 17 – Jul 8	Evening

### Formwork to Simple Concreting

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare for formworks to simple concreting
- Erect formwork to simple concreting
- Strip formwork with damagers
- Clean and store formwork in safe manner.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	May 4 – May 8	Day
Narere/Neceva Center	Aug 4 – Aug 25	Evening

**Carry Out Levelling*****Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare for levelling works.
- Understand the step by step procedures of installing levelling equipment
- Perform levelling using water
- Perform levelling using spirit level.
- Perform levelling using laser level
- Perform levelling using dumpy/ engineering level
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include carpentry workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	May 11 – May 15	Day
Narere/Neceva Center	May 14 – May 28	Evening

**Carry Out Excavation*****Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare Work
- Locate Excavation and Erect Safety Equipment
- Select Tools and Equipment for excavation works
- Dig Excavations
- Identify Machine Excavation Operations
- Install Excavation Support

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$187.00

Venue	Dates	Session
Narere/Neceva Center	May 20– May 26	Day
Narere/Neceva Center		

**Prepare for Steelworks*****Competencies Addressed***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for steel works

- Prepare for reinforcement placement
- Place and fix reinforcement
- Inspect reinforcement prior to concrete pour
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jun 1 – Jun 5	Day
Narere/Neceva Center	Sep 21 – Oct 6	Evening

### Concreting to simple Forms

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for Safe Work Practices
- Concreting material and correct tools are selected to batch and place concrete mix on-site or simulated work area.
- Carry Out Concrete Placement
- Clean Up Site

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Jun 8 – Jun 12	Day

### Basic Scaffolding

#### **Competencies Addressed**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for scaffolding Works.
- Erect Safety Barriers to work area.
- Erect Scaffolding
- Dismantle Scaffolding and store safely
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jun 8 – Jun 12	Day

### Prepare for Block laying

#### **Competencies Addressed**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan for the Block laying
- Prepare Materials block laying
- Prepare Work Area Suitable for block laying
- Use Tools, Plant and Equipment Appropriate for block laying works.
- Prepare Mortar Mix for block laying.
- Assist with Block Work.
- Project Work for block laying.
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jun 22– Jun 30	Day

### Prepare for Solid Plastering

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for solid plastering.
- Prepare Surface Area for solid plastering
- Mix Materials for Render/Solid Plaster
- Apply render
- Cure rendered Surface
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jul 2 – Jul 10	Day

## Prepare for Plasterboard

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan for construction process
- Mark and layout for framing
- Prepare wall framing using timber
- Prepare wall framing using steel
- Prepare for curve framing using timber.
- Apply clean up to workplace and work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Jul 13 – Jul 17	Day

## Fix Plasterboard

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area and materials for fixing plasterboard.
- Prepare cutting list for the plasterboard as per framing.
- Cut plasterboard as per cutting list.
- Fix plasterboard to timber frame
- Fix plasterboard to steel frame
- Fix plasterboard to curved timber/steel frame
- Clean up work area and tools

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Jul 20 – Jul 24	Day
Narere/Neceva Center		

## Finish Plasterboard

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area and materials for finishing plasterboard.
- Prepare walls for plaster.
- Cut plasterboard tape and bead in all joints.

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- Cut and fix external and internal corners as required.
- Apply first coat of trade set.
- Sand and apply second coat of trade set.
- Sand and apply finishing coat.
- Apply clean up to workplace and work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jul 27 – Jul 31	Day

### Painting Module I

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Select and prepare materials and equipment for painting works
- Plan a job, specify coatings and apply specified paint coatings to given substrates
- Apply paint with brush/roller
- Apply clean up to workplace and work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Jul 2 – Jul 10	Day

### Painting Module II

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area for paint application processes
- Prepare Surface by Sanding/ Grinding
- Patch Holes and sand
- Apply paint with brush/roller to the surface provided.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.



**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Aug 17 – Aug 21	Day

## **Surface Preparation for Tiling**

### ***Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area to lay tiles.
- Identify the use of various tiling hand and power tools for tiling works.
- Identify the use of various tiling materials used to tile walls and floor.
- Prepare surface for tiling works to walls and floor.
- Prepare timber guide for wall tiling.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Aug 24 – Aug 28	Day

## **Lay Floor Tiles**

### ***Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area to lay floor tiles.
- Identify tools used to lay floor tiles.
- Identify the use of various tiling materials used to tile floor.
- Prepare surface for tiling works to floor.
- Mix tile glue for floor tiling.
- Apply tile glue to the surface.
- Lay tiles to floor.
- Cut tiles if needed.
- Apply clean up to workplace and work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Aug 31 – Sep 4	Day

### Lay Wall tiles

**Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area to lay wall tiles.
- Identify tools used for wall tiling.
- Identify the use of various tiling materials used to tile walls.
- Prepare surface for tiling works to walls.
- Prepare timber guide for wall tiling.
- Mix tile glue for wall tiling.
- Apply tile glue to the surface.
- Lay tiles to wall.
- Cut tiles if needed.
- Apply clean up to workplace and work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Sep 14 – Sep 18	Day

### Lay Decorative tiles

**Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area to lay decorative tiles.
- Identify tools used for lay decorative tiles.
- Identify the use of various tiling materials used to lay decorative tiles.
- Prepare surface to lay decorative tiles.
- Cut tiles if needed.
- Mix tile glue to lay decorative tiles.
- Apply tile glue to the surface.
- Lay decorative tiles.
- Cut and lay tiles if needed.
- Apply clean up to workplace and work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Sep 21 – Sep 25	Day

## Tiling Curved Surfaces

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area to lay tiles to curved surface.
- Identify tools used for lay tiles to curved surface.
- Identify the use of various tiling materials used to lay tiles to a curved surface.
- Prepare surface to lay tiles to curved surface.
- Cut and lay tiles if needed.
- Mix tile glue to lay tiles to curved surface.
- Apply tile glue to the surface.
- Apply clean up to workplace and work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Sep 28 – Oct 2	Day

## Understanding Bamboo & the Treatment

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area.
- Identify tools used to work with bamboo
- Identify the types of bamboo their use.
- Identify and carry out bamboo treatment applicable to Fiji.
- Apply clean up to workplace and work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Oct 12 – Oct 16	Day

## Basic Joints used for Bamboo Furniture

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area.
- Identify tools used to work with bamboo furniture.
- Maintenance of various hand and power tools.
- Construct bamboo furniture with the five joints on local bamboo.
- Apply clean up to workplace and work area.

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**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Oct 19 – Oct 23	Day

### Design Basic Furniture with Bamboo

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area.
- Identify tools used to work with bamboo furniture.
- Identify the types of bamboo used for bamboo furniture.
- Design and construct bamboo furniture with local bamboo.
- Apply clean up to workplace and work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Oct 26 – Nov 2	Day

### Basic Estimating

**Competencies Addressed:** Some of the key competencies that will be addressed to participants attending this module are as follows:

- Identify Work Requirements
- Identify Scope of Work
- Demonstrate Safe and Efficient Sequence of Work
- Calculate material quantities based on plans or Sketches
- Report On Costing

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include construction workers, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Nov 9 – Nov 13	Day

# CABINET MAKING & JOINERY MODULES

## Workplace Communication & Ethics

### **Competencies Addressed:**

- Explain the foundations of technical communication.
- Write workplace communication documents.
- Check instructions, procedures and safety signage
- Demonstrate effective oral communication
- Participate in workplace meetings
- Explain the fundamental concepts of work ethics in the workplace

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in workplace communication & ethics

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Feb 14 – Feb 24	Day

## Trade Calculations Fundamentals 1

### **Competencies Addressed:**

- Prepare for trade calculations for cabinet and joinery materials
- Identify measurements for cabinet making and joinery
- Convert the different scales of measurement
- Calculate materials for cabinet making and joinery
- Estimate approximate quantity.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in measurements and calculations.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Feb 27 – Mar 6	Day

## Computer Fundamentals & Applications

### **Competencies Addressed:**

- Demonstrate the fundamental knowledge and operation desktops/laptops
- Demonstrate the fundamental application of MS Word 2014 and associated features
- Demonstrate the fundamental application of MS Excel 2014 and associated features
- Demonstrate the fundamental application of MS PowerPoint 2014 and associated features

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in computer fundamentals & applications

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Mar 9– Mar 17	Day

### Plan Reading for Cabinet Makers and Joiners

#### **Competencies Addressed:**

- Demonstrate knowledge of general workplace safety.
- Recognize commonly used symbols and abbreviations.
- Identify and locate key features to read services plan and interpret from job specifications
- Recognize amendments for the plan.
- Explain cabinet making and joinery specifications.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in basic drawing and plan reading.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Mar 20 – Mar 30	Day
Narere/Neceva Center	Mar 16- Apr 14	Evening

### Hand and Portable Power Tools

#### **Competencies Addressed:**

- Demonstrate safe use of hand and portable power tools
- Select the appropriate hand tools.
- Select the appropriate power tools.
- Demonstrate the knowledge to align any material for hand and power tool usage

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in hand and portable power tools

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Apr 7 – Apr 16	Day
Narere/Neceva Center	May 25 – Jun 11	Evening

## **Introduction to Woodwork Static Machines**

### **Competencies Addressed:**

- Demonstrate safe use of woodwork static machines
- Determine set up and operating requirements of woodworking machines.
- Operate static woodworking machine as per manufacturer's operating procedures
- Maintain stationary machines
- Identify static machines, their operation and safety requirements.
- Demonstrate to align any material for static machine usage
- Operate machine.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in woodwork static machines.

**Training Investment:** \$220.00

Venue	Dates	Session
Narere/Neceva Center	Apr 14 – Apr 23	Day
Narere/Neceva Center	Jun 22 – Jul 15	Evening

## **Timber Selection for Furniture Making**

### **Competencies Addressed:**

- Describe the properties of timber
- Describe marketing form of timber
- Identify the types of timber defects, causes and remedies range
- Identify types of wood pests, damages caused and preservations
- Apply correct methods for handling and storing sawn timber
- Identify the uses of veneers to manufactured boards

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in timber selection for furniture making

**Training Investment:** \$220.00

Venue	Dates	Session
Narere/Neceva Center	Apr 27 – May 5	Day



### Basic Furniture Making

**Competencies Addressed:**

- Apply job requirements for furniture making
- Select materials for basic hand joints for furniture making
- Apply basic hand joints in furniture making
- Identify basic hardware for furniture making
- Demonstrate basic hardware fitting in furniture making
- Assemble job components for basic furniture making.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in basic furniture making

**T Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	May 8 – May 18	Day

### Kitchen Fitment and Fittings

**Competencies Addressed:**

- Demonstrate the procedures involved in the layout and installation of base and wall units.
- Install domestic floor standing and wall mounted units.
- Demonstrate securing of finished tops to base units.
- Apply skills in installing kitchen units
- Apply portable tools and machines to prepare wooden doors
- Carry out general housekeeping.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in kitchen fitment and fitting

**Training Investment:** \$242.00

Venue	Dates	Session
Narere/Neceva Center	May21 – May 2	Day
Narere/Neceva Center	Oct 12 – Nov 11	Evening

### Wall Cabinet Furniture Making

**Competencies Addressed:**

- Demonstrate the procedures involved in the layout and installation of wall cabinets
- Apply skills in installing kitchen units
- Demonstrate securing of finished tops to wall
- Apply portable tools and machines to prepare wooden doors
- Demonstrate basic hardware fitting in wall cabinet units
- Carry out general housekeeping.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in wall cabinet furniture making

**Training Investment:** \$220.00

Venue	Dates	Session
Narere/Neceva Center	Jun 5 – Jun 16	Day
Narere/Neceva Center	Sep 8 – Oct 6	Evening

### Workplace Safety

#### **Competencies Addressed:**

- Demonstrate the fundamental knowledge of the Occupational Health & Safety Act of Fiji
- Identify the types of workplace environment, the associated hazards and occupational environment safety signs.
- Demonstrate knowledge of general workplace safety.
- Demonstrate working safely with electricity

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in workplace safety

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Feb 3 – 11	Day
Narere/Neceva Center	Feb 10 – Mar 6	Evening

### Furniture Job Specification

#### **Competencies Addressed:**

- Recognize job specifications for furniture making
- Read plans and job specifications
- Demonstrate for safe work practices.
- Prepare cutting list of projects
- Interpret cutting lists
- Outline basic layout for room utilizing furniture

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in furniture job specification

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jun 19 – Jun 29	Day

**Laminate, Press Top Furniture****Competencies Addressed:**

- Apply skills in laminating and pressing furniture surfaces
- Operate stationed joinery machine for laminating timber surfaces
- Demonstrate correct method of laminating as per working drawings
- Maintain stationed joinery machines for laminate.
- Carry out the cleanup operations.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in laminate, press top furniture

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jul 2 – Jul 9	Day

**Estimate and Cost Job****Competencies Addressed:**

- Gather detail information for estimate and cost Job
- Estimate materials labour and time.
- Calculate costs material and labour
- Document details and verify
- Calculate material costing as per relevant drawing specifications.

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in estimate and cost job

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jul 13 – Jul 20	Day
Narere/Neceva Center	May 20 – May 12	Evening

**Apply Furniture Finishing****Competencies Addressed:**

- Prepare for safe work practices.
- Organize safe work practices for the job.
- Operate compressor units for furniture finishing

- Service conventional spray guns.
- Apply surface coatings by conventional spray equipment.
- Identify faults in relation to spray painting

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in apply furniture finishing.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jul 23 – Jul 31	Day
Narere/Neceva Center	Nov 23 – Dec 21	Evening

## Door and Window Construction

### **Competencies Addressed:**

- Sketch door and window construction details in accordance to standard specifications.
- Prepare materials for doors and windows
- Confirm Joints used for doors and windows
- Assemble doors and windows and frames
- Install hardware to doors and windows.
- Install the doors and windows unit on site.
- Verify door and window components
- Demonstrate hanging of doors and windows

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in door and window construction

**Training Investment:** \$308.00

Venue	Dates	Session
Narere/Neceva Center	Aug 5– Aug 17	Day
Narere/Neceva Center	Jul 27 – Aug 31	Evening

## Joinery Design & Craftsmanship

### **Competencies Addressed:**

- Identify design of wood dining chairs.
- Demonstrate fundamentals of wood dining chairs
- Demonstrate woodshop techniques & safety
- Demonstrate Power tool use & safety
- Select tools and equipment and prepare materials for the construction of wood dining chairs

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Select proper joinery joint (wooden dining chair)
- Assemble project to design specification
- Carry out surface preparation
- Apply finishing for the job

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the cabinet making and joinery trade which may include practicing tradespersons, trade assistants, unskilled workers and enthusiasts who are involved in other profession (e.g. teacher's, cabinet making and joinery salespersons, accountants etc.) wishing to undertake training in design & craftsmanship

**Training Investment:** \$308.00

Venue	Dates	Session
Narere/Neceva Center	Aug 20 – Sep 2	Day

## PLUMBING & SHEET METAL TRADE

### Plumbing & Sheet metal Workplace Safety

#### **Competencies Addressed:**

- Plan and prepare for safe work practice
- Use safe manual handling techniques.
- Assess risks;
- Maintain safety of self and others
- Follow safe practices in handling chemical and potentially hazardous materials.
- Safely erect Ladders and work platforms in planned location.
- Avoid overhead power lines and other obstructions.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Feb 3 – Feb 11	Day

### Computer Fundamentals & Applications

#### **Competencies Addressed:**

- Demonstrate the fundamental knowledge and operation desktops/laptop.
- Demonstrate the fundamental application of MS Word 2013 and associated features.
- Demonstrate the fundamental application of MS Excel 2013 and associated features.
- Demonstrate the fundamental application of MS PowerPoint 2013 and associated features.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Feb 13 – Feb 21	Day

### Read Plans and Calculates Plumbing Quantities

#### **Competencies Addressed:**

- Plan and prepare interpret plans and calculate plumbing quantities.
- Identify types of drawings and their functions.
- Recognise commonly used scales, symbols and abbreviations.
- Identify and locate key features on a services plan.
- Obtain measurements and perform calculations of material quantities.
- Apply cleanup exercise

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Feb 24 – Feb 28	Day

### Handle and Store Plumbing Materials

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Handling of plumbing material.
- Storage of plumbing material.
- Safe work practices.
- Quality assurance of working with plumbing material.
- Sorting and stacking of plumbing materials.
- Transporting of plumbing materials

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Mar 2 – Mar 6	Day

### Hand and Power Tools Operation

**Competencies Addressed:**

- Identify and explain how hand and power tools is used in Plumbing works.
- Safely use of tools and equipment.
- Selecting the appropriate hand and power tools to be used.
- Align any material for hand and power tool usage.
- Clean up work area tools and equipment.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Mar 9 – Mar 13	Day

### Introduction to Welding - Oxy Acetylene Gas

**Competencies Addressed:**

- Plan and prepare for work
- Demonstrate and prepare materials and equipment
- Demonstrate the installation, testing and lighting of welding torch
- Perform and apply welding on given material
- Demonstrate the step by step procedures of closing the oxyacetylene gas.
- Cleaning up of welding area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Mar 16 – Mar 24	Day
Narere/Neceva Center	Jul 27 – Aug 31	Evening

### Introduction to Oxy Fuel Cutting

**Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan work activities
- Apply Health and Safe working practices
- Demonstrate how to handle and storage cylinders
- Inspect and prepare cutting equipment
- Demonstrate cutting process for square edge and bevel cutting
- Demonstrate the correct shutdown procedures
- Apply proper clean up procedures.



**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Mar 25 – Apr 2	Day
Narere/Neceva Center	Jul 27 – Aug 31	Evening

## **Fundamentals of Arc Welding**

### ***Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Select welding components.
- Assemble and set up welding equipment for arc welding
- Weld to job specification using GMAW
- Minimise and repair distortion
- Maintain weld records
- Carry out clean up operations.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Mar 25 – Apr 2	Day
Narere/Neceva Center	Jul 27 – Aug 31	Evening

## **Erect and Dismantle Restricted Height Scaffolding**

### ***Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare scaffolding materials.
- Handle and erect scaffolding.
- Carryout inspections
- Repair and alter scaffold.
- Dismantle procedure of erected scaffolding.
- Carry out clean up operations

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Apr 27 – May 1	Day

### Set Out and Install Water Services

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare work
- Identify installation requirements of water services.
- Install and setout of pipe system.
- Testing of pipe system
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	May 4 – May 8	Day

### Install Water Mains Pipeline

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare work
- Setting out of water mains pipeline
- Carryout excavation works
- Install water mains pipeline
- Test water mains pipeline
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	May 11 – May 15	Day

## Install and Adjust Water Service Controls Devices

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare work
- Understand the installation requirements of water service control devices.
- Carrying out the Installation
- Adjustment of the water services control devices.
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	May 18 – May 22	Day

## Install Water Pump Sets

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare work
- Installation requirements of pump set
- Aligning of pump sets
- Install pump sets
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	May 25 – May 29	Day

## Fit and Commission Hot and Cold Water

### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare Work
- Understanding the installation requirements of fit off and commission hot and cold water services
- Carry out the hot and cold water services Installation
- Adjustment of devices on hot and cold water services
- Clean up

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jun 1 – Jun 12	Day
Narere/Neceva Center	Jun 15 – Jun 26	Evening

### Connect Irrigation Systems from Drinking Water Supply

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare work
- Understanding the installation requirements to connect irrigation from a drinking water supply.
- Aligning the irrigation system to the drinking water supply connection.
- Connecting irrigation from a drinking water supply
- Test the irrigation system
- Clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Jun 15 – Jun 19	Day

### Green Plumbing

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and Prepare for work
- Understanding the installation requirements to connect solar green plumbing.
- Understanding the calculation
- Mounting of solar panels and components
- Install system components
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$198.00**

Venue	Dates	Session
Narere/Neceva Center	Jun 22 – Jun 26	Day
Narere/Neceva Center	Jul 1 – Jul 14	Evening

**Fabricate and Install Fire Hydrant and Hose Reel****Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare work
- Understanding the installation requirements of fire hydrants and hose reel.
- Fabricate fire hydrants and hose reel pipes.
- Install fire hydrants and hose reel
- Test fire hydrants and hose reel.
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$198.00**

Venue	Dates	Session
Narere/Neceva Center	Jun 29 – Jul 3	Day
Narere/Neceva Center	Jul 15 – Jul 28	Evening

**Install Sprinkler System****Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare for work.
- Understanding the sprinkler system installation requirements
- Design sprinkler system
- Fabricate, sprinkler system
- install sprinkler system
- Test the system
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$198.00**

Venue	Dates	Session
Narere/Neceva Center	Jul 6 – Jul 10	Day

**Carry Out Levelling*****Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare for levelling works.
- Understand the step by step procedures of installing levelling equipment
- Perform levelling using water
- Perform levelling using spirit level.
- Perform levelling using laser level
- Perform levelling using dumpy/ engineering level
- Clean Up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Jul 20 – Jul 24	Day
Narere/Neceva Center	Apr 30 – May 11	Evening

**Install Trench Support*****Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Planning and preparation of work
- Select and locate the tools and equipment required for excavation work.
- Erect trench support on excavation site
- Understanding to dig excavations by hand
- Assist machine excavation operations
- Install excavation support
- Attend to clean up

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Jul 27 – Jul 31	Day

**Install Storm Water and Subsoil Drainage*****Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare work
- Understanding the storm water and sub soil drainage systems installation requirements

- Carryout the installation of storm water drainage
- Carryout the installation of sub-soil drainage systems
- Attend to clean up of work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Aug 3 – Aug 7	Day

### Install and Fit off Sanitary Fixtures

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare sanitary fixture work area
- Understanding the sanitary fixture installation requirements.
- Install sanitary fixtures
- Fit off sanitary fixtures.
- Clean up work area and tools

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Aug 10 – Aug 14	Day
Narere/Neceva Center	May 14 – May 25	Evening
Narere/Neceva Center	Dec 2 – Dec 15	Evening

### Plan and Layout Residential Drainage System

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Planning and preparation of work area
- Understand the system layout.
- Demonstrate the proper gradient to use.
- Install sanitary drainage system
- Align the Inspection openings
- Test the pipe line
- Clean up work area



## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Aug 24 – Aug 28	Day
Narere/Neceva Center	Jun 1 – Jun 14	Evening

### Pipe Layers

#### Competencies Addressed:

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare for pipe layers work
- Setting out of pipe line
- Excavate trench to specification
- Install of pipe system
- Test pipe system
- Clean up work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Aug 31– Sep 4	Day
Narere/Neceva Center	Feb 6 – Feb 16	Evening

### Install Gas Piping Systems

#### Competencies Addressed:

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Understanding gas piping system requirements
- Prepare for gas piping installation
- Marking out and cut piping system
- Install gas piping system
- Purge piping system
- Test piping system
- Clean up of work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$198.00**

Venue	Dates	Session
Narere/Neceva Center	Sep 7 – Sep 11	Day

**Install and Commission Type 'A' Gas Appliances*****Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare and plan work area
- Understanding appliance requirements and follow installation requirements
- Apply the material joining methods
- Commission gas appliance
- Clean up of work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$198.00**

Venue	Dates	Session
Narere/Neceva Center	Sep 14 – Sep 18	Day

**Marking Out of Plumbing Materials*****Competencies Addressed:***

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare the work area to mark out plumbing material
- Understanding the marking out installation requirements.
- Marking out is done to specification.
- Clean up of work area

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment: \$165.00**

Venue	Dates	Session
Narere/Neceva Center	Sep 21 – Sep 25	Day
Narere/Neceva Center	Mar 5 – Mar 16	Evening
Narere/Neceva Center	Nov 4 – Nov 17	Evening

### Cut and Join Sheet metal

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area for cutting.
- Understanding the installation requirements of cutting sheetmetal.
- Demonstrate the knowledge to cut sheet metal
- Demonstrate the knowledge to preparation of sheet metal
- Demonstrate the knowledge to joint sheet metal using the different jointing methods
- Cleanup of work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Sep 28 – Oct 2	Day
Narere/Neceva Center	Mar 19 – Mar 29	Evening
Narere/Neceva Center	Nov 18 – Dec 1	Evening

### Work Safely on Roofs

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Plan and prepare the work area
- Understanding the tools used to safely work on roofs.
- Format of ascending and descending from roof
- Perform work safely on roofs.
- Usage of harness and lifeline
- Clean up the work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Oct 5 – Oct 9	Day

### Fabricate and Install Roof Drainage Components

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare the work area.
- Different types of jointing used.

- Aligning materials as per specification
- Fabricate roof drainage components.
- Clean up the work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Oct 19 – Oct 23	Day
Narere/Neceva Center	Apr 3 – Apr 13	Evening

### Select and Install Roof Sheeting and Wall Cladding

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Prepare work area to install roof sheeting and wall cladding.
- Plan and receive materials delivery.
- Select sheeting, cladding and non-metallic materials.
- Prepare surface to lay tiles to curved surface
- Install roof sheeting and wall cladding.
- Clean up the work area.

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Oct 26 – Oct 30	Day
Narere/Neceva Center	Apr 16 – Apr 27	Evening

### Collect and Store Roof Water

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Identify work safety requirements.
- Understanding the installation requirements for collecting and storing roof water
- Prepare and follow work procedures.
- Perform work on roof to plan and specification
- Identify water storage system requirements
- Install storage system.
- Clean up the work area.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** This course is intended for new entrants to the trade and also to participants from industry who require some formal qualification in the trades which may include plumbing workers, assistant tradesman, labourers and those who are involved in other technical fields wishing to undertake training to enhance skills and knowledge.

**Training Investment:** \$165.00

Venue	Dates	Session
Narere/Neceva Center	Nov 2 – Nov 6	Day

### Swimming Pool Routine Maintenance

#### **Competencies Addressed:**

Some of the key competencies that will be addressed to participants attending this module are as follows:

- Demonstrate and handle the transport of swimming pool and spa chemicals
- Obtain measurements and perform calculations relevant to Swimming Pool and Spa Servicing
- Routinely maintain Swimming Pools and Spas
- Carry out cleanup operations

**Target Group:** This course is intended for participants from industry who require formal training or skills upgrade in the plumbing trade which may include practicing plumbers, labourers, enthusiasts and those who are involved in other profession (e.g. teacher's, plumbing salespersons, accountants etc.) wishing to undertake training in routine swimming pool maintenance.

**Training Investment:** \$198.00

Venue	Dates	Session
Narere/Neceva Center	Feb 2 – Mar 3	Evening
Narere/Neceva Center	Sep 23 – Oct 6	Evening



**CUSTOMER SERVICE EXCELLENCE – A NEW SERVICE PARADIGM****COURSE OVERVIEW**

Customers are the nucleus of any organization. The evolution of technology, constantly changing dynamics of the sales and marketing environments, innovation in product development, diversification of products, and increased competition has led to the continuous creation and evolution of new brands of customers. In order to retain customers and market creation, businesses need to become more customer-centric and excel in their customer service approaches. Existing models of customer service are now undergoing rigorous transformations, hence this training program has the implication for companies to become proactive in developing a competent customer service workforce in keeping up and exceeding customer expectations.

**LEARNING OUTCOMES**

Specifically, this training program will enable participants to:

- Understand the importance of value creation in customer service excellence for the organization.
- Know and understand customer expectations and demands.
- Deliver better, faster service and increase customer satisfaction
- Manage and handle the various categories of customers.
- Use and apply a range of customer service skills in dealing with customer complaints.
- Explore evolving customer service models and current industry trends and practices in customer service excellence.

**COMPETENCIES ADDRESSED**

This course addresses the following capabilities:

- Customer service excellence and retention.
- Dealing with customer personality styles and scenario based learning.
- Changing customer culture and attitude ad competency of the workforce.
- Benefits of achieving excellence in customer service.
- Customer service excellence and revenue creation.

**TRAINING ENTRY REQUIREMENTS**

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on customer sales, service and marketing. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, senior managers, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

**COURSE METHODOLOGY AND TRAINING RESOURCES**

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT** - \$275



## TRAINING DATES

- 22nd-23rd January, 2020, FNU Naceva, Lautoka
- 1st – 2nd April, 2020, FNU Nabua, Suva
- 2nd – 3rd July, 2020, FNU Naceva, Lautoka
- 8th – 9th October, 2020, FNU Nabua, Suva
- 10th – 11th November, 2020, FNU Naceva, Lautoka

## FUNDAMENTALS OF SELLING, ADVERTISING AND MARKETING

### COURSE OVERVIEW

Because of the mounting pressure facing salespersons in today's tough economy, this challenging profession is becoming even more competitive. But many prospective sales professionals don't have a solid foundation and understanding of the fundamentals of selling. This intensive, highly interactive two-day training to the art of selling, advertising and marketing will equip you with the tools and techniques you need to achieve sales success and improve your performance.

### LEARNING OUTCOMES

Specifically, this training program will enable participants to:

- Identify the behaviours and skills of successful sales professional
- Describe different types of selling models, creative and value based selling
- Identify elements of the sales, advertising and marketing framework
- Understand prospecting basics and be able to conduct a sales call
- Use a customer-centred selling approach to provide value
- Choose a closing technique to earn the business

### COMPETENCIES ADDRESSED

This course addresses the following capabilities:

- Learning about the psychology of selling
- Understanding the principles of selling
- Achieving excellence in customer service
- Implementing best practice sales techniques
- Enhancing interpersonal and negotiating skills during sales
- Learning different selling techniques and models for different situations
- Understanding buying signals and techniques for growing the order
- Developing a personal sales strategy and action plan

### TRAINING ENTRY REQUIREMENTS

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on product development, advertising, merchandising, customer service delivery and customer relationship management and distribution channels. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, marketers and advertising personnel, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

**COURSE METHODOLOGY AND TRAINING RESOURCES**

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours

**TRAINING INVESTMENT** - \$275

**TRAINING DATES**

- 19th – 20th February, 2020, FNU Nabua, Suva
- 3rd – 4th June, 2020, FNU Naceva, Lautoka
- 29th – 30th October, 2020, FNU Nabua, Suva

**DEVELOPING A MARKETING PLAN****COURSE OVERVIEW**

Market planning allows an organization to bring together all the elements of marketing, therefore providing a clear direction in relation to the key marketing value drivers. Developing an insightful marketing plan ensures marketers contribute at the strategic level in the organization. A marketing plan is the guiding light for a company in selecting and implementing the best available methods for designing effective marketing programs for the coming year. This course is designed to help participants write better marketing plans by providing a clear framework to apply the principles presented to a case situation, making application easier back at work.

**LEARNING OUTCOMES**

Specifically, this training program will enable participants to:

- Develop the skills in writing an effective marketing plan.
- Understand the importance of a marketing plan as an important strategic document.
- Enhance the potential and competitive advantage of a business.
- Effectively allocate resources for effective marketing and sales programs.
- Achieve strategic market positioning and branding to leverage company profile.
- Institute effective marketing policies for target marketing.
- Have a better insight about the planning process complemented by devising effective marketing plans.
- Identify correctly the needs of the consumer, translate the needs into suitable products and services, deliver those products and services to the total satisfaction of the consumer and through the process generate profits for the firm.

**COMPETENCIES ADDRESSED**

This course addresses the following capabilities:

- Purposeful planning for achieving strategic outcomes.
- Clarity of objectives.
- Resource allocation and segmentation of markets.
- Aligning costs effectively for each marketing program.
- Risk and uncertainty management.
- SWOT / PEST analysis.
- Improving coordination and communication between departments.
- Marketing and planning as a rational activity which requires creative thinking and imagination.

## TRAINING ENTRY REQUIREMENTS

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on customer sales, service and marketing and human resource management. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, senior managers, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

## COURSE METHODOLOGY AND TRAINING RESOURCES

This course uses a combination of strategies in delivering the expected outcomes through:  
-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT** - \$275

## TRAINING DATES

- 4th – 5th March, 2020, FNU Nabua, Suva
- 26th – 27th March, 2020, FNU Nabua, Suva
- 26th – 27th May, 2020, FNU Namaka, Nadi
- 22nd – 23rd October, 2020, FNU Naceva, Lautoka

## FRONT OFFICE MANAGEMENT: MARKETING AND SELLING TECHNIQUES

### COURSE OVERVIEW

The front office or reception is an area where visitors arrive and first encounter a staff at a place of business. Front office staff will deal with whatever question the visitor has, and put them in contact with a relevant person at the company. Broadly speaking, the front office includes roles that affect the revenues of the business. This course aims at equipping front office personnel working within various industries in developing key competencies and skills in dealing with customers, generating revenues and promotion of brand.

### LEARNING OUTCOMES

Specifically, this training program will enable participants to:

- Deliver efficient front office service to customers
- Understand the key strategies to market and promote the products and services
- Create positive moments of truth
- Deal effectively with customer complaints and issues
- Effectively apply telephone etiquettes and formal correspondence techniques.
- Manage stress and deliver service effectively

### COMPETENCIES ADDRESSED

This course addresses the following capabilities:

- Repetitive tasks and monotony of work
- Repeat sales
- Image creation and brand positioning
- Customer service culture and values

- Dealing with difficult customers.
- Selling techniques
- Forms of motivation for front office staff

### **TRAINING ENTRY REQUIREMENTS**

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on product development, advertising, merchandising, customer service delivery and customer relationship management and distribution channels. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, marketers and advertising personnel, rooms division managers, customer service leaders, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

### **COURSE METHODOLOGY AND TRAINING RESOURCES**

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours

**TRAINING INVESTMENT** - \$275

### **TRAINING DATES**

- 29th – 30th January, 2020, FNU Nabua, Suva
- 15th – 16th April, 2020, FNU Naceva, Lautoka
- 9th – 10th July, 2020, FNU Namaka, Nadi
- 22nd – 23rd September, 2020, FNU Nabua, Suva
- 3rd – 4th November, 2020, FNU Naceva, Lautoka

## **STRATEGIES FOR NEW PRODUCT DEVELOPMENT**

### **COURSE OVERVIEW**

Successful new product development (NPD) is a critical cornerstone of firm success. Significant incentives exist for firms to continuously introduce viable new products to the markets they serve. The financial payoff from successful new product introductions can help many firms overcome the slowing growth and profitability of existing products and services that are approaching the maturity stages of their life cycles. The complexity of managing product development is a crucial element of gaining successful customers and business growth. New product development is a complex process where one of the important components is customer feedbacks in the continuous product improvement process.

### **LEARNING OUTCOMES**

Specifically, this training program will enable participants to:

- Understand the general stages in new product development,
- Define the success and failure of existing and new products in the market.
- Create a plan for developing and testing new products.
- Modify and design strategies to enhance the value of exiting products.
- Identify the competition and position and market their products successfully.

## COMPETENCIES ADDRESSED

This course addresses the following capabilities:

- Idea generation
- Market research and competitor analysis
- Product differentiation features
- Competitive advantages
- Product obsolescence
- Launching and marketing new products.

## TRAINING ENTRY REQUIREMENTS

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on product design and development. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

## COURSE METHODOLOGY AND TRAINING RESOURCES

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT** - \$275

## TRAINING DATES

- 17th – 18th March, 2020, FNU Naceva, Lautoka
- 15th – 16th July, 2020, FNU Nabua, Suva
- 17th – 18th September 2020, FNU Nabua, Suva
- 2nd – 3rd December, 2020, FNU Naceva, Lautoka

## DIGITAL MARKETING STRATEGIES: MARKETING DATA ANALYTICS

### COURSE OVERVIEW

The rapid advancement of technology and media has resulted in the transformation of the business sphere and the way in which businesses today conduct their businesses. The onset of electronic marketing and electronic commerce has now given businesses greater opportunity to maximize their return on investments, reduce marketing costs, leverage their marketing and selling campaigns effectively and establish ubiquitous products and delivery channels for retention of customers and enhancing customer interaction and experiences. The benefits of electronic marketing in relation to customer service and marketing hold huge potentials for a business in terms of customer retention and profitability.

### LEARNING OUTCOMES

Specifically, this training program will enable participants to:

- Understand and apply electronic marketing and commerce strategies.
- Apply six sigma techniques
- Effectively conduct online business and handle transactions.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Apply internet ethics and protocols while conducting online business.
- Evaluate the benefits and weaknesses of conducting online business.
- Utilize customer feedbacks in improving service delivery.
- Maximize returns on investment.

### COMPETENCIES ADDRESSED

This course addresses the following capabilities:

- Range and product diversification.
- Eliciting customer reaction and feedback.
- Establishing a two way communication channel.
- Information management and handling.
- Multiple channels of delivery.

### TRAINING ENTRY REQUIREMENTS

The person must possess prior knowledge and experience, currently employed in the industry with some knowledge about online business and electronic commerce. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

### COURSE METHODOLOGY AND TRAINING RESOURCES

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT-** \$275

### TRAINING DATES

- 25th – 26th March, 2020, FNU Naceva, Lautoka
- 7th – 8th May 2020, FNU Nabua, Suva
- 4th – 5th August, 2020, FNU Naceva, Lautoka
- 30th November – 01st December 2020, FNU Namaka, Nadi

## COURSE: CUSTOMER COMPLAINTS MANAGEMENT

### COURSE OVERVIEW

Successful businesses work hard to keep their customers satisfied. It is almost inevitable that at some stage you will receive a customer complaint. Customer complaints should be seen as an opportunity for businesses to improve the customer experience by streamlining the product and service delivery process. The insights from customers are important in exceeding customer expectations. This is a one day course which will encourage customer representatives to genuinely follow through when managing customer complaints and build a stronger relationship with their customers. The training package will include video presentation, role-plays and group work for a more practical learning experience.

## LEARNING OUTCOMES

Specifically, this training program will enable participants to:

- Know and practice how to listen to your customer complaints & how to respond to them efficiently
- Develop skills for effective management of complaints
- Transform the difficult situations into positive actions
- Acquire a real competitive advantage by a better knowledge of clients and their needs
- Set up an effective Complaint Management Process (CMP)

## COMPETENCIES ADDRESSED

This course addresses the following capabilities:

- What is a complaint and types of complaints
- Steps for complaint handling
- Identifying processes to deal with the most common objections
- Complaints handling & recovery process
- Identifying motives & real needs
- Complaints categories: emotional, procedural, opportunist, sincere
- The correction process
- Proactive steps to prevent complaints

## TRAINING ENTRY REQUIREMENTS

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on customer service delivery and customer relationship management. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, senior managers, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

## COURSE METHODOLOGY AND TRAINING RESOURCES

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT** - \$275

## TRAINING DATES :

- 11th – 12th February, 2020, FNU Naceva, Lautoka
- 10th – 11th June, 2020, FNU Nabua, Suva
- 29th – 30th September, 2020, FNU Nabua, Suva

## CREATIVE SALES NEGOTIATION SKILLS

### COURSE OVERVIEW

Sales assistants jobs have traditionally been regarded as requiring little real ability or skill. This in-depth study of the skills required by employers in the retailing industry suggests that this is not the case.

The role of the sales assistant is expanding, and the technical skills of customer service and selling are



## NATIONAL TRAINING PRODUCTIVITY CENTRE

receiving greater emphasis. The retail sector has experienced considerable change in recent years, and the pace and impact of change continues to play an important role, influencing the nature of the industry and the skills required. Recent studies have argued that, with the advent of new technology and new working practices, sales jobs have become deskilled.

### LEARNING OUTCOMES

Specifically, this training program will enable participants to:

- Understand personal characteristics: attitudes and outlook; people who like working with and serving people
- Apply basic literacy and numeracy skills
- Improve customer service skills and reduce customer irritation.
- Use professional selling skills.

### COMPETENCIES ADDRESSED

This course addresses the following capabilities:

- computer literacy
- product knowledge, sales prospecting, closing sales and presentation skills.
- a knowledge of the law and other regulations
- taking responsibility and initiative
- using the telephone, merchandising, housekeeping.

### TRAINING ENTRY REQUIREMENTS

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on front office systems, customer service delivery and customer relationship management. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, managers, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

### COURSE METHODOLOGY AND TRAINING RESOURCES

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours

**TRAINING INVESTMENT** - \$275

TRAINING DATES :

- 25th – 26th February, 2020, FNU Nabua, Lautoka
- 17th – 18th June, 2020, FNU Nabua, Suva
- 2nd – 3rd September, 2020, FNU Naceva, Lautoka
- 17th – 18th November, 2020, FNU Naceva, Lautoka

## **STRATEGIC BRAND MANAGEMENT**

### ***COURSE OVERVIEW***

Today, the commodity marketplace is flooded with various brands. The requirement of the seller's brand to stand out among other parallel brands is crucial. Hence, there is a fierce competition among the sellers to make their products or services stand out in the market, thereby winning new consumers and retaining the existing ones. At times, it even leads to diverting the consumers following other brands to the seller's brand. To remain competitive in the marketplace, strong brand management is required. The skills and competencies of sales people in promoting company brand is a marketable skill which employees need to possess.

### ***LEARNING OUTCOMES***

Specifically, this training program will enable participants to:

- Establish an identity for the product or a group of products.
- Protect the product or service legally for its unique features.
- Acquire place for the product in consumers' minds for high and consistent quality.
- Persuade the consumer to buy the product by promising to serve their needs in a unique way.
- Create and send the message of strong reliable business among consumers.

### ***COMPETENCIES ADDRESSED***

This course addresses the following capabilities:

- Tangible and intangible aspects of brands.
- Brand Essence
- Contributing elements of brand management.
- Brand elements.
- Market positioning and brand value creation

### ***TRAINING ENTRY REQUIREMENTS***

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on product development. Advertising, merchandising, customer service delivery and customer relationship management and distribution channels. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, marketers and advertising personnel, managers, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

### ***COURSE METHODOLOGY AND TRAINING RESOURCES***

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT** - \$275

**TRAINING DATES :**

- 30th – 31st March, 2020, FNU Nabua, Suva
- 5th – 6th May, 2020, FNU Naceva, Lautoka
- 22nd – 23rd July, 2020, FNU Namaka, Nadi
- 11th – 12th August, 2020, FNU Nabua, Suva

**VISUAL MERCHANDISING****COURSE OVERVIEW**

The objective of visual merchandising activities center around generating sales by defining, differentiating and enhancing a store's brand, the format and the merchandise itself by stimulating product interest, providing product information and ensuring product security. The success or failure of revenue generation, from a retail perspective, depends largely upon the visual merchandising strategies which consist of retail displays, branding, window displays, shelf displays, stock displays and shop floor configurations. This training program aims at equipping participants with the knowledge and skills in utilizing the best available methods of improving visual merchandising and enhancing its applications in increasing sales and revenue.

**LEARNING OUTCOMES**

Specifically, this training program will enable participants to:

- Understand the key components of visual merchandising.
- Distinguish between the various types and strategies used for displays in shops.
- Designing displays and configuring displays set up in stores based on customer taste and preferences.
- Understand the Pyramid Principle in visual merchandising.
- Understand how the use of space within shops increases the value and sales generation for various products and maximizes returns on core products.

**COMPETENCIES ADDRESSED**

This course addresses the following capabilities:

- Reducing customer confusion.
- Improve in-store customer experience and increasing lingering time.
- Customers are able to find the right products and the correct information for the available products they are looking for.
- The use of atmospherics in enriching the in-store experience of customers.
- Range proliferation techniques.
- In-store layouts, designs and configuration.

**TRAINING ENTRY REQUIREMENTS**

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on product development, advertising, merchandising, customer service delivery and customer relationship management and distribution channels. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, marketers and advertising personnel, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

## **COURSE METHODOLOGY AND TRAINING RESOURCES**

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT** - \$275

### **TRAINING DATES**

- 12th – 13th May, 2020, FNU Nabua, Suva
- 24th – 25th June, 2020, FNU Naceva, Lautoka
- 18th – 19th August, 2020, FNU Namaka, Nadi
- 9th – 10th December, 2020, FNU Nabua, Suva

## **MASTERING SALES MANGEMENT TECHNIQUES**

### **COURSE OVERVIEW**

If a commercial organization is to remain viable, it must understand and satisfy the needs of its customers. Meeting and exceeding customer expectations is the bottom line. Market oriented firms must be clearly establish their plans and strategies in satisfying the customers they serve. It is important to understand their needs, analyze perceptions, and act on market information effectively to be able to manage business performance. An explicit understanding of the internal and external customers is vital for any business. Managing the customer needs from these different spheres provides the business with an opportunity to improve customer management approaches.

### **LEARNING OUTCOMES**

Specifically, this training program will enable participants to:

- Understand the notion of customer from a managerial perspective.
- Develop cross functional relationships among service employees and the importance of internal and external marketing.
- Appreciate the importance of understanding customer expectations and perceptions of quality.
- Gather customer information for evaluation.
- Measure service quality and understand ethical marketing.

### **COMPETENCIES ADDRESSED**

This course addresses the following capabilities:

- Internal customers versus external customers.
- Service blueprint, branded and niche marketing.
- Understanding the SERVQUAL and SERVPERF method.
- Employee research.
- Management involvement.
- Inseparability and employees as listening posts.

### **TRAINING ENTRY REQUIREMENTS**

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on product development, advertising, merchandising, customer service delivery and customer relationship management. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, senior managers, marketers and advertising personnel, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

### **COURSE METHODOLOGY AND TRAINING RESOURCES**

This course uses a combination of strategies in delivering the expected outcomes through:

-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours (2days)

**TRAINING INVESTMENT** - \$275

### **TRAINING DATES**

- 22nd – 23rd April, 2020, FNU Nabua, Suva
- 19th – 20th May, 2020, FNU Naceva, Lautoka
- 15th – 16th September, 2020, FNU Naceva, Lautoka

## **BRANDED CUSTOMER SERVICE FOR COMPETITIVE EDGE: A NICHE APPROACH**

### **COURSE OVERVIEW**

Niche markets are an attractive opportunity available to small businesses forced to compete against the scale economies that larger competitors are able to achieve. Many kinds of companies effectively use niche marketing strategies in their overall marketing campaigns. It is an especially useful strategy for smaller companies with limited budgets and products or services that are targeted toward a certain segment of the population. Even large companies and organizations that offer products and services that are widely used and mass marketed often use niche marketing techniques. Speciality product developments and target markets helps businesses to position their products and services effectively.

### **LEARNING OUTCOMES**

Specifically, this training program will enable participants to:

- Understand niche marketing strategies.
- Identify the steps in identifying niche markets.
- Create benefits of niche marketing to the business.
- Market position and product differentiation techniques to capture high value markets.
- Institute strong market planning and strategic management techniques.

### **COMPETENCIES ADDRESSED**

This course addresses the following capabilities:

- Market research and analysis.
- Target marketing.
- Marketing plan.
- Brand familiarity.
- Product or service specialization.

### **TRAINING ENTRY REQUIREMENTS**

The person must possess prior knowledge and experience, currently employed in the industry with at least some knowledge on product development, advertising, merchandising, customer service delivery and customer relationship management and distribution channels. The participant should possess some formal tertiary qualification.

**TARGET GROUP:** Customer service representatives, marketers and advertising personnel, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

### **COURSE METHODOLOGY AND TRAINING RESOURCES**

This course uses a combination of strategies in delivering the expected outcomes through:  
-Lectures, group discussions, group presentations, video analysis, activity sheets, case study and scenarios based learning approaches.

**DURATION** - 12 hours

**TRAINING INVESTMENT** - \$275

### **TRAINING DATES**

- 29th – 30th April, 2020, FNU Naceva, Lautoka
- 25th – 26th July, FNU Nabua, Suva
- 25th – 26th August, 2020, FNU Nabua, Suva
- 15th – 16th October, 2020, FNU Naceva, Lautoka

**Leadership for Junior and Middle Executives****COMPETENCIES ADDRESSED**

The following topics will be discussed:

- Empowering: Self and Others.
- Leadership from the manager's point of view
- Build credibility and trust
- Participative leader skills and techniques
- Coaching and mentoring Skills
- Decision-making tools for effective leadership
- Problem solving Techniques.

**Target Group:** Managers, Supervisors, Team Leaders and Small Business Owners who would like to better their skills in leading high performance teams.

**TRAINING INVESTMENT:** \$385

Venue	Dates	Session
FNU Naceva, Lautoka	June 25 - 26	Day
FNU Nabua, Suva	Dec 3 - 4	Day

**Employee Retention****CAPABILITIES ADDRESSED:**

- Introduction - employee retention.
- Man power planning & selection
- Training & development
- Employee retention
- Performance evaluations & control process
- Developing a retention plan incorporating the policy

**Target Group:** Human Resources Managers, Training Managers, HR Officers, Training Officers, Health & Wellness Reps or any representative from organization's wanting to know more of Employee Retention and any other person interested or responsible for implementing Employee Retention Strategies.

**TRAINING INVESTMENT:** \$250

Venue	Dates	Session
Naceva	June 4 - 5	Day
Nabua	Nov 25 - 26	Day

**Handling Difficult Employee Behavior****COMPETENCIES ADDRESSED**

- Different types of difficult people
- Maintaining your composure
- Dealing with emotions and feelings
- Dealing with difficult people telephonically
- Handling a customer complaint
- Problem solving & decision making, understanding and accommodating diversity.



**Target Group:** Managers, team leaders, supervisors and individuals wishing to enhance their skills in dealing with difficult people or aggressive behaviour in the workplace.

**TRAINING INVESTMENT:** \$198

Venue	Dates	Session
FNU Naceva, Lautoka	May 28	Day
FNU Nabua, Suva	Nov 11	Day

## Leadership for Managerial Success

### **Competencies Addressed**

- Leadership
- Visionary leadership
- Leadership style
- Individual and team motivation
- Coaching
- Building a team

**Target Group:** New managers, team leaders and business professionals interested in acquiring effective leadership skills for managers.

**TRAINING INVESTMENT:** \$330

Venue	Dates	Session
FNU Naceva, Lautoka	May 14 - 15	Day
FNU Nabua, Suva	Oct 29 - 30	Day

## Leadership, Management & Supervisory Skills

### **Competencies Addressed**

- Leadership and management with examples.
- Leader vs manager and leadership vs management.
- Recipe for being a leader
- Building and leading a team
- Leadership and management strategies.
- Leadership styles
- Conflict management in teams
- Problem solving and decision making

**Target Group:** Those who are new to a leadership/management or supervisory position or those who are aspiring to be a manager or leader in the future

**Training Investment:** \$330

Venue	Dates	Session
FNU Naceva, Lautoka	April 29 - 30	Day
FNU Nabua, Suva	Oct 8 - 9	Day

## **Effective Management Skills**

### ***Competencies Addressed***

- Manage Change
- Manage roles, responsibilities and team work
- Manage time & priorities
- Manage relationships and communication
- Manage negotiations and conflict
- Action plan

**Target Group:** Experienced administrative professionals, including executive secretaries, assistants, officers, administrative assistants, secretaries, office administrators or other members of the administrative support staff who need to expand their management skills so they can better support their organization and enhance their career.

**Training Investment:** \$330

Venue	Dates	Session
FNU Naceva, Lautoka	April 16 - 17	Day
FNU Nabua, Suva	Sep 24 - 25	Day

## **Management Skills for Supervisors**

### ***Competencies Addressed***

- Your role as a manager
- Continuous performance management
- Understanding and appreciating situational leadership
- Building a motivational culture
- Delegating for growth and development
- Building a team

**Target Group:** New managers, team leaders and business professionals interested in acquiring effective management skills.

**Training Investment:** \$275

Venue	Dates	Session
FNU Nabua, Suva	April 2 - 3	Day
FNU Naceva, Lautoka	September 10 - 11	Day

## **Relationship Building Essentials**

### ***Competencies Addressed***

- Introduction & kick off
- Making a strong first impression
- Engaging in meaningful business conversations
- Strengthening the relationship through trust
- Spotting opportunities
- Wrap up and next steps

**Target Group:** This one-day relationship building essentials training course is ideal for managers who manage teams or supervisors who are currently managing projects and/or contracts and any other interested participants.

**Training Investment:** \$220

Venue	Dates	Session
FNU Naceva, Lautoka	Feb 13	Day
FNU Nabua, Suva	July 16	Day

## Strategic Change Management

### **Competencies Addressed**

- What is change
- The human reaction to change
- Adaption to change
- Strategies for dealing with anger
- Managing stress

**Target Group:** Managers, supervisors, team leaders and any other interested individuals.

**Training Investment:** \$200

Venue	Dates	Session
FNU Naceva, Lautoka	Feb 27	Day
FNU Nabua, Suva	July 30	Day

## Strategic Leadership & Management

### **Competencies Addressed**

- Self-awareness
- Organizational culture & change
- Strategic management
- Competency management
- Ethical leadership
- Managerial Traits and Skills

**Target Group:** This course is designed for senior managers and leaders who manage others and who want to increase their ability to manage talent and performance within their organizations.

**Training Investment:** \$352

Venue	Dates	Session
FNU Naceva, Lautoka	Jan 27 - 28	Day
FNU Nabua, Suva	July 2 - 3	Day

**Stress Management in the Workplace*****Competencies Addressed***

- Understanding Stress
- Strategies to Manage stress
- Time Management

**Target Group:** Executives, Managers, supervisors, team leaders, front line staff and any other interested individuals.

**Training Investment** \$220

Venue	Dates	Session
FNU Naceva, Lautoka	Mar 13	Day
FNU Nabua, Suva	August 13	Day

**Work Life Balance*****Competencies Addressed***

- Getting started
- Benefits of a healthy balance & signs of imbalance
- Employer resources
- Tips in time management
- Goal setting and optional ways to work
- At work & at home
- Stress management & working in a home office

**Target Group:** HR Managers, Supervisors, coordinators, training officers, instructors and any other interested person

Training Investment: \$220

Venue	Dates	Session
FNU Naceva, Lautoka	Mar 26	Day
FNU Nabua, Suva	August 26	Day

## TRAINING OF TRAINERS – Module 1: INSTRUCTIONAL SKILLS WORKSHOP

### Unit Code: PQTT0001B

#### Overview

This five-day training program is designed to provide participants with the knowledge, skills and attitude regarding training and to develop and enhance their instructional skills. Participants will develop personal skills and competencies for effective instructor. This module provides participants to learn about learning principles, learning styles and approaches.

The participants will learn about different training methods, techniques and use of learning technologies. Participants will be better able to design, develop and implement training programs, presentations, one-on-one coaching sessions and on the job training.

#### Learning outcomes

On successful completion of this course, participants will be able to:

- Understand and apply principles underlying adult learning to deliver work place instruction
- Develop individual competence in delivering effective presentation
- Understand and practice the use of key training, instruction methods and techniques
- Use audio-video aids to add value to your presentation
- Use basic training evaluation techniques to assess presentations.

#### Competencies Addressed

- Principles underlying adult learning
- Deliver effective Training
- Instructional methods and techniques
- Use of audio-video aids
- Training evaluation techniques

**Training Entry Requirements:** Prerequisites: The student should have 2 - 3 years relevant industry experience.

**Target Group:** Training Instructors/Officers; Training and Human Resource Personnel in Organisations; Individuals who are conducting presentations or lectures to the public or in the community; and anyone interested in developing themselves for a potential career in the Human Resource Development field.

**Training Resources:** Delivery will be through Lecture, Group Discussions, Presentations, Videos, Activities, Role Plays and Final project

**Training Investment:** \$825

**Duration:** 37.5 hours - 1 Week

Venue	Date	Session
FNU Nabua, Suva	Feb 17-21	Day
FNU Naceva, Lautoka	Mar 02-06	Day
FNU Namaka, Nadi	Mar 30th – Apr 3rd	Day
FNU Labasa	May 11-15	Day
FNU Nabua, Suva	Sept 14-22	Evening

**TRAINING OF TRAINERS – Module 2: SYSTEMATIC APPROACH TO TRAINING****Unit Code: PQTT0002B****Overview**

This five-day program is designed to provide participants with the understanding in systematic approach to training. Participants will be better able to design, develop and conduct training programs with the understanding of Training Needs Analysis concerning with addressing skills gaps at the organizational level, the group level and the individual level and falls under the remit of learning and development.

Participants will learn about Training Budgets for organization to ensure appropriate funds is allocated for employee development over the course of a year. They will learn about Training Administration, Training Plan and Training Policy designed to help individuals become more effective at their work by improving, updating or refining their knowledge and skills.

**Learning outcomes**

On successful completion of this course, participants will be able to:

- Understand the linkage between training and organizational performance.
- Understand and apply the principles of effective training management in the workplace.
- Design and develop a training program.
- Know when to develop own programs or outsource.

**Competencies Addressed**

- Link between training and organizational performance
- Principles of effective training management
- Design and develop training program
- Use of audio-video aids
- When to develop own program or outsource

**Training Entry Requirements:** Prerequisites: The student should have successfully completed TOTs Module 1

**Target Group:** Training Instructors/Officers; Training and Human Resource Personnel in Organisations; Individuals who are conducting presentations or lectures to the public or in the community; and anyone interested in developing themselves for a potential career in the Human Resource Development field.

**Training Resources:** Delivery will be through Lecture, Group Discussions, Presentations, Videos, Activities, Role Plays and Final project

**Training Investment:** \$825

**Duration:** 37.5 hours - 1 Week

Venue	Date	Session
FNU Nabua, Suva	June 8-12	Day
FNU Naceva, Lautoka	July 13-17	Day
FNU Namaka, Nadi	Aug 24-28	Day

## TRAINING OF TRAINERS – Module 3: TRAINING SYSTEMS IN FIJI

### Unit Code: PQTT0006B

#### Overview

This two-day training program is designed for participants to understand the training regulatory requirements as per National Training and Productivity Centre's Levy and Grant scheme 5. This module provides full information on FNU Levy Scheme, FNU Grant Scheme, Apprenticeship Scheme and National Trade Testing Scheme.

The participants will know processes on how Method A and Method B Grant claims are done. Then the FNU criteria for Training providers, Guidelines on Training policies and plans. The participants will know the process of how the training staff would be registered, developing and managing a training system.

#### Learning outcomes

On successful completion of this course, participants will be able to:

- Explain about the NTPC Levy Scheme.
- Explain about the NTPC Grant Scheme.
- Demonstrate the ability on Method A and Method B Grant Claims.
- Discuss the Guidelines on Training Policies and Plans
- Identify steps for the Registration of Training Staff
- Illustration of Developing and Managing a Training System.

#### Competencies Addressed

- Levy Scheme
- Grant scheme
- Grant claims
- Training Policies
- Develop and Manage Training system

**Training Entry Requirements:** Prerequisites: The student should have successfully completed TOTs Module 1

**Target Group:** Training Instructors/Officers; Training and Human Resource Personnel in Organisations; Individuals who are conducting presentations or lectures to the public or in the community; and anyone interested in developing themselves for a potential career in the Human Resource Development.

**Training Resources:** Delivery will be through Lecture, Group Discussions, Presentations, Videos and Activities

**Training Investment:** \$385

**Duration:** 19.10 hours - 2 days

Venue	Date	Session
FNU Nabua, Suva	Oct 22-23	Day
FNU Naceva, Lautoka	Oct 29-30	Day



**TRAINING OF TRAINERS – Module 4: EVALUATION OF TRAINING****Unit Code: PQTT0007B****Overview**

This course will introduce you to Evaluation of Training. The participants will learn about Kirkpatrick's Four-Level Training Evaluation Model. This level measures how your trainees (the people being trained), reacted to the training. 'Reaction evaluation level' measure what your trainees have learned while 'Learning evaluation level' assess how much has their knowledge increased as a result of the training.

The 'Behavioral evaluation Level' evaluates how far your trainees have changed their behavior, based on the training they received. Specifically, this looks at how trainees apply the information and the 'Result evaluation level' is to analyze the final results of your training. This includes outcomes that you or your organization have determined to be good for business, good for the employees, or good for the bottom line. Successful completion of the requirements of all four modules qualifies eligibility to apply for registration as NTPC Training Officer.

**Learning outcomes**

On successful completion of this course, participants will be able to:

- Understand the importance of evaluating the effectiveness of training for organizations and improved Grants assessment.
- Consider different models of evaluating training effectiveness.
- Practice applications of different types of training evaluation techniques.
- Demonstrate the ability to apply evaluation techniques to organizational training program.

**Competencies Addressed**

- Importance of evaluation
- Models of evaluation
- Training evaluation techniques
- Ability to apply evaluation techniques

**Training Entry Requirements:** Prerequisites: The student should have successfully completed TOTs Module 1, 2, 3

**Target Group:** Training Instructors/Officers; Training and Human Resource Personnel in Organisations; Individuals who are conducting presentations or lectures to the public or in the community; and anyone interested in developing themselves for a potential career in the Human Resource Development field. Participants should have successfully completed Training of Trainers module I and II.

**Training Resources:** Delivery will be through Lecture, Group Discussions, Presentations, Videos, Activities, Role Plays and Final project

**Training Investment:** \$495

**Duration:** 19.55 hours – 3 days

Venue	Date	Session
FNU Nabua, Suva	Nov 11-13	Day
FNU Naceva, Lautoka	Nov 18-20	Day

## The Human Resource Generalist Module 1

### **Learning Outcomes**

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

- Human Resources Planning to Succeed
- Changing Culture at Workplace
- Reviewing and Enriching Position Description
- End to End recruitment and Selection
- HR Litigation (Preparing for Tribunal and Employment Court).

### **Competencies Addressed**

The following topics will be discussed:

- Evaluation Skills
- Organizational Behaviour
- Strategic Alignment
- Management of Human Resources

**Target Group:** Middle, Senior and Executive Managers

**Fees:** \$495

Venue	Date	Session
FNU Nabua, Suva	Apr 27-May 1, 2020	Day

## The Human Resource Generalist Module 2

### **Learning Outcomes**

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

- Effective Performance Reviews
- Conducting Coaching, Counselling and Managing Disciplinary Issues at work
- Employee Engagement (Motivation, Teambuilding & Retention)
- Career-Pathing and Succession Planning (Talent Pooling)
- Ethics and Good Governance

### **Competencies Addressed**

The following topics will be discussed:

- Performance Appraisal Tools and Techniques
- Managing and Developing Organizational Behaviour
- Building Talent Pools
- Management of Human Resources

**Target Group:** Basic, Middle, Senior and Executive Managers

**Fees:** \$495

Venue	Date	Session
FNU Nabua, Suva	Jul 20-Jul 24, 2020	Day
FNU Namaka, Nadi	Aug 17-Aug 21	Day

### **The Human Resource Generalist Module 3**

#### ***Learning Outcomes***

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

- How to Effectively & Sensitively handle transgender/LGBT issues at work
- Work Life Balance
- The new Generation Employees
- Training, Evaluation and Assessment

#### ***Competencies Addressed***

The following topics will be discussed:

- HR Law
- Stress Management
- Diplomacy
- Continuous improvement

**Target Group:** Middle, Senior and Executive Managers

**Fees:** \$495

Venue	Date	Session
FNU Nabua, Suva	Sep 21-Sep 25, 2020	Day
FNU Namaka, Nadi	Nov 23-Nov 27	Day

### **Solution Selling**

#### ***Learning Outcomes***

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

- Set clear objectives and goals in sales
- Have clear visions and plan well for a sale
- Differentiate strengths of their products/services
- Manage a sales cycle to gain a competitive edge in the market

#### ***Competencies Addressed***

The following topics will be discussed:

- Introduction and Key Concepts
- Conduct Pre-call Planning and Research- Selling techniques in the market
- Stimulate Interest and building customer relationship
- Define Pain or Critical Business Issue
- Diagnose and Create Vision for your products
- Qualify the Buyer and the Process: Sponsor and Power Sponsor
- Elements of an Evaluation Plan
- Active Opportunities
- Reach Final Agreement- How to close a deal
- Managing Your Territory and Getting Started

**Target Group:** This 2 day course is designed for all the team leaders, supervisors of a sales team, sales representatives in an organisation working towards meeting their sales goals.

**Fees:** \$275

Venue	Date	Session
FNU Nabua, Suva	Feb 20-Feb 21, 2020	Day

## **Product Branding Strategies**

### ***Learning Outcomes***

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

- Understand the importance of creating a brand identity
- Consolidating the Marketing Mix Strategies to support the Brand identity
- Developing a brand strategy
- Market Positioning

### ***Competencies Addressed***

The following topics will be discussed:

- Introduction to branding
- Significance of brand name in a business
- Branding in relation to the 4 P's
- Risks involved product branding
- Principles of product branding

**Target Group:** This 2 day course is designed for all the marketing officers, brand managers, marketing consultants and managers.

**Fees:** \$275

Venue	Date	Session
FNU Nabua, Suva	Feb 20-Feb 21, 2020	Day

## **Developing A Marketing Plan**

### ***Learning Outcomes***

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

- Understand how the Marketing Plan is designed based on consumer and product data
- Evaluate Internal and External resources essential in developing the Marketing Plan
- Create product and business reviews
- Design a marketing budget and schedule

### ***Competencies Addressed***

The following topics will be discussed:

- Executive summary – key aspects of the marketing plan
- Situation analysis – market characteristics and environment
- Marketing objectives – product profile, target market
- Marketing strategies
- Action plan and implementation
- Evaluation – lead tracking systems and sales reviews

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Marketing managers, marketing personnel and senior marketing executives, Business development managers, Sales managers, consultants and senior sales executives, Business owners and stakeholders.

**Fees:** \$275

Venue	Date	Session
FNU Nabua, Suva	Feb 20-Feb 21, 2020	Day

### Creating A Customer Focused Organisation

#### **Learning Outcomes**

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

- Obtain customer loyalty and double the revenue for their companies
- Gain a competitive edge to enable long-term sustained success
- Be motivated to exceed customer satisfaction and understand the importance of having customer surveys and customer feedback

#### **Competencies Addressed**

The following topics will be discussed:

- Customer Loyalty & its benefits
- Key processes for being customer focused
- Fundamentals of effective customer feedback
- Customer surveys
- Training to drive customer Focus
- Handling customer complaints

**Target Group:** The programme is ideal for customer focused managers, customer service managers, department leaders, supervisors and team leaders.

**Fees:** \$275

Venue	Date	Session
FNU Nabua, Suva	Jun 22- Jun 23, 2020	Day
FNU Namaka, Nadi	Oct 19-Oct 20	Day

### Strategic Marketing

#### **Learning Outcomes**

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

- Develop Marketing Plans
- Design Marketing Strategies
- Establish Brand Identity

#### **Competencies Addressed**

The following topics will be discussed:

- Marketing strategies using consumer, competitor and market knowledge
- Sustainable competitive advantage through good strategic thinking and effective planning
- Marketing plans into overall business strategies

- Measurement strategic value of marketing and business initiatives
- Marketing plan

**Target Group:** This programme is also suitable for people requiring an update or refresher, or managers who require an understanding of core marketing principles and strategies.

**Fees:** \$275

Venue	Date	Session
FNU Nabua, Suva	Feb 20-Feb 21, 2020	Day

## **Digital Marketing Strategies – Marketing Data Analysis**

### **Learning Outcomes**

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

- Clearly define what is social media ROI
- Define social media ROI goals
- Track and measure social media ROI goals
- Align social media goals with business objective
- Understand what data needs to be collected to ensure your digital marketing process is optimised

### **Competencies Addressed**

The following topics will be discussed:

- Marketing Mix
- Social Media Marketing Audit
- Basic Data Science for Digital Marketing
- Track conversions (eg. Google Analytics)

**Target Group:** Sales, marketers and advertising personnel, technical graphics and support personnel, account managers, teachers, credit and billing specialists, small business owners—as well as managers who want Digital Marketing training in order to reinforce their skills and train their staff.

**Fees:** \$275

Venue	Date	Session
FNU Naceva, Lautoka	March 25 – March 26 2020	Day
FNU Nabua, Suva	May 7-May 8, 2020	Day
FNU Namaka, Nadi	Nov 30 – Dec 1, 2020	Day

## **Media Skills Development**

### **Learning Outcomes**

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

- Understand different media and their expectations
- Getting your preparation right using PR techniques
- Developing PR strategic – interactive presentations

**Competencies Addressed**

The following topics will be discussed:

- Media Smart Messaging and Branding
- Media Accounts Portfolio
- At the right time – Media Recording
- PR preparation techniques and Market Research

**Target Group:** For personnel who deal with Brand positioning and awareness through the Media —as well as managers and owners who want Media Skills Development training in order to reinforce their skills and train their staff.

**Fees:** \$275

Venue	Date	Session
FNU Namaka, Nadi	Jun4- Jun5	Day

**Customer Service Recovery: Analysing Escalation Standard Operating Procedures (SOPs)****Learning Outcomes**

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

- Identify Customer Service Process Bottlenecks that lead to dissatisfied and angry customers
- Anticipate negative customer situations and handle them
- Demonstrate – Pockets of Excellence to solve customer problems
- Delight customers by delivering exceptional customer service

**Competencies Addressed**

The following topics will be discussed:

- The Service Blueprint
- Customer Service Recovery Model
- Customer Service Strategy – ARFFD Model
- Back-to-work application after service recovery

**Target Group:** Customer Service officers, Front-line officers, Sales, Team Leaders, Key account managers, small business owners— as well as managers who want to design a Service Recovery Policy in order to reinforce their skills and train their staff.

**Fees:** \$275

Venue	Date	Session
FNU Nabua, Suva	Jun 29 – Jun30, 2020	Day
FNU Namaka, Nadi	Aug 24- Aug 25	Day

**Social Media Marketing Strategy****Learning Outcomes**

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

- Understand what the social media landscape means for organizations
- Understand key social media platforms: Blogs, Forums, personal social networks, business social networks, microblogs, geosocial networks
- Drive – running campaigns and starting conversations



### Competencies Addressed

The following topics will be discussed:

- Building blocks of social media
- Social media strategy in three steps
- Framework for measuring your social media progress

**Target Group:** Organizations that want to reap the benefits of monitoring and engaging in social media, organization marketers, Managers, Business owners and communications professionals.

**Fees:** \$165

Venue	Date	Session
FNU Nabua, Suva	May 29, 2020	Day
FNU Namaka, Nadi	July 31	Day

### Strategies for New Product Development

#### Learning Outcomes

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

- Understand the general stages in new product development,
- Define the success and failure of existing and new products in the market.
- Create a plan for developing and testing new products.
- Modify and design strategies to enhance the value of exiting products.
- Identify the competition and position and market their products successfully.

### Competencies Addressed

The following topics will be discussed:

- Idea generation
- Market research and competitor analysis
- Product differentiation features
- Competitive advantages
- Product obsolescence
- Launching and marketing new products.

**Target Group:** Customer service representatives, marketers and advertising personnel, front office staff, technical and support personnel, field service representatives, account managers, teachers, credit and billing specialists, IT personnel, school teachers, small business owners—as well as managers who want an over-all training about the New Product Development training in order to reinforce their skills and train their staff.

**Fees:** \$275

Venue	Date	Session
FNU Naceva, Lautoka	March 25 – March 26 2020	Day
FNU Nabua, Suva	May 7-May 8, 2020	Day
FNU Namaka, Nadi	Nov 30 – Dec 1, 2020	Day

**Course Name: Managing Employee Absence (MEA- DST)****Learning Outcomes**

At the end of the course, participants will be able to:

- Identify /understand the courses of absenteeism.
- Ensure an objective, consistent and fair approach to managing absence in your organization
- Manage short- and long-term absence effectively
- Conduct effective return to work interviews in a range of circumstances
- Manage sensitive health issues within the workplace
- Build knowledge, skills and confidence in managing sickness absence proactively
- assess organizational and management culture to determine the extent to which this may impact on employee commitment
- discuss approaches to build employee engagement

**Competencies addressed:**

The following topics will be discussed:

- Impact of absenteeism on the organization
- relationship between organizational and management culture
- employee engagement
- absence trigger point
- causes of absenteeism
- Role of supervisor and other key stakeholders
- The return-to-work interview
- Performance counselling
- Motivational issues

**Target Group:** This course is designed for HR practitioners, Supervisors and managers who need to increase their knowledge base in Human Resource management

**Fees:** \$220

Venue	Date	Session
Nadi	March 18th – 19th	Day
Suva	June 16th-17th	Day
Suva	November 18th – 19th	Day

**Improving Productivity Through Time Management****Learning Outcomes**

At the end of the course, participants will be able to:

- Define what Time Management is
- Identify the techniques of Time Management
- Classify the tools of Time Management
- Recognize benefits of Time Management
- Describe the difference between urgent and important tasks
- Understand relationship between time and technology
- Identify challenges and overcoming challenges of Time Management
- Guidelines on effective Time Management

**Competencies addressed:**

The following topics will be discussed:

- Prioritize effectively
- Practices to effective time management
- Distinguish between Urgent and Important
- In depth of Eisenhower Decision Matrix
- Apply ABC Analysis
- Barriers to Successful Time Management
- Plans to successful Time Management

**Target Group:** This course is designed for newly appointed managers seeking a foundation for their development, and existing managers who want a refresher as a means of continuing their professional growth.

**Fee:** \$198

Venue	Date	Session
FNU Naceva, Lautoka	January 30	Day
Suva	February 12th	Day
FNU Naceva, Lautoka	July 7th	Day
Suva	December 9th	Day

**Managing People for Optimal Performance (OAC- DM)****Learning Outcomes**

At the end of the course, participants will be able to:

- Link Performance and Business Goals and Objectives
- Identify root cause analysis of Poor Performance
- Develop Emotional Intelligence when dealing with emotions and poor performance
- Develop Effective performance feedback strategies
- Deal with difficult and aggressive behaviour
- Set improvement objectives and targets
- Implement Personal Development and Planning
- Develop Positive reinforcement-identifying good practices and responding to poor performance
- Formulate performance plan and strategy to lift poor performance.
- Implement Motivational Techniques at the workplace

**Competencies addressed:**

- Emotional intelligence for Managers/ Supervisors
- Managers role in Addressing Poor Performance Issues
- Performance in relation to Goal Setting and Rewards
- Developing Assertiveness, Coaching and Mentoring skills
- Setting individual SMART goals, clear expectations and behavioural goals
- Organization's Performance Management System
- Grievance and Disciplinary Procedures
- Strategy types for Managing Poor Performance

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** The target audience includes Managers, Team Leaders, Supervisors, HR & Training Personnel

**Fee:** \$220

Venue	Date	Session
Suva	May 26th – 27th	Day
Nadi	November 3rd- 4th	Day

### Counselling Tools for People Support & Enhancement (OAC- CT)

#### **Learning Outcomes**

At the end of the course, participants will be able to:

- Understand who a Counsellor is
- Understand the types of Helping/ Counselling relationship
- Understand the effective verbal and non-verbal communication behaviours
- Apply verbal cognitive & verbal affective messages
- Apply basic helping/ counselling skills in occupational context

#### **Competencies addressed:**

- Using basic counselling skills appropriately
- Enhance self-awareness to better facilitate clients emotional state
- Use of verbal and non-verbal cues suitable to the counselling situation
- Use of cognitive and affective messages
- Using basic counselling skills appropriately
- Enhance self-awareness to better facilitate clients emotional state

**Target Group:** The target audience includes School Principals/Teachers, Community and Social Workers, Team Leaders, Supervisors, HR Personnel, Law Enforcement Officers, Counselling Practitioners without any formal training. It is designed to also benefit individuals with limited practical knowledge of Counselling skills.

**Fee:** \$220

Venue	Date	Session
Suva	March 10th – 11th	Day
Nadi	August 12th- 13th	Day

### Advanced Counselling Tools for People Support & Enhancement (OAC- ACT)

#### **Learning Outcomes**

At the end of the course, participants will be able to:

- Assess the characteristic of an effective helper or counsellor
- Make responsible and ethical decision in the counselling session
- Understand Counsellors and Clients Rights
- Learn and understand Counselling theories
- Apply Counselling theories in the counselling session
- Use organisational psychology, management approaches and styles.
- Apply theories in career and interpersonal development and conflict management

**Competencies addressed:**

The following topics will be discussed:

- Discern and develop effective counselling characteristics
- Take responsibility for counselling decisions
- Appropriately apply counsellor right in the counselling session
- Appropriately apply counselling theories
- Apply the theories in the organisational, personal and interpersonal context

**Target Group:** Individuals who have successfully completed the 'Counselling Tools for People Support and Enhancement Training' programme will be eligible to attend this Advanced level course.

**Fee:** \$290

Venue	Date	Session
Suva	May 13th - 14th	Day
Nadi	September 9th- 10th	Day

**Identifying Workplace Harassment & Responses (MBSHW-DST)****Learning Outcomes**

At the end of the course, participants will be able to:

- Identify and define different forms of harassment
- Distinguish the fine line of Discrimination in the workplace
- Understand reasons for bullying and implicating agony
- Effects of bullying personally and at workplace
- Deal with bullying and victimization
- Address what is and what is not harassment
- Understand National policy on Harassment
- Identify factors that contribute to harassment
- Classify methods to report and prevent harassment
- Recognize responsibilities of employers towards harassment

**Competencies addressed:**

- Understanding Bullying and Sexual Harassment
- Discrimination in workplace
- Reasons and effects of bullying
- Up front and Personal with bullying
- Yes and No's of Sexual Harassment
- Sexual Harassment policies
- Avoiding Sexual Harassment in workplace
- Responsibilities of management to avoid Bullying and Harassment

**Target Group:** This training is for all levels and is ideal for anyone who wishes to understand and avoid being a victim of Bullying and Harassment

**Fee:** \$220

Venue	Date	Session
Nadi	May 5th – 6th	Day
Suva	September 16th- 17th	Day

**Successfully Supervising (SFSV- DST)*****Learning Outcomes***

At the end of the course, participants will be able to:

- Examine different models of leadership, and the ways the quality, behaviour and strategies of leaders can enhance an organization's performance
- Explore strategies for developing empowered teams who take ownership for results
- Identify the key components of an effective performance management system
- Provide stronger leadership through the effective management of conflict
- Build and maintain positive relationships with staff and other people in the organization
- Provide focused leadership, and lead with emotional and social intelligence
- Recognize responsibilities of employers towards harassment Competencies addressed:

***Competencies addressed***

- Principles of Supervision
- Problem Solving and Decision Making
- Leadership and Team building
- Motivation
- Training and Development
- Effective Delegation
- Performance Management: Setting Objectives
- Conflict Management
- Superior Customer Service
- Communication Essentials

**Target Group:** This programme is designed for Managers, Team Leaders, potential supervisors, and recently appointed supervisors as well as experienced supervisors who need to refresh their supervisory knowledge and skills

**Fee:** \$450

Venue	Date	Session
Suva	April 7th – 8th	Day
Nadi	June 24th- 25th	Day
Suva	December 2nd – 3rd	Day

**Stress and Anger Management (OAD- SFM)*****Learning Outcomes***

At the end of the course, participants will be able to:

- Identify the different kinds of stress and anger & how it permeates the different facet of our life can help us understand its impacts on the organization
- Learning about the biology of stress and anger & its impact on the body can help organization safeguard its workers against health stress related risks
- Understanding the relations between stress, anger & performance at work, and its impact on efficiency and productivity
- Managing support system for stress and anger to help eliminate consequence.

**Competencies addressed**

- Self-awareness technique whereby people are driven by internal mechanism to act proactively rather than been reactive
- Building on accountability and mutual respect at work
- Fostering teamwork to eliminate misunderstandings and foster a positive work culture
- Integrating organizational values as part and parcel of service provided
- Choosing and maintaining a positive support system
- Learning to listen, and think things through before making rash decision

**Target Group:** The target audience includes Managers, Team Leaders, Supervisors, HR & Training Personnel

**Fee:** \$290

Venue	Date	Session
Suva	January 28th- 29th	Day
Nadi	April 15th – 16th	Day

**Team Building Skills****Learning Outcomes**

At the end of the course, participants will be able to:

- Assist team in defining team purpose, goals and objectives in relation to strategic plan
- Assist development of strategies for ongoing team participation in planning, decision making, communications and operations
- Understand the stages of team development
- Define and clarify roles within teams
- Understand the dynamics of motivating and managing people
- Know how to modify their approach to empathise with the needs of the team members
- Be more aware of individual motivational factors and how to apply them
- Create a personal development plan to continue improving the performance of the team
- Assist in developing a cooperative and participative environment/ culture and provide feedback and support in order to resolve problems

**Competencies addressed**

- Being a Team leader
- Choosing the team
- Team Development
- Goal-Setting and Delegation
- Building Team Cohesion
- Factors of Motivation

**Target Group:** This course targets senior managers, Managers, Supervisors and Team Leaders to empower their staff in meeting allocated deadlines.



**Fee:** \$242

Venue	Date	Session
Suva	January 28th- 29th	Day
Nadi	April 15th – 16th	Day

**Handling Difficult Employee Behaviour****Learning Outcomes**

At the end of the course, participants will be able to:

- Identify techniques for managing difficult employees
- Understand the personality profiles of difficult people
- Recognize different types of difficult people in one's life
- Develop a greater awareness of a difficult person's personal perspectives
- Assess the degrees of difficulty and ways difficult people contribute to situations
- Develop plans to deal with difficult people
- Describe a 6 step model for handling conversations about difficult behaviours.
- Identify common difficult employee behavioural types and their causes, motivations and consequences.
- Outline best practices for handling difficult behaviours.

**Competencies addressed**

- Understanding staff contribution
- Staff personality
- The LEAD Model
- Effective communication
- Dealing with aggression
- Managing conflict
- Motivation
- Coaching

**Target Group:** This course is designed for anyone who wants to develop their skills in this crucial area of people management, and for managers/ senior supervisors who want to develop techniques to deal with challenging attitudes.

**Fee:** \$220

Venue	Date	Session
Nadi	February 25th – 26th	Day
Suva	August 25th – 26th	Day

**HR Recruitment & Selection****Learning Outcomes:**

- Explore Recruitment and Selection methods
- Identify and specify job descriptions and job specifications
- Develop Job advertisements for advertising and marketing
- Identify medium of recruitment
- Develop Key Result Areas (KRA) related to Job Description
- Develop Interviewing skills and techniques
- Implementing EEO in Recruitment and Selection

- Understand the use of Aptitude Assessments in Selection Process
- Understand how to incorporate all factors before final selection is made.
- Preparing Job Offer.

### **Competencies addressed**

- Overview of Recruitment and Selection Process
- Effective Job Advertisements
- Selection -Interviewing Process, Aptitude Assessments and Final Selection
- Development of Key Result Areas
- EEO in Recruitment and Selection
- Evaluating Recruitment and Selection Process

**Target Group:** This programme is designed for: HR and Recruitment Personnel, Managers and Supervisors, members of the Interview Panel, anyone involved in staff recruitment and selection and anyone interested in learning more of Recruitment and Selection.

**Fee:** \$250

Venue	Date	Session
Suva	March 25th – 26th	Day
Nadi	July 22nd – 23rd	Day

### **Mentoring & Coaching at the Workplace**

#### **Learning Outcomes**

- Define coaching, mentoring and the G.R.O.W. model
- Set appropriate, effective goals using the S.M.A.R.T. technique of goal setting
- Define options for one's employee and creating steps toward a preliminary plan
- Identify the benefits of building & fostering trust with employees
- Importance of giving effective feedback while maintaining trust
- Identify & overcome common obstacles that are holding employees back
- Learn to identify when coaching an employee is at an end
- Learn to transition an employee to other opportunities for growth

### **Competencies addressed**

- What is coaching and mentoring (difference & similarities)
- Adopting GROW model for mentoring
- Setting goals and developing
- Mentors Approach
- Importance of trust
- Understanding reality
- Providing Constructive Criticism
- Encouraging Growth and Development
- Transitioning the Coachee

**Target Group:** This course is designed for all Supervisors, potential Supervisors, department heads and who train and develop employees.

**Fee:** \$250

Venue	Date	Session
Suva	June 10th – 11th	Day
Nadi	October 21st – 22nd	Day

**HR for the Non – HR Managers****Learning Outcomes:**

- Discuss current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions.
- Write job specifications and identify core competencies.
- Apply methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques.
- Get new employees off to a good start.
- Understand compensation and benefits.
- Maintain healthy employee relations.
- Make performance appraisals a cooperative process

**Competencies Addressed**

- Defining human resources, skills inventory and job analysis
- Position profiles and job descriptions and finding candidates and advertising guidelines
- Preparing for and conducting the interview and employee orientation and onboarding
- Planning training and external providers
- Performance reviews and attendance management and diversity
- Privacy issues and compensation and benefits
- Managing disciplinary issues and termination and Exit interviews

**Target Group:** Head of Department, Line Managers, Finance Executives, Supervisors**Fees:** \$275

Venue	Date	Session
FNU Naceva, Lautoka	Apr 15- Apr 16	Day
FNU Nabua, Suva	Jul 22- Jul 23	Day
FNU Naceva, Lautoka	Oct 21- Oct 22	Day

**Improving Productivity through Time Management****Learning Outcomes:**

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

- Identify the benefits of effective time management
- Evaluate barriers and obstacles to effective use of time
- Develop personal goals and objectives
- Describe the importance between urgent and important tasks
- Achieve better results through effective planning and clarifying objectives
- Adapt to work smarter - not harder principles

### Competencies Addressed

- Setting SMART goals
- Establishing who or what disrupts your work flow, and how you waste time
- Organising the workplace
- Short-term and long-term planning
- Saying 'No' and prioritizing task
- Delegating task

**Target Group:** Managers, Supervisors, Team leaders or anyone wishing to improve their time management techniques

**Fees:** \$180

Venue	Date	Session
Lautoka	Jan 30	Day
Lautoka	Jul 2	Day

### HR Essentials

#### Learning Outcomes:

- Define human resource management
- Understand the importance of Human Resource Management to the organization
- Gain insight into responsibilities that are broader than the normal scope of your job
- Appreciate the key functions associated with Human Resource Management
- Explain the purposes of orientation, onboarding, development, and training
- Explain the roles and responsibilities of HR professionals
- Strengthen the alignment between Strategic Planning and HR Planning

### Competencies Addressed

- Recruitment Process
- Selection & on-boarding
- Staff Training & Development
- Employee Relations
- Employee Orientation
- Performance Appraisal

**Target Group:** This course is designed for new and junior HR practitioners and business managers who need to increase their knowledge base in Human Resource management

**Fees:** \$242

Venue	Date	Session
FNU Naceva, Lautoka	Feb 20	Day
FNU Nabua, Suva	Mar 26	Day
FNU Naceva, Lautoka	July 20	Day

### Problem Solving and Decision-making at the Workplace

#### Learning Outcomes:

- Develop decision-making and problem solving skills
- Explain decision-making and problem solving techniques and their applications.
- Introduce four dimensions of effective decision-making problem solving.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Encourage individual and group decision-making and problem solving.
- Upgrade attitude in decision-making and problem solving.

### **Competencies Addressed**

- Decision-making Models.
- Critical Decision Making.
- Decision-making Techniques.
- Problem Solving Models.
- Critical Problem Solving.
- Problem Solving Techniques.
- Problem Solving and Decision-making Tools.

**Target Group:** Supervisors and Team Leaders, Managers

**Fees:** \$250

Venue	Date	Session
Lautoka	Apr 8 - Apr9	Day
Lautoka	Oct 7- Oct 8	Day

### **Team Building Skills**

#### **Learning Outcomes:**

- Identify different types of teams
- Plan and interpret the five stages of team development
- Establish team norms to Inspire and motivate team members
- Encourage teamwork by applying the twelve characteristics of an effective team
- Promote trust and rapport by exploring your team player style, and find how it impacts group dynamics
- Examine the key elements that move a team from involvement to empowerment, and give these elements to your team
- Develop a good team player
- Communicate effectively
- Build consensus through understanding

### **Competencies Addressed:**

- Importance of teams
- Stages of team development
- Team characteristics/styles
- Problem solving
- Team planning
- Self-assessment
- Shared leadership

**Target Group:** Line Managers, Team Leaders and Supervisors

**Fees:** \$200

Venue	Date	Session
Lautoka	Apr 8- Apr 9	Day
Lautoka	Oct 7- Oct 8	Day

### **Effective Appraisal**

An effective appraisal helps the organization to define and achieve short and long term goals. Performance management is an ongoing process of planning, facilitating, assessing, and improving individual and organizational performance. Program outlines the advantage of having effective appraisal system. It will also demonstrate the role of HR and the line manager within performance management. It will cover the skills involved including appraisal, coaching and providing feedback.

#### ***Learning Outcomes:***

- Assess the appraisal process and your role and responsibilities as appraiser.
- Plan, prepare and structure a review.
- Remain fair and consistent, avoiding bias.
- Achieve honest and open communications.
- Provide clear and specific feedback.
- Define areas for appraise development and set clear objectives.
- Tackle performance problems and sensitive issues effectively.
- Conduct appraisals in a confident and professional manner.
- Identify the skills, knowledge and competencies of an Assessor Familiarize themselves with the use of several different assessment exercise types e.g. role-play, group exercises, analysis exercises

#### ***Competencies Addressed:***

- Principles of effective appraisals
- Setting SMART Objectives
- The appraisal meeting
- Appraisal skills
- Practicing the key skills in conducting an appraisal
- Performance appraisal documentation and follow up
- Review and next steps

**Target Group:** Line Managers; Team Leaders and Supervisors

**Fees:** \$198

Venue	Date	Session
FNU Naceva, Lautoka	Jun 06	Day
FNU Naceva, Lautoka	Dec 2	Day

### **Effective Delegation Techniques**

#### ***Learning Outcomes:***

- Understand how effective delegation leads to effective outcomes
- Analyse how delegation fits into their job and increases productivity
- Utilizing the process for effective delegation

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Provide important tools, techniques and approaches for use in delegation situations
- Identify common delegation pitfalls and learn how to avoid them
- Consider what task to delegate
- Identify methods by which delegation can be planned, conducted and reviewed
- Understand the importance of delegation and monitoring results
- Manage a delegation meeting

### **Competencies Addressed:**

- Delegation and staff development
- Degree of delegation
- Barriers to delegation
- Providing feedback
- Foster motivation and competence in others
- Monitor and measure performance
- Dealing with resistance and objections

**Target Group:** Line Managers; Team Leaders and Supervisors

**Fees:** \$180

Venue	Date	Session
Lautoka	Mar 19	Day
Lautoka	Jun 25	Day

### **Human Resource Planning**

#### **Learning Outcomes:**

- Define Human Resource Planning
- Understand the relationship between organizational planning and HR planning
- Understand the importance of HRP and factors affecting HRP
- Explain the process of HRP
- Outline the steps in job analysis
- Forecast future HR needs

### **Competencies Addressed:**

- Strategy – Linked HRP
- Time frame of HRP
- Steps in HRP
- Factors affecting organisation objectives
- Skills and expertise required
- Methods of HRP
- Tools and Techniques of HRP

**Target Group:** Line Managers; Team Leaders and Supervisors

**Fees:** \$275

Venue	Date	Session
FNU Naceva, Lautoka	March 03	Day
Suva	May 27 – May 28	Day
FNU Naceva, Lautoka	Sept 9	Day



## Staff Recruitment and Selection

### Learning Outcomes:

- Explain the methods of recruiting and selecting employees
- Understand the difference between internal and external recruitment
- Understand the main stages of the recruitment and selection of employees
- Design a job description, job specification and job advertisements
- Choose suitable ways of advertising a job vacancy
- Develop types of Interviews and Interview questionnaires

### Competencies Addressed:

- Overview of Selection and Recruitment policy
- Steps in Selection procedures
- Recruitment policy
- Interview
- Recruitment methods and evaluation
- Job Description, Job Advertisement and Job Specification
- Medical examination
- Reference Check

**Target Group:** New and Junior HR Practitioners and Business Managers

**Fees:** \$220

Venue	Date	Session
Lautoka	May 13- May 14	Day
Suva	Aug 26 – Aug 27	Day
Lautoka	Nov 4- Nov 5	Day

## Effective Employee Induction Process

### Learning outcomes:

- The formal Induction process
- Identify the core components which make up an effective employee induction process
- The Health and Safety Procedures at workplace
- Understand the benefits of having an employee induction process
- Understand how workplace ethics plays into the culture of an organization

### Competencies Addressed:

- The Employee Induction process.
- Work conditions/ agreement
- Work place policies and procedures
- Work ethics
- Health and Safety Procedures at work
- The Socialization Process

**Target Group:** HR Practitioners and Supervisors and Managers

**Fees:** \$198

Venue	Date	Session
FNU Naceva, Lautoka	May 21	Day
FNU Nabua, Suva	Sept 24	Day
FNU Naceva, Lautoka	Nov 19	Day

**Training Needs Analysis****Learning Outcomes:**

- Understand the meaning and importance of conducting a Training Needs Analysis
- Gain knowledge on the components of a Training Needs Analysis
- Understand the common training and evaluation models
- Acquire detailed knowledge on the nine-step process for conducting a Training Needs Analysis

**Competencies Addressed:**

- Components of a Training Needs Analysis
- Organizational Needs Analysis
- Task/Job Analysis
- Person Analysis
- The Causes & Outcomes of a Training Needs Analysis
- Key Concerns of Management and Trainers in Needs Analysis
- The Kirkpatrick Training Evaluation Model
- Nine Steps of Training Needs Analysis

**Target Group:** HR Practitioners and Supervisors and Managers**Fees:** \$180

Venue	Date	Session
Lautoka	Feb 27	Day
Suva	Apr 23	Day
Lautoka	Jul 16	Day

**HR Audit & Measurement****Learning Outcomes:**

- Prepare and conduct HR audit to ensure that your policies and procedures meet the business needs
- Implement cutting-edge processes to ensure complete legal compliance of your HR function
- Measure the effectiveness of your organization's procedures
- Integrate management buy-in by providing compelling HR data, to establish your role as a true strategic partner
- Analyse the audit findings, providing feedback and take action

**Competencies Addressed:**

- HR Audit and its process
- Balanced scorecard
- HR competencies
- Measuring people

- Importance of HR Audit
- Approaches in measuring HR contribution
- Challenges of Measurements

**Target Group:** HR Practitioners and Supervisors and Managers

**Fees:** \$275

Venue	Date	Session
FNU Naceva, Lautoka	Jun 17 – Jun 18	Day
FNU Nabua, Suva	Oct 28-Oct 29	Day
FNU Naceva, Lautoka	Dec 9 – Dec 10	Day

## Apprenticeship training

The apprenticeship training has two major components.

- On Job Training: Apprentices will be trained by a competent personnel in the organization and assessed by employers and staff from NTPC.
- Off Job Training: this is classroom learning, where apprentices will attend relevant theory training at a training provider.

There are four major aspects of Apprenticeship training.

1. **Theoretical** – The Apprentice is required to attend the theoretical coursework approved by NTPC, based on competency standards set by the Fiji National University for the selected trade.
2. **Practical** – The Apprentice is required to attend 1,400 hours of practical training per year as required in the training guideline.
3. **Inspections** – All Apprentices will be inspected at the worksite. The inspection will take place on a tri-annual or bi-annual basis, depending on the training format.
4. **Records** – All training records and profiles of each Apprentice are achieved after the completion of the training.

## Why Apprenticeship is Good for Business?

- Taking apprentice can be rewarding experience for business, with a return on investments to match.
- Recruit employees who are keen to work and have positive impact on the overall productive of the organization.
- Growing workforce in a cost-effective way.
- Introducing fresh ideas and new thinking methods.

## Basic Entry Requirements for Apprenticeship Scheme

- Must be capable of completing off-the-job theoretical training at FNU or other approved institutions
- May be exempted in part(s) of off-the-job theoretical training which the apprentice may have done prior to joining the scheme
- Minimum age for apprenticeship is 18years
- There is no maximum age limit for entry into the scheme but good health is necessary and a valid medical certificate is required before registration

## How to Join the Apprenticeship Scheme

- Candidates may apply directly to the employer
- A list of employers authorised to engage in apprenticeship training is available on request from NTPC
- New employers who wish to engage in apprenticeship training are required to apply to NTPC for permits to train apprentices

## Contract of Apprenticeship

Apprentices are indentured under a form of contract conforming to the Apprenticeship Order under The Fiji National Training Order: Cap. 93 Section 21 as now it is under the Fiji National University ACT 2009.

The contract is between the:

- Employer
- Apprentice, and
- Director of NTPC

If the apprentice is under the age of 18 years, a parent or guardian will be required to sign as guarantor for the apprentice.

The contract is made under the Apprenticeship Order to enable the apprentice and the employer to fulfill their obligations and responsibilities during the term of apprenticeship. This contract, after being fully completed and signed by all parties, is submitted to NTPC for registration.

### Probationary Period

A probationary period of 6 months is allowed from the date of registration of contract. This serves to:

- Allow the employer to assess if the apprentice has the aptitude for the chosen trade; and
- Gives the apprentice a chance to decide whether to continue in the trade

### Trades in Apprenticeship

Trade Certificate Category			
Trade Name	Durations (Years)	Trade Name	Durations (Years)
Aircraft Maintenance	3	Automotive Electrical	3
Automotive Mechanic	3	Boiler making	3
Carpentry	3	Cook	3
Electrical Fitter Mechanic	3	Electronics	3
Fitting and Machining	3	Heavy Commercial Vehicle Mechanic	3
Heavy Mobile Plant Mechanic	3	Industrial Sewing Machinery Mechanic	3
Joinery and Cabinet Making	3	Plumbing	3
Plant Maintenance Engineering	3	Panel Beating	3
Refrigeration and Air-conditioning	3	Printing	3
Shipwright	3	Saw Doctor	3
Welding and Fabricating	3		

Trade Certificate Category			
Trade Name	Durations (Years)	Trade Name	Durations (Years)
Automotive Engineering	4	Electrical Engineering	4
Mechanical Engineering	4	Plant Engineering	4
Telecommunication Engineering	4	Marine Engineering	4
Navigation and Seamanship	4		

**Note:** These programmes do not fall under Credit Point system.

Trade Level	\$/Hr	Technician Level	\$/Hr
1st year	1.94		2.05
2nd year	2.05		2.37
3rd year	2.37		2.68
4th year	2.68		2.98

### ***Apprenticeship Awards***

The Best Apprentice of the Year Award ceremony is also an important event held by NTPC to honour those apprentices who have excelled in both, academic studies and on-the-job performance.

The selections of award winners are based on the following criteria:

- I. Academic performance for all stages of theoretical training (50%)
- II. Employer's assessment of on-the-job training of the apprentice (25%)
- III. NTPC's Apprenticeship Officers' assessment of reports of every on-the job inspection throughout the apprenticeship term (25%)

Some of these awards include:

- Overseas trips to either New Zealand or Australia
- One-week tour of industries Fiji-wide
- Book and tool voucher or cash prizes

### ***Administration of Apprenticeship***

The National Apprenticeship Training Department of the National Training & Productivity Centre of Fiji administers the National Apprenticeship Scheme from:

1 Beaumont Road, Narere  
 P O Box 6890, Nasinu, Fiji  
 Tel: 3392000 ext. 4795/4792  
 Fax: 3340184  
 Email: apprenticeship@fnu.ac.fj

## Background

### Recognition of Trade Skills

Recognition of trade skills is a way of gaining formal recognition as a tradesman in Fiji. It allows tradesperson to have their skills fully recognised in this country and region. On a broader outlook, the Trade Testing Scheme awards recognition at three levels:

- Class III: Assistant Tradesperson level
- Class II : Qualified Tradesperson level
- Class I : Supervisor level

### Minimum Criteria for Trade Test

There are two sets of minimum requirements for tradesmen aspiring to sit for a trade test. There is one exclusively for the Electrician Trade and a General one for all the other approved trades within the trade testing scheme (refer to subtopic on Trades Tested for full list of approved trades).

### General Criteria

Candidates Qualifying Stream	Minimum Equivalent Full Time Work Experience		
	Class III	Class II	Class I
No Formal Training	2 Years	4 Years	6 Years
Vocational Candidates	Sit Direct	3 Years	5 Years
Completion of NTPC Modular Programs	1400 Hours	3 Years	5 Years
Successful Completion of Apprenticeship	Exempted	Sit Direct	2 Years Post Apprenticeship
40 years + 20 Years' Experience	Optional	Optional	Sit Direct

### Electrician Criteria Trade Test Fees

Candidates Qualifying Stream	Minimum Equivalent Full Time Work Experience		
	Class III	Class II	Class I
No Formal Training	6 Years	9 Years + Refresher Course	11 Years + Refresher Course
Completion of NTPC Modular Programs	1400 Hours	3 Years	5 Years
Trade Certificate	1 Yr. Experience	4 Years	6 Years
Vocational Candidate	Sit Direct	3 Years + Refresher Course	5 Years + Refresher course
Diploma	Sit Direct	4 Years	6 Years



Candidates Qualifying Stream	Minimum Equivalent Full Time Work Experience		
	Class III	Class II	Class I
FEA Wireman's Licence	Sit Direct	3 Years	5 Years
Successful Completion of Trade Apprenticeship Program	Exempted	Sit Direct	2 Years Post – Apprenticeship
Successful Completion of Technician Apprenticeship Program	Exempted	Sit Direct	3 Years Post – Apprenticeship

### Trade Test Fees

Trade Test fees are as follows:

	<b>Normal</b>	<b>Special</b>
<b>Class III</b>	\$83.00	\$352.00
<b>Class II</b>	\$127.00	\$528.00
<b>Class I</b>	\$160.00	\$704.00

**Normal tests:** are conducted on minimum number of candidate's basis.

**Special tests:** candidates do not to wait for the minimum number basis. All special tests are conducted in the central division.

### **Note**

- NTPC Electrician Refresher training (excluded from trade test fee) or similar is compulsory for these groups of candidates before they can sit for Classes II and I trade tests.
- Prospective candidates are advised to contact the department for further clarifications on equivalent eligibility and exemption criteria that are in place.
- These programmes do not fall under Credit Point System.

### Trade Testing Model

Trade Tests include both theoretical and practical components and are fully conducted in English. Candidates will be expected to show by practical demonstration and a theoretical test that they have acquired the necessary skills and related knowledge of the trade.

For Class III theoretical tests only, candidates may opt between a 'written' or 'oral' test.

### **Pass Result and Trade test Certificate Awarded:**

Passed Practical Result = 60% minimum Marks obtained in practical test. Passed Theory Test = 50% minimum Marks obtained in Theory Test

### **Partial Pass Result:**

Passed Practical test = 60% minimum marks obtained in the Practical test. Failed theory Test = below 50% marks obtained in the theory Test.  
Required to Re-sit the Theory test only.

### **Failed Result:**

Failed Practical Test = below 60% obtained in the Practical Test.  
Required to repeat both the practical and theory tests.

## Trades Tested

Listed below are the established trades for testing:

Carpenter (General)	Motor Vehicle Mechanic
Joiner	Motor Vehicle Electrical Electronics
Block Layer	Panel Beating
Plasterer	Spray Painting
Painter & Decorator	Letterpress Machinist
Sign Writer	Lithographic Offset Machinist
Plumber (General)	Hand & Machine Typographer
Pipe Fitter (General)	Print Finishing
Sheet Metal Worker	Photo Mechanic
Welding	Cook
Cabinet Maker	Baking & Patisserie
Wood Machinist	Refrigeration & Air-conditioning
Upholsterer	Electrician
Fitter Machinist	Electronics
Heavy Diesel Commercial Mechanic	

## Applying for Trade Test

Participants are required to complete the application for trade test form, which is available from the NTPC Centres around the country or online <http://www.fnu.ac.fj/ntpc/de-partments/national-trade-test> and enclose the following with the application:

- 2 passport size photos ;
- Copy of birth certificate ;
- Certified true copy of business registration and/or business license – if self-employed;
- Statutory Declaration signed by a Justice of Peace if the participant is self employed;
- Copy of Principal's testimonial and/or high school result for applicants below the age of 21 years;
- Job References(s) showing full time experience (provide statutory declaration where references cannot be provided) ;
- Back of the application form filed with company address, stamp and signature.

Candidates whose applications are approved will be notified of the date, time and place of the test in writing as soon as the necessary arrangements for the test have been finalised. Candidates whose applications are rejected will be notified accordingly.

Before applying for a Trade Test, candidates are advised to ensure that they are eligible and they are aware of the requirements of the test for which they are applying, particularly that they have covered the necessary skills and the related knowledge required as per the Approved Trade Test Standards.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

### Testing Programme

Candidates are advised that tests are conducted as per scheduled programmes; however special tests are conducted on request for individuals. Programmes are advertised in the local newspaper. It is important that the candidates apply as soon as proposed programme scheduled are made available to avoid missing out. However, operational parameters may limit test candidate numbers at times. All applications close two weeks before the scheduled test.

For the 2018 trade test schedule, you can refer to the NTPC Training Calendar 2018.

### **Contacts for application and Queries:**

Telephone: [679] 3392000 ext. 4716  
 Email: enquiries-tradetest@fnu.ac.fj  
 Mobile: [679] 9988573  
 Facsimile: [679] 3340184  
 Postal: The Director – NTPC  
**Attn:** Trade Test Department  
 P. O. Box 6890,  
 Nasinu.

**Standard “Application for Trade Test” forms are available at the following NTPC offices:**

### **National Training & Productivity Centre**

**Narere Centre:** Training House, Lot 1, Beaumont Rd, Narere  
 (Head Office) P O Box 6890, Nasinu, Fiji  
 Telephone: [679] 3392000 Fax: [679] 3340184

**Nasese Centre:** Queen Elizabeth Drive  
 P O Box 15676, Suva, Fiji  
 Telephone: [679] 3311004 Fax: [679] 3313185

**Nabua Centre:** Jerusalem Road, Nabua  
 P O Box 15676, Suva, Fiji  
 Telephone: [679] 338 4777 Fax: [679] 337 0446

**Nadi Campus:** Lot 1, Queens Road, Namaka, Nadi  
 Private Mail Bag, Nadi Airport, Fiji  
 Telephone: [679] 672 5730 Fax: [679] 672 5722

**Naviti Centre:** 9 Naviti Street  
 Private Mail Bag, Lautoka, Fiji  
 Telephone: [679] 666 5021 Fax: [679] 666 1991



**Basic Child and Elderly Care****Competencies**

- Uphold the patient's best interests at all times
- Gain knowledge of the basic legal and ethical issues of providing care and develop the skills necessary to ensure effective communication with the patient and other stakeholders.
- Bring awareness of the risks involved and the health and safety skills necessary to keep both the Carer and the patient safe.
- Ensure that students are able to apply and demonstrate the knowledge and skills acquired to successfully complete the practical sessions and competencies.
- Monitor, assess, evaluate and review the content of the feedback and make desirable changes in the Course for the benefit of the patient and Carer.

**Target Group:** Rural and maritime communities; semi urban informal clusters

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

**Basic Cookery****Competencies**

- Educate and train students in the necessary skills, knowledge and qualities required to work in cooking, baking and food preparation within the hospitality industry.
- Familiarize students with recipes and concepts used by bakers, pastry chefs and cooks which forms the basis of every competent chef/cook's repertoire.
- Bring awareness of the risks involved and the health and safety skills necessary around the working areas pertinent to cooks, bakers, and pastry chefs.
- Apply and demonstrate the knowledge and skills acquired to successfully complete the practical sessions and competencies.

**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

**Basic Floriculture****Competencies**

- Prepare commercial flower arrangements
- Understand the purpose and methods of conditioning flowers and foliage
- Understand the purpose and methods of conditioning flowers and foliage
- Identify materials and flowers for hiring purposes and costing
- Potential to cooperate own business within the flower industry
- Prepare, design interior decoration during any ceremonies with reasonable cost Demonstrate correct handling of cut flowers and foliage
- Identify methods of increasing the vase life of flowers to include:  
Pre-conditioning

- Use of proprietary branded chemicals
- Effective siting
- Flower Arrangement with Medium
- Prepare the following commercial flower arrangements
  - Parallel designs
  - Linear designs
  - "A" & "L" design
- Select plant materials and appropriate media which meet the specification of the design
- Select appropriate containers, bowls, basket for specific designs
- Complete designs that meet quality technical requirements of specification
- Identify materials and flowers for hiring purposes and costing
- Potentials to operate own business within the flower industry
- Prepare, design interior decoration during any ceremonies with responsible cost

**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### **Domestic Electrical Installation**

#### **Competencies**

- Demonstrate knowledge of the hazardous nature of electricity
- Construct and test simple electrical circuit
- Demonstrate knowledge of common domestic wiring accessories and materials
- Demonstrate proper electrical safety methods
- Identify and know important electrical fundamentals
- Know and demonstrate proper use of power and hand tools
- Identify major electrical accessories
- Demonstrate basic domestic wiring installations

**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### **Fiberglass Boat Repair**

#### **Learning Outcomes**

At the end of this training course, participants should be able to:

- Acquire the skills and knowledge needed for Fiberglass boat repair
- Apply skills learnt to carry out basic fiberglass boat maintenance
- Identify all safety measures in using tools and chemicals
- Demonstrate best method of using reinforcement and tools
- Demonstrate proper use of power tools and hand tools
- Design the processes and procedures in fiberglass boat repair

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### Basic Front Office and Food & Beverage

#### **Competencies**

- Develop an awareness of the operational aspects of the industry
- Identify the importance of the departments involved in the day to day running of the establishments.
- Examine the key roles of each department in hotels, motels, restaurants, clubs cafes and coffee shops.
- Identify the career paths within the hospitality industry.
- Perform some basic roles and provide some basic technical skills and support to a team.
- Demonstrate roles of front office and food & beverage personal

**Target Group:** Rural and maritime communities Semi-urban Informal Clusters

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division

### Basic Tailoring

#### **Competencies**

- Use proper measurement methods
- Use proper garment cutting methods
- Identify and differentiate various fabric characteristics, sewing materials, machines, sewing tools and their proper usage and care.
- Cut and sew various garments for children, men and women's dresses
- Outline the safety precautions in the sewing area or in using the sewing machines

**Target Group:** Rural and maritime communities. Semi-urban Clusters

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### Household & Sanitary Plumbing

#### **Competencies**

- Identify and use various sanitary & plumbing fixtures, fittings, joints and tools
- Carry out basic household pipe work, & installations
- Carry out installations of pans & cisterns, and their repairs
- Identify the distribution system, catchment reservoir and supply
- Carry out a complete septic tank construction
- Acquire the relevant OHS rules and regulations
- Carry out the clean-up operations



**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### **Basic Joinery**

#### **Competencies**

- Know the various safety rules required for the use of Hand Tools
- Interpret metrics measures and rules and also the basic knowledge of using tape measures
- Sketch (draw and mark) a coffin sample
- Cut timber to the required sizes and assemble the parts, attach the handles and varnish/paint the end product
- Use of basic joints in furniture making
- Identify the OHS relevant rules & regulations
- Carry out cleanup operations

**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### **Basic Business Management & Communication**

#### **Competencies**

- Have basic knowledge on How to starting a business, preparing start-up capitals, calculation of repayments with basic Profit & Loss analysis
- Know about Positive & Negative Financial literacy, Household Budgeting, SWOT Analysis & Business Fixed Costs, Breakeven Point
- Know Cash Flow Plan, constructing a Cash flow chart
- Know basic market research, adapting the product to customer's needs, pricing the product, distributing and promoting the product
- Know basic marketing information
- Know basic record-keeping, Business Plan, Legal implications
- Demonstrate basic communication skills
- Demonstrate critical and innovative thinking.
- Display competence in oral, written, and visual communication.
- Communicate ethically, responsibly, effectively and competently in groups.
- Possess the skills to effectively deliver formal and informal oral presentations to a variety of audiences.
- Construct effective written messages in various formats and styles, to a variety of audiences.
- Use current technology related to the communication field.
- Respond effectively to cultural communication differences.
- Demonstrate positive group communication exchanges.

**Target Group:** Rural and maritime communities. Semi-Urban Informal Clusters

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Training Investment:** Fully funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### Small Engine Repair

#### **Competencies**

- Identify the safety methods
- Identify and name tools
- Use the right tools in small engine repair
- describe and list small two stroke engine components
- identify the components in small two stroke engine
- explain the operation of two stroke engine components
- demonstrate knowledge to troubleshooting, servicing and repair fault on two stroke engines
- carry out cleaning up operations

**Target Group:** Rural and maritime communities. Semi-urban Clusters. (Method A Organisations)

**Training Investment:** Fully funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### Basic Screen Printing

#### **Competencies**

- Understand the basic techniques and processes of screen printing
- Achieve a level of competence through exploration and experimentation
- Develop the vocabulary needed for evaluating and/or responding to screen prints
- Apply the concepts of good design and contemporary image making
- Develop craftsmanship
- Prepare and present work in a professional manner
- Meet deadlines and complete requirements
- Know the requirements of maintaining a safe and clean print workplace.

**Target Group:** Rural and maritime communities.

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

### Basic Wooden House Construction

#### **Competencies**

- Perform general carpentry works
- Identify, select, and demonstrate application of construction materials
- Draw, read, and interpret drawings and specifications
- Interpret and apply codes, regulations, and contract documents
- Survey and investigate construction sites
- Select and maintain construction site tools and equipment.
- Interpret basic designs and apply sound construction principles.

- Understand basic quantity knowledge and estimate costs.
- Plan, coordinate, schedule and control projects.
- Use hand and power tools safely and efficiently.
- Demonstrate sustainable building practices and material application.
- Understand and apply the required safety standards in construction.

**Target Group:** Rural and maritime communities. Semi-urban Clusters.

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Schedule 2019-2020' at the end of this Division.

### **Rural Stove Construction & Bread Baking**

#### **Competencies**

- Understand and perform safety tips at workplace when constructing a rural stove
- Understand and follow hygiene and sanitation rules
- Recognize and use the right tools and materials for the construction of a rural stove
- Construct a rural stove
- Outline and demonstrate the steps in construction of rural stove and baking of bread
- List the steps and prepare the dough for bread to be baked
- Baking bread in a pot from firewood or using the constructed stove

**Target Group:** Rural and maritime communities.

**Training Investment:** Fully Funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Schedule 2019-2020' at the end of this Division.

### **Basic Patisserie**

#### **Competencies**

- Educate and train students in the necessary skills, knowledge and qualities required to work in baking and food preparation within the hospitality industry.
- Familiarize students with recipes and concepts used by bakers and pastry chefs which forms the basis of every competent chef repertoire.
- Bring awareness of the risks involved and the health and safety skills necessary around the working areas pertinent to bakers and pastry chefs.
- Apply and demonstrate the knowledge and skills acquired to successfully complete the practical sessions and competencies.

**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully funded by Government (\$0)

**Training Dates:** Please refer to the 'SLP Training Schedule 2019-2020' at the end of this Division.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Domestic Solarification****Competencies**

- Identify the different components & functions of the photovoltaic system.
- Demonstrate the different types of solar cell and panel construction.
- Demonstrate the angle that the panel should be tilted.
- Demonstrate the different types of charge controllers & their installations.
- Identify what type of batteries to use in a PV system.
- Identify when a battery is fully charged, partially charged or fully discharged.
- Carry out battery maintenance.
- Demonstrate battery safety.
- Carry out system sizing of a solar home system.
- Demonstrate maintenance tasks of solar home systems.

**Target Group:** Rural and maritime communities. Semi-urban Informal Clusters

**Training Investment:** Fully funded by Government (\$0)

**SLP Training Schedules 2020**

No	Province	District	No. of villages
1	Macuata	Nadogo	10
2		Dogotuki	10
3	Cakaudrove	Wailevu East	9
4		Wailevu West	12
5	Ba	Vuda	6
6		Nadi	6
No	Province	District	No. of villages
13	Nadroga	Malolo	4
14		Vatulele	3
15	Tailevu	Dawasamu	8
16		Namena	7

No	Province	District	No. of villages
7	Ra	Navolau	4
8		Burewai	4
9	Lomaiviti	Levuka	10
10		Mororiki	10
11	Naitasiri	Naitasiri	11
12		Vuna	8
No	Province	District	No. of villages
17	Kadavu	Ravitaki	7
18		Naceva	10



## **DEPARTMENT OF NATIONAL PRODUCTIVITY & INDUSTRY** **INNOVATION**

The Department of National Productivity & Industry Innovation provides training and consulting services on strategies, techniques and tools for productivity and quality management in manufacturing and service organizations. Productivity and quality are integral components of organizations' operational strategies. Productivity plays an important role at both macro and micro levels. At micro-level, firms use productivity as a performance measure to benchmark against best-in-class companies to identify best practices. Quality management has become an important part of management culture and allows organizations to continually improve its processes, products and services.

The Department delivers training courses which are specifically designed for the industry and ensures that the needs of our clients are met by training that equips them with the knowledge and skills demanded by rapidly transforming learning environment. The Department's programs offer innovative, research-based alternatives for the initial preparations and continuing development of the nation's workforce at all levels. A strong emphasis is being placed on professional training and accreditation in various facets of training. The training courses are designed in consultation from the industry through our Industry Visits, Industry Discussion Forums and Industry Training Advisory Committee review.

The Department also provides consultancy services to organizations in various areas that help an organization to implement the learning's of the training courses, and assists organizations in meeting new standards and levels of quality and productivity. The Department has arrangements with corporate alliances and international partners and continues to benchmark its services to prepare a new generation of workforce to meet the challenges of knowledge-based organizations.

To complement the quality and delivery of service, the department has a professional, experienced and dedicated team that provides outstanding service to its stakeholders and strives to continually improve service quality. The competency of the team is enhanced through continuous training and development.

### **Our Training and Consultancy Disciplines**

The Department of National Productivity & Industry Innovation Offers its training and consultancy services in the following disciplines:

- Accounting and Financial Management
- Environmental Management and Green Productivity
- Food Safety Management
- Industrial and Systems Engineering
- Occupational Health and Safety
- Project Management
- Quality Management

### ***Our Contacts:***

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## **ACCOUNTING AND FINANCIAL MANAGEMENT**

Accounting & Financial Management knowledge and skills is an absolute necessity for sound business operations and sustainability, therefore, courses are offered for workforce development training for the purpose of up-skilling and re-skilling employees in the private and public sectors and not limited to interested individuals in the field of Accounting and Finance. It is essential that the staff responsible for managing the finances and related resources of an organization have the latest and current knowledge on the principles, practices, policies and regulations related to this discipline.

We offer a wide range of specialized Accounting and Financial Management courses to enhance your competencies. We have worked together with professional bodies and institutes such as the Fiji Institute of Accountants (FIA) and Institute of Internal Auditors – Fiji (IIA – Fiji). Most of the accounting courses listed below have been given accreditation by the FIA for Continuing Professional Education (CPE) hours.

These are the range of courses that we offer as public courses. We are also happy to work with your organization in providing custom-made training to suit your special needs and deliver in-house courses.

- Financial Literacy and Decision Making
- Inventory and Stock Control Management
- Purchasing and Supplier Management
- Strategic Planning, Effective Budgeting and Cost Control
- Managing Accounts Payable, Vendor Performance and Contract Compliance
- Warehouse and Logistics Management
- Budgeting and Cost Control for Hotels and Resorts
- Material Flow Cost Accounting
- Managing Accounts Receivable and Collection Strategies
- Cash Handling and Control Procedures
- Evaluating and Enhancing Firm Level Productivity

### **Financial Literacy & Decision Making**

#### ***Competencies Addressed:***

At the end of this training, participants will be able to:

- Apply a good working knowledge on finance
- Analyze and discuss the important of accounting concepts, financing operations and growth and time value of money.
- Distinguish between investment and finance decisions as well as the different types of financial statements
- Apply professional tools for management decisions
- Demonstrate the understanding of financial knowledge and skills to allow them to effectively participate in the decision-making processes of the organization
- Generate financial statements including analysis and interpretation of financial statements, budgetary control, cost volume-profit, breakeven analysis and management of working capital.

**Target Group:** This course is intended for non-financial staff who do not have a financial background, supervisors and team leaders and accounts receivable officers/ supervisors, administrative officers, accountants, financial controllers.



**Training Investment:** \$275

Venue	Dates	Session
Suva	Jan 16 - 17	Day
Lautoka	Jan 23 - 24	Day
Nadi	Mar 19 - 20	Day
Lautoka	July 09 - 10	Day
Suva	July 09 - 10	Day

**Inventory and Stock Control Management****Competencies Addressed:**

At the end of this training, participants will be able to:

- Describe the role of inventory in business operations
- Identify the methods used for storage, handling and control of stock.
- Discuss various techniques for safely and effectively managing inventories and optimizing services to clients
- Determine the importance of stock taking and stock taking process
- Apply the modern methods of stocktaking in the organization and analyze stock variance
- Evaluate and measure inventory performance to minimize inventory holdings, reduce overhead costs and improve profitability performance
- Generate inventory reports for management purposes

**Target Group:** The target audience includes stock controllers, accounts assistant, warehouse supervisors, dispatch officers, procurement officers, management accountants, inventory analysts, Inventory Coordinators, financial controllers and those who are involved in managing inventory for manufacturing, wholesaling or retailing organizations.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Jan 20 - 23	Evening
Lautoka	Jan 28 - 31	Evening
Suva	Jan 23 - 24	Day
Lautoka	Jan 23 - 24	Day
Nadi	Oct 22 - 23	Day

**Purchasing and Supplier Management****Competencies Addressed:**

At the end of this training, participants will be able to:

- Explain the responsibilities and duties of the professional buyers and purchasers.
- Identify the administration, documentation, legal and regulatory requirements of the purchasing process
- Specify the supplier selection, evaluation and re-evaluation process
- Demonstrate good communication skills for negotiation and bargaining
- Apply industry "best practices" relating to purchasing and supplier management.

**Target Group:** The target audience includes purchasing/procurement managers, stock controllers, accounts personnel(s), buyers, warehouse clerks, warehouse supervisors, procurement officers, and those involved in the purchasing processes.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Feb 13 - 14	Day
Lautoka	Feb 13 - 14	Day
Nadi	Sept 17 - 18	Day
Suva	Oct 08 - 09	Day

### **Strategic Planning, Effective Budgeting and Cost Control**

#### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Explain the strategic planning process and how it translates into annual budgets
- Describe the role of budgets in the management process
- Determine the key elements of an operational and capital budget and evaluate the different approaches used
- Apply techniques for identifying, understanding, controlling and managing costs to improve efficiency and effectiveness of organizations
- Generate flexible budgets for evaluating short-term financial performance
- Measure, evaluate and improve business performance

**Target Group:** The target audience includes key decision makers, supervisors, team leaders and managers and any other personnel involved in budgeting and planning process.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Jan 20 - 21	Day
Lautoka	Jan 20 - 21	Day

### **Managing Accounts Payable, Vendor Performance and Contract Compliance**

#### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Express the importance of the accounts payable function with regards to its links to business cash flow
- Explain the procedures for supplier evaluation and assessment, selection including tendering process
- Identify the impact of risk and uncertainty on the business and its impact on accounts payable and cash flow
- Use the appropriate tools and techniques to assess suppliers and their financial and operational reliability
- Analyze and make informed and improved management decision regarding vendor performance and gain confidence in dealing with contractual issues and disputes

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Utilize an integrated approach to the development of sound accounts payable systems and manage contractual relationships

**Target Group:** The target audience includes those who are involved in the accounts payable role including project teams, accounts payable officers, accountants, stock controllers, warehouse personnel, procurement officers and all professionals responsible for acquisition of products from suppliers and vendors or tendering process.

**Training Investment:** \$275

Venue	Dates	Session
Suva	May 21 - 22	Day
Lautoka	May 27 - 28	Day
Suva	Nov 11 - 12	Day
Lautoka	Nov 10 - 13	Evening

### Warehouse & Logistics Management

#### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Determine the purpose and functions of a warehouse
- Specify the process of receiving and shipping products
- Determine supply-chain risks and design risk-mitigation strategies
- Illustrate the concept of strategic sourcing
- Demonstrate warehouse management practices
- Analyze supply chain process to improve profitability
- Create and maximize supply chain coordination and collaboration
- Evaluate purchasing, production and distribution strategies in a market
- Analyze the challenges in establishing efficient and effective transportation processes within industries

**Target Group:** The target audience includes stock controllers, accounts assistant, warehouse supervisors, dispatch officers, procurement officers, management accountants, inventory analysts and those who are involved in managing inventory for manufacturing, wholesaling or retailing organizations.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Apr 02 - 03	Day
Lautoka	Apr 16 - 17	Day
Suva	Aug 13 - 14	Day
Nadi	Aug 19 - 20	Day
Suva	Oct 19 - 20	Day
Sigatoka	Oct 22 - 23	Day

## Budgeting & Cost Control for Hotel and Resorts

### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Select a budgeting system that suits organizational needs
- Interpret the key financial indicators and how to monitor accordingly
- Demonstrate the understanding of the peaks and troughs of income and expenditure
- Determine the different types of cost
- Evaluate and minimize costs while increasing productivity and value added
- Demonstrate self-motivation and confidence in your ability to analyze
- Evaluate the connection between budget processes and business improvement
- Use budgets to achieve strategic, tactical and operational plans of the organization
- Utilize budgets to reflect long-term objectives and performance targets

**Target Group:** The target audience include professionals who are responsible for improving the performance of a team or department while simultaneously reducing costs where necessary for Hotels and Resorts.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	Apr 29 - 30	8.30am – 4.30pm

## Material Flow Cost Accounting

### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Determine ways to improve coordination and communication on material and energy use within organizations
- Apply your knowledge to increase transparency regarding material and energy flows and the respective costs
- Demonstrate basic understanding of Material Flow Cost Accounting (MFCA)
- Relate your skills and knowledge to support organizational decisions in areas such as process engineering, production planning, quality control, product design and supply chain management
- Evaluate and redesign the production process to reduce material waste, energy consumption, and system costs
- Measure true cost associated to material losses
- Analyze and develop strategies on the basis of material flow cost accounting to reduce losses in the process
- Utilize and optimize the supply chain by focusing on communication, cost reduction, and technological improvement to reduce environmental effects

**Target Group:** The target audience includes stock controllers, accounts personnel, productions managers, supervisors and line managers, warehouse clerks, warehouse supervisors, personnel's dealing with inventory controls.

**Training Investment:** \$275

Venue	Dates	Session
Suva	May 07 - 08	Day
Lautoka	May 14 - 15	Day

**Managing Accounts Receivable & Collection Strategy****Competencies Addressed:**

At the end of this training, participants will be able to:

- Illustrate debt behavior and models
- Identify the key legal aspects in debt collection
- Explain the importance of credit and collection policy and procedure in the business
- Exercise modern techniques in debt collection to solve business related issues
- Create dispute management strategy
- Analyze and manage Customer Relationship
- Apply effective telephone and writing skills in debt recovery
- Demonstrate effective internal control procedures for collection process

**Target Group:** The target audience includes accounts receivable officers/ supervisors, administrative officers, accountants and small business owners, financial controllers, debt collectors, credit collection teams, sales officers and anyone who is involved in accounts receivable management.

**Training Investment:** \$275

Venue	Dates	Session
Lautoka	Mar 05 - 06	Day
Suva	Mar 05 - 06	Day
Suva	Aug 20 - 21	Day
Nadi	Aug 27 - 28	Day

**Cash Handling & Control Procedures****Competencies Addressed:**

At the end of this training, participants will be able to:

- Review the effectiveness of cash handling policy and procedure
- Describe the key connection between business collection and safekeeping
- Apply effective control procedure in cash handling
- Demonstrate effective internal control in cash management

**Target Group:** The target audience includes finance officers, treasury official, cash handlers, cashiers, petty cash custodian, shareholders, and individuals who are starting a business and need to gain knowledge in effective handling of cash.

**Training Investment: \$165**

Venue	Dates	Session
Labasa	Jun 10	Day
Savusavu	Jun 11	Day
Ba	Jun 11	Day
Lautoka	Oct 08 - 09	Evening

**Evaluating & Enhancing Firm Level Productivity****Competencies Addressed:**

At the end of this training, participants will be able to:

- Explain the concepts of productivity, efficiency and utilization
- Identify key individual factors affecting workplace productivity
- Measure firm level productivity in relation to labor, machinery, inputs, outputs and other factors
- Determine productivity improvement tools and techniques and its application to the workplace
- Determine methods to measure efficiency and utilization
- Interpret results and apply productivity improvement techniques
- Design productivity improvement program

**Target Group:** The target audience includes managers, supervisors and team members of organizations that want to measure and improve firm level productivity.

**Training Investment: \$275**

Venue	Dates	Session
All	Jun 01 – Jul 31	Online

**FOOD SAFETY MANAGEMENT**

Food safety is of great public health importance. Food Safety and Food Suitability has become an area of priority and necessity for consumers, retailers, manufacturers and regulators. Globalization of food production, international trade, technology, public expectations for health protection and many other factors have created a huge demand for food safety professionals.

The Food Safety Management courses are designed to provide participants with a range of skills necessary in planning, executing, monitoring and controlling food safety related issues in a food production facility. The program consists of modules covering various knowledge area of importance such as Food Safety Pre-Requisite Programs, Good Manufacturing Practices HACCP and Food Safety Management Systems. A defining feature of this program is that it offers Certificate of Attainment in individual modules after completion, in addition to a final Certificate of Attainment in Food Safety Management to participants who complete the full program. The course materials are aligned with CODEX ALIMENTARIUS, ISO 22000 standards and Food Safety Regulation 2009.

- Basic Food Safety Management
- Allergen Management
- Implementing Hazard Analysis Critical Control Points (HACCP) Systems
- Pest Management Strategies for Manufacturing and Hotel Industries

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Understanding and Implementing ISO22000:2018 Food Safety Management Systems
- ISO 22000:2018 Food Safety Management Systems Internal Audit

### Basic Food Safety Management

#### **PQFS001C**

##### **Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Explain the basic food safety requirements
- Determine common food hazards present at the various steps of food preparation
- Apply basic food safety general requirements as per Food Safety Act 2003
- Determine control measures to minimize the risks
- Demonstrate good food preparation practices and personnel hygiene
- Design documentation required for basic food safety compliance

**Target Group:** The target audience includes quality assurance managers, product development technologists, quality assurance supervisors, production managers, and production team leaders, HACCP officers, food safety practitioners, food auditors, line supervisors, general staff of hotels, restaurants and food and catering businesses who are involved in food handling, preparation, storage and related services.

**Training Investment:** \$242

Venue	Dates	Session
Suva	Jan 15 – 16	Day
Nadi	Jan 29 – 30	Day
Suva	Jul 06 – 09	Evening
Lautoka	Jul 20 – 23	Evening
	Jun 01 – Jul 31	Online

### Allergen Management

#### **PQFS005C**

##### **Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Describe Allergen Management and its associated risks
- Illustrate Allergen Risk Assessment
- Demonstrate Allergen Risk Management Programs
- Apply Allergen Risk Communication
- Demonstrate Allergen Risk Review (Allergen Auditing, cleaning validations)
- Apply product labels in relation to ISO22000:2018 & HACCP requirements

**Target Group:** The target audience includes quality assurance managers, product development technologists, quality assurance supervisors, production managers, and production team leaders, HACCP officers, food safety practitioners, food auditors, line supervisors, general staff of hotels, restaurants and food and catering businesses who are involved in food handling, preparation, storage and related services.



**Training Investment: \$275**

Venue	Dates	Session
Nadi	Feb 12 - 13	Day
Suva	Feb 25 - 26	Day
Suva	Dec 01 - 02	Day
Lautoka	Dec 15 - 16	Day

**Implementing Hazard Analysis & Critical Control Points (HACCP) System****PQFS0001C****Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Explain the principles of food safety
- Apply Food Safety Pre-Requisites Programs (PRPs) in the food production area
- Apply methods / techniques in carrying out the 12 Application Steps
- Interpret the HACCP based Food Safety System
- Illustrate the 7 principles of HACCP to a food establishment
- Determine the hazards associated with food – Biological, Chemical and Physical Hazards
- Interpret CODEX Recommended International Code of Practice & the General Principle of Food Hygiene

**Target Group:** The target audience includes quality assurance managers, product development technologists, quality assurance supervisors, production managers, and production team leaders, HACCP officers, food safety practitioners, food auditors, line supervisors, general staff of hotels, restaurants and food and catering businesses who are involved in food handling, preparation, storage and related services.

**Training Investment: \$385**

Venue	Dates	Session
Suva	Mar 02 - 04	Day
Nadi	Mar 17 - 19	Day
Lautoka	Aug 11 - 13	Day
Suva	Aug 24 - 26	Day

**Pest Management Strategies for Manufacturing and Hotel Industries****PQFS0006C****Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Describe key pests in food supply chain
- Interpret different insect control strategies
- Determine pesticide formulation and active ingredient
- Specify pest management program for establishment
- Apply pest management plan
- Determine effectiveness of the pest management strategies

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** The target audience includes pest controllers, quality assurance managers, product development technologists, quality assurance supervisors, production managers, and production team leaders, HACCP officers, food safety practitioners, food auditors, line supervisors, general staff of hotels, restaurants and food and catering businesses who are involved in food handling, preparation, storage and related services.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Apr 02 - 03	Day
Lautoka	Apr 22 - 23	Day
Suva	Oct 01 - 02	Day
Nadi	Oct 08 - 09	Day

### Understanding and Implementing ISO22000:2018 Food Safety Management Systems PQFS0004C

**Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Describe the guidelines of the ISO22000:2018 Food Safety Management Systems
- Identify key food safety hazards
- Determine key control measures for food safety hazards.
- Determine the documentation and required structure to implement ISO22000:2018.
- Design work instruction and procedures
- Apply food safety management system within the organization

**Target Group:** The target audience includes quality assurance managers, product development technologists, quality assurance supervisors, production managers, and production team leaders, HACCP officers, food safety practitioners, food auditors, line supervisors, general staff of hotels, restaurants and food and catering businesses who are involved in food handling, preparation, storage and related services.

**Training Investment:** \$330

Venue	Dates	Session
Suva	May 06 - 07	Day
Nadi	May 13 - 14	Day
Suva	Sep 08 - 09	Day
Nadi	Sep 16 - 17	Day

### ISO 22000:2018 Food Safety Management Systems Internal Auditing PQFS0005C

**Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Explain the principles of auditing and auditor responsibilities
- Design internal audit plan
- Design an audit program based on controls for hazards, sampling methods, verification and Validation

- Apply skills in the audit cycle of planning, conducting and reporting on an internal food safety audit as per ISO19011 standard
- Analyze and discuss audit findings and nonconformities into an internal audit report.
- Determine areas for improvement for the management systems (ISO 9001:2015 and ISO 22000:2018)

**Target Group:** The target audience includes quality assurance managers, product development technologists, quality assurance supervisors, production managers, and production team leaders, HACCP officers, food safety practitioners, food auditors, line supervisors, general staff of hotels, restaurants and food and catering businesses who are involved in food handling, preparation, storage and related services.

**Training Investment:** \$330

Venue	Dates	Session
Nadi	Jun 04 - 05	Day
Suva	Jun 17 - 18	Day
Suva	Nov 09 - 10	Day
Nadi	Nov 18 - 19	Day

## ENVIRONMENTAL MANAGEMENT AND GREEN PRODUCTIVITY

We have a variety of Environmental Management and Green Productivity related courses that have been developed to ensure that organizations meet and exceed the statutory and regulatory requirements on environmental laws, and also demonstrate a leading commitment to the protection of the environment and Green Productivity. There are two courses offered as public courses, however, we have a range of courses that are available as in-house training on request. We work with the Asian Productivity Organization, Department of Environment, Department of Energy and other professional bodies in this area to ensure that our training programs are relevant and current.

- Implementing Green Productivity
- Environmental Regulation and Compliance
- Understanding & Implementing ISO 14001:2015 Environmental Management System
- Fundamentals of Environmental Auditing

### Implementing Green Productivity

#### **PQQM0055C**

#### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Demonstrate an understanding and appreciation of Green Productivity and its significance
- Explain the link between Green Growth Framework to Green Productivity
- Determine the link between Green Productivity concepts and the respective processes at the workplace
- Determine the appropriate productivity and environmental management tools, techniques and technologies the reduce environmental impact of an organizations activities
- Apply sustainable environmental solutions to improve organizational environmental performance

**Target Group:** This program is designed for Middle Managers, Human Resource Managers, Supervisors, Environment & Quality Assurance personnel's and Team Leaders.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Mar 01 - 31	Online

**Environmental Regulation and Compliance****PEQM0001C****Competencies Addressed:**

At the end of this training, participants will be able to:

- Identify environmental laws and regulations in Fiji
- Determine the level of compliance and identify the gaps in compliance for their organizations
- Design action plans to meet compliance standards
- Apply practical compliance strategies to enhance the organization's environmental performance

**Target Group:** This course is designed for personnel involved in and responsible for managing environmental activities such as project managers, training personnel, managers, supervisors, engineers, Environmental Officers, TQM facilitators, Health & Safety Committee members, Health Inspectors, City/Town Council workers and all those who wish to learn about Fiji's environment legislations.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Apr 01 - 30	Online

**Understanding & Implementing ISO 14001:2015 Environmental Management****PQEM0029C****Competencies Addressed:**

At the end of this training, participants will be able to:

- Explain the purpose and the role of the Environmental Management System (EMS)
- Interpret the ISO 14001:2015 requirements
- Interpret Environmental Management Systems Principle
- Determine the required processes for their organization to become certified to ISO 14001:2015
- Identify the documented information needed to implement the ISO 14001:2015 EM
- Design a project plan with timeline and resources needed for implementation of ISO 14001:2015

**Target Group:** This course is designed for Managers, Policy and decision makers, Environment and Quality assurance officers, production managers, OHS officers and Auditors.

**Training Investment:** \$330

Venue	Dates	Session
Suva	May 01 - 31	Online

## Fundamentals of Environmental Auditing

### PQEM0011C

#### Competencies Addressed:

At the end of this training, participants will be able to:

- Demonstrate an understanding of environmental audits and different audit approaches  
Explain the linkages between an organizations environmental performance to the requirements of Fijis Environmental Legislations
- Identify the supplementary and complementary legislations, processes, documents, records and practices that are part of an organizations environmental aspects
- Demonstrate ability to plan, conduct, report and follow- up internal environmental audits as per legal, moral, and ethical requirements
- Design environmental audit criteria
- Apply the process of performing an environmental audit as per agreed and defined criteria

**Target Group:** The target audience includes Environmental Managers, Environmental Auditors, Finance auditors, Quality Auditors, Production/ Operation Managers, Project Managers, Health and Safety Inspectors, Frontline Managers, and Town/City Planners.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Jun 01 - 30	Online

## OCCUPATIONAL HEALTH AND SAFETY

Occupational health and safety is a multidisciplinary science concerned with the management of workplace health and safety ensure the welfare of people engaged in work or employment. The goals of occupational health and safety programs include fostering a safe and healthy work environment and culture that will protect stakeholders and ultimately contribute to workplace productivity. Occupational Health and Safety programs are preventative approaches, and therefore, it requires careful planning, evaluation and reviews.

We offer a wide range of specialized OHS courses that enable an organization to develop excellent management systems and processes related to OHS, as well as further courses that support the established OHS processes. Our training courses are aligned to the HASAW Act and the related regulations governing the OHS issues at a national level. We ensure that our Occupational Health and Safety trainers are accredited by the Ministry of Employment. We also work with the industry based OHS Committees and the National Safety Council of Australia.

- Occupational Health and Safety Modules I and II for Safety Representatives and Committee Members.
- OHS Module III - Occupational Health and Safety Risk Management.
- OHS Module IV-Develop and Implement ISO 45001:2018 Occupational Health and Safety Management Systems.
- OHS Module V- Auditing Occupational Health and Safety Management Systems.
- Basic Security Guards
- Working in Confined Space
- Working at Height Safety
- OHS Committees and Reps Refresher Training

**Occupational Health and Safety Modules I and II for Safety Representatives and Committee****Members****PQOH00010C****Competencies Addressed:**

At the end of this training, participants will be able to:

- Interpret the Health & Safety at Work Act and its associated legislations and codes of practice.
- Specify roles and responsibilities of stakeholders at the workplace.
- Demonstrate workplace practices and arrangements in solving OHS issues.
- Analyze and discuss the establishment of the OHS committee and their roles & responsibilities.
- Apply concepts to mitigate workplace risks in a proactive manner.

**Target Group:** The target audience includes Managers, Team Leaders, Supervisors, Health & Safety Committee Members & Safety Representative and all others who are interested in gaining knowledge on OHS requirements in the workplaces.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Jan 22 - 24	Day
Lautoka	Jan 28 - 30	Day
Labasa	Feb 05 - 07	Day
Rakiraki	Feb 12 - 14	Day
Suva	Mar 04 - 06	Day
Nadi	Mar 04 - 06	Day

Venue	Dates	Session
Savusavu	May 06 - 08	Day
Suva	May 13 - 15	Day
Labasa	Jun 10 - 12	Day
Lautoka	July 15 - 17	Day
Suva	Sep 16 - 18	Day
Lautoka	Oct 14 - 16	Day

**OHS Module III - Occupational Health and Safety Risk Management****PQOH00037C****Competencies Addressed:**

At the end of this training, participants will be able to:

- Explain the principles of risk management and its processes
- Analyze and discuss various risk management tools.
- Demonstrate skills that will enable good decision making
- Relate the risk management concept and its application to various workplaces settings.
- Design and implement procedures to better address current practices in one's organization

**Target Group:** The target audience includes Managers, Team Leaders, Supervisors, Health & Safety Committee Members & Safety Representative and all others who are interested in gaining knowledge on prioritizing and mitigating risks at the workplaces.

**Training Investment: \$275**

Venue	Dates	Session
Lautoka	Mar 19 - 20	Day
Suva	Apr 02 - 03	Day
Labasa	Apr 29 - 30	Day
Suva	June	On-line
Labasa	Jul 16 - 17	Day
Suva	Jul 23 - 24	Day

## **OHS Module IV- Develop and Implement an ISO 45001:2018 Occupational Health and Safety Management System**

### **PQOH0038C**

#### **Competencies Addressed:**

At the end of this training, participants will be able to:-

- Explain the advantages of having an ISO 45001: 2018 OHS management system
- Interpret the key requirements of ISO 45001:2018 OHS management system
- Develop an OHSMS plan based on ISO 45001:2018 framework
- Analyze and discuss OHS performance criteria, record keeping and documentation requirements
- Review and improve the ISO 45001:2018 OHSMS framework

**Target Group:** The target audience includes OHS professionals, officials, managers, OHS Committees, Human Resources Personnel, Executive Officers, Supervisors and Team leaders, or other people responsible for workplace health and safety.

**Training Investment: \$330**

Venue	Dates	Session
Lautoka	May 21 - 22	Day
Suva	May 28 - 29	Day
Suva	Aug 20 - 21	Day
Labasa	Aug 27 - 28	Day

## **OHS Module V Auditing Occupational Health and Safety Management Systems**

### **PQOH0018C**

#### **Competencies Addressed:**

At the end of this training, participants will be able to:-

- Describe the auditing management principles and processes
- Determine auditing tools and methods
- Analyze and discuss nonconformity and audit reports
- Explain auditor's code of conduct & personal attributes
- Determine report formatting and follow up audit activities
- Apply Principles for Management Systems Audits
- Demonstrate capabilities to plan and conduct an audit



## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** The target audience includes OHS Committee Chairperson and members, Human Resources Personnel, OHS Managers & Officers, Project Managers, Health Safety Security and Environment Coordinators, Quality Assurance Officers, Corporate & Administration Managers, and Supervisors.

**Training Investment:** \$330

Venue	Dates	Session
Suva	Jun 18 - 19	Day
Lautoka	Aug 20 - 21	Day
Suva	Sep 24 - 25	Day
Labasa	Sep 29 - 30	Day

### OHS Representative and Committee Refresher Training

#### PQOH0003C

##### **Competencies Addressed:**

At the end of this training, participants will be able to: -

- Explain OHS legislative requirements and codes of practice to workplace practice
- Describe roles & responsibilities of workplace parties (stakeholders)
- Apply workplace practices and arrangements in solving OHS issues
- Analyze and discuss roles and responsibilities of the OHS committee
- Check and improve company OHS compliance

**Target Group:** The target audience includes Managers, Team Leaders, Supervisors, Health & Safety Committee Members & Safety Representative and all others who have completed the OHS Modules I & II mandatory training for OHS Committees and Representative.

**Training Investment:** \$220

Venue	Dates	Session
Suva	Jan 31	Day
	Feb 01-29	Online
Labasa	Feb 28	Day
Suva	Apr 20	Day
Labasa	Jun 26	Day
Suva	Aug 01-31	Online

### Basic Security Guards

#### PQOH0049C

##### **Competencies Addressed:**

At the end of this training, participants will be able to:-

- Describe the roles, responsibilities and duties of a security guard
- Determine the relevant clauses of current laws and regulations in the security industry
- Apply effective verbal communication skills when dealing with property owners, customers, visitors, intruders and other related parties
- Demonstrate good writing skills to record information in log books, registers incident reports, and related documents

**Target Group:** Security guards and officers in the various types of industries including retail, hospitality, banking, education, manufacturing and warehouses and related industry.

**Training Investment:** \$165

Venue	Dates	Session
Suva	Feb 13 - 14	Day
Nadi	Feb 27 - 28	Day
Lautoka	Jul 30 - 31	Day

## Working in Confined Space

### PQOH0015C

#### **Competencies Addressed:**

At the end of this training, participants will be able to: -

- Describe potential risks associated with working in confined space.
- Determine the roles and responsibilities of each person or party.
- Determine the appropriate equipment's and its usage in confined spaces.
- Analyze and discuss isolation procedure, tag out & lockout system, atmospheric monitoring, ventilation, safeguarding devices and respiratory protection.
- Apply the knowledge and skills in managing, supervising and working in confined space.
- Design working in confined space safety systems.

**Target Group:** OHS Officers, Project Managers, Construction Team Leaders, Supervisors, workers working in confined space and any interested individual.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Mar 26 - 27	Day
Lautoka	June 04 - 05	Day
Nadi	Oct 01 - 02	Day
Suva	Oct 22 - 23	Day

## Working at Height Safety

### PQOH0013C

#### **Competencies Addressed:**

On the successful completion of this course, participants will be able to: -

- Interpret relevant regulations and code of practice used internationally
- Relate own working at height safety practices to standards
- Illustrate application and usage of height safety equipment to specific tasks.
- Apply risk assessment procedures and permits to work system
- Design site procedures and safe work methods

**Target Group:** The target audience are all workers who work at heights, including OHS Officers, Project Team, Team Leaders, Supervisors and any interested individual.

**Training Investment:** \$165

Venue	Dates	Session
Suva	Mar 25	Day
Lautoka	May 08	Day
Nadi	Sept 04	Day
Suva	Oct 21	Day

**PROJECT MANAGEMENT**

Project Management is critical in any organization as it contributes to business performance and organizational success. With the ever increasing globalization and fast-paced market place, organizations are constantly faced with new opportunities and challenges which includes projects that are becoming complex and multi-faceted requiring a deeper level of understanding of project planning, organizing, scheduling, reporting and monitoring. Understanding that project management is a problem driven discipline have enabled industries to realize the need for relevant staff to possess a wide range of competencies to meet challenges and solve problems in many areas relating to projects. Industries and organizations have also recognized that project management brings about success when executed effectively, creating and enabling motivated teams with increased productivity and profitability.

This program is designed to provide participants with a range of skills necessary in planning, executing, monitoring, controlling and closing projects. The 2019 revised program consists of five units covering various knowledge areas of importance in project management. The course material is aligned with A Guide to Project Management (PMBOK® Guide, 6th Edition).

The course is suitable for project team members and managers in all types of projects including construction, information technology, business process improvement, research & development and all other disciplines.

- Project Scope and Time Management
- Project Cost Management
- Project Leadership
- Project Risk and Quality Management
- Microsoft Project for Project Managers

**Project Scope and Time Management****PQPM0001C****Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Identify the roles and responsibilities of a project manager and establish a project team
- Identify key project stakeholders and establish mechanisms for stakeholder consultation
- Apply work breakdown structure and related methods to identify project scope and key deliverables
- Create project network diagrams and identify the critical paths of a project
- Apply MS Project application to set up a project schedule

**Target Group:** The target audience includes Project Managers, Project Officers, Technical Officers, Project Team Members, Research Officers, Supervisors, Team Leaders, Engineering Managers, Engineers,

Maintenance Managers, Production Managers, Property Managers, or other people involved in project related activities.

**Training Investment:** \$330

Venue	Dates	Session
Suva	Feb 24 – 25	Day
Nadi	Feb 27 – 28	Day
Suva	Aug 17 – 20	Evening
Nadi	Aug 24 – 27	Evening

## **Project Cost Management**

### **QPM0003C**

#### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Identify resource requirements for individual tasks identified in the work breakdown structure, with input from stakeholders and guidance from others
- Determine project costs to enable project budget to be prepared within agreed tolerances
- Create a project budget, list categories of cost and calculate contingency funding
- Apply cost-analysis tools to identify cost variations and evaluate alternative actions
- Exercise and monitor agreed actions to maintain financial objectives including carrying out earned value analysis
- Review project outcomes using available records to determine effectiveness of project cost management

**Target Group:** The target audience includes project managers, project officers, technical officers, project team members, research officers, supervisors, team leaders, engineering managers, engineers, maintenance managers, production managers, property managers, and other personnel involved in project related activities.

**Training Investment:** \$330

Venue	Dates	Session
Suva	Mar 12 - 13	Day
Lautoka	Mar 19 - 20	Day
Suva	Sep 14 - 17	Evening
Lautoka	Sep 21 - 24	Evening

## **Project Leadership**

### **QPM0007C**

#### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Develop critical and reflective thinking abilities.
- Cultivate a sense of self-awareness through identifying a leadership vision, mission & values.
- Exhibit the ability to work effectively with those different from themselves.
- Demonstrate an understanding of group dynamics and effective teamwork.

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Develop a range of leadership skills and abilities such as effectively leading change, resolving conflict, and motivating others.
- Demonstrate abilities to motivate team members

**Target Group:** The target audience includes those that lead or manage projects and project officers and those who wish to gain necessary knowledge and skills in becoming a good project leader

**Training Investment:** \$330

Venue	Dates	Session
Suva	Jun 04 – 05	Day
Nadi	Jun 18 – 19	Day
Nadi	Nov 09 – 12	Evening
Suva	Nov 23 – 24	Evening

### Project Risk and Quality Management

#### PQPM0008C

##### Competencies Addressed:

At the end of this training, participants will be able to:

- Explain the importance of managing project quality.
- Determine quality objectives, standards and levels to establish the basis for quality outcomes and a project quality management plan.
- Specify and use established quality management methods, techniques and tools to manage project quality.
- Demonstrate project quality assurance processes.
- Apply the quality assurance and quality control process results in implementing quality improvements

**Target Group:** The target audience includes project managers, project officers, technical officers, project team members, research officers, supervisors, team leaders, engineering managers, engineers, maintenance managers, production managers, property managers, and other personnel involved in project related activities.

**Target Group:** \$330

Venue	Dates	Session
Suva	Apr 16 – 17	Day
Nadi	Apr 29 – 30	Day
Suva	Oct 05 – 08	Evening
Nadi	Oct 19 – 22	Evening

### Microsoft Project for Project Managers

#### PQPM009C

##### Competencies Addressed:

At the end of this training, participants will be able to:

- Explain the fundamentals of Microsoft® Project 2016 Interface

- Execute and setup a Project
- Identify Key Deliverables
- Manipulate tasks & constraints
- Develop Project calendars
- Develop a Work Breakdown Structure
- Integrate with Dependencies
- Create a resource pool
- Measure Project performances using graphs and charts
- Establish project reports

**Target Group:** This course offers visually enhanced mechanisms to effectively manage a wide range of projects. It is designed for project managers, project officers or any individual who is interested in creating and managing project plans using powerful analysis tools. Participants who have no or some experience of using Microsoft Project may also apply.

**Target Group:** \$330

Venue	Dates	Session
Suva/Nadi	May 21 – 22	Day
Suva/Nadi	Nov 09 – 12	Day

## **INDUSTRIAL AND SYSTEMS ENGINEERING**

Industrial and Systems Engineering courses deal with the productivity improvement in a manufacturing or transactional process. It focuses on the process approach and advanced statistical tools and techniques to simulate various processes and optimize the efficiency and effectiveness of the process.

- 6S-Organising the Workplace
- Problem Solving Techniques

### **6S - Organizing the Workplace**

#### **PQIE0025C**

#### **Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Explain the 6S methodology and learn the activities performed in each step
- Design a 6S workplace system
- Apply the necessary 6S audit procedures to ensure compliance to standards
- Apply 6S methodology organization-wide to achieve it as an organization culture

**Target Group:** This program is designed for employees at all levels in an organization such as logistic managers, property managers, factory managers, staff from quality, production, finance, customer service, warehouse, OHS reps, technicians and operators. This course is particularly useful for companies aiming to achieve continual improvement through the installation of proper quality culture among workforce.

**Training Investment:** \$165

Venue	Dates	Session
Suva	Apr 01-30	Online
Suva	Oct 01-31	Online

**Problem Solving Techniques****Competencies Addressed:**

On successful completion of this course, participants will be able to:-

- Describe the process of problem solving and principles of root cause analysis
- Distinguish current problem solving and innovative thinking styles
- Understand the process of diagnosing and structuring problems before solving them
- Apply and integrate thinking tools, techniques and strategies for finding solution
- Apply basic quality tools in the problem solving process
- Determine efficient corrective action plans

**Target Group:** The course is suitable for anyone working to improve business performance by solving problems, improving processes and customer service, and tackling new opportunities - developing creative ideas for competing and winning.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Feb 6 - 7	Day
Nadi	Feb 13 - 14	Day
Suva	Aug 10 - 11	Day
Nadi	Aug 13 - 14	Day



## **QUALITY MANAGEMENT**

Quality Management deals with the organizations need to continually improve its systems and processes to be able to deliver its products and services better and faster, and using fewer resources. To be able to deliver quality results, an organization needs to establish, implement and review its key systems and processes related to quality. The four major components to a well-established quality management system are structured quality planning, quality assurance, quality control and learning and improvement.

We offer a range of specialized courses in the area of quality management. The courses enable organizations to meet and exceed its quality objectives. The courses are based on the quality management principles of ISO 9000 Quality Management Systems standard and the values and principles of the Malcom Balridge Business Excellence Framework.

- Creative Thinking and Innovation
- Understanding and Implementing ISO 9001:2015 Quality Management Systems
- Quality and Innovation Circles
- Writing Effective Policies and Procedures
- ISO 9001:2015 Quality Management Systems Internal Auditing
- Evaluating and Enhancing Firm Level Productivity

### **Creative Thinking and Innovation**

#### **PQQM00019C**

##### ***Competencies Addressed:***

On successful completion of this course, participants will be able to:

- Describe innovation and creativity and identify the key components of creativity
- Explain the importance of innovation and creativity in organizations
- Distinguish the elements that foster an innovative and creative work environment
- Identify the ten different types of innovation with examples and case studies
- Apply innovation types in workplace

**Target Group:** The target audience includes managers, team leaders, team members and any individual who wants to be more creative and innovative.

**Training Investment:** \$330

Venue	Dates	Session
Suva	Jan 16 – 17	Day
Nadi	Jan 23 – 24	Day
Suva	Jul 06 – 07	Day
Nadi	Jul 23 – 24	Day

### **Understanding and Implementing ISO 9001:2015 Quality Management Systems**

#### **PQQM00081C**

##### ***Competencies Addressed:***

On successful completion of this course, participants will be able to:

- Explain the purpose and the role of the Quality Management Systems
- Interpret the ISO 9001:2015 Quality Management Systems requirements
- Interpret Quality Management Systems Principles

## NATIONAL TRAINING PRODUCTIVITY CENTRE

- Determine the required processes for organizations to become certified to ISO 9001:2015 Quality Management Systems
- Identify the documented information needed to implement the ISO9001:2015 Quality Management Systems
- Design a project plan with timeline and resources needed for implementation of ISO9001:2015 Quality Management Systems

**Target Group:** The target audience includes managers, team leaders, and supervisors, quality management committee members, and all others who are interested in gaining knowledge on the requirements of ISO9001:2015.

**Training Investment:** \$385

Venue	Dates	Session
Lautoka	Mar 4 – 6	Day
Suva	Mar 18 – 20	Day
Nadi	Sep 09 – 11	Day
Suva	Sep 23 – 25	Day

### Quality and Innovation Circles

#### **PQQM0004C**

##### **Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Explain the principles, values and code of conduct of Quality & Innovation Circles
- Specify the links between Quality and Innovation Circles to Business Excellence and ISO 9001
- Determine business improvement and opportunities through Quality and Innovation concept
- Analyze and present data and QC tools to recommend solutions for common problem areas
- Apply QC methodology at the workplace for employee engagement and continual improvement

**Target Group:** The target audience includes members from organizations that are planning to establish Quality & Innovation Circles or have existing Quality & Innovation Circles.

**Training Investment:** \$275

Venue	Dates	Session
Suva	Mar 12 – 13	Day
Nadi	Mar 26 – 27	Day
Suva	Sep 14 – 15	Day
Lautoka	Sep 29 – 30	Day

### Writing Effective Policies and Procedures

##### **Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Explain the importance of Policies and Standard Operating Procedures and why they should be documented
- Determine organizations process approach for policies and procedures development

- Design documented information that comply to business requirements
- Apply skills to implement the policies and procedures and get employee cooperation and feedback

**Target Group:** The target audience includes business process improvement teams aiming to start documenting common business processes & policies, quality officers, supervisors and line managers.

**Training Investment:** \$275

Venue	Dates	Session
Nadi	May 04 – 05	Day
Suva	May 14 – 15	Day
Suva	Dec 10 – 11	Day
Nadi	Dec 14 – 15	Day

## **ISO 9001:2015 Quality Management Systems Internal Auditing** **PQQM0099C**

### **Competencies Addressed:**

On successful completion of this course, participants will be able to:

- Describe quality audits and different audit approaches
- Determine linkages between an organizations quality management processes to the requirements of ISO9001:2015 Quality Management Systems standard
- Apply the process of performing an internal quality audit as per ISO19011: 2018 guidelines
- Determine the processes, documents, records and practices that are part of a quality management system
- Demonstrate ability to plan, conduct, report and follow- up internal audits.

**Target Group:** The target audience includes middle managers, management representatives, quality practitioners, quality assurance managers, and internal quality auditors.

**Training Investment:** \$330

Venue	Dates	Session
Lautoka	May 21 – 22	Day
Suva	May 25 – 26	Day
Lautoka	Dec 01 – 02	Day
Suva	Dec 03 – 04	Day

## **Evaluating and Enhancing Firm Level Productivity**

### **Competencies Addressed:**

At the end of this training, participants will be able to:

- Explain the concepts of productivity, efficiency and utilization
- Identify key individual factors affecting workplace productivity
- Measure firm level productivity in relation to labour, machinery, inputs, outputs and other factors
- Determine productivity improvement tools and techniques and its application to the workplace
- Determine methods to measure efficiency and utilization
- Interpret results and apply productivity improvement techniques
- Design productivity improvement program

## NATIONAL TRAINING PRODUCTIVITY CENTRE

**Target Group:** The target audience includes managers, supervisors and team members of organizations that want to measure and improve firm level productivity.

**Training Investment:** \$275

Venue	Dates	Session
All	Jun 01 – Jul 31	Online

### **TAFE AWARD COURSES**

The Department offers a range of franchised qualifications which is suited for working students. These courses are offered under partnership with recognized Australian training providers like TAFE New South Wales, Australian Institute of Management and National Safety Council of Australia.

The qualifications target those individuals who need a practical, skills-based qualification relevant to their work. The classes are offered in the evenings and weekends, as well as blended online modes to allow flexibility and access to working students.

- Advanced Diploma of Leadership and Management
- Diploma of Work Health and Safety
- Certificate IV in Work Health and Safety

### **Advanced Diploma of Leadership and Management**

#### **BSB61015**

#### **Competencies Addressed:**

- Manage finances
- Lead and manage organizational change
- Provide leadership across the organization
- Develop and implement a business plan
- Manage knowledge and information
- Manage innovation and continuous improvement
- Develop and implement strategic plans
- Develop, implement and maintain WHS management systems
- Design and manage the enterprise quality management system
- Manage risk
- Manage human resources strategic planning
- Develop workplace policy and procedures for sustainability

**Target Group:** The target audience includes current and aspiring supervisors, team leaders, managers and leaders.

**Training Investment:** \$7,000.00

Venue	Dates	Session
Suva, Pacific Harbour, Sigatoka, Nadi, Lautoka, Tavua, Labasa	Feb 10 – May 30 (Semester 1)	Evening/Day
Suva, Pacific Harbour, Sigatoka, Nadi, Lautoka, Tavua, Labasa	Jul 06 – Oct 31 (Semester 2)	Evening/Day

## Diploma of Work Health and Safety

### BSB51315

**Competencies Addressed:**

- Contribute to work related health and safety measures and initiatives
- Manage effective WHS consultation and participation processes
- Contribute to the systematic management of WHS risk
- Manage WHS risks
- Investigate WHS incidents
- Contribute to developing, implementing and maintaining WHS management systems
- Contribute to managing WHS information systems
- Manage rehabilitation or return to work programs
- Contribute to the implementation of emergency procedures

**Target Group:** The target audience includes OHS Managers and Supervisors.

**Training Investment:** \$6,000.00

**Training Dates:** This course is available as distance learning online studies and students can enroll and commence at any time.

## Certificate IV in Work Health and Safety

### BSB41415

**Competencies Addressed:**

- Analyze and present research information
- Assist with compliance with WHS laws
- Contribute to implementing and maintaining WHS consultation and participation processes
- Contribute to WHS hazard identification, risk assessment and risk control
- Contribute to implementing and maintaining WHS management systems
- Assist with responding to incidents
- Assist with effective WHS management of contractors
- Contribute to work-related health and safety measures and initiatives
- Write complex documents
- Contribute to implementing emergency procedures

**Target Group:** The target audience includes OHS officers and supervisors, and those who are interested in pursuing Diploma of WHS.

**Training Investment:** \$4,000.00



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**Nasese Campus**

2/8 Queen Elizabeth Drive, Nasese, Suva

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**Samabula Centre**

Derrick Campus, Suva

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**Nadi Campus**

Lot 1, Queens Road, Nadi

Phone: (679) 6725730 Mobile: 9907335

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**Namaka Centre (IT)**

Lot 1, Bountiful Subdivision Queens Road, Namaka

Phone: (679) 6724073 / 6724074

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