2020 COURSE GUIDE
VERTO IS LATIN FOR ‘TRANSFORMATION’ AND IT REFLECTS WHAT WE DO IN ALL OF OUR SERVICES AS WE STRIVE TO CHANGE PEOPLE’S LIVES.

Ron Maxwell, Chief Executive Officer of VERTO

WELCOME TO VERTO

VERTO is a community-based, not-for-profit organisation that has been delivering vocational training and employment services in New South Wales for over 35 years. We work with industry to deliver over 30 nationally recognised qualifications, from Certificate II to Diploma level, as well as a selection of short courses and skill sets.

WHY TRAIN WITH VERTO?

If you have your sights set on a career in aged care, auditing, business, community services, disability services, employment services, food processing, hospitality, management, retail or warehousing, or need workplace health and safety/compliance training, VERTO can help!

QUALITY

VERTO was named both the 2015 New South Wales and Australian Large Training Provider of the Year. We have also been made a delegate by the Australian Skills Quality Authority (ASQA) for our scope of registration because of our high-quality services and compliance rating. VERTO is an ISO9001 accredited organisation and prides itself on its quality management systems.

FLEXIBILITY

Our expert team is able to design and deliver training that suits your needs. With our flexible delivery and payment options, you will be able to get the training you need, the way you want.

ENGAGEMENT

VERTO can help you to get the skills that major employing industries need. We partner with all industries and employers to ensure our training is relevant to real jobs, and to facilitate work experience placements with local employers wherever possible.

RESULTS

Our trainers and assessors are industry experts with a passion for helping you achieve your goals. Completion rates for VERTO students are over 80 per cent (which is more than double the national average recorded by the National Centre for Vocational Education Research).

TRAINING DELIVERY MODES

VERTO understands that one size doesn’t fit all. We believe in putting you in control and giving you choices about how and when you want to learn. We can deliver training via:

- Face to face classes
- Online learning
- Mixed Mode
- Flexible work based
- Traineeships
- Tailored options

TRAINING DELIVERY MODES

VERTO is proud to partner with the New South Wales Government to deliver training under Smart and Skilled initiative. Many of our full qualifications are subsidised by the New South Wales Government. Eligibility criteria applies and concession fees may be available. Find out more at https://smartandskilled.nsw.gov.au/are-you-eligible.

For further information, conditions and eligibility criteria, call 1300 4 VERTO or visit verto.org.au. VERTO also provides competitive fee-for-service pricing and personalised payment plans for students.
BSB20115 CERTIFICATE II IN BUSINESS

Are you ready for your career in the business world? This qualification focuses on developing the knowledge and skills you need to help you get started!

What you will learn:
- Basic computer literacy
- Use of business technology
- Customer service
- Work effectively in a team and office environment

Potential career options:
- Administration
- Office Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.

BSB30115 CERTIFICATE III IN BUSINESS

Looking to discover more about how the business world works? Our Certificate III in Business will help you take that next step.

What you will learn:
- The importance of continuous improvement
- Team effectiveness
- Promote innovation in a team environment
- Create and use databases
- Create electronic presentations
- Design and produce text documents

Potential career options:
- Administration
- Office Assistant
- Customer Service Advisor
- Data Entry Operator
- General Clerk
- Payroll Officer

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.
BSB40215 CERTIFICATE IV IN BUSINESS

If you are working or would like to work as an Administrator or Project Officer, then this qualification is for you.

What you will learn:
• How to coordinate business resources
• Coordinate implementation of customer service strategies
• Address customer needs
• Report on financial activity
• Promote innovation
• Design and develop complex text documents
• Develop and use complex spreadsheets
• Produce complex desktop published documents
• Establish networks

Potential career options:
• Project Officer
• Administrator
• Office Manager
• Accounts Clerk
• Customer Service Advisor
• Legal Receptionist
• Medical Receptionist
• Student Services Officer

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.

BSB50215 DIPLOMA OF BUSINESS

Are you interested in a career in the business industry? This Diploma will equip you with the skills you need to succeed!

What you will learn:
• Manage meetings
• Manage recruitment, selection and induction processes
• Implement continuous improvement
• Identify and evaluate marketing opportunities
• Develop a media plan
• Manage personal work priorities and professional development

Potential career options:
• Executive Officer
• Administration Manager
• General Office Manager
• Program Consultant
• Program Assistant

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.

BSB51615 DIPLOMA OF QUALITY AUDITING

Are you a detail-oriented person looking to start or grow your career in quality? Our Diploma will give you the skills and knowledge you need to excel!

What you will learn:
• Technical and managerial competencies to evaluate your own work and the work of a team
• How to conduct a quality audit
• Initiate a quality audit
• Lead a quality audit
• Report on a quality audit
• Manage an information or knowledge management system

Potential career options:
• Quality Assurance Manager
• Quality Facilitator
• Quality Improvement Consultant
• Service Quality System Support

Delivery: VERTO has options to meet every learner’s needs. This training is available face to face, online, flexible work based, or via supported distance mode.

BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT

Do you see yourself as an emerging leader or manager? Take the next step in your career with our Certificate IV in Leadership and Management.

What you will learn:
• How to communicate effectively as a workplace leader
• Lead team effectiveness
• Implement an operational plan
• Develop work priorities
• Identify risk and apply risk management processes
• Mentor in the workplace
• Show leadership in the workplace
• Develop teams and individuals

Potential career options:
• Team Leader/Manager
• Administration Manager
• Office Manager
• Supervisor
• Program Coordinator
• Customer Service Advisor

Delivery: This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.
BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT

Are you looking to enhance your leadership and management skills? This Diploma will give you the edge you need across a range of industries.

What you will learn:
• How to develop and use emotional intelligence
• Manage operational plans
• Lead and manage team effectiveness
• Manage quality customer service
• Manage budgets and financial plans
• Support the recruitment, selection and induction of staff
• Build and sustain an innovative work environment
• Manage people performance
• Communicate with influence
• Undertake project work
• Manage risk

Potential career options:
• Team Leader
• Operations Manager
• Office Manager
• Regional Manager
• Customer Service Manager
• Department Manager

Delivery: This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.

FSK20113 CERTIFICATE II IN SKILLS FOR WORK AND VOCATIONAL PATHWAYS

Are you looking for a pathway into employment or vocational training? This qualification is designed to give you the foundation skills you need to prepare you for the workplace or further study!

What you will learn:
• The use of digital technology for routine workplace tasks
• Strategies to respond to workplace problems
• Calculate with whole numbers and familiar fractions, decimals and percentages
• Estimate, measure and calculate routine metric measurements for work
• Interact effectively with others at work
• Read and respond to routine workplace information
• Write routine workplace texts

Delivery: VERTO is able to support every student’s needs in this face-to-face training program.
CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT
Do you have a passion for people, and want to provide person-centred support in aged care or disability? This qualification will support you to gain the skills and knowledge you need to get started.

What you will learn:
• How to provide individualised support
• Support independence and wellbeing
• Communicate and work in health or community services
• Work with diverse people
• Recognise healthy body systems
• Follow safe work practices for direct client care

Potential career options:
• Accommodation Support Worker
• Food Services Worker (Aged Care)
• Personal Caregiver
• Respite Care Worker

Delivery: This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.

The best part about this course is that you will also complete 120 hours of work placement to give you the hands-on experience you need to succeed!

CHC43015 CERTIFICATE IV IN AGEING SUPPORT
If you are interested in a fulfilling and rewarding career in aged care, or are already working in aged care and want to take the next step in your career, join us for our Certificate IV in Ageing Support!

What you will learn:
• Facilitate the empowerment of older people
• Implement interventions with older people at risk
• Support independence and wellbeing
• Build relationships with carers and families
• Deliver care services using a palliative approach
• Work with diverse people
• Follow safe work practices for direct client care

Potential career options:
• Aged Care Worker
• Care Service Team Leader
• Care Supervisor (Aged Care)

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, flexible work based, or as a traineeship.
CHC42015 CERTIFICATE IV IN COMMUNITY SERVICES

Do you want to make an immediate and profound impact on the welfare of vulnerable people? This qualification will support you to get the skills and knowledge you need to excel in the support industry.

What you will learn:
- How to work with diverse people
- Facilitate the interests and rights of clients
- Develop and maintain networks and collaborative partnerships
- Provide support, advocacy or interventions to individual clients, groups or communities across a range of services

Potential career options:
- Community Health Worker
- Family Support Worker
- Migrant Community Worker
- Tenants Advisory Worker
- Welfare Rights Worker

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, flexible work based, or as a traineeship.

CHC52015 DIPLOMA OF COMMUNITY SERVICES

A Diploma of Community Services will give you the skills and knowledge to be a leader in the community services sector! Take your career to the next level and make a difference.

What you will learn:
- How to develop workplace communication strategies
- Manage legal and ethical compliance
- Develop and implement service programs
- Facilitate workplace debriefing and support processes
- Analyse impacts of sociological factors on clients in community work and services
- Develop workplace communication strategies

Potential career options:
- Child Welfare Officer
- Residential Care Worker
- Community Services Case Manager
- Social Housing Coordinator

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, flexible work based, or as a traineeship.

CHC43115 CERTIFICATE IV IN DISABILITY

Working in the disability sector is more than just a job, it’s a chance for you to give something back to the community and enrich the lives of people with disability!

What you will learn:
- How to provide person-centred services to people with disability
- Facilitate community participation and social inclusion
- Work with diverse people
- Provide individualised support
- Manage legal and ethical compliance
- Recognise healthy body systems
- Follow safe work practices for direct client care

Potential career options:
- Disability Officer Day Support
- Disability Support Worker
- Drug and Alcohol Worker

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, flexible work based, or as a traineeship.

CHC32015 CERTIFICATE III IN COMMUNITY SERVICES

Interested in starting your career in the growing community services sector? This is the perfect place to start.

What you will learn:
- How to respond to client needs
- Communicate and work in health or community services
- Work with diverse people and follow safe work practices for direct client care

Potential career options:
- Neighbourhood Centre Worker
- Migrant Support Worker
- Junior Community Support Worker

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.
SIR20216 CERTIFICATE II IN RETAIL SERVICES

Retail is a fun and challenging industry, and if you think you’ve got what it takes, this is a great place to start!

What you will learn:
• How to engage the customer
• Communicate in the workplace
• Work effectively in a service environment
• Organise personal work requirements
• Advise on products and services
• Identify and respond to security risks
• Contribute to workplace health and safety

Potential career options:
• Retail Consultant
• Sales Assistant
• Customer Service Assistant
• Point-Of-Sale Operator

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.

SIR30216 CERTIFICATE III IN RETAIL

Do you have a passion for fashion or just love to interact with customers? If you answered yes, then this is the qualification for you!

What you will learn:
• How to engage the customer
• Assist with customer difficulties
• Build customer relationships and loyalty
• Work effectively in a team
• Identify and respond to security risks
• Sell to the retail customer
• Contribute to workplace health and safety

Potential career options:
• Retail Consultant
• Sales Assistant
• Senior Sales Assistant
• Customer Service Assistant
• Point-Of-Sale Operator

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.
SIT20316 CERTIFICATE II IN HOSPITALITY

Looking to start a career in hospitality, or brush up on your skills and knowledge? The Certificate II in Hospitality is the best place for you to start!

What you will learn:
- How to interact with customers
- Skills to work effectively in hospitality service
- Source and use information on the hospitality industry
- Show social and cultural sensitivity
- Safe work practices
- Work effectively with others

Potential career options:
- Bar Attendant
- Café Attendant
- Catering Assistant
- Food and Beverage Attendant
- Front Office Assistant
- Porter
- Room Attendant
- Waiter

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.

SIT30616 CERTIFICATE III IN HOSPITALITY

Hospitality is a fast-paced and dynamic industry with a range of career options waiting for you! The Certificate III in Hospitality will give you the skills and knowledge you need to succeed!

What you will learn:
- Skills to work effectively in hospitality service
- Provide service to customers
- Source and use information on the hospitality industry
- Show social and cultural sensitivity
- Coach others in job skills
- Safe work practices
- Work effectively with others

Potential career options:
- Espresso Coffee Machine Operator
- Food and Beverage Attendant
- Front Desk Receptionist
- Gaming Attendant
- Housekeeper
- Restaurant Host
- Senior Bar Attendant
- Waiter

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, online, flexible work based, as a traineeship, or via supported distance mode.
TLI21616 CERTIFICATE II IN WAREHOUSING OPERATIONS

Do you want to kick-start a career in the warehousing and storage industry? Our Certificate II in Warehousing Operations is the perfect place to get started.

What you will learn:
- How to follow work health and safety procedures
- Complete workplace orientation/induction procedures
- Check import/export documentation
- Package goods and receive goods
- Pick and process orders
- Use product knowledge to complete work operations
- Replenish and despatch stock

Potential career options:
- Freight Handler
- Pallet Maker and Repairer
- Stores Assistant
- Postal Assistant

Delivery: VERTO has options to meet every student's needs. This training is available face to face, flexible work based, or as a traineeship.

TLI31616 CERTIFICATE III IN WAREHOUSING OPERATIONS

Love a career in the warehousing and storage industry? Our Certificate III in Warehousing Operations will equip you with everything you need to know!

What you will learn:
- How to follow work health and safety procedures
- Complete workplace orientation/induction procedures
- Deliver and monitor a service to customers
- Consolidate manifest documentation
- Complete received/despatch documentation
- Use inventory systems to organise stock control
- Organise despatch operations and warehouse records

Potential career options:
- General Warehouse Operator
- Storeperson
- Cold Store Operator
- Postal Worker

Delivery: VERTO has options to meet every student's needs. This training is available face to face, flexible work based, or as a traineeship.
FBP30117 CERTIFICATE III IN FOOD PROCESSING

If you think a career in the food processing industry is for you, then we have the qualification to get you started!

What you will learn:
• How to participate in environmentally sustainable work practices
• Apply quality systems and procedures
• Implement the food safety program and procedures
• Operate a range of food processes
• Work safely by following health and safety procedures

Potential career options:
• Fruit and Vegetable Production Worker
• Packaging Worker
• Plant Bakery Worker
• Grocery Processing Operator
• Dairy Processing Operator

Delivery: VERTO has options to meet every student’s needs. This training is available face to face, flexible work based, or as a traineeship.

SITSS00051-FOOD SAFETY SUPERVISION

$235

What you will learn:
The skills and knowledge you need to be eligible for the New South Wales Food Authority Food Safety Supervisor Certificate. This course is also appropriate for re-certification, so if you’ve completed this in the past, now is the perfect time to book in!

On completion, you will be issued a Statement of Attainment in:
• SITSS00051 Food Safety Supervision,
• SITXFSA001 Use Hygiene Practices for Food Safety, and
• SITXFSA002 Participate in Safe Food Handling Practices.

Delivery: One full day training session delivered face to face.
**CPCCWHS1001 PREPARE TO WORK SAFELY IN THE CONSTRUCTION INDUSTRY**

**$220**

**What you will learn:**
Are you interested in working in traffic control or on work and construction sites? This course covers the essential requirements needed to work safely in the construction industry.

**On successful completion, you will receive a Statement of Attainment in:**
- CPCCWHS1001 Prepare to Work Safely in the Construction Industry and recognition through SafeWork NSW.

**Delivery:** One full day training session delivered face to face. Please remember to bring 100 points of original ID on the day of training.

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**RIIWH504D WORK SAFELY AT HEIGHTS**

**$250**

**What you will learn:**
Do you require the skills and knowledge to work safely at heights? In this course you will learn about the hazards associated with working at heights, the function and operation of basic height safety equipment, inspection and maintenance requirements for equipment used to work at heights and legislative requirements.

**On successful completion, you will receive a Statement of Attainment in:**
- RIIWHS204D Work Safely at Heights.

**Delivery:** Two full days of training delivered face to face.

**The fine print:** Students must be 16 years of age or older.
RIIWHS202D ENTER AND WORK IN CONFINED SPACES

$250

What you will learn:
Do you require the skills and knowledge to enter and work in confined spaces? In this course you will learn about the hazards associated with working in confined spaces, planning and preparing to work in confined spaces, entry and working in confined spaces, exiting confined spaces, clean up and legislative requirements.

On successful completion, you will receive a Statement of Attainment in:
• RIIWHS202D Enter and Work in Confined Spaces.

Delivery: Two full days of training delivered face to face. The fine print: Students must be 16 years of age or older.

RIISS00041 WORK ZONE TRAFFIC CONTROL IMPLEMENT TRAFFIC CONTROL PLAN SKILLS SET
RIIWHS201D Work Safely and Follow WHS Policies and Work Procedures
RIICOM201D Communicate in the Workplace
RIIWHS302D Implement Traffic Management Plan

RIISS00044 WORK ZONE TRAFFIC CONTROL TRAFFIC CONTROLLER SKILL SET
RIIWHS201D Work Safely and Follow WHS Policies and Work Procedures
• RIICOM201D Communicate in the Workplace
• RIIWHS205D Control Traffic With a Stop-Slow Bat

These skill sets can be delivered as a Traffic Control Combo which provides training for personnel who are required to control traffic with a Stop/Slow bat and are required to set up and work with Traffic Control Guidance Schemes/Traffic Control Plans at a work site.
Cost for the Combo: $650

What you will learn:
• How to interpret and apply work health and safety principles
• Identify and apply site procedures
• Communicate effectively
• How to obtain permits and clearances

Potential career options:
• Traffic Management
• Construction
• Event Personnel

Combo Delivery:
• Two days of face-to-face training plus two further live workplace sessions.

The fine print:
• Students must be 16 years of age or older

Renewals are also available:
• Combo $280
• Single skill set $160

Eligibility criteria applies for students renewing these skill sets. Contact VERTO for further information.

TLILIC0003 LICENCE TO OPERATE A FORKLIFT TRUCK

VERTO can also deliver Forklift Training and Assessment. For more information, please call 1300 4 VERTO or email training@vertro.org.au.
HLTAID003 PROVIDE FIRST AID

$130

What you will learn:
The skills and knowledge required to provide a First Aid response to a casualty. This course is perfect for you if you’re working in a professional workplace or community environment.

On successful completion, you will receive a Statement of Attainment in:
HLTAID003 - Provide First Aid. This unit demonstrates the required skills of Cardio Pulmonary Resuscitation in accordance with the Australian Resuscitation Council (ARC) guidelines.

Delivery: One full day training session delivered face to face. You will be sent a manual and workbook one week prior to your training for you to complete.

HLTAID001 PROVIDE CARDIOPULMONARY RESUSCITATION

$60

What you will learn:
This three-hour session will cover the skills and knowledge you need to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines. CPR is a skill for life, and one you should think about gaining in 2019!

On successful completion, you will receive a Statement of Attainment in:
• HLTAID001 – Provide Cardiopulmonary Resuscitation

Delivery: Three-hour training session delivered face to face.

SITHFAB002 PROVIDE RESPONSIBLE SERVICE OF ALCOHOL (RSA)
SITHGAM001 PROVIDE RESPONSIBLE GAMBLING SERVICES (RCG)

RSA only: $170
RCG only: $130
RSA and RCG: $280 (save $20!)

What you will learn:
The skills and knowledge to provide responsible service of alcohol under the Liquor Regulation 2018, and to responsibly monitor gambling under the Gaming Machine Regulation 2019. This course will enable you to work in a licensed premises (hotel, restaurant or pub) as well as a registered club.

On successful completion, you will receive a Statement of Attainment in:
SITHFAB002 Provide responsible service of alcohol (RSA) and/or SITHGAM001 Provide responsible gambling services (RCG).

The fine print:
You do not need to be 18 years or older to complete the course, however, it is the minimum legal age required to use the certification.

Delivery:
RSA: One full day training session delivered face to face.
RCG: One full day training session delivered face to face.
TRAINEESHIPS

VERTO can deliver your qualification in the form of a traineeship. This flexible work-based option allows you to complete your nationally recognised qualification ‘on the job’ and earn while you learn. Employers may also be eligible for incentives and concessions for having a trainee in their business. VERTO can deliver qualifications as traineeships anywhere in New South Wales.

Contact us on 1300 4 VERTO or at training@verto.org.au to speak to a VERTO traineeship expert!

Because every business is unique, VERTO is able to create bespoke training solutions to suit your individual needs. Examples include:

- Audit preparation
- Mapping of internal training resources to accredited qualifications
- Computer skills assessments
- Literacy and numeracy assessments
- Sales training
- Team effectiveness training
- Facilitation skills
- Effective workplace communication skills

Contact us on 1300 4 VERTO or at training@verto.org.au to identify what part-qualification, skill set, consultancy or training bundle we can tailor for your workforce.