



**PEMSET
SOLUTIONS**
Training Academy

“Design, Growth Sustainability”

Open the door to agile workforce design and training solutions.

Workshop Guide 2021

Why Us?

Learning is key to workforce **agility, growth and sustainability**.

All workforces are now needing to be more agile and have the ability to quickly learn new and practical skills in order to continually manage future changes.

We provide workforce agile design and practical training solutions to prepare your workforce to successfully adapt to challenging environments.

PEMSET Solutions provides unique and innovative ways to deliver training through a range of interactive and practical blended of training techniques and a systematic approach to increasing your teams development and capabilities.

PEMSET Solutions provides quality training workshops and programs to enhance your workforce skills and knowledge not only to reach their personal and professional career goals but ensure organisational success.



Our approach

We want to create “learning that sticks”. Our training ensures **your workforce** are **highly skilled** and geared up for challenges and market changes.

Designed to meet
organisations
strategic needs.

We offer our workshops and programs primarily via blended learning approaches. Our workshops are based on the practical application of study to facilitate a greater capability compared to standard traditional methods.

Our learning approach is based on the neuroscience of learning which creates higher levels of connection with the program to increase knowledge intake and application.

Our blended workshops are a mixture of facilitated-lead sessions with online/webinar/face to face sessions that includes:

- Pre- work studies and activities (Online)
- Discussion boards to interact with your peers before the facilitated session/s
- Practical application through simulations and case studies following and between facilitated-led session/s
- Reflection exercises that will create a plan for workforce application and action.

Proven Blended
learning and
development

Delivered by our **market leading experts**.

Our workshops and programs have been developed in alignment to Australian Qualification Frameworks in the job functions/competencies in Business, Human Resource Management and Project.

Please note we are able to contextualise our workshops and programs to suit your individual workforce needs and requirements.

Contact us today to discuss further this opportunity.

Did you know?

With the COVID-19 pandemic showing no signs of abating any time soon, new research finds that HR professionals are most concerned about ensuring their workforce has the skills to succeed in the new world of work.



In its HR Priorities Survey, Gartner, the Stamford, Conn., research and advisory company, found that 68% of respondents reported that employees' critical skills and competencies need serious tending during the coming year.

According to the survey of 750 HR professionals, conducted HR priorities for 2021 include:

- workforce design and change management (46%),
- developing the current and future leadership bench (44%),
- the future of work (32%) and employee experience (28%).

We offer high level, quality training blended/online and in-house workshops to upskill yourself and/or your workforce in the critical above HR Priorities.

Our in-house skills training

All of our workshops and programs are available to be contextualised, designed and delivered on site/or in house within your organisation. Our key vision is to upskill workforces with practical and interactive training to future proof your workforce now and into the future. The benefits of our in-house training workshops and programs that will better serve your individual organisation needs are:

- Ensuring growth and sustainability within your workforce
- Leading to improved operations and efficiencies
- Increase of job satisfaction and revenue.

For our in-house contextualised workshops and programs, we offer a discounted and highly competitive rates commencing from as little as \$185 per workshop per participant.*

Our Training Courses

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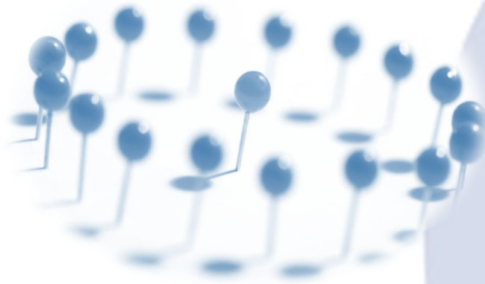
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Role Design and Development

Are you a professional and/or business leader who would like to deepen their knowledge and develop an evidence-based approach in performing role (job) analysis, design and development in organisations?

RDA101 - Effective Role (Job) Design and Analysis

“Job design is not what it looks like, and what it does. Job Design is how the job will work within the workforce and the overall in the organisation.



Do you dream of becoming a job analyst? Do you want to learn to effectively design and analyse jobs?

Workforces are continually faced with emergent challenges reaming agile and adaptive in the face of changing business needs, shifting demographics and workforce limitations to ensure its sustainability now and into the future.

This is an interactive and practical workshop where participants will be actively conducting role (job) design and analysis scenarios. It will provide in

depth practical knowledge for managers in the understanding and application of role (jobs), job functions, the effects on workforce planning and the alignment of the workforce strategic plans. This workshop will equip you to become confident in the management and consultation of stakeholders throughout the analysis, design and development phases. Including providing applications to engagement and sustain your workforce. In addition, this workshop will teach the fundamentals in consultation and design stages, interpreting role functions and capability frameworks.

Duration: 1 day (Face to Face/Online)

Price: \$365 (inc.GST)

Ask us about group and/or in-house discounts.

RDQ102 - Develop “Attention Grabbing” Role Descriptions (Public Service)

“Attract talented workers the first time with an attention-grabbing role description”.

Are you continually advertising the same role and not getting the interest or talent needing? Are you looking to enhance your skills or your team with the skills and techniques to effectively consult, conduct and develop effective job descriptions utilising the core public service methodologies with the key focus on developing unique, and position centred role (job) descriptions to attract the right talent the first time?



This is the workshop for you, it includes practical exercises and case studies as well as practice sessions on how to conduct a role (job) design interview with current job holders, managers, and others.

Duration: 1 day (Face to Face/Online)

Price: \$365 (inc.GST)

Ask us about group and/or in-house discounts.

Human Resources Management

DID YOU KNOW?

The three most-sought-after HR professionals in 2021 are workforce development specialists, talent acquisition specialists, and HR data scientists/analysts, the research shows.

With many workforce changing the way they operate, HR professionals with operational excellence, workforce design, HR analytics and change management skills have been highly

sought, and this is set to continue.

HRAO417 – Become a HR Advisor

Are you looking for a career change and wishing to enter the Human Resource

Administration/Advisory field than this is the workshop for you?

This workshop will provide you with the introductory broad understanding of human resource functions, associated policy frameworks and the administrative requirements to support various Human Resource functions and policies.

Plus designing and producing various HR business documents. It includes selecting and using a range of functions on a variety of computer applications.

This is our first workshop in the becoming a **Human Resource Advisor Program**. Ask more about this program.

Duration: 1 day (Face to Face/Online)

Price: \$685 (inc. GST)

Ask us about group and/or in-house discounts.

HRC527 - Consultation Skills for HR Partners

Are you looking to advance your HR consultation skills?

Are you looking at becoming a HR Business Partner?

With the increase of businesses experiencing large levels unprecedented times of change in an uncertain economic environment. It is often fallen to the HR professionals to consult with stakeholders to deliver people and change management solutions that drive business performance. HR roles have expanded and evolved to meet the increasing demands of their organisations.

In practice, HR professionals are now also expected to be 'consultants' to line managers and senior managers.

This workshop provides the practical skills, tools, and frameworks that HR professionals require to partner with internal stakeholders and embrace internal consulting practices effectively and successfully. This is our first workshop in the becoming a **Human Resource Business Partner Program**. Ask more about this program.

Duration: 1 day (Face to Face/Online)

Price: \$785 (inc.GST)

Ask us about group and/or in-house discounts.

Remuneration and Talent Management

RTP415 - Recruitment and Selection Panel Training (Public Service)



“Selecting the right candidate, the first time is key to any organisation.”

This workshop skills and knowledge required to manage all aspects of recruitment and selection panel processes in accordance with organisational policies and procedures.

This workshop is relevant for both individuals and human resource personnel who take responsibility for managing aspects of selecting new staff. It is not assumed that the individual will be directly involved in the selection processes themselves, although this may well be the case.

Duration: 1 day (Face to Face/Online)

Price: \$365 (inc.GST)

Ask us about group and/or in-house discounts.

RTS415 – Scribing Essentials for Public Service Recruitment

This is one of Australia’s most flexible and rewarding job.” If scribing sounds like the dream job for you, here is the workshop for you to get you started...

Do you like to manage your own time, working from home, calling the shots on your work hours...it is a lifestyle that most of us can only dream about? But for those with a career in scribing, it is a reality.

Scribing is an essential part of the Australian and State Public Service recruitment process, which is why there is a high demand for quality scribes in Australia.

Pre-Requisites: High level of administrative experience, speed typing and attention to detail. Prior experience in HR.



Duration: 2 day (Face to Face/Online)

Price: \$785 (inc.GST)

Ask us about group and/or in-house discounts.

RTI415 - Develop Targeted Interview Questions

Selecting the best person for a job role is a critical skill for those with hiring responsibilities.



Hiring decisions can impact the organisation's performance and selecting the right job candidates is integral to business success. Managers and HR practitioners need to understand how to apply an effective, reliable and valid interviewing and selection process to ensure sound recruitment decisions.

Getting recruitment right has never been more important. When done well, attracting and recruiting a diverse range of people to the Public Service leads to the selection of the person best suited to the role and the needs of the agency.

The aim of the interview is to enable candidates to demonstrate their capabilities, knowledge and experience, drawing on past experience.

Duration: 1 x day Face to Face

Price: \$365 (inc.GST)

Ask us about group and/or in-house discounts.

Executive and Leadership Management

ELM415 – Leading HR Change Projects

“Change is a fact of life in businesses today. It can be difficult, and people often resist it.”

To keep pace in a constantly evolving business world, organizations often need to implement enterprise-wide changes affecting their processes, products and people. To develop an agile workplace culture, organizations should follow a systematic approach to managing major change.

This workshop will the management of large organizational changes that may have far-reaching impacts on the organization and its workforce This workshop highlights some of the special issues and challenges in implementing certain types of major organizational change, including mergers and acquisitions, downsizing, bankruptcy, business closure, outsourcing, and changes within the HR function.



Duration: 1 day (Face to Face/Online)

Price: \$985 (inc.GST)

Ask us about group and/or in-house discounts.

ELM412 - Lead and Manage Difficult HR Conversations

“You are not learning anything unless you are having difficult conversations.”

As leaders we face difficult HR conversations at some stage in our working lives, we need to manage these accordingly. These conversations can arise in a variety of situations including performance management, discipline, personal issues, redundancy, interpersonal conflict and customer service.

This workshop will provide you with the skills and knowledge required to prepare, facilitate and lead difficult HR conversation including providing you with the skills and confidence to tackle these conversations and increase the likelihood of a successful outcome for all.

Duration: 1 day (Face to Face/Online)

Price: \$695 (inc.GST)

Ask us about group and/or in-house discounts.

HR Business Skills

BSW411 - Writing Complex HR Business Document

“Develop outstanding executive/ministerial documents that will impress all stakeholders”.

Do you work in a range of strategic business /executive level environment, as a ministerial or executive officer and required or needing to upskill in the creation of complex business documents that require significantly high level of research, review and analysis of a range of information sources?

This interactive workshop will provide you with the skills and knowledge required to plan, draft and finalise complex documents including ministerial correspondence and reporting.



Duration: 1 day (Face to Face/Online)

Price: \$465(inc.GST)

Ask us about group and/or in-house discounts.

BSP411 – Create Powerful and Engaging HR Presentations

“Always leave a lasting impression on your audience, every time.”

As a presenter, we have all delivered training sessions or meetings, and felt the deflation of the lack of attendee engagement, dissatisfaction and boredom.

Then this is the workshop for you to turn your dry presentation in an engaging and powerful one.



Duration: 1 day (Face to Face/Online)

Price: \$365(inc.GST)

Ask us about group and/or in-house discounts.

General Administrative

Minute Taker Techniques (In person and Virtual)

Effective Minute Taking is considered as an administrative art especially within the current virtual environment. Are you new to the administrative minute taking field or have been taking minutes for a while?

This workshop is for both the novice and the experience administrative professional who are wishing to learn effective techniques and secrets in minute taking (including virtual), what can you implement to improve the process and recording of meeting minutes. What is your role as the minute taker and



that of the committee? This is an interactive and practical workshop that will leave you excited to record your next lot of minutes.

This workshop is the first workshop in our **Executive Support Officer** programs, contact us for more information.

Duration: 1 day (Face to Face/Online)

Price: \$365.00 (inc.GST)

*Ask us about group and/or in-house discounts.

Career Management – Public Service

Demystifying the Selection Criteria

We will teach you how to break down the selection criteria into bite-size pieces and provide you with a clearer understanding and the confidence in responding to it in a way that enhances your current skills, knowledge, and experience.

Duration: 2 hr (Online)

Price: \$155.00 (inc.GST)

*Ask us about group and/or in-house discounts.

Attention-Grabbing Cover Letter

We will teach how to take the next step in applying for your dream job with the matching public service cover letter. We will teach you how to capture the recruiter's attention within five seconds with a winning cover letter. It will make the recruiter wish to read more.

Duration: 1 hr (Online)

Price: \$77.00 (inc.GST)

*Ask us about group and/or in-house discounts.

Perfecting your Resume

Having a tailored resume for the position you are applying for, will stand out more than a generic or run to the mill Resume everyone uses. We will teach you how to effectively tailor your resume to reflect the position and according to public service requirements.

Duration: 1 hr (Online)

Price: \$77.00 (inc.GST)

Ask us about group and/or in-house discounts.

Successful Public Service Interview Techniques

In this workshop you will learn the tips and tricks to attend a Public Service Interview successfully and confidently. You have only one chance to make an impression and we will prove you with the skills and techniques to impress the panel.

This is an interactive and practical workshop that will provide you with the opportunity to predict interview questions for any upcoming interviews in alignment to your industry. Our goal is to guide you to winning your dream job.

Duration: 1 day

Price: \$155.00 (inc.GST)

Ask us about group and/or in-house discounts.



Public Service Job Applications Made Easy

Do you keep applying for public service jobs but cannot seem to make it to the interview stage?

Do you look at the role description and go "What are they actually asking for" ? This workshop is a practical and interactive training session on understanding, applying and taking the next step to winning an interview. This workshop

will provide you with the opportunity to step up and be competitive, we will provide you with the secrets to apply for public service jobs.

Duration: 1 day (Face to face)	Price: \$225.00 (inc.GST) Ask us about group and/or in-house discounts.
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Training Workshops Calendar 2021

PEMSET Solutions Training Academy is the training and development subsidiary of PEMSET Solutions. Our Training is based on current best practice, market insights and/or the Australian Training Qualifications Frameworks. Our aim is to provide quality and innovative learning solutions to build your workforce confidence, capabilities, behaviours and abilities.

We provide a range delivery options including:

- Public "Face to Face" Facilitated Workshops
- Dedicated in House workshops customised to your organisation training needs.
- Online and mixed learning programs designed by subject matter experts in the fields of Business, Human Resources and Management.

Pricing and Calendar

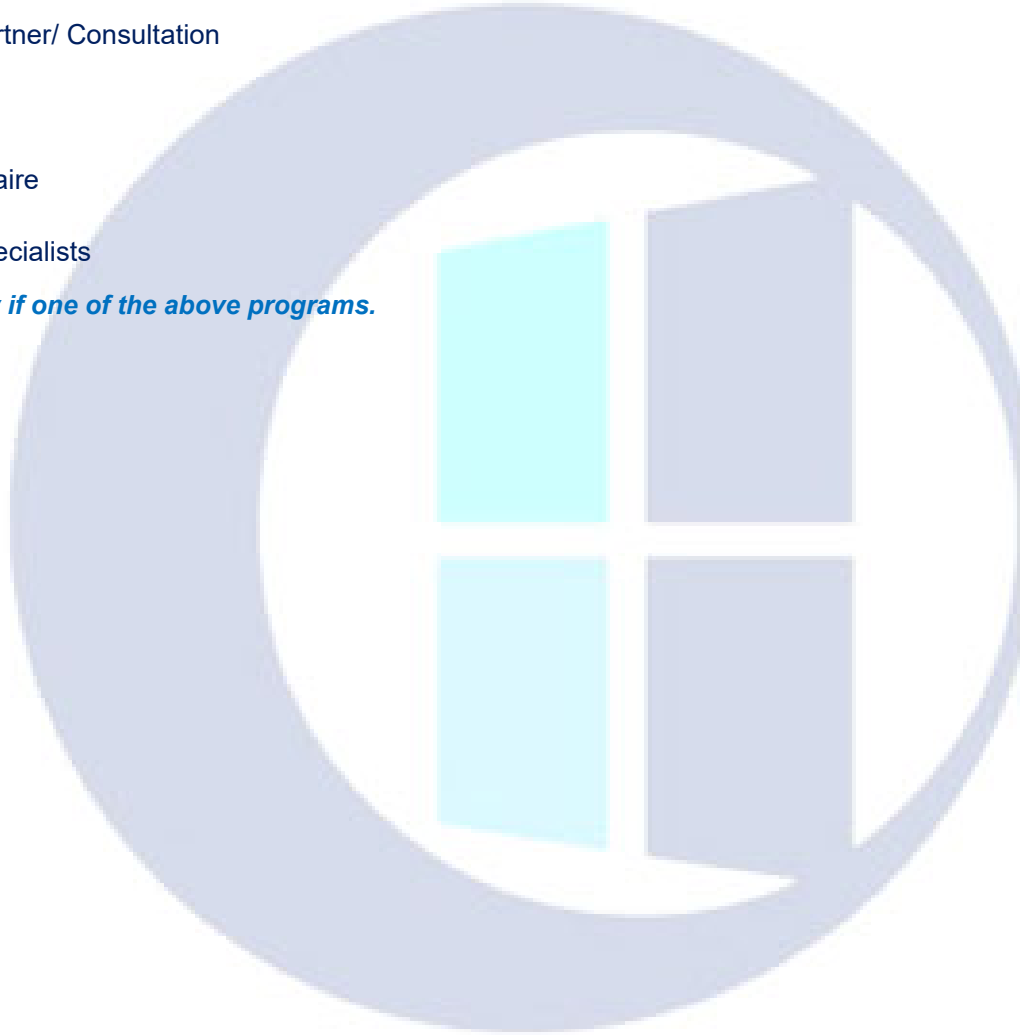
Title	Days	Times	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Price
Role Design and Development															
Effective Job Analysis and Redesign	1 day	9 – 4						9/6	2/7		8/9		12/11		\$365.00
Develop Role Descriptions (Qld)	1 day	9 – 4						11/6	7/7		10/9		10/11		\$365.00
Develop “Attention Grabbing” Role Descriptions (NSW – Public Service)	1 day - Online	9 – 4						23/6		11/08		1/10		3/12	\$365.00
Human Resources Management															
Become a HR Advisor	2 day	9 – 4	Register your interest today.												\$685.00
Consultation Skills for HR Partners	2 day	9 – 4	Register your interest today.												\$785.00
Remuneration and Talent															
Recruitment and Selection Panel Training (Public Service)	1 day	9 – 4						16/6	30/7		15/8		17/11		\$365.00
Developing Targeted Interview Questions	1 day	9 - 4						18/6	28/7		17/8		19/11		\$365.00
Scribing Essential for Public Service	2 day	9 – 4	Register your interest today.								16/6&18/6			8/12&10/12	\$785.00
Executive Leadership Management															
Lead and Manager Difficult HR Conversations	2 day	9 – 4	Register your interest today.												\$695.00
Lead HR Change Projects	2 day	9 – 4	Register your interest today.												\$985.00
HR Business Skills															
Writing Complex HR Business Documents	1 day	9 – 4	Register your interest today.					11/6						15/12	\$465.00
Create powerful and engaging HR presentations.	1 day	9 – 4	Register your interest today.						21/7					17/12	\$365.00
General Administrative															
Minute Taking Techniques	1 day	9 – 4						04/6	9/7		13/9		15/11		\$365.00
Customer Service Bootcamp	3 hr	9 – 12								18/8		13/10			\$185.00
Career Management – Public Service															
Demystifying – Selection Criteria	3 hr	Online													\$155.00
Attention- Grabbing Cover Letter	1 hr	Online													\$77.00

Our programs

We offer a range of programs and workshops and are continually developing new ones especially in the fields of:

- Human Resource Business Partner/ Consultation
- Career Management
- Health Administration
- Health Management
- Executive Support - Extraordinaire
- General Administration.
- Role Design and Capability Specialists

Please feel free to contact us directly if one of the above programs.



Contact Us

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