



National Training Catalogue Professional Development

March to September 2010



Learn. Grow. Prosper.

Odyssey Training™ short courses are designed specifically to enhance the skills and knowledge of your workforce in the most time and cost effective manner. Train your people. Bring out their best. Upskill them with a short course today and see positive results immediately.

Short courses are offered in the following areas:

- Personal Development
- Communication
- Leadership & Management
- Project Management
- Training & Assessment
- Computer Desktop Applications

Delivering it your way.

Training on demand & customised training.

Training on demand makes available to your organisation any of the Odyssey Training's suite of public courses, delivered at a time that suits you, at your venue or ours.

In addition, all of our training programs, course content, case studies and training activities can be specifically customised to your unique organisational and workforce training needs. For detailed course outlines, please visit our website www.odysseytraining.com.au and download your copy to keep on file.



Quality Assured
ORGANISATION
www.cacs.net.au

Training your people, bringing out their best!

Register online at www.odysseytraining.com.au or for all training enquiries please feel free to call us on **1300 793 951**.

Course	Location	Price	Scheduled Dates
Assertiveness 1 Day	Brisbane	\$445	1 Mar, 7 Apr, 4 May, 3 Jun 2 Jul, 5 Aug, 3 Sep
	Cairns	\$425	1 Jun, 2 Sep
	Melbourne	\$473	21 Apr, 22 Jul
	Sydney	\$473	21 Apr, 22 Jul
	Townsville	\$425	25 May, 25 Aug
Certificate IV in Training and Assessment (TAA40104)	Brisbane*	\$1745	Please call for scheduled dates.
	Melbourne*	\$1745	Please call for scheduled dates.
	Sydney*	\$1745	Please call for scheduled dates.
Change Management - Making the Transition 1 Day	Brisbane	\$445	16 Apr, 11 Jun, 6 Aug
	Cairns	\$425	13 May, 7 Sep
	Melbourne	\$473	3 Jun, 9 Sep
	Sydney	\$473	3 Jun, 9 Sep
	Townsville	\$425	9 Mar, 7 Jul
Coaching and Feedback Skills 1 Day	Brisbane	\$445	7 May, 20 Aug
Conflict Resolution 1 Day	Brisbane	\$445	19 Mar, 15 Apr, 14 May 9 Jun, 6 Jul, 17 Aug, 13 Sep
	Cairns	\$425	11 May, 12 Aug
	Melbourne	\$473	13 Apr, 9 Jun, 18 Aug
	Sydney	\$473	13 Apr, 9 Jun, 18 Aug
	Townsville	\$425	13 Apr, 14 Jul
Customer Service - Exceeding Expectations 1 Day	Brisbane	\$445	9 Mar, 12 Apr, 11 May, 7 Jun, 12 Jul
	Cairns	\$425	6 May, 10 Aug
	Melbourne	\$473	11 Mar, 16 Jun, 12 Aug
	Sydney	\$473	11 Mar, 16 Jun, 12 Aug
	Townsville	\$425	11 Mar, 10 Jun, 14 Sep
Dealing with Difficult Behaviour 1 Day	Brisbane	\$445	5 Mar, 9 Apr, 6 May, 2 Jun, 1 Jul
	Cairns	\$425	14 Apr, 8 Jun, 5 Aug
	Melbourne	\$473	25 Mar, 25 May, 20 Jul, 23 Sep
	Sydney	\$473	25 Mar, 25 May, 20 Jul, 23 Sep
	Townsville	\$425	18 Mar, 6 May, 1 Jul
Effective People and Communication Skills 1 Day	Brisbane	\$445	25 Mar, 27 Apr, 17 May, 10 Jun
	Cairns	\$425	15 Apr, 17 Jun, 19 Aug
	Melbourne	\$473	4 May, 8 Jul
	Sydney	\$473	4 May, 8 Jul
	Townsville	\$425	18 May, 13 Jul, 16 Sep
Emotional Intelligence 2 Days	Brisbane	\$890	20-21 May, 26-27 Aug
	Cairns	\$850	3-4 Mar, 7-8 Jul
	Melbourne	\$946	2-3 Mar, 29-30 Jun
	Sydney	\$946	29-30 Jun
	Townsville	\$850	2-3 Jun
Essential Skills for the Administration Professional 2 Days	Brisbane	\$890	3 & 10 Mar, 6 & 13 Apr
	Cairns	\$850	10-11 March, 14-15 Jul
	Melbourne	\$946	12-13 May, 10-11 Aug
	Sydney	\$946	12-13 May, 10-11 Aug
	Townsville	\$850	14-15 Apr, 8-9 Jun, 8-9 Sep
Evaluate and Build High Performance Teams 1 Day	Brisbane	\$445	31 May, 30 Sep
	Cairns	\$425	16 Jun
	Melbourne	\$473	11 May, 4 Aug
	Sydney	\$473	11 May, 4 Aug
	Townsville	\$425	13 May, 2 Sep
From Manager to Leader 1 Day NEW	Brisbane	\$445	11 Mar, 10 Jun, 6 Sep
	Cairns	\$425	30 Mar, 3 Jun, 23 Sep
	Melbourne	\$473	4 Mar, 24 Jun
	Sydney	\$473	4 Mar, 24 Jun
	Townsville	\$425	27 May, 5 Aug
Innovative Thinking and Problem Solving 1 Day	Brisbane	\$445	12 Mar, 13 May, 18 Jun, 13 Jul
	Melbourne	\$473	23 Mar, 10 Jun, 17 Aug
	Sydney	\$473	23 Mar, 10 Jun, 17 Aug

Course	Location	Price	Scheduled Dates
Managing Generational Diversity 1 Day	Brisbane	\$445	29 Apr, 4 Aug
Negotiation Skills 1 Day	Brisbane	\$445	22 Mar, 27 May, 19 Jul, 20 Sep
	Cairns	\$425	9 Mar, 22 Jun
	Melbourne	\$473	20 Apr, 13 Jul
	Sydney	\$473	20 Apr, 13 Jul
	Townsville	\$425	12 May, 12 Aug
People and Performance 2 Days NEW	Brisbane	\$890	29-30 Mar, 21-22 Jun, 24-25 Aug
	Cairns	\$850	17-18 Mar, 27-28 Jul
	Melbourne	\$946	30-31 Mar, 22-23 Jun
	Sydney	\$946	30-31 Mar, 22-23 Jun
	Townsville	\$850	4-5 May, 28-29 Sep
Presentation Skills 1 Day	Brisbane	\$445	4 Mar, 1 Apr, 10 May, 8 Jun, 9 Jul
	Cairns	\$425	16 Mar, 10 Jun, 9 Sep
	Melbourne	\$473	6 May, 14 Sep
	Sydney	\$473	6 May, 14 Sep
	Townsville	\$425	11 May, 10 Aug
Project Management Fundamentals 2 Days	Brisbane	\$890	22-23 Apr, 28-29 Jun, 2-3 Aug
	Cairns	\$850	21-22 Apr, 25-26 Aug
	Melbourne	\$946	17-18 Mar, 1-2 Jun, 25-26 Aug
	Sydney	\$946	17-18 Mar, 1-2 Jun, 25-26 Aug
	Townsville	\$850	24-25 Mar, 23-24 Jun, 22-23 Sep
Report Writing 1 Day NEW	Brisbane	\$445	21 Apr, 4 Jun, 8 Sep
	Melbourne	\$473	27 May, 28 Sep
	Sydney	\$473	27 May, 28 Sep
Resilience in the Workplace 1 Day	Brisbane	\$445	15 Mar, 18 May, 15 Jul, 28 Sep
	Cairns	\$425	25 Mar, 22 Jul
	Melbourne	\$473	18 May, 24 Aug
	Sydney	\$473	18 May, 24 Aug
	Townsville	\$425	22 Apr, 17 Aug
Selling Skills 1 Day	Brisbane	\$445	23 Mar, 28 May, 20 Jul
	Cairns	\$425	23 Mar, 13 Jul
	Melbourne	\$473	5 May, 5 Aug
	Sydney	\$473	5 May, 5 Aug
	Townsville	\$425	1 Jun
Strategic Leadership 1 Day NEW	Brisbane	\$445	26 Apr, 5 Jul
	Melbourne	\$473	22 Apr, 29 Jul
	Sydney	\$473	22 Apr, 29 Jul
Supervision and Management 2 Days	Brisbane	\$890	16-17 Mar, 19-20 Apr
	Cairns	\$850	19-20 May, 20-21 Jul
	Melbourne	\$946	19-20 May, 14-15 Jul
	Sydney	\$946	19-20 May, 14-15 Jul
	Townsville	\$850	16-17 March, 16-17 Jun, 18-19 Aug
Time Management 1 Day	Brisbane	\$445	8 Mar, 14 Apr, 19 May, 15 Jun
	Cairns	\$425	24 Mar, 24 Jun, 21 Sep
	Melbourne	\$473	24 Mar, 17 Jun, 16 Sep
	Sydney	\$473	24 Mar, 17 Jun, 16 Sep
	Townsville	\$425	20 May, 24 Aug
Train the Trainer 2 Days NEW	Brisbane	\$890	24 & 31 Mar, 1 & 8 Jun, 7 & 14 Sep
Writing Skills 1 Day	Brisbane	\$445	26 Mar, 28 Apr, 26 May, 21 Jun
	Cairns	\$425	20 Apr, 29 Jun, 17 Aug
	Melbourne	\$473	14 Apr, 8 Jun, 19 Aug
	Sydney	\$473	14 Apr, 8 Jun, 19 Aug
	Townsville	\$425	23 Mar, 22 Jun, 21 Sep

What do you need to know?

Full day course fees include GST, workbook, certificate of attendance, lunch, refreshments and 30 days post course support. Dates are correct at time of printing and price is subject to change without notice. * Qualifications issued by MrWed and are excluding GST and lunch.

Where are we located?

Brisbane – Level 4, 360 Queen Street, Brisbane
Cairns – Rydges Tradewinds Cairns, 137 The Esplanade, Cairns
Melbourne – Collins Street Business Centre, Level 15, 350 Collins Street, Melbourne
Sydney – Regus Conference Centre, Goldfields House, Level 8, 1 Alfred Street, Circular Quay, Sydney
Townsville – Mercure Inn, Woolcock Street, Townsville

Assertiveness – 1 Day

Communicate with confidence.

Assertive people are distinguished by self-awareness, confidence and precise communication abilities. Attending this course will provide you with strategies to achieve assertive behaviour, identify negative 'self-talk' and express your thoughts and opinions in an assured, non-aggressive manner.

Course Topics

- Characteristics of assertive communication
- Developing self-esteem
- The 'Assertive Bill of Rights'
- Aspects of passive, assertive and aggressive behaviour
- Emotional Intelligence
- Assertive techniques
- Assessing assertiveness
- Steps in assertive communication
- Assertiveness checklist

Change Management - Making the Transition – 1 Day

Lead the cycle of change.

Change Management entails thoughtful planning and sensitive implementation through consultative communication. This practical course will provide you with the structure and tools to overcome resistance in order to meet organisational goals through orderly and controlled changes.

Course Topics

- What is Change Management?
- Driving forces for change
- Levels of change
- Resistance to change
- The three phases of transition
- Nine stages in responding to change
- Overcoming resistance to change
- Change management problem solving

Coaching and Feedback Skills – 1 Day

Motivate lasting performance.

Great leaders harness individual strengths and aptitude to motivate and inspire staff to peak performance. Utilising the correct mindset to motivate others involves the practical application of coaching and feedback which will be explored in depth throughout this course.

Course Topics

- Coaching basics
- Giving feedback
- 'Grow' model of coaching
- Conducting a feedback session
- Coaching for development
- Skill / will matrix
- Motivation
- Feedback sessions
- Dealing with employees who have regressed
- Recalcitrant employees

Conflict Resolution – 1 Day

Reach positive outcomes.

Increased understanding and group cohesion occurs when conflict is resolved effectively, and people's awareness of a situation is expanded. Participants in this course will identify the positive and negative aspects of conflict, and learn how to implement strategies to form resolutions with a positive outcome.

Course Topics

- Introducing conflict
- Stages of conflict
- Choosing a suitable conflict management style
- The ladder of inference
- Emotional Intelligence
- Effective listening
- Listening assessment
- Comparison of effects of passive, assertive and aggressive behaviour
- Resolving conflict
- Mediator skills
- Tips for mediators

Customer Service – 1 Day

Exceed expectations.

Through adopting a 'customer-first' attitude, your organisation will encourage repetitive business and set the stage for positive word-of-mouth promotion. This course will enable you to understand customer needs, use constructive questioning techniques and confidently deal with complaints to achieve a positive result.

Course Topics

- Why people give bad service
- Understanding the relationship is with the person
- Providing excellent service
- Building rapport
- How to establish working relationships
- Active Listening
- Questioning techniques
- Customer problem solving
- Dealing with customer complaints
- Understanding difficult behaviours

Dealing with Difficult Behaviour – 1 Day

Accentuate the positive.

Difficult behaviour in the workplace is a usual and likely occurrence. In this course you will identify and learn how to manage different behavioural styles through increasing your skills to build an optimistic atmosphere with open and honest communication.

Course Topics

- Recognising difficult behaviour
- Coping with difficult situations and behaviours
- Effective listening
- The ladder of inference
- Emotional Intelligence
- What is passive, aggressive and assertive behaviour
- Assertion techniques

Effective People and Communication Skills – 1 Day

Build positive relationships.

Communication skills form the basis of all our relationships. Through an understanding of your own personal communication style and the styles of others, you will enhance your ability to create lasting impressions. This course will equip you with the skills to listen effectively, provide constructive feedback and communicate with confidence.

Course Topics

- Barriers to communication
- Framework for understanding non-verbal communication
- Effective listening
- Positive language
- How do we communicate?
- Personal Insight Profile
- Questioning skills
- Feedback
- Non-verbal communication
- How to say 'no'

Emotional Intelligence – The Leading Priority – 2 Days

Harness the impact of emotions.

Emotionally intelligent leaders inspire passion and enthusiasm in the workplace, make effective decisions, take action to solve problems and cope with change. This comprehensive course will help you to recognise your emotional state and that of others to enhance interpersonal relationships and workplace performance.

Course Topics

- What is Emotional Intelligence
- Social awareness
- Teamwork and Emotional Intelligence
- Leadership and Emotional Intelligence
- Communication principles
- The art of influence
- Nine strategies for improving Emotional Intelligence
- Establishing control
- Active listening
- Emotional Intelligence in the workplace

Essential Skills for the Administration Professional – 2 Days

Elevate your expertise.

Administration professionals require high level interpersonal, planning, time management and problem solving skills. This popular course will enable you to rapidly develop your communication, organisational and customer service abilities to expand both your role and opportunities.

Course Topics

- Effective communication
- What is assertiveness?
- Coping with multiple bosses
- Time management
- Written business communication
- Good telephone etiquette
- Managing upwards
- Effective minute taking and meetings
- Handling criticism
- Different communication styles
- Goal setting, career management and personal motivation

Evaluate and Build High Performance Teams – 1 Day

Achieve peak performance.

High performance teams are responsive, task-focused and innovative. This course will strengthen your ability to improve individual and group responsibility, encourage internal communications and provide you with the tools to create a unified, high performance team which focuses on a common objective.

Course Topics

- Evaluating team effectiveness
- Team goals and objectives
- Action centred leadership
- Delegation and team development
- Developing high energy teams
- Stages of team development
- Team briefings
- Developing team commitment and cooperation
- Performance objectives

From Manager to Leader – 1 Day

Lead with confidence and integrity.

Leadership is about influencing rather than commanding. Managers have subordinates and use an authoritarian management style, whereas leaders focus on developing relationships with employees. This course will give you an insight into the character traits and skills needed to transition from manager to leader.

Course Topics

- Personal qualities of leaders - checklist of leader characteristics
- Leadership competencies
- Emotional Intelligence - know your EI
- Understanding yourself and others
- The importance of self awareness - Johari Window
- Developing trusting relationships
- Types of leadership power
- Influencing styles

Innovative Thinking and Problem Solving – 1 Day

Channel your ideas.

Developing original ideas with true strategic value requires an innovative mindset. Through an exploration of creative thinking techniques, you will learn strategies to develop new insights and fresh perspectives. You will learn to use a logical path to identify and resolve problems, which will generate dynamic solutions that get real results.

Course Topics

- The principles in critical thinking
- Six thinking hats
- Why follow a problem solving model?
- The six-step problem solving model
- Problem solving tools
- Mind map
- Brainstorming
- Nominal group technique
- How to conduct an affinity sort
- SWOT analysis
- Force field analysis

Managing Generational Diversity – 1 Day

Work together.

The modern workplace is composed of team members spanning a wide range of generations. Through developing an understanding of generational perspectives and key motivators, and identifying the unique characteristics of each, you will be provided with the tools to manage a diverse workplace and achieve a united, productive team.

Course Topics

- Australia's Generational Profile
- Reflecting on your generation
- Characteristics of generational groups
- Recruiting, managing and retaining Generation Y
- Key motivators of each group
- Common areas of conflict
- Communication barriers and conflicts between each group
- Strategies to work with generational differences
- Adapting to generational differences

Negotiation Skills – 1 Day

'Win-win' negotiation.

The art of negotiation is the careful exploration of opposing positions with the goal of achieving a positive 'win-win' outcome. This course will provide you with the necessary techniques to plan, develop and understand the negotiation process while increasing your capacity and confidence to perform.

Course Topics

- What is negotiation
- Characteristics of an effective negotiator
- Planning for negotiating a real issue
- Understanding your negotiation style
- Effective communication
- The phases of the negotiation process
- Tactics, problems and dirty tricks

People and Performance – 2 Days

Unlock staff potential.

People perform best when work is planned and goals are consistent. This means defining expectations of employees and providing the required level of development. This course provides practical skills to align organisational objectives with the employees' objectives which will contribute to increased productivity.

Course Topics

- Keys that unlock peak performance and productivity
- Identify key result areas and performance standards
- Job design
- Motivation
- Assess possible barriers which inhibit productivity
- Coaching for development
- Mentoring
- Planning and leading review discussions

Presentation Skills – 1 Day

Deliver prevailing messages.

A memorable and moving presentation will make others think and be inspired to take action. This practical course will provide you with the techniques to understand your audience, prepare adequately and deliver influential presentations in both formal and informal situations.

Course Topics

- Understanding what makes a great presentation
- How to make an effective presentation
- Steps in preparing a presentation
- A.U.D.I.E.N.C.E. Analysis – it's your key to success
- Presentation plan
- Creating interactive presentations
- Making a great first impression
- The value of evaluation
- Dealing with pre-presentation nerves

Project Management Fundamentals – 2 Days

Achieve balance, reach goals.

Whether large or small, the fundamentals of managing a project remain the same and follow a common life cycle. Through a solid understanding of project planning, control methods, phases and techniques you will learn to execute quality projects within the agreed time, cost and performance criteria.

Course Topics

- The phases of a project
- Skills of the Project Manager
- Project management practices and procedures
- Dealing with clients and stakeholders
- Risk assessment and management
- Project goal statement
- Budgeting methods
- Project teams
- Communication and reporting plan
- Controlling the work in progress
- Skills evaluation and action planning

Report Writing – 1 Day

Clear. Concise. Accurate.

Reports are an essential part of writing for business. Poorly organised and long-winded reports conceal important information and their purpose can also be lost. This course will provide you with techniques to improve the content, structure and professionalism of your reports to ensure they're clear, concise accurate and easily understood.

Course Topics

- Challenges of report writing
- Types of business reports
- Planning to write a report
- Identifying audience needs and expectations
- Gathering & analysing information
- Common report structure
- Recommendations
- The Executive Summary
- Writing for impact
- Professional Presentation
- Critique and review

Resilience in the Workplace – 1 Day

Master well-being in the workplace.

The modern workplace is an ever changing landscape that requires people to call on their resilience skills. This course will arm you with the tools to become more resilient in life and in the workplace, with the aim of bouncing back when challenges and pressures arise.

Course Topics

- What is resilience
- Contributors to stress
- Self-awareness in stressful situations
- Attitudes and coping with events
- Reactive vs proactive coping
- Resilience and emotional well-being
- Managing stress vs building resiliency
- Identify and address barriers to resilience
- Resilience techniques
- Listen to and respond to self-talk
- Performance and resilience

Selling Skills – 1 Day

Drive results.

A successful sales person needs to do more than just describe their company's products and services. They need to develop an understanding of customer needs with an emphasis on establishing long-term relationships and mutual trust. This course will help you develop the essential attitudes and practices needed to accelerate your business success.

Course Topics

- Sales fundamentals
- Attributes for success
- Loyalty ladder
- Sales structure
- Building relationships
- Questioning techniques
- Understanding needs
- Presenting the solution
- Closing techniques
- Closing obstacles and opportunities
- Unique Selling Points (USP)
- Business development

Strategic Leadership – 1 Day

Actualise your vision.

Strategic leadership is about looking beyond the 'now' to prepare and position your company for the future. It focuses on the vision of the organisation with emphasis on increasing productivity rather than profit. Strategic leaders empower and motivate employees so they improve their input into the company out of their own initiative.

Course Topics

- Leading with a Vision
- Making Vision a Reality
- Define Roles and Priorities
- Motivational Strategies
- Planning for Change
- The Change Process
- Communicating Change
- Dealing with Resistance and Conflict

Supervision and Management – 2 Days

Transition with success.

Managing staff is an important job in the workplace and it requires strong interpersonal skills. This course will provide supervisors, team leaders and managers with the fundamental tools to develop effective communication, delegation and performance management techniques to motivate and gain respect from employees.

Course Topics

- The role of the Supervisor
- Personal Insight Profile
- Situational leadership
- Five stages of team development
- Barriers to effective communication
- Effective and active listening
- How to delegate effectively
- Coaching Model
- Guidelines for giving constructive feedback
- Monitoring performance
- Motivation strategies

Time Management – 1 Day

Increase productivity, reduce stress.

Never have enough time in a day? Working to other's priorities and not your own? Managing responsibilities requires goal setting, organisation and prioritisation. This course will provide you with the tools to achieve peak performance through self-management and the successful breakdown and prioritisation of tasks.

Course Topics

- Myths about time management
- Analysing how you use your time
- Balancing lifestyles
- Daily action plan
- Delegation
- Identifying and setting priorities
- Making a 'To do' list
- The distinction between time and self-management
- Assertive communication – How to say 'no'
- Managing meetings

Train the Trainer – 2 Days

Adapt. Grow. Learn.

It is essential as a Workplace Trainer you understand the principles that underpin training facilitation as well as having the ability to encourage group dynamics to deliver a relevant and interesting training session. This course is designed to improve your training techniques and increase confidence when delivering training courses to adult learners.

Course Topics

- Understanding training from different view points
- Learning Styles
- Structuring the training session
- Working with different knowledge levels
- Question & feedback techniques
- Handling questions
- Leading a session effectively
- Dealing with challenging behaviours
- Putting it all together

Writing Skills – 1 Day

Influence and inspire readers.

As with any form of communication, the way we write is influenced by the many unique variables including our knowledge, interest, skill, personality and emotions. This practical course will assist you to plan, organise and structure a range of business communication whilst giving you the opportunity to explore your own personal writing style.

Course Topics

- Types of business writing
- Effective and ineffective correspondence
- The four step writing process
- Writing process – from start to finish
- Punctuation essentials
- Positive and negative language
- Memos, short reports and emails
- Good news / bad news correspondence

Full day course fees include GST, workbook, certificate of attendance, lunch, refreshments and 30 days post course support.

To register for a course please complete this enrolment form, including full payment details.

 Fax to **1300 793 952**

 Post to **PO Box 10499, Adelaide Street, Brisbane QLD 4000**

 Phone **1300 793 951** to speak with one of our consultants

 Enrol online at **www.odysseytraining.com.au**

Let's confirm your details.

What venue will the participant/s be attending? Melbourne Sydney Brisbane Townsville Cairns

Authorising Officer

Full name:

Position:

Department:

Organisation:

Address:

Phone:

Mobile:

Fax:

Email:

Participant

Full name:

Position:

Phone:

Mobile:

Email:

Course name:

Course date:

Course price:

Special / dietary requirements:

Participant

Full name:

Position:

Phone:

Mobile:

Email:

Course name:

Course date:

Course price:

Special / dietary requirements:

How would you like to pay?

Please make cheques payable to Odyssey Training. To be an approved account customer of Odyssey Training you must apply for an account facility. Terms are 7 days.

Payment amount:

Pay by: Cheque Credit Card Invoice (Must attach Purchase Order)

Credit card type: Mastercard Visa American Express (3% Surcharge Applies)

Card number:

CCV number:

Expiry date:

Name on card:

Signature:

Accepting our terms and conditions.

Cancellations will be accepted if Odyssey Training is notified in writing more than 7 working days before the course date, and will refund the course cost, minus a \$55 registration service fee. Once confirmed, the attendance date can be transferred without charge, per enrolment, where Odyssey Training has been notified in writing more than 7 working days before the course date. All subsequent transfers will attract a fee of \$55. Transfers or cancellations received within 7 working days or less of course commencement will incur a 100% fee of the total course cost. Odyssey Training will not take any responsibility for travel and accommodation cost incurred.

Special Promotion / Offers: Payment is required prior to the course date. No cancellation or transfers are permitted on discounted or special offer rates. Odyssey Training will charge a 100% fee of the total course cost if course is cancelled or rescheduled.

Closed Group Sessions: Our standard terms and conditions do not apply. Please refer to the terms and conditions on your proposal acceptance page.

All courses are subject to minimum enrolments. Odyssey Training endeavours to ensure classes are conducted on scheduled dates, but reserve the right to alter dates as required. Odyssey Training is committed to protecting your privacy and the confidentiality and security of personal information provided by you to us. For information on our policy, visit www.odysseytraining.com.au/privacy. Odyssey Training sends out training schedules and information of courses on offer, if you do not wish to receive this information please tick the box

I have read and understood the above terms and conditions and accept these. If you are under the age of 18 your guardian must sign.

Signature:

Date: