

VOLUNTEER

TRAINING CALENDAR

Mountain District Learning Centre

13-15 The Avenue, Ferntree Gully VIC 3156
(03) 9758 7859
office@mdlc.com.au
www.mdlc.com.au

Introduction to Business Administration

This 16 week course (delivered in two 8 week blocks) provides an introduction to key aspects of business administration.

Group 1 Topics seek to enhance skills and knowledge in basic business administration techniques. You will develop skills relating to organising schedules, keyboard skills and accuracy, customer service, design and produce documents, create electronic presentations, process payroll and process accounts payable and receivable.

In group 2 topics you will develop skills relating to OHS, basic financials, scheduling, producing business documents, communication, internet and emails and customer service.

Prerequisite: Basic computer skills

Mondays 9:30am – 3:00pm
8 February to 29 March
\$80

[Book Now](#)

BYO Laptop & Computer Basics

Have you just purchased a laptop and want to learn how to get the most out of it? This class is for you! Come join us for a fun-filled class and go home confident in the knowledge that you can use your device in ways that engage and interest you!

Tuesdays 10:00am – 12:00pm
9 February to 22 June
\$100

[Book Now](#)

Smart Phones

How Smart are they? What can your Smart phone do for you? Sign up for this workshop and find out.

Saturday 27 February
10:00am – 12:00pm
\$10

[Book Now](#)

Community Learning Centre

40 Fulham Rd, Rowville VIC 3178
(03) 9764 1166
info@communitylc.org.au
www.communitylc.org.au

Update Your Digital Skills to Return to the Workforce – Refresh & Learn Computers

Learn how to use your computer from the start.

Topics covered:

- Windows 10 basics and applications
- Internet search
- How to email
- Word processing basics
- Understanding computer security

Mondays 10:00am – 1:00pm
8 February to 29 March
(No class 8 March)
\$60

[Book Now](#)

Professional Resume & Career Direction

Looking for work but need some help with your resume or career direction? This short course will help you:

- Understand your career direction
- Explore job roles and responsibilities
- Highlight your strengths and articulate them in your resume
- Write a resume appropriate for specific job criteria

Prepare and feel confident with online job applications and interviews

Online via Zoom
Thursdays 9:30am – 12:30pm
18 February to 25 March
\$50

[Book Now](#)

Customer Service Skills

Learn to manage your customers and work more efficiently. This course is designed to improve your customer service skills whether by Telephone, Email, Face to Face or online interactions. You will learn that it's not what you say to your customers but how we say it. Skills to ensure you have clearer awareness of your customer service strengths and show you techniques that are consistent with your personality. Knowledge gained:

- Occupational Health and Safety: setting up an ergonomic workstation to work online
- Office communication
- Providing customer service face-to-face and online
- Telephone and email etiquette with clients and customers
- Composing official business letters
- Building knowledge of office procedures
- Managing complaints and difficult customers
- How to exceed customer expectations and make the experience memorable
- Understanding how to utilise your personality and strengths when providing customer service
- Investigation of the customer service industry and available job roles

Online via Zoom
Wednesdays 9:30am – 12:30pm
24 February to 24 March
\$50

[Book Now](#)

Learn Google Suite for the Office

This course provides a basic introduction to office administration and how GSuite can support you in completing and mainstreaming admin tasks. You will be given practical examples and walkthroughs of how GSuite products can be used to be more productive and efficient in the workplace. Topics covered includes:

- Gmail use and communication etiquette
- Google Contacts for organising and reviewing mailing lists
- Google Calendar and Tasks for scheduling
- Managing files in Google Drive
- Google Docs to construct formal letters and documents
- Google Sheets to creating records, budgets, rosters and invoices
- Google Forms to promote reflective practices and gather survey data
- Google Slides to create engaging presentations

Prerequisite: Must have a google account

Online via Zoom
Wednesdays 9:30am – 12:30pm
24 February to 24 March
\$50

[Book Now](#)

Introduction to MYOB including Payroll

Learn how to use MYOB and Payroll to:

- Create company data files with historical and opening balances
- Produce and manage purchase orders and invoices
- Manage accounts payable and accounts receivable
- Produce BAS documentation
- Configure AccountRight Payroll to work for your company
- Enter and manage employee details, create timesheets and conduct a pay run
- Fulfill payroll obligations

Online via Zoom
Mondays 9:30am – 1:30pm
8 February to 29 March
(No class 8 March)
\$64

[Book Now](#)

Orana Neighbourhood House

62 Coleman Rd, Wantirna South VIC 3152
(03) 9801 1895
onh@netspace.net.au
www.orananh.org.au

English Conversation

Improve your English skills, both verbal and written in this English class.

Mondays 6:00pm – 8:00pm
1 February to 29 March
(No class 8 March)
\$50

[Book Now](#)

The Basin Community House

21 Liverpool Rd, The Basin VIC 3154
(03) 9761 0209
info@basincommunityhouse.org
www.thebasincommunityhouse.org.au

Beginners iPads/Tablet

For those who just recently got their device or would like to know more about how to get the most out of your tablet.

Wednesdays 12:30pm – 3:00pm
3 February to 24 March
\$50

[Book Now](#)

Coonara Community House

22 Willow Rd, Upper Ferntree Gully VIC 3156
(03) 9758 7081
enquiries@coonarahouse.org.au
www.coonarahouse.org.au

Providing First Point of Contact

Understand the importance of first point of contact in an organisation. Learn how to greet visitors, take phone calls, messages and respond to emails and much more.

Tuesdays 10:00am – 12:00pm
16 February to 2 March
\$50

[Book Now](#)

Digital Storytelling

This course teaches script writing, storyboarding, interview techniques, and basic video editing skills. By the end of the course, you will come out with these new skills and with a complete video (digital story) of your own.

Mondays 12:30pm – 3:00pm
1 February to 29 March
(No class 8 March)
\$50

[Book Now](#)

Creative Writing Group

Learn the importance of individual work choice, alliteration and how to create characters. This short course will introduce you to the skills and discipline needed to make a start with creative writing.

Wednesdays 9:30am – 12:00pm
3 February to 31 March
\$50

[Book Now](#)

BUILD YOUR SKILLS FOR VOLUNTEERING

Volunteer for Knox, in partnership with Knox Learning Alliance, is offering a series of short courses for volunteers who are looking to improve their skills. Knox Learning Alliance is made up of the five neighbourhood houses in Knox. Combined, these neighbourhood houses offer a large variety of courses designed to develop employability skills. In addition to these courses, Knox Learning Alliance offers a range of hobby courses and social activities with a focus on leisure and community engagement. More information can be found at each neighbourhood house website.

VOLUNTEER TRAINING COURSE START DATES

FEBRUARY 2021

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 English Conversation 6:00pm Digital Storytelling 12:30pm	2	3 Beginners iPads/Tablet 12:30pm Creative Writing Group 9:30am	4	5	6
7	8 Intro to Business Administration 9:30am Update Your Digital Skills... 10:00am Intro to MYOB including Payroll 9:30am	9 BYO Laptop & Computer Basics 10:00am	10	11	12	13
14	15	16 Providing First Point of Contact 10:00am	17	18 Professional Resume & Career... 9:30am	19	20
21	22	23	24 Customer Service Skills 9:30am Learn Google Suite for the Office 9:30am	25	26	27 Smart Phones 10:00am
28						

This calendar indicates the start date of the course. These courses run over a number of weeks. Please check the previous page for details.