



Training Directory



INSTITUTE OF **STRATEGIC** MANAGEMENT

About ISM



INSTITUTE OF STRATEGIC MANAGEMENT

Institute of Strategic Management (ISM) is a registered training organisation that has emerged from the combined experience of highly qualified vocational and higher education specialists who have spent the past 22 years working with a wide range of organisations.

ISM is focused on becoming the preferred learning partner for individuals and business. It will achieve this by facilitating leading edge training and development programs and providing high quality nationally recognised training.

ISM prides itself on its individualised service to clients; ISM will develop learning material to suit the needs of its clients, delivers training in a variety of modes and offers learners support using current technologies.

In addition to our training services we also deliver strategic planning, governance 360, CPD programs, coaching and training program design and writing.

For additional information or to enroll in any of the programs listed in this directory, please contact us on:

**email admin@ism.nsw.edu.au
or phone 1300 200 705
or browse www.ism.nsw.edu.au**



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BSB30115

Certificate III in Business

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop for this qualification*

COURSE DURATION:

24 months when delivered as a traineeship. 12 -18 months when completing as a general enrolment.

FEES:

Online: \$1495

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

The core unit of this course will deliver general skills and knowledge in WHS practices.

The electives allow skills development in a range of areas specific to your chosen industry sector

Who is it for?

This qualification is for people working in, or looking to take up, any entry-level roles across a range of industries. Possible jobs relevant to this qualification may include:

- Customer Service Advisor
- Data Entry Operator
- General Clerk
- Payroll Officer
- Typist
- Word Processing Operator

BSB42615

Certificate IV New Small Business

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

24 months when delivered as a traineeship. 12 -18 months when completing as a general enrolment.

FEES:

Online: \$1750

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

Upon successful completion of this qualification, participants will be able to:

- Demonstrate a sound understanding of the requirements to establish a small business
- Understand risks involved in small business
- Effectively market your business
- Achieve great profits and strategic outcomes
- Become an effective leader of staff
- Understand and effectively use financial reports

Who is it for?

This program is particularly appropriate for those currently in or wishing to manage a small business



BSB42015

Certificate IV in Leadership and Management

DELIVERY FORMATS:

Online format.

Workshops:

CBD (Pyrmont)

Workshop dates available on request

COURSE DURATION:

24 months when delivered as a traineeship. 6 - 12 months when completing as a general enrolment.

FEES:

Online: \$1495

Workshop: \$2495

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

Certificate IV in Frontline Management covers the core competencies required for working as a frontline manager. The course focuses on;

- Communicating with team members and management, dealing with conflict and negotiating in the workplace environment.
- Developing leadership skills and attributes and implementing effective workplace relationships and networks.
- Planning and problem solving in a variety of settings and monitoring a safe work environment.

Who is it for?

This qualification is specifically designed for those working in a frontline management position or would like to be in a frontline management position in any industry. Possible job profiles relevant to this qualification may include;

- Co-ordinator
- Leading Hand
- Supervisor
- Team Leader

BSB51915

Diploma of Leadership and Management

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

12 -24 months when completing as a general enrolment

FEES:

Online: \$1950

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

Upon successful completion of this qualification, participants will be able to:

- become an effective team leader
- be a proactive and innovative contributor
- be recognised as someone who can plan and consistently reach their goals
- develop an effective and efficient team-oriented environment
- achieve greater profits and strategic outcomes.

Who is it for?

This program is particularly appropriate for managers/supervisors with a technical/trade background including project managers, office managers, leading hands, coordinators and supervisors.



BSB51415

Diploma of Project Management

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

12 -24 months when completing as a general enrolment

FEES:

Online: \$1950

COMMENCEMENT:

Online: Immediate start



What skills will be gained?

Upon successful completion of this qualification, participants will be able to:

- Write effective project plans to meet the delivery requirements of corporate/business expectations
- Use mechanisms linked with the plan for the day-to-day control of projects to meet objectives
- Provide quality deliverables, with the ability to meet reporting requirements on demand
- Select appropriate tools to support monitoring and control mechanisms
- Assign agreed responsibilities to get the best out of core and broader team capabilities.

Who is it for?

This program is particularly appropriate for:

- Project Leaders
- Project Management Facilitators
- Project/program Administrators



BSB61015

Advanced Diploma of Leadership and Management

DELIVERY FORMATS:

Online:

Immediate Start

Workshops: 10 Days in Total

CBD (Pyrmont)

Workshop schedule available in request

COURSE DURATION:

12 -24 months when completing as a general enrolment

FEES:

Online: \$2900

Workshop: \$4800

What skills will be gained?

Upon successful completion of this qualification, participants will be able to:

- Strategically plan and implement an organisational strategy
- Assess and implement leadership styles and planning
- Promote and manage continuous improvement and learning
- Assist in the development of business plans and business operations
- Participate in financial management, from the preparation and analysis of responsible budgetary plans and decision making, to the development of capital investment proposals.

Who is it for?

This program is particularly appropriate for those currently in or wishing to move to senior management roles.



Boost CPD

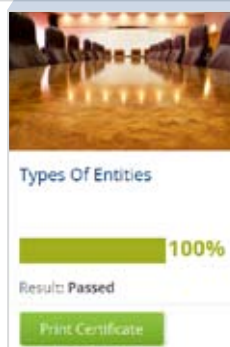
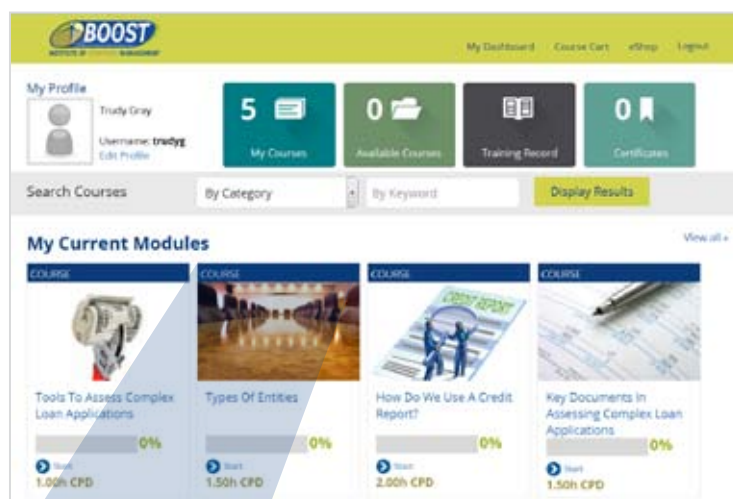


We have undertaken extensive research into discovering what Mutuals needed from their CPD. From this wide ranging feedback we have designed a CPD program customised to your industry.

ISM Boost CPD has a range of fantastic features, and can be customised to what your organisation needs from your CPD platform.

It includes:

- An easily accessible holistic platform working either as a complete CPD solution or a program complementing your current CPD activities.
- A program to gain skills and knowledge and not just tick the boxes.
- Consistently refreshed content, written by industry experts.
- A large range of subject matter, covering topical industry issues.
- CPD bytes delivered in multiple media formats from Text, Videos, flash files and webinars.
- Content covering all levels of CPD, from Director to Responsible Managers to Representatives.



"The feedback we have received is outstanding. CPD BOOST seems to be the answer for many organisations to meet their CPD requirements, capturing all information in one place with bytes that are interesting and dynamic."

Monique Hodder
CEO
Institute of Strategic Management

Features

- A dedicated HR login which allows you to produce an easily accessible report on the progress of your staff CPD throughout the year, at any time.
- A printable certificate for staff on completion of each of their CPD activities.
- A system which allows the participants to know exactly where they are with their own CPD hours at any time.
- Verification of the quality of the CPD content by a reputable training company.
- The ability to add attendance and completion of external CPD activities into our Boost program, allowing you to collate ALL of your CPD activities in one place.
- One easy to manage yearly subscription fee, that allows you to access unlimited content within the site. **content released is appropriate to position.



Tier II



DELIVERY FORMATS:

Online:

Immediate Start

FEES:

Online: \$495

What skills will be gained?

Upon successful completion of this qualification, participants will be able to:

- Demonstrate how to establish relationships with clients and analyse their needs
- To develop, present and negotiate client solutions
- Develop skills and knowledge to provide advice to retail clients in foundation areas of financial services.

Who is it for?

Entry Level Staff who advise on financial services products, provide advice to clients, negotiate with clients and services providers or handle customer complaints.



FNS30115

Certificate III in Financial Services

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

24 months when delivered as a traineeship. 12 -18 months when completing as a general enrolment.

FEES:

Online: \$1750

Workshop: \$2495

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

The core modules of this course deliver skills and knowledge in:

- Industry guidelines and procedures
- Customer service excellence
- Communicating in the workplace
- Use of office technology
- Maintaining workplace safety

The electives allow skills development in:

- ASIC Tier 2
- Cash transactions / processing accounts
- Account and customer maintenance
- Responding to customer complaints
- Organising work priorities

Who is it for?

This qualification is for people working in, or looking to take up, any entry-level roles in the Financial Services industry and may include:

- Teller / Customer Service Officer
- Lending Officers & Brokers
- Insurance Officers
- Cashiers in Accounting Firm
- Call Centre Contact Officer

FNS40815

Certificate IV in Finance & Mortgage Broking Management

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

24 months when delivered as a traineeship. 6 - 12 months when completing as a general enrolment.

FEES:

Online: \$1750

Workshop: \$2495

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

Upon successful completion of this qualification, participants will be able to:

- Understand the key roles and responsibilities of a finance or mortgage broker
- Understand the legislative and regulatory framework of the industry
- Understand and promote loan products
- Gain a qualification recognised by industry bodies.

Who is it for?

This program is particularly appropriate for those who work in financial services and would like to progress to a specialist lending role. Also, for those who would like to work as finance/mortgage brokers, this qualification is recognised by the various finance / mortgage broking professional associations.



FNS42015

Certificate IV in Banking Services

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

24 months when delivered as a traineeship. 6 - 12 months when completing as a general enrolment.

FEES:

Online: \$1495

COMMENCEMENT:

Online: Immediate start. *Can be delivered with our member Experience Program, please contact us for details.*

What skills will be gained?

The course focuses on;

- Working within the financial services industry
- Developing a knowledge of financial products and tailoring products to meet a clients needs
- Communicating with clients to provide professional levels of service
- Processing credit applications
- Understanding and implementing securitisation
- Leadership skills and personal development

Who is it for?

The Certificate IV aims to provide learners with the knowledge and skills to work in the Banking, Credit or Lending roles within the financial services Industry. It covers skills such as communication, product knowledge, Sales, Credit, processing applications and negotiations.

Job profiles relevant to this qualification may include;

- Senior sales consultant
- Lending consultant
- Lending officer
- Team leader or Supervisor
- Customer contact center service consultant

FNS50915

Diploma of Banking Services Management

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

12 -24 months when completing as a general enrolment

FEES:

Online: \$1950

Workshop: \$2995

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

- An understanding of the structure of the industry, its key players and the lending process
- An awareness of lending products and sources of funds for lending
- A working knowledge of relevant industry legislation
- An awareness of the highest ethical standards in financial services
- A competitive edge to get started in the lending industry.
- Working within the financial services industry
- Developing a knowledge of financial products and tailoring products to meet a clients needs
- Communicating with clients to provide professional levels of service

Who is it for?

The Diploma aims to provide learners with the knowledge and skills to work in a variety of roles within the financial services Industry. It covers skills such as communication, product knowledge, and leadership, dealing with customers and marketing.

- Team leader or manager roles in branch environments
- Sales and marketing
- Small business banking
- Commercial and legal lending
- Customer contact service centre management



FNS50315

Diploma of Finance & Mortgage Broking Management

DELIVERY FORMATS:

Online format: Immediate start

Workshops: 3 days Blended Program
CBD (Pyrmont)

Contact us for the dates of scheduled workshops

See website for additional details on qualifying criteria for our Blended workshops. Other workshop locations available on request

COURSE DURATION:

12 -24 months when completing as a general enrolment

FEES:

Online: \$1950

Workshop: \$2995

Blended: \$1195

What skills will be gained?

- Practical skills to assess and settle loan applications
- An understanding of the structure of the industry, its key players and the lending process
- An awareness of lending products and sources of funds for lending
- A thorough understanding of financial statements and their application to loans
- The ability to identify risk and understand the risk mitigation process
- The ability to review ongoing loans and manage non-performing loans
- A working knowledge of relevant industry legislation
- An awareness of the highest ethical standards in financial services
- A competitive edge to get started in the lending industry.

Who is it for?

This qualification is ideally suited to finance and mortgage brokers who wish to develop further skills in assisting clients in selecting commercial finance products, as well as graduates of Certificate IV in Finance and Mortgage Broking who would like to gain further qualifications. It includes all the essential skills such as product knowledge, legal aspects and documentation required to implement a mortgage-based loan. Our program caters for students from a wide variety of organisational, professional and personal backgrounds.



FNS60615

Advanced Diploma of Banking Services Management

DELIVERY FORMATS:

Online format. *Please contact us if you are interested in a workshop format of this qualification*

COURSE DURATION:

12 -24 months when completing as a general enrolment

FEES:

Online: \$2900

Workshop: \$4800

COMMENCEMENT:

Online: Immediate start

What skills will be gained?

- An understanding of the structure of the industry, its key players and the lending process
- An awareness of lending products and sources of funds for lending
- A working knowledge of relevant industry legislation
- An awareness of the highest ethical standards in financial services
- A competitive edge to get started in the lending industry.
- Working within the financial services industry
- Developing a knowledge of financial products and tailoring products to meet a clients needs
- Communicating with clients to provide professional levels of service

Who is it for?

The Advanced Diploma aims to provide learners with the knowledge and skills to work in a variety of roles within the financial services Industry. It covers skills such as communication, product knowledge, and leadership, dealing with customers and marketing.

- Team leader or manager roles in branch environments
- Sales and marketing
- Small business banking
- Commercial and legal lending
- Customer contact service centre management



Introduction to Lending

DELIVERY FORMATS: Workshop

COURSE DURATION: 1 full day *Minimum numbers required*

FEES: \$795 per participant

COMMENCEMENT:

Workshop locations available on request

What skills will be gained?

Our Introduction to lending short course is designed for new or existing staff that require a comprehensive understanding of the lending process including:

- Understanding the loan process
- What do you need to find out and collate for loan processing?
- How to structure and package loans
- Loan processing across multiple lending products and how they differ
- How to produce high quality loan applications
- Knowledge on the line of credit process
- Working scenarios on multiple product types

The Complex Lending Senior Underwriting Program

DELIVERY FORMATS: Workshop

COURSE DURATION: 2 full days

FEES: \$1485 per participant

Contact us for workshop dates

What skills will be gained?

IMPROVE LENDING SKILLS OF YOUR STAFF

This program is designed to uplift the skills of the credit analyst to make better credit decisions and increase the capacity of the organisation to lend through improving the confidence and capability of your staff.

- Understanding multiple entity applicants: ie Family trust, company and sole trader company
- Knowledge of risk in lending, alpha verses beta
- How to examine credit policy and interpreting credit policy

Small Business Lending Workshop

DELIVERY FORMATS: Workshop

COURSE DURATION: 2 full days

FEES: \$1485 per participant

Contact us for workshop dates

What skills will be gained?

- An understanding of how commercial lending is different from retail lending in terms of risks, skills required and costs to deliver
- An appreciation of the importance of serviceability
- The skills to be able to assess the credit risk on a commercial loan
- How to obtain the right information needed for assessing commercial credit risk
- The knowledge to be able to develop a more profitable, lower-risk commercial loan portfolio
- An understanding of how to correctly price commercial lending to take into account the true credit risk



Learning & Innovation Centre Sydney



Our professional event centres offer state of the art learning facilities for your next conference, meeting, training session or event.



Located on the beautiful Jones Bay Wharf, Pyrmont, our Learning and Innovation Centres Sydney boasts a spectacular view of the harbour. With two event facilities and gourmet catering for morning tea, lunch or afternoon tea is available to compliment the comfortable, relaxing and creative learning environment for your guests to enjoy.

Two separate venues available.

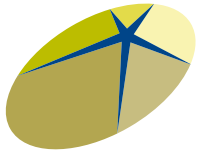
Inspections are always welcome.

Call 1300 200 705

to enquire for your next corporate event.



INSTITUTE OF **STRATEGIC** MANAGEMENT



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WHY ISM

ISM are financial services specialists:

- We only employ industry experts who have achieved genuine results
- We taught brokers their secrets and can help you succeed too
- We have developed models and IP with a track record of success
- We are focused on achieving real outcomes, not training for the sake of training
- We have a great track record in helping organisations succeed

**For additional information or to enrol
in any of the programs listed in this
directory, please contact us.**

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Information listed was correct at time of development or printing. ISM is not responsible for any changes that have been made to the content since development. ISM endeavour to provide the most current information at each version release.