

Training Programs

January to June 2008

WA EQUAL OPPORTUNITY COMMISSION

Equal Opportunity Law and Workplace Culture

Who should attend: Any person interested in developing their knowledge of Equal Opportunity Law; staff intending to undertake further training as Contact or Grievance Officers, Managers, HR or Policy officers who are responsible for developing policies or procedures for staff in relation to equal opportunity issues

Aim: To provide participants with an understanding of Equal Opportunity Law, its application, legal implications and the impact of potentially unlawful behaviour of harassment and bullying on workplace culture

Content: Definitions of discrimination, substantive equality, victimisation, harassment and bullying, culture and behaviour, individual and organisational roles and responsibilities, identify options to deal with inappropriate and potentially unlawful behaviour

Duration: Full day (9.30am to 5.00pm)

Cost (incl GST): \$307

Dates: Wednesday 22 October and Wednesday 5th November

Equal Opportunity Law, Workplace Culture and the Role of the Manager/Supervisor

Who should attend: Managers and/or supervisors who want to improve their skills in dealing with discrimination and harassment in the workplace

Aim: To provide Managers/Supervisors with skills and knowledge to identify and deal with discrimination and harassment and bullying in the workplace

Content: Legislation regarding discrimination, harassment and bullying and vicarious liability of individuals and organisations, the role of the Manager/Supervisor in fostering and monitoring a positive workplace culture through management of potentially unlawful workplace behaviour, grievance management framework and dealing with complaints

Duration: One and a half days

Cost (incl GST): \$450

Date: Wednesday and Thursday 5th and 6th November

Contact Officer Role

Who should attend: Staff who are undertaking the role of Contact Officer in their organisation

Prerequisite: Equal Opportunity Law and Workplace Culture

Aim: To provide participants with the skills and knowledge to effectively perform the role of Contact Officer

Content: The role and function of a Contact Officer, discrimination, victimisation and harassment, the skills, knowledge and resources to act as a first point of contact in dealing with complaints

Duration: Full day (9.30am to 5pm)

Cost (incl GST): \$307

Dates: Thursday 23 October

Contact Officer Refresher

Who should attend: Those staff who have been previously trained and are currently in the role of Contact Officer in their organisations

Prerequisite: The role of Contact Officer (or equivalent)

Aim: To update knowledge, information and skills and discuss current issues and challenges of the role and identify effective complaint handling strategies

Content: Review of the Equal Opportunity Act, role and responsibilities of the Contact Officer and challenges of the role, strategies for effective complaint handling, revisit communication and interview skills, handling difficult situations and practice scenarios

Duration: Four hours (9am to 1pm)

Cost (incl GST): \$205

Dates: Tuesday 9 December

Grievance Officer Role and Complaint Handling

Who should attend: Staff who have a role in their organisation in grievance management and handling of complaints

Prerequisite: Equal Opportunity Law and Workplace Culture

Aim: To provide Grievance Officers with the skills and knowledge required to investigate and handle complaints of discrimination and harassment in the workplace

Content: Day one explores knowledge and skills required of the Grievance Officer as first point of contact, role boundaries, interview skills and conflicts of interest. Day two explores the extended role of the Grievance Officer to include principals and skills of mediation and investigation

Duration: Two days (9.30am to 5pm)

Cost (incl GST): \$546

Dates: Wednesday 19 and Thursday 20 November

ADDITIONAL INFORMATION

All courses described in this brochure are held at the Commission. The Commission can provide customised training at your organisation, or nominated venue, as required to suit your particular needs.

To find out more information about any of the courses listed in this document, or to discuss your training options please contact the Commission on (08) 9216 3900 or e-mail wilma@eoc.wa.gov.au.

REGISTRATION

Name of course.....

 Date of course.....
 Last name.....
 First name.....
 Organisation.....
 Position held.....
 Contact address.....

 Person responsible for payment.....

 Telephone Work.....
 Fax.....
 Home.....
 Mobile.....
 Email address.....

Please indicate any special needs
 you may have, for example disability,
 dietary, medical, language.....

Option for payment (circle one)
 Cheque
 Direct transfer
 Invoice
 Credit Card

NB. Organisations can pay by direct transfer
 to Commonwealth Bank account
 BSB: 066-040
 Account number: 1480 0073.

Send registration form and payment to:
 Equal Opportunity Commission
 PO Box 7370
 Cloisters Square, Perth WA 6850

Credit Card Details:

(Circle one) VISA / Bankcard / Mastercard
 Credit Card
 Expiry Date / Amount: \$
 Name on Card
 Signature
 Cardholders phone number

CONTACT DETAILS

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