

Welcome to the first quarterly newsletter from TLC Training Solutions! Our newsletters are designed to provide our students and services with industry updates, useful website links and other information to support the community services and business sectors. We also thought a newsletter is a great way of keeping you up to date with TLC's growth and development, government initiatives and opportunities to assist employees with formal study and professional development.

If there are any topics you'd like us to cover in future newsletters please let us know via info@tlctrainingsolutions.com.au.

Happy Reading ☺

TLC News

TLC Training Solutions has been operating for 2 years and 4 months and we are proud to announce close to 1000 enrolments in that time. Thank you to everyone who has enrolled, referred and supported us over this time. We couldn't do it without you!

We are the proud winners of two awards in 2011 and on both occasions you couldn't get the smiles off our faces. There was no doubt as to how excited and elated we were to have our hard work and dedication recognised in a public forum, as our cheers, claps (and even tears) filled the room.



On the 19th May winners of the 2011 Health and Community Services Workforce Innovation Awards were announced at a Gala Dinner at the Sebel and Citigate Hotel, Brisbane. Awards were presented across 10 core categories, recognising innovative approaches across a range of workforce areas including management, leadership, recruitment, collaboration, learning and cultural inclusiveness. TLC was honoured to win the award for **Excellence in Workforce Leadership by a Board of Management**.



This year was the first time we entered TLC Training Solutions into the Business Achiever Awards for Quest Newspapers Logan and we won in our category of **Tuition, Training & Recreational Programs**. We'd like to thank our supporters for voting for our business which allowed us to be a finalist.

Industry Updates

For Queensland residents and employees who are not yet enrolled in a qualification and are eligible to complete units of competency via Recognition of Prior Learning, a state government grant may be the financial assistance you need. Skilling Solutions QLD will pay \$500 off the cost of a Certificate III and IV and \$1000 off the cost of a Diploma and Advanced Diploma. You will need to phone Skilling Solutions QLD on 1300 654 687 to make an appointment for an interview. They have offices across QLD.

TLC has a contract with Skilling Solutions QLD for delivery of in Children's Services, Aged Care, Business, and Community Services Work. For more information call us on 1300 327 708.

Childcare news:

National Quality Framework

As you will be aware the Children's Services Industry has been undergoing some major changes. There is a lot of information being provided about the Early Years Learning Framework, My Time - Our Place Framework, National Quality Standards and the National Law and Regulations.

Here are a number of links that will be helpful in keeping abreast of all the new changes that are impacting on the Children's Services Industry.

Find out all about the National Quality Framework:

www.acecqa.gov.au/national-quality-framework/information-sheets/

Learn more about the EYLF and My Time Our Place and the National Quality Standards:

www.deewr.gov.au/earlychildhood

Information about National Quality Standards:

www.workforce.org.au

Queensland

Did you know you, if you live and work in QLD, you can now do the Diploma of Children's Services (Early Childhood Education and Care) for FREE* if you enrol as an apprentice! In addition, great incentives apply to your employer for supporting you! For more information visit the Latest News section on the homepage of our website.

New South Wales

Do you have staff members in your children's service who have years of experience but now need to complete a formal qualification? With the change in regulations now is the time to have your experience recognised by enrolling into a qualification as a Recognition of Prior Learning student.

Need your staff to meet legislative or professional development requirements? TLC offers the following courses via distance or workshops so you can commence immediately:

Food handler level one

Food safety supervisor

CHCCHILD401A Identify and respond to children and young people at risk

CHCORG614A Manage a community sector organisation (for Authorised Supervisor)

To learn more visit the Latest News section on the homepage of our website.

Victoria

TLC is excited to have commenced training in Victoria and through our partnership with ICCS are able to offer our students access to State funding. Traineeships are now available as well as funding via the Victorian Training Guarantee for those not yet employed in the industry, or those not able to study via a traineeship. Some eligibility criteria applies but call us to see if you are eligible. Our trainer Christiina delivers classes for trainees in our William Street location and has just completed our first ACCESS group of students who were supported by JobCo Employment Services.

Aged Care news:

The QLD Government has available to individuals or services funding via the Community Services Skilling Plan. Grants are available from \$500 up to \$3000 per person. The priority focus is home and community care and disability services. More information and an application form to apply is available on the following link. **HURRY - last funding round for 2011 closes November 25th!**

<http://training.qld.gov.au/information/skilling-plans/community-services/grants-scholarships.html>

Dual Qualification: Certificate III in Aged Care and Certificate III in Home and Community Care

This course allows you to gain two qualifications at the same time and covers the knowledge, skills and attitudes to enable workers to function effectively and confidently in aged care facilities and within a person's home for HAAC funded service providers. We offer a range of study modes to suit your personal and employment circumstances. The Latest News section on the home page of our website has more information.

A useful website for keeping up to date with a range of topics from government decisions in relation to aged care to job vacancies is:

www.australianageingagenda.com.au

Want to be informed on what's happening with students in the aged care sector? A helpful source of information is from the National Centre for Vocational Education Research:

www.ncvr.edu.au

Would your service benefit from Professional Development workshops? TLC can offer a range of 3 hour workshops that cover topics such as:

Grief and loss

Challenging behaviours

Manual handling

Professional boundaries

Call us on 1300 327 708 for more information.

Business news:

Does your business have staff who need training but don't want to complete an entire qualification? In order to meet this need TLC have devised skill sets which are a number of units taken from a formal business qualification. Graduates then have the choice to complete the entire qualification with credit transfers if they get the study bug! Examples of our business skill sets include:

"Working in Payroll"

BSBFIA302A - Process payroll

BSBFIA303A - Process accounts payroll and receivable

"Customer Service"

BSBCMM301A - Process customer complaints

BSBCUS301A - Deliver and monitor a service to customers

BSBCUS401A - Coordinate implementation of customer service strategies

Training and Assessment (TAE)

Always wanted to move into a training role, or have the skills to support staff training at your workplace? The new Training and Assessment Course TAE40110 is now available.

Our first class for 2012 commences February. Reserve your place now by calling 1300 327 708 or enrol at any time to complete via external study or RPL.

Other:

First Aid:

TLC offers the First Aid course on week days or the week-end (including Sundays). As a service you can choose to complete the First Aid and raise money at the same time as a fundraising opportunity OR elect to complete the course as per usual. To find out more go to our website or give us a call:

www.tlctrainingsolutions.com.au

1300 327 708

Food safety

It is a legislative requirement in many industries that employees who handle food hold a recognised food handler qualification which TLC offers.

Food Handler Level One is the qualification for you if you are a child care assistant, outside school hours care assistant, health care worker or kitchen hand.

Food Safety Supervisor is suitable for child care cooks, aged care facility cook and meals on wheels.

Partner profiles

TLC values the relationships we have developed both formally and informally with like-minded organisations who share our passion for quality service that is friendly and reliable.

If you need relief staff or are having trouble filling permanent positions, then don't hesitate to call Expect A Star. Based in most States of Australia, Expect A Star specialise in recruitment for the child care sector and have staff available now for all positions - trainees, qualified assistants and room leaders, cooks, ECT's, Managers / Directors.

www.expectastar.com.au

1300 669 653

Events

Relay for Life

Relay for Life is a unique fundraising event where teams of 10-15 get together with your community to celebrate cancer survivors, remember loved ones lost to cancer and fight back against a disease that takes too much, by keeping the relay style walk or run going overnight.

When Toni Liljana Grozdanovska was born on September 1st 1993 at 4:21pm, her Mum Ellie couldn't have been prouder of her little munchkin. In July 2007 Toni was diagnosed with Ewing's Sarcoma and after a very tough battle we lost our beautiful angel on 26th October 2008.

On 29th October TLC entered two teams and raised \$3500. TLC stands for TRAIN, LEARN and CONNECT but for the purpose of Relay we changed the meaning to Toni Liljana's Cause. As is sadly the case with all of us these days, we have all been affected by cancer in some way either directly or through the loss of illness of a loved one or friend. We do Relay in support of all those afflicted, and families affected. As Toni was such a young victim and known to nearly all of us at TLC, for our cause in the fight against cancer, we have honoured her name.



We'd like to thank our sponsors: TLC Training Solutions, Heart n Soul Tattoeing, Browns Plains Printing, Wrap em Ready, Expect a Star, Veal and Prased Accountants, IGA Strathpine, RTO Advice Services and ET Coldrooms.

This will be an ongoing event for TLC.

So far this year TLC has hosted a St Patricks Day and a Christmas in July event for the Browns Plains National Seniors. Next on the agenda with the Seniors group is Valentine's Day in February 2012.

☺TLC doesn't charge for these events, but simple asks for a small token donation to the Cancer Society.

Both events this year have been loads of fun, with great games, prizes and team challenges. Interested in a fundraiser or social event at your workplace - TLC loves the challenge and is up to giving almost anything a try!



Who are we??

Each newsletter we will attempt to introduce you to the growing team at TLC. This quarter, we are pleased to introduce the cast of characters in the office! Many will have spoken with one of these 'names' on the phone, or have heard of them via trainer or employer. Now you can put a name to a position and perhaps know who to ask for when calling depending on your need ☺

Teena Sapwell - Managing Director (Teena as the name suggests oversees TLC operations, but is very hands on. Client and staff satisfaction is high on her priority list and she is always available to chat if you need to talk with her about an idea, a concern or a compliment. She is there to help with tricky questions or situations, and supports the management team)

Ellie Grozdanovska - Administration Manager (Ellie can assist you with most admin enquiries - enrolment info, fees, unit results, issue of qualifications and any cancellations or withdrawals)

Christine Hartung - Human Resource Manager (Christine's work is mostly internal looking after the forever expanding TLC, but she also looks after funding for our DAAWS funded trainees and collection of quality indicator surveys required by the department)

Tania Marie - Employment Solutions Manager (as the name suggests Tania is always on the look out for ways to support employers in staffing needs whether it be staff training or recruitment. Tania also

manages our projects in other States such as pre-employment, group training programs and supports our corporate clients)

Sharyn Gillick - Marketing and Quality Compliance Manager (In addition to our internal compliance processes, Sharyn is our marketing guru and is the person behind your email bursts, flyers and newsletters. Her aim is to keep you up to date with latest developments in terms of funding opportunities, new courses or changes to existing programs and of course any special offers TLC or our partners have running).

Nikki Holdsworth - Office Coordinator (Nikki supports Ellie and in most cases can help you with an admin enquiry should Ellie be unavailable. Nikki also looks after student resources, so if you need units - she's the lady to call)

Alex Grozdanovska - Administration Trainee (Alex is our first school based trainee and during his time in the office is proving a tremendous support to Nikki in getting your resources developed and out on time!)

Tips and Ideas

With Christmas almost upon us what better way of getting into the spirit by doing some themed cooking and craft?

Mini Christmas Puddings

Yule love them!



Makes 12

Ingredients

- 100g white chocolate melts
- 12 Arnott's Royals chocolate biscuits
- 12 Jaffas
- Spearmint leaves, cut into smaller leaves

Method

1. Place the white chocolate melts into a heatproof bowl. Microwave on Medium/50% power, stirring every minute until they are fully melted.
2. Spoon the melted chocolate into a sealable plastic bag and snip one corner of the bag to make a piping bag. Pipe enough white chocolate on top of the biscuits, allow to drip down the side to resemble custard flowing over the pudding.
3. Place a Jaffa on top and a small spearmint leaf each side of the Jaffa and secure in the melted chocolate.

Fresh Living - 20 December 2004, Page 47
Recipe by Mary Wills

Rudolph Paper Cup Craft



What you'll need:

- 1 plastic, paper, or foam drinking cup
- Brown and pink acrylic paint
- 2 3"-square pieces of tan felt
- 2 medium wiggly eyes
- 1 medium red pom pom
- 2 black pipe cleaners
- Strip of felt to fit the inside rim of your cup
- White craft glue
- Black marker
- Scissors

How to make it:

1. Paint cup with brown paint and set aside to dry.
2. When paint is dry, stand cup upright and glue two wiggly eyes on the front of the cup, about halfway down from the rim.
3. Glue red pom pom on for the nose just above the bottom of the cup, centered under the eyes.
4. Use scissors to carefully poke a slit in both sides of the cup where you want the ears to go.
5. Roll one of the felt squares up like a cone; insert the pointed end into one of the slits on the cup. Repeat on other side. Secure felt to the cup with white craft glue.
6. Bend each pipe cleaner in half. Form ends into antlers by creating a couple of bends on each one.
7. Glue strip on tan felt inside the rim of the cup, then immediately insert the antlers under the strip on each side. You may need to hold these in place for a few minutes until the glue grabs. You can also secure with clothes pegs.
8. Dip your fingertip in pink paint and dab the excess off onto a paper towel. Dot pink on for cheeks.
9. Use a black marker to draw on eyebrows.

Tips:

- To give this cup some weight, glue a washer to the bottom of the cup.
- Fill with wrapped candies and give as a gift.

Source: <http://crafts.kaboose.com/paper-cup-rudolph.html>