



**PINNACLE**  
TRAINING SOLUTIONS

## The New Pinnacle

### A note from the Admin Team:

For those who are not aware, Pinnacle Training Solutions changed hands a year ago, and what a year we've had! The past 12 months have been spent redefining who we are as a training organisation. We have a new fearless leader in our CEO, Mr Peter Hannan, who, aside from Pinnacle, also owns Hannan IT (for all your infrastructure, software development and consulting needs) and Friday Media (for all your web, marketing and design needs). Even a capable man like Peter knew that managing three separate companies

would be too great a challenge to handle, and so he handed the reins, along with his faith and trust, over to our GM, Amanda Hegarty.

Amanda has been working in the VET sector for 7 years and has brought a wealth of knowledge and experience with her to Pinnacle. She has been the driving force behind Pinnacle's reinvention, introducing more regular, more thorough training visits, greater quality resources and full time trainers to ensure consistency over the

duration of the traineeship. We have tightened our quality processes to ensure the highest possible compliance standards are being met, and we test these processes regularly to ensure continuous improvement.

We are very excited to announce the launch of our long-awaited redesign and website, designed by Friday Media. Log onto [www.pinnacletraining.com.au](http://www.pinnacletraining.com.au) to check it out!

## WHY MANAGE TALENT?

One of the major challenges facing business today is retaining and developing talent. Knowledge retention and succession planning are key areas that are continually being targeted as concerns in many industries. Training and professional development programs are an ideal

solution to ensure your organisation retains the talent; individuals feel empowered by the increase in their skill set and will develop a greater sense of loyalty to the organisation.

Training and professional development is also an

ideal way to express commitment to your employees and show an interest in developing their abilities. It presents an opportunity to enhance employer branding and there are major factors in retaining, developing and attracting the best talent within your organisation.

## Corporate Short Courses

Great way to create a happy and healthy work team!



### **Wellbeing – Most popular short course this month!**

What is wellbeing? Yes it is the new age of training. Considered as personal development in the past, it now evokes personal and spiritual wellbeing. Do you want to increase morale? Do you want fewer turnovers of staff? Do you want to decrease sick leave? Promote a happy and healthy workplace. Look after your most important assets..... Your staff!

We don't regret to inform you that we are now offering a range of corporate short

courses.

After sitting these short courses you will be able to transfer the knowledge into skill in your own workplace. Using these courses as a backbone to introducing wellbeing to all your colleagues.

The courses will range from:

- Truse2Self Inside-Out
- Names by Numbers
- Communicate It
- Think Before You Speak
- Life Scripts
- Self Esteem
- Stress Less & Live
- Dream It Do It

The delivery of these new courses is conveniently onsite or, if preferred, you can attend one of our chosen venues. They will run for one day each and morning, lunch, and afternoon tea will be catered for you. Plus all the training materials will be provided for you.

## New Training Packages

Pinnacle Training is pleased to announce that we are now delivering the following qualifications under the new 2007 Training Packages:

### **BSB20107**

Certificate II in Business

### **BSB20207**

Certificate II in Customer Contact

### **BSB30207**

Certificate III in Customer Contact

### **BSB30407**

Certificate III in Business Administration

### **BSB31207**

Certificate III in Frontline Management

### **BSB40507**

Certificate IV in Business Administration

### **BSB40807**

Certificate IV in Frontline Management

### **SIR10107**

Certificate I in Retail Services

### **SIR20207**

Certificate II in Retail

### **SIR20307**

Certificate II in Wholesale

### **SIR30207**

Certificate III in Retail

### **SIR30307**

Certificate III in Wholesale

### **SIR40207**

Certificate IV in Retail Management

The new Transport and Logistics Training Package has been fully endorsed, and as a result we will be delivering the following qualifications once our Scope of Registration has been updated. Stay tuned!

**"Sponsors of Keilor Park Football Club!"**



## Keilor Park Football Club

As proud sponsors of the Keilor Park Football Club, Senior B Grade, we would like to recognize and congratulate them on finishing up a great season. With 11 wins, out of 17, this season was a huge improvement. We are looking forward to a new jumper, a new playing surface and another triumphing season next year.