



**Customised training and
professional development**

CAPABILITY STATEMENT



Company overview

Designer Training Australia (DTA) is a private registered training organisation (RTO) specialising in training and professional development for trades and professionals. With a track record in delivering quality training to the home improvement sector and building industry all over Australia, we deliver a range of programs to the industry including qualifications, short courses and customised training and professional development for businesses.

Our team

With expert Project Managers, Content Developers, Trainers and Facilitators and a commitment to educational excellence, we deliver customised solutions for organisations through flexible training delivery, resource creation and consultancy expertise.

Project Managers

A dedicated Project Manager is responsible for leading your unique project or portfolio to ensure it meets the objectives through quality and customer satisfaction as well as timeliness by running to schedule from beginning to end.

Content Developers

A team of specialist Content Developers, with extensive content knowledge across multiple fields and disciplines work collectively to pool their talents and expertise. Training content is developed to ensure that it is engaging and informative to ensure the best learning opportunities and outcomes.

The committed team of Content Developers work closely with your Project Manager as well as the Trainers and Facilitators to ensure the project or portfolio objectives are achieved and that the content is validated against your requirements.

Trainers and Facilitators

Our experienced and accomplished Trainers and Facilitators are selected for each project or portfolio and are integral in the quality control process through validation of content, prior to implementation. They are all qualified professionals with years of experience and we regularly receive glowing feedback about our frontline team.



Customised training programs

Businesses look to DTA for expertise to improve service levels and operational practices through the review of systems, and the development of customised training and professional development programs.

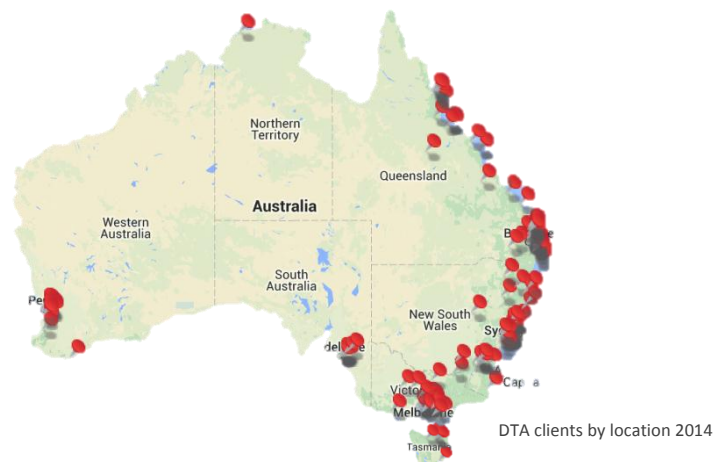
Here are some examples of the areas in which we have the capability to provide flexible and adaptable programs:

- Sales
- Customer Service
- Sales Management
- Business
- Manufacturing
- Built Environment
- Kitchen Design
- Bathroom Design
- Interior Design
- Retail Sales
- Merchandising
- Management
- Administration including process, systems and procedures
- Lead generation programs
- Referral partnership programs
- Reward programs
- Conference organisation
- Key note speakers



Our clients

Our clients include Builders, Cabinet Makers, Kitchen Manufacturers, Bathroom Renovation Companies, Interior Designers, Kitchen Designers, Bathroom Designers, Building Designers, Architects, Retailers and others in the building industry, manufacturing industry and home improvement sector, located all over Australia in both capital cities and regional locations.



What do our clients say about us?

“The training has been practical and hands on, with experienced trainers who were most helpful. We have better productivity and have increased our knowledge” BP from NSW

“We now operate more efficiently and have increased our service offering” DC from VIC

“We have improved our existing knowledge, and are more competent in skills for our business” ED from VIC

“We have a better understanding of processes already in place and have improved our productivity and presentations” AK from NSW

“We have increased our knowledge, and have expanded our business to be able to offer designer services” CR from SA



Strong ties to industry

DTA regularly consult with industry and are committed to improving industry standards through the identification of skills needs and education, delivering courses and qualifications that are current and meet industry expectations and requirements.

DTA is committed to the industry and is aligned with industry bodies including:

- MSA, Manufacturing Skills Australia
- KBDi, Kitchen and Bathroom Designers Institute
- ACPET, Australian Council for Private Education and Training
- Forest Works NSW
- Forest Works WA
- Forest Works VIC
- QMI Solutions
- Australian Institute of Architects

Customised resources

We offer training programs and resources which are designed and developed by experienced Content Developers to meet each client's requirements. All of our programs and resources meet all client and industry requirements and expectations. They can be tailored to include your businesses specific examples, policies and processes. Resources are available in hard copy or soft copy format.

Resources tailored for clients can also include your logo, contact details and additional information as required.

Flexible solutions and services

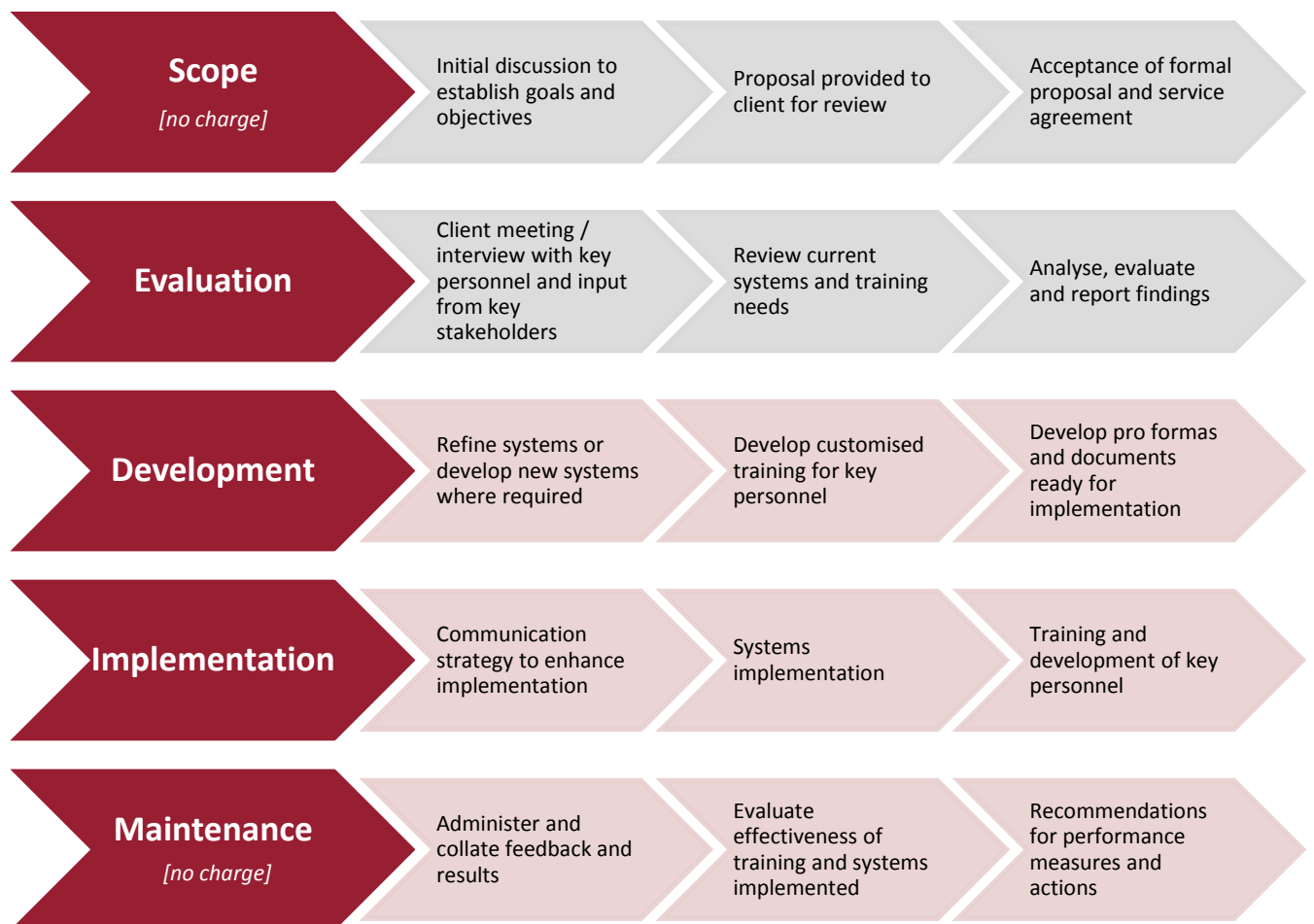
DTA has developed programs and delivered training for businesses all over Australia. Our Project Managers will work with you to develop a training program to suit your business. Learning can occur on the job, off the job, face to face, can be self-paced, by distance education or in any combination to suit.

Face to face training can occur in your business or we can organise a venue to suit your needs.



5 Steps to customising your program

Once you contact us, our Project Managers will discuss the scope of the project with you and provide a proposal for your review and acceptance prior to any work being undertaken or expense incurred.





Schedule of fees for customised training and professional development

Base rates

Hourly rate (1- 2 hours)	\$180 per hour
Half day rate (3.5 hours)	\$525 per half day
Full day rate (7 hours)	\$840 per full day

- > The above rates are based on one Project Manager, Content Developer or Trainer working from our premises.
- > Any evaluation, implementation and training undertaken onsite (your premises) will incur service fees for travel as outlined below.
- > Any venue hire or catering is charged at cost.
- > Soft copies of relevant training and implementation documentation are provided.
- > Hard copies of training and implementation documents are charged at cost of printing (clients may prefer to print themselves, costings will be provided after development stage).

Additional costs for on site evaluation, implementation and training

We have personnel based in most capital cities. If appropriate personnel are not available in your location, this will be discussed when establishing the Scope of the project and will be advise. Travel is charged at cost or as per the following schedule/terms and conditions. We endeavour to minimise expenses at all times and an estimate will be provided prior to any expense being incurred.

- > For on-site evaluation, implementation and training there is a flat service fee of \$88.00 covering travel time and mileage to within 50kms of the CBD where using a local
- > For on-site training to an organisation outside of the 50 km radius from the Brisbane CBD, there is a travel time fee of \$55.00 per hour and a mileage charge of \$0.75 per kilometre, charged from the Brisbane CBD to your organisation and return. There is NO service fee of \$88.00 in this instance;



- > All airfares, taxis, car hire, transfers and airport parking are charged at cost;
- > On-site implementation/training travel time by consultant on non-training days is \$220.00
- > Accommodation and meals are charged via a travel allowance at the published standard ATO non-executive rate;
- > All estimates for airfares are approximate only and will be charged at cost on the day and time of actual flight booking.

All prices are inclusive of GST, Fees and charges are current at March 1 2015



Contact Details

National Office

PO Box 2273, Chermside Centre, QLD, 4032

1300 850 725

Contact one of our Project Managers directly to discuss how we can customise a program to get the best out of your business.

Project Managers

Julie Shaw Executive Officer



Email: j.shaw@dta.edu.au

Mobile: **0401 021 236**

Julie has over 25 years of practical experience and has held senior management positions in marketing, retail and education. Her broad experience including sales, marketing, retail, procurement, hospitality, events and general management, combined with strong administrative skills focussing on systems and operational processes. This allows her to help businesses get the balance right between strategy, systems, operational performance and learning.

Julie holds a Masters of Business Administration (MBA) with a specialisation in Marketing, a Cert IV in Training and Assessment, a Dip of Applied Science (Hospitality) and is an Associate Fellow of the Australian Institute of Management.

Lisa Chapman Training Manager



Email: l.chapman@dta.edu.au

Mobile: **0447 339 446**

With business expertise in the manufacturing and home improvement sectors, Lisa has a broad set of skills that prove effective in understanding the complexities of the industry and working with businesses to succeed in a competitive environment. Having spent her formative years working in her families large kitchen manufacturing business coupled with senior management experience at both state and national level, Lisa brings a wealth of knowledge and experience in all aspects of design, furnishing, management, retail and education.

Lisa has a diverse range of qualifications including a Graduate Certificate in Management (Learning,) Bachelor of Built Environment (Interior Design,) Certificate IV in Small Business Management, Certificate IV in Training and Assessment (TAE,) Certificate IV in Design of Kitchens, Bathrooms and Interior Spaces (with both Kitchen and Bathroom Specialties) and is currently undertaking a Diploma in Building and Construction.