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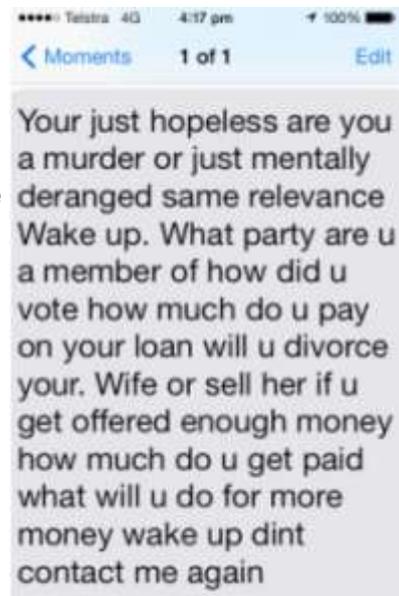
Dear client

The more politically aware amongst our readership will recall that there was a Federal election recently and a certain Clive Palmer* was elected to the Queensland seat of Fairfax. If the following exchange is anything to go by, we can look forward to some entertaining times.

A journalist from the Australian Financial Review emailed Palmer, asking if he would seek approval for his mega Queensland coal mining project in return for supporting the Liberal government in the Senate.

Palmer responded by text message as follows:

"Your just hopeless are you a murder or just mentally deranged same relevance Wake up. What party are u a member of how did u vote how much do u pay on your loan will you divorce your. Wife or sell her if u get offered enough money how much do u get paid what will u do for more money wake up dint contact me again (sic),"



The journalist responded, "A simple 'No' would have sufficed".

Clive's party is called PUP, which I think stands for Public Under the Pump, or something like that. To paraphrase Goering, when people use acronyms without first defining them I reach for my revolver.

So when a client studying for a Diploma in Project Management referred to the DORA project without explanation I reached for my red pen. My client says that DORA stands for DAPIS Online Remote Access, where DAPIS is itself an acronym, "and I think part of DAPIS is an acronym as well". A triple-nested acronym! Pass me my Uzi...

Last issue we reviewed the [Tanita Body Composition monitor](#). Now that we have a few weeks' data recorded, what surprises me more than anything is

the close and immediate relationship between exercise and body fat percentage:

- A 4.5 hour bike ride drops the body fat by 2% the next day
- You do nothing for a few days because it's raining, and the percentage is back up again
- A two-hour ride and it's down by 0.8%
- Do nothing except eat a packet of chocolate-coated cherries, and its up by 0.4%

Yours aspirationally

Nigel Davies
Director, NDA

* Warning: may contain traces of nuts.

You are receiving this newsletter either because you attended an NDA training course and ticked the relevant box on the course review form or because a friend subscribed you. You can unsubscribe automatically at any time by clicking the link at the bottom of the email.

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Your feedback

Nice newsletter – love the focus on Telephone Techniques, especially with the focus in companies on telecommuting, conference calls and minimising travel expenses by “just calling the customer”.....I suspect that a portion is on “When (and when not) to use the phone”.
CD, Seattle, USA

Hi Nigel

Out of interest, how much is The Tanita BC-1000 to purchase?
DC, Sorell Council

I bought it from Wiggles for \$255.74 -
<http://www.wiggle.com.au/tanita-bc-1000-body-composition-monitor/>
ND

Thanks again Nigel, one other question: would it work for us at council with 50 staff to put in their data?
DC, Sorell Council

Yes and no! The standard version of the software (Healthy Edge Lite) tracks data for up to eight people. This software is free. To go beyond eight users you must purchase the Plus version of the software at

\$349 US (see <http://www.thecompetitiveedge.com/heplus/>), This version tracks an unlimited number of users.
ND

Dear NDA,

I just wanted to give some feedback and a GREAT BIG THANK-YOU for the fantastic newsletter. It is inspirational, informative and fun and a great way to engender interest in the courses that you offer...I always read the WHOLE newsletter, I pass on bits to others in the workplace and can see it hopefully producing ongoing results for NDA. Thank you again and I look forward to receiving the next one! And I am inspired to continue losing weight too!!!

BR, Launceston Community Legal Centre

Tutorials for clients studying qualifications

We have published a draft schedule of tutorials for clients who are studying for the following qualifications with NDA:

- [Certificate IV in Business](#)
- [Certificate IV in Frontline Management](#)
- [Certificate IV in Business Administration](#)
- [Certificate IV in Human Resources](#)
- [Diploma of Business](#)
- [Diploma of Management](#)
- [Diploma of Business Administration](#)
- [Diploma of Human Resources Management](#)

You can download the draft schedule [here](#).

The tutorials will assist clients in understanding and completing the assessment material for each unit. Attendance is **optional** and there is **no charge**.

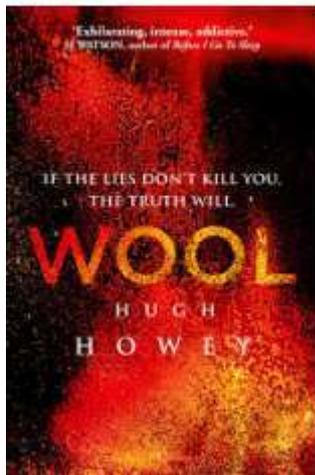
All tutorials will be held between 9 am and 12.30 pm. Clients are invited to stay on during the afternoon to complete assessment, with support from the trainer.

There is no need to enrol at this stage. We will email each client individually closer to the date of the tutorials with an invitation to attend.

If you would like to discuss enrolling for a qualification with NDA, call Chris on **1300 765 736**.

Wool

It's always nice to find a good read, so I thought I would share [Wool](#) with you. This is a dystopian (think the opposite of utopian) science fiction trilogy. Unlike many trilogies, all three volumes of this one are available immediately, so you won't have to wait a decade for books two and three to be published (I have resorted to an Outlook Note to keep track of all the incomplete, multiple-volume books on my reading list).



Wool is an interesting example of the potential of the Internet for self-publishing. The author, Hugh Howey, began the series as a short story, published on Amazon's [Kindle Direct Publishing system](#). As the work grew in popularity he expanded it into a series of short stories (which eventually became the first volume of Wool), and then to volume two ([Shift](#)) and volume three ([Dust](#)).

Ridley Scott, producer of science fiction classics Blade Runner and Alien, has purchased the film rights.

Although Howey sold the hardcopy rights to a publishing house, he continues to retain the online distribution rights and all online revenue - budding authors take note.

New Work Health & Safety course

NDA's new [WH&S in the Workplace](#) course has attracted a lot of attention this year. The next presentations are in both **Hobart and Launceston on Wednesday 2 October**. Call Janelle on 1300 765 736 to enrol.

I thoroughly enjoyed the training and felt very engaged - I have a lot to talk about at work tomorrow.

MH Quadrant Super

Excellent resource for later reference. Opportunity to contact later. Content very relevant to current future workplace requirements. Flexibility delivered with very good examples.

FW, DHHS

The trainer imparted a lot of knowledge in practical ways ie used life experiences and extensive knowledge to support the training materials.
DC, TEMCO

Very informative - procedures in place now realising seriousness of individual & work mates' duty of care.
LM, Fusion Home Support

Telephone Techniques

The way your phone is answered is one of the key markers of a professional business. Get it wrong and it can cost you dearly. That is why we recommend NDA's [Professional Telephone Techniques](#) to all organisations. The course is running next month and, to make it easier to standardise your public telephone face, we are offering **two enrolments for the price of one.**

[Professional Telephone Techniques](#), 16 October, both Hobart and Launceston.

Fantastic ! Very informative
SP, Australian Health practitioner Regulation Agency

All very good. Trainer very clear in what is being learnt on this level, very friendly person, lovely personality.
JP, Community Based Support South Inc.

I believe that anyone in a call centre should do this course as a refresher every 2 to 3 years.
DS, Aurora Energy

To enrol, email Janelle@nda.com.au or call **1300 765 736** and keep our front desk staff on their toes.

2014 Skills Fund - don't miss out!

Applications for the [2014 Skills Fund](#) will open shortly. Organisations may apply for funding in partnership with an RTO (such as NDA) for either **short course training** ('skill sets') or **complete qualifications.**

Used sensibly, the Skills Fund could subsidise your entire staff training program for 2014 - but only if you act promptly. Last year the fund was exhausted before the expiry date. **Contact NDA now** and we will:

- Help you identify your training needs

- Ensure you meet the requirements of the program
- Write the application with you

1300 765 736 or chris@nda.com.au.

Forthcoming training courses

The following courses will shortly be presented by NDA - some at significant discounts on standard rates (to obtain the discount, please phone Janelle on 1300 765 736 and mention this email when making bookings). Clients with existing bookings for discounted courses may not change them, but additional people may be added at the discounted rate.

Hobart IT Courses

[Access Introductory](#), 30 Sep/2 Oct - \$480

[MYOB Advanced](#) 7 Oct - \$285

[Publisher](#) 11 Oct - \$240

[Excel Introductory](#) 21/23 Oct - \$480

[Excel Intermediate](#) 23/28 Oct - \$480 **two for the price of one**

[Excel Advanced](#) 28/29 Oct - \$480

[MYOB Payroll](#) 1 Nov - \$285

[Excel Introductory](#) 4/6 Nov - \$480

[Excel Intermediate](#) 6/7 Nov - \$480

[Excel Advanced](#) 7/8 Nov - \$480

[PowerPoint](#) 11 Nov - \$240

Hobart Business Skills Courses

[Professional Telephone Techniques](#) 16 Oct **two for the price of one**

[Managing Successful Projects](#) 17/18 Oct - \$570

[Training Delivery](#) 22/23 Oct - \$570

[Superior Customer Service](#) 30 Oct - \$285

[Conflict Resolution & Assertiveness](#) 7 Nov - \$285

Launceston IT Courses

[Excel Intermediate](#) 2/3 Oct - \$480 **two for the price of one**

[Excel Advanced](#) 3/4 Oct - \$480

[MYOB Setup and Operation](#) 16/17 Oct - \$570

[Excel Intermediate](#) 24/31 Oct - \$480

[Excel Introductory](#) 5/6 Nov - \$480

[Publisher](#) 25 Oct - \$240

[Excel Advanced](#) 7/8 Nov - \$480

[PowerPoint](#) 11 Nov - \$240

Launceston Business Skills Courses

[Workplace Health & Safety](#) 2 Oct - \$285

[Professional Telephone Techniques](#) 16 Oct **two for the price of one**

[Time Management](#) 18 Oct - \$285

Devonport IT Courses

[Excel Introductory](#) 1/2 Oct - \$480

[MYOB Setup and Operation](#) 16/17 Oct - \$570

[MYOB Payroll](#) 5 Nov - \$285

[Excel Advanced](#) 6/7 Nov - \$480

Devonport Business Skills Courses

[Time Management](#) 18 Oct - \$285 **two for the price of one**

HOBART

Level 3, Trafalgar Centre,
110 Collins St
Hobart TAS 7000
Phone: (03) 6224 2660

LAUNCESTON

Level 1,
65 St John Street
Launceston TAS 7250
Phone: (03) 6334 4910

DEVONPORT

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23 Stewart St
Devonport TAS 7310
Phone: (03) 6423 4547