

from accidents, but there is no law in France that says you have to. Consequently you see lots of women with big hair and old men with no hair cycling around town - trips they might not consider if obliged to wear a crash hat.

2. 'Big food' has not made it into France yet. Yes, they have MacDonaldis etc., but the signage is discreet and the facades of the buildings from which they operate retain their historical beauty – not like the in-your-face rubbish we so often see in Oz.



MacDonaldis in Marseilles

In fact the whole pattern of shopping for food is different in France. Rather than the typical Australian weekly trundle to Coles or Kmart for a car load of packaged foods, all containing preservatives to prolong their shelf life, the typical French woman takes a daily walk to the local butcher, baker and veggie stall. The food is purchased in small portions at optimum freshness and ripeness, ready to eat on the same day.

3. The French are extremely polite. You can forget the image of the arrogant frog. Every time you walk into a shop it is de rigueur (and don't you just love my command of the language...) that the shop assistant should greet you with "Bonjour monsieur / madame", to which you respond accordingly. And every time you meet a friend or acquaintance on the street it is handshakes and cheek kisses all around. Lovely!

Courtesy in the street also seems to extend to courtesy on the road. Generally speaking, European drivers (including the French) have a more relaxed attitude in traffic, drive in the appropriate lane, let you move out into the traffic stream, signal before they turn and sit back behind cyclists until it is safe to overtake.

So there you have it: three reasons to love the French, and we haven't even touched on wine, cheese, the Tour de France, high-speed trains, the weather, country villages, Relais & Chateaux hotels, the Michelin Guide, garlic, Citroens, rugby, Mt Blanc, canals,

Chanel #5, baguettes, Bizet, the Marseillaise, Edith Piaf...

Trivia

Have you ever considered which side of the pavement you walk on? In France I regularly bumped into people in the street, before realising that the French seem to walk on the right side of the pavement. In Tasmania, my observation would be that we tend to walk on the left - hence the problem.

In similar vein, the problem with cheek kissing in France is which cheek to go for first. Regular practitioners seem to have a sixth sense for this and go for a double, or even a triple, with practised ease. The novice Australian, however, is just as likely to meet the other party nose to nose, followed by an undignified facial shuffle to sort it out. You also have to make just the right lip smacking noise to indicate the kiss, without actually making contact or sounding as though you are drinking soup. Tres difficile!



How to cheek kiss - no slurping noises!

With warm regards

Nigel Davies
Director, NDA

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National Broadband Network

The National Broadband Network (NBN) roll-out is gathering pace in Tasmania, with organisations in central Hobart and Launceston now being offered connections. You can check when the NBN will be available in your area [here](#).

Tasmania has greater potential for benefits than other states as our population is more widely distributed (so we have to travel more to keep in touch with clients and colleagues), and many rural areas have slow and unreliable Internet connections. What might this mean for your organisation and for you as an individual?

Although time and experience are almost certain to uncover high-value

applications not yet identified, the applications with most potential at this early stage may be video conferencing and VoIP (Voice over Internet Protocol - telephony without a phone line). **These applications have the potential to deliver big financial savings and improved client support for almost any organisation you care to name.**

Why the NBN will make a difference

At present, NDA's three training centres have ADSL2+ connections at the maximum available speed of 24 mbps for incoming data and 1 mbps for outgoing data. The limiting factor is the 1 mbps speed for outgoing data, typical of so-called 'asymmetrical' broadband connections in Australia.

This means that when we video conference, we can receive video and audio at 24 mbps, *but only transmit at 1 mbps*. As the remote location transmitting to us can also only send data at 1 mbps, the actual exchange of video and audio is limited to the transmitting speeds of 1 mbps - regardless of the much higher receiving speeds available.

The NBN will provide a more symmetrical connection. While incoming speeds will be four times faster at 100 mbps, outgoing speeds will be 40 mbps - *forty times faster*. **High-definition video conferencing should be achievable with simpler equipment and at much lower prices than previously, and VoIP should have better voice quality and be sufficiently reliable for widespread commercial use.**

The following article describes the two main ways of implementing video conferencing.

Video conferencing

Video conferencing refers to the ability to exchange video and audio data between two or more locations. Ideally it should be possible to do this in high-definition video and high-quality audio, with no jerkiness in movement of the image and perfect synchronisation between the audio and video.

There are two common methods of implementing video conferencing; either by using a hardware codec (coder - decoder) or a software codec.

Video conferencing with a software codec

The best known example of this approach is [Skype](#), using a webcam, microphone and speakers (built-in to most laptops, so no cost). If you are using a desktop computer the initial outlay may be anywhere between \$50

and \$2,000 per location, depending on the quality of equipment purchased and whether or not large display screens are included.

With a free Skype account it is possible to video conference with one other similarly equipped person. For a few dollars a month the premium version of Skype permits video conferencing between people at multiple locations. The codec (the smarts that compress the video and audio and make best use of available bandwidth) are built into the Skype software. This approach is sometimes referred to as managed video conferencing.

There are many other suppliers of managed video conferencing services, including [GoToMeeting](#) (Citrix), [Webex](#) (Cisco) and [Lync](#) (Microsoft - which also owns Skype). They offer a wider range of facilities than Skype, and charge more for their services, either on a rate per month / per user, a rate per minute or some combination of the two.

Video conferencing with a hardware codec

This approach requires the purchase of a hardware codec - a box from a supplier such as [Polycom](#). Hardware codecs are supplied with cameras, microphones, speakers - and usually one or two large display screens. The initial cost is likely to be in the region of \$10,000 per location plus annual maintenance fees, but there are no ongoing costs for calls.

The big question is this: will the faster line speeds of the NBN make it possible to cobble together a high-quality, 'home-grown' solution to video conferencing based on software codecs such as Skype - or is it still necessary to pay the big bucks for traditional solutions based on hardware codecs? NDA is experimenting with these options and we hope to have some answers for you next month.

Certificate IV in Training and Assessment (TAE)

The new [Certificate IV in Training and Assessment](#) (TAE40110) became a compulsory qualification for anyone delivering accredited training after June 30, 2013. NDA offers this qualification through our classroom courses [Learning Design](#), [Training Delivery](#) and [Assessment](#). Being a specialised training company we like to think we do a reasonable job with this qualification.

"It was really good doing the course at NDA and a pleasure dealing with the staff there who obviously enjoy the work that they do. The customer service standard shown by NDA (promptness of response to queries and client contact generally) was quite impressive."

CB, Transend Networks

This course will give you the accreditation and, just as important, the skills to train and assess people at the workplace - why would you go anywhere else for this qualification? **Call Chris on 1300 765 736 for more information about NDA's Certificate IV in Training and Assessment.**

Upgrade your old Training and Assessment qualification (TAA)

The Certificate IV in Training and Assessment (TAA40104) has been superseded by a new qualification - Certificate IV in Training and Assessment (TAE40110).

NDA can upgrade your old Certificate IV in TAA to the new Certificate IV in Training and Assessment (TAE40110) quickly and painlessly through an RPL process for only \$295 - [see here for details](#).

If you require further information call Chris on 1300 765 736 or email chris@nda.com.au.

20% public course discount for clients studying qualifications

For many years we have offered clients studying for qualifications free attendance at NDA public courses aligned with their qualifications. We now also offer a 20% discount for trainees on the cost of any other NDA public course. To obtain the discount just identify yourself as a trainee when you enrol.

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 a second person may be added at the discounted rate.

Hobart IT Courses

[MYOB Setup and Operation](#) 22/23 Jul - \$480

[PowerPoint](#) 22 Jul - \$240

[Intro to PCs with Windows and Office](#) 24/25 Jul - \$480

[Designing Simple Websites](#) 29 Jul - \$240 **two people for the price of one**

[Excel Introductory](#) 5/7 Aug - \$480

[Excel Intermediate](#) 7/8 Aug - \$480

[Excel Advanced](#) 8/9 Aug - \$480

[SQL Introductory](#) 19 Aug - \$285

Hobart Business Skills Courses

[Assessment](#) 24/25 Jul - \$570

[Effective Supervision Skills](#) 7 Aug - \$285

[Business Writing Skills \(Basics\)](#) 14 Aug - \$285
[Business Writing Skills \(Advanced\)](#) 15 Aug - \$285 **two people for the price of one**
[Delivering Convincing Presentations](#) 21 Aug - \$285

Launceston IT Courses

[Intro to PCs with Windows and Office](#) 30/31 Jul - \$480
[Excel Introductory](#) 6/7 Aug - \$480
[Excel Intermediate](#) 7/8 Aug - \$480
[Excel Advanced](#) 8/9 Aug - \$480
[Access Introductory](#) 14/15 Aug - \$480 **two people for the price of one**
[Visio](#) 19 Aug - \$285

Launceston Business Skills Courses

[Assessment](#) 25/26 Jul - \$570
[Effective Supervision Skills](#) 7 Aug - \$285
[Delivering Convincing Presentations](#) 21 Aug - \$285 **two people for the price of one**
[Managing Successful Projects](#) 22/23 Aug - \$570

Devonport IT Courses

[Excel Intermediate](#) 2/8 Aug - \$480
[Microsoft Project](#) 6/7 Aug - \$480
[Excel Advanced](#) 8/9 Aug - \$480 **two people for the price of one**
[Access Advanced](#) 16 Aug - \$240

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