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Business Skills
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Dear client

Welcome to the October edition of the NDA newsletter.

Last month we discussed the Wisdom of Crowds - the ability of large numbers of ordinary people to come up with better solutions than small numbers of experts. There is a lovely example of this phenomenon in today's news.

In less than two weeks, 240,000 online gamers unravelled the complex structure of a folded Aids-type retrovirus that had defeated scientists for over a decade. One of the scientists turned the protein structure into a video game and passed it across to the gaming community to play with - you can read about it [here](#).

Moving on, there is a well known dictum that, if you can't measure it you can't manage it, so we decided to review our newsletter statistics for the past two years to find out exactly what presses your buttons. It made surprising reading. If you missed any of them, here are your top six articles as measured by the number of people who clicked on the links.

Number six: 'Operating Instructions for Bali' - a personal account of a visit to that lovely island in the Indonesian archipelago from [November 2010](#).



Number five: Extreme commuting - this amazing YouTube video from the [February 2011](#) newsletter tracks Danny MacAskill's bike commute between Edinburgh Castle and the Isle of Skye.



Number four: Free quick reference guide downloads to Office 2007 and other Microsoft applications in [June 2010](#).

Number three: A personal review of Hobart's MONA in [March 2011](#). In a nice example of life imitating art, since I wrote the review David Walsh has installed what might euphemistically be called a toilet camera (third cubicle on the right in the bathroom next to the entrance bar). Maybe he did this after reading the review I sent him?

Number two: The Roomba robot vacuum cleaner in the [June 2010](#) edition. This one was a big surprise, but the little devil hasn't missed a beat in two years and is still working away cleaning the floors, even though we have ripped the carpets up and polished the floorboards since this video was taken.

Number one - My, you are an inquisitive lot. The most popular link by far was to my holiday accommodation in Nice from [July 2011](#) - yes, it's available for rental and no, it's not fully booked yet.

With warm regards

Nigel Davies
Director, NDA



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Some interesting iPhone apps

Dropbox

Last month we discussed the [Dropbox](#) app that synchronises files across PCs,

tablets and smartphones. During some frequent use in the past month this app has proved to be one of the rare ones that just does its job transparently, with no unanticipated stuff-ups or limitations. It has already saved time on several occasions by making it possible to access documents that would otherwise not have been available.

I also discovered that every time one of you clicked on my link and installed the product I received an additional 250Mb of free storage. So far I'm up to 3.25Gb and counting. **10/10 for Dropbox.**

Tripit

How do you keep track of flight bookings, hire cars, accommodation etc when you plan a trip? You can create an Outlook task or calendar entry for each trip that can be referred to on a smartphone / tablet while travelling - but this means re-typing trip details into Outlook which is time consuming, and there is always the chance of a typo putting you on the 5.30 to Ulan Bator instead of Bali.

With the [Tripit](#) app you forward your travel confirmation emails to Tripit and it cleverly generates a complete schedule for your trip, including flight numbers, dates and times, hotel bookings and so on. Like Dropbox, you can install Tripit on your desktop, smartphone and tablet so your travel details should always be available. It also displays maps and weather data for your destination - and even tells you if any of your buddies are travelling close by. That's the theory anyway.

In practice, while it worked fine with bookings from big companies such as Emirates and British Airways it was not able to process bookings from TT Line (because there were two PDFs attached to the booking) or AutoRent Hertz (because it did not recognise the PDF layout). These had to be added manually. **7/10 for Tripit** - but worth a look.

And to finish up, a couple of interesting apps from Google...

Google Goggles

Take a photo with your smartphone of whatever it is you are interested in and [Google Goggles](#) will do some tricky things with it:

- Photograph a business card and it will generate a contact in Outlook, although you can expect some mix ups in populating the contact fields.
- It didn't recognise any of the wine bottles photographed - have to purchase some better known wines.
- It correctly identified several books and CDs and provided reviews and purchase options.
- It was amazingly accurate in identifying people in photographs and displaying their public profile.

It also claims to be able to translate foreign language menu items - a boon if you are

travelling and want to avoid another serve of warmed ram's testicles or stuffed pig's bladder for pudding. **8/10 for Google Goggles.**

Google Translate

[Google Translate](#) accepts speech in 15 languages, translates it into your chosen language and both displays and speaks the translation. I tested it with something simple - "My name is Nigel" - which it translated to the French as "Mon nom est ennuyeux" - "My name is annoying". Personally I wasn't impressed but my wife thinks this is a brilliant example of artificial intelligence. It translated everything else perfectly so **9.5/10 for Google Translate.**



Diploma of Management

We have two spare places for the [Diploma of Management](#) qualification through Skills Tasmania and the Productivity Places Program. These qualifications are 90% funded so the cost to the student is only \$320.

The qualification may be studied over 12 - 24 months, either entirely at the workplace or through a combination of workplace assessment and attendance at NDA courses. First in best dressed - **call Chris on 1300 765 736 if you are interested.**



Your feedback

Hi Nigel,

Does NDA run a one day course on the use of social media like Facebook and Twitter, and its application and value in the workplace? I checked your courses page, and couldn't see anything as such.

Sorry if my query sounds a bit lame, but for the great IT unwashed like myself, I think the time is coming where I need to come to grips with this whole social media phenomenon. Is there potential for a training course for this sort of thing, or is it the sort of field that so many people have just jumped in and started using it, that there would be no demand?

I was thinking something along the lines of 'Facebook and Twitter for Dummies' type thing.

Regards,

Darren

DPIWE

Hi Darren - thanks for your query.

We wrote about social media in the [September 2010 newsletter](#) - and at the time there was not a lot of local interest in the subject. However watch this space as we may have something for you soon. Meanwhile, here are some resources to get you started:

- [How to Use Facebook for Business: An Introductory Guide](#)
- [The Definitive Guide to Integrating Social Media and Email Marketing](#)
- [How to Generate leads Using LinkedIn](#)

If you find these useful you will find more resources at [HubSpot](#).

Thanks Nigel - a great newsletter as always!

Ali
Frecinet Adventures

I notice that Freycinet Adventures have a [Facebook page](#) that seems to be working well for them - it's worth a look. Alison says she receives more followers and interactions through Facebook but it hasn't generated any new business yet so far as she is aware.

Oooh, you're gonna get a lot of "what about this" type emails. So let me try to be the first!

Windows Live SkyDrive: 25Gb free with extensive hooks to Microsoft apps <http://explore.live.com/windows-live-skydrive>

Cheers,

Jon
Infoasis

Yours was the only one, Jon - but appreciated just the same.

On-line training

Microsoft
IT Academy
Program Member

NDA has previously held back from offering IT training on-line due to a lack of suitable on-line resources. As a Microsoft Academy we now have access to Microsoft's excellent on-line courses. Here is a partial list of the material available:

- Microsoft Office 2003, 2007 and 2010 applications, including Word, Excel, Outlook, PowerPoint, and Access
- Windows XP Professional and Windows Vista desktop courses
- Windows Server 2008, Windows XP Professional, Windows 7, Internet Explorer 8.0, Exchange Server 2007, and SQL Server 2008
- SQL Server 2005, ASP.NET, and ASP.NET 2.0; Visual Studio .NET and Visual Studio 2005; .NET Framework 2.0

We do not believe that on-line learning in isolation is the best solution for everyone's training needs. A certain level of technical expertise is required to access the material and not everyone has sufficient motivation to study on-line.

We do believe, however, that blended learning – the right combination of classroom, on-line and at-the-workplace training – may well appeal to some of our clients. For example, if:

- You work at a remote location and find it difficult to travel to NDA centres in Hobart, Launceston or Devonport
- Your employer is not able to give you time off to attend classroom training
- You require the flexibility of accessing specific skill training on an ad hoc basis

If this fits your needs please call NDA on 1300 765 736 for more information.



Certificate IV in Training and Assessment

NDA offers TAE40110 [Certificate IV in Training and Assessment](#) based on the 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. Here are some comments from people who have recently completed these courses:

"This was a dynamic presentation...I was totally engaged from the opening line...the way the training was presented was so different to any presentation I have ever attended...this was hilarious and a fantastic way to finish a sensational training course"

John Prairie, Department of Foreign Affairs and Trade

(See [TAE Review](#) to read the full letter we received from John following this course).

"It was great to have so many practical activities to participate in."
AR, Diagnostic Services Pty Ltd

"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 Kristina on 1300 765 736 for more information about NDA's Certificate IV in Training and Assessment.**



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 Jodie on 1300 765 736** and mention this email when making bookings):

Hobart – IT Courses

- [MYOB Advanced](#) 29 Sep - \$285
- [Designing Simple Websites](#) 3 Oct - \$240
- [Windows 7 Conversion](#) 5 Oct (pm) - \$195
- [Excel Introductory](#) 6/10 Oct - \$480 - **two for the price of one**
- [Publisher](#) 7 Oct - \$240
- [Excel Intermediate](#) 10/12 Oct - \$480
- [Microsoft Project](#) 11/13 Oct - \$480 - **1 space**
- [Excel Advanced](#) 12/14 Oct - \$480
- [Visio](#) 13 Oct - \$285
- [Outlook](#) 17 Oct - \$240
- [Access Intro / Intermediate](#) 17/19 Oct - \$480 - **2 spaces**
- [Word Introductory](#) 18/19 Oct - \$480 - **two for the price of one**
- [Word Intermediate](#) 18/24 Oct - \$480
- [Introduction to PCs with Windows and Office](#) 24/26 Oct - \$480
- [Word Advanced](#) 24/26 Oct - \$480
- [PowerPoint](#) 25 Oct - \$240

Hobart – Business Skills Courses

- [Time Management](#) 30 Sep - \$285
- [Learning Design](#) 3/4 Oct - \$570
- [Superior Customer Service](#) 4 Oct - \$285 - **two for the price of one**
- [Successful Sales Techniques](#) 10 Oct - \$285
- [Conflict Resolution & Assertiveness](#) 26 Oct - \$285
- [Training Delivery](#) 27/28 Oct - \$570

Launceston – IT Courses

- [PowerPoint](#) 29 Sep - \$240
- [Designing Simple Websites](#) 3 Oct - \$240
- [Excel Basics](#) 5 Oct \$240
- [Excel Introductory](#) 5/10 Oct - \$480
- [Excel Intermediate](#) 10/12 Oct - \$480
- [Microsoft Project](#) 11/13 Oct - \$480
- [Access Intro / Intermediate](#) 17/19 Oct - \$480
- [Word Basics](#) 18 Oct - \$240 - **two for the price of one**
- [Word Intermediate](#) 20/24 Oct - \$480

[PC Basics with Windows](#) 24 Oct - \$240
[Word Advanced](#) 24/26 Oct - \$480
[MYOB Setup and Operation](#) 27/28 Oct - \$570

Launceston – Business Skills Courses

[OH&S in the Workplace](#) 11 Oct - \$285
[Conflict Resolution & Assertiveness](#) 26 Oct - \$285
[Training Delivery](#) 27/28 Oct - \$570

Devonport – IT Courses

[PowerPoint](#) 29 Sep - \$240
[Excel Basics](#) 6 Oct - \$240
[Excel Introductory](#) 6/10 Oct - \$480
[Excel Intermediate](#) 10/12 Oct - \$384
[Microsoft Project](#) 11/13 Oct - \$480
[Excel Advanced](#) 12/14 Oct - \$480 - **two for the price of one**
[Outlook](#) 17 Oct - \$240
[Word Basics](#) 18 Oct - \$240
[MYOB Setup and Operation](#) 20/21 Oct - \$570
[PC Basics with Windows](#) 24 Oct - \$240
[Introduction to PCs with Windows and Office](#) 24/26 Oct - \$480
[Word Advanced](#) 25/27 Oct - \$480

Devonport – Business Skills Courses

[Business Writing Skills \(Basics\)](#) 21 Oct - \$285
[Conflict Resolution & Assertiveness](#) 26 Oct - \$285

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