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We highly recommend that anyone involved in the pool industry take advantage of the excellent industry training conducted by SPASA

– Helen Strangos,
Diamond Pool & Spa Co

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The training my staff received will be an excellent investment in my business in the long run.

– Justin Hatfield,
Naughtons Pools & Spas



2017 Training Program





SPASA Industry Training 2017

Knowledge Increases Profit and Productivity

SPASA Victoria offers all those within the pool and spa industry the opportunity to attend our unique and highly regarded courses through our Industry Training Program.

The SPASA Industry Training Program provides the framework for competency within the pool and spa industry and supports an ongoing drive to improve knowledge, skills and best practice.

The Association encourages everyone involved in the swimming pool and spa industry – both members and non-members - to participate in SPASA Industry Training.

The SPASA Industry Training courses have been designed in consultation with leading industry experts. The courses are delivered by knowledgeable industry specialists with years of hands-on, practical experience.

SPASA Industry Training is recognised as an excellent investment in your business and is utilised by the most successful employers within the pool and spa industry. As an employer, the training of your staff is vital to the success of your business and will ensure that you and your staff remain up-to-date with current industry best practice.

Receiving training will also ensure that your employees can better navigate the ever-changing Government regulations and standards.

Invest in your business by educating and training your staff professionally through the SPASA Industry Training Program.

Why should I attend training?

Installing a pool or spa involves a number of specialised trades and techniques. As there are no apprenticeship courses in the pool and spa industry, it is essential that industry employees attend our training courses to ensure they receive the latest industry knowledge.

The maintenance of crystal clear, sparkling water in a swimming pool or spa cannot simply be attributed to good luck. The fundamental principles of water chemistry and hydraulics can be learnt in one course. Advanced topics are available for more experienced industry participants.

Who should attend SPASA Industry Training?

Everyone involved in the swimming pool and spa industry will gain valuable knowledge from attending SPASA Industry Training courses.

Our training is highly recommended for pool builders, aspiring pool builders, landscapers, building surveyors, engineers, architects, pool plumbers, steel fixers, concrete sprayers, excavators, pool tilers, render applicators, service technicians, retail staff, industry suppliers, sales representatives and aquatic industry personnel.

Further details can be found at www.spasavic.com.au

SPASA Member discounted eLearning

AVELING is one of the largest and most recognised private training organisations in Australia.

AVELING delivers quality professional development and safety training solutions that advance workplace excellence.

AVELING's eLearning programs provide a flexible way to learn. You can logon anywhere at any time and take a course at your own pace. SPASA Members can enjoy a **20% discount** on all AVELING online courses (excluding Rio Tinto Iron Ore courses).

Contact Marita Callanan marita@spasavic.com.au to obtain the SPASA Member discount code, then login to your discounted course.

You can find the AVELING online course brochure at www.aveling.com.au/online-courses/

AVELING's key areas of expertise are:

- Workplace Health and Safety
- Leadership and Development
- Mental Health
- Nationally Recognised Qualifications
- eLearning Course Development

AVELING www.aveling.com.au

COURSES AVAILABLE

What is the Pool & Spa Industry?

A Vital Industry Overview:

This course is suitable for both beginners and experienced industry members. Course content has been structured to encompass the needs of the builder, supplier and retail streams, providing a broader view of the Swimming Pool and Spa Industry and responsibilities.

Learning Outcomes: Students will:

- Acquire the knowledge required to better service and satisfy the needs of pool and spa consumers
- Develop a strong desire to build or improve a career in this exciting leisure industry
- Be able to identify areas that require more detailed training
- Understand state obligations and learn about current industry trends

SPASA Hydraulics

Course includes:

- Understanding Filtration & Circulation
- Components of a Hydraulic System
- Problem Solving in Relation to Pipe Work and Filtration Components
- Filtration Filter Types and Comparison
 - Identifying Pump Components
 - Water Turnover & Its Relevance
- Hydraulics
 - Terminology Used
 - Reading Basic Hydraulic Charts & Graphs
 - Basic Calculations for Sizing & Flow
 - Problem Solving in the Circulation System

Learning Outcomes: Students will gain a greater technical working knowledge of:

- Pool/spa filtration systems
- The components that make up the pools/spa hydraulic system
- Problem solving techniques for mechanical and circulation issues

Students will also have a greater working knowledge of filtration and the components that make up the pool's hydraulic system.

This will benefit them when communicating options to customers, installing and problem solving of filtration & circulation issues.

There will be a written examination at the end of this course.

SPASA Basic Chemistry

Course includes:

- Knowing your customer
- Chemical cleaners for filter media, salt cells and pool/spa surfaces
- How to manage water balance and why
- Chemical options to provide healthy, sparkling clear, algae free pool water

Learning Outcomes: Students will have:

- a greater understanding of pool water chemistry
- a questioning process that helps to identify their customer's needs
- the ability to confidently communicate water chemistry options/solutions to their customers in simple terms

SPASA Advanced Chemistry

Course includes:

- Understanding the customer challenges in today's environmental and climatic changes
- What is the Saturation Index and how is it calculated?
- A closer look at Sanitiser & Oxidiser options and how they work
- Problem Solving:
 - Green Pools – Algae or Metal
 - Metal Staining
 - Chlorine Demand Issues
 - Cloudy Water
- Testing Issues
- Chemical Storage & Handling and Material Safety Data Sheets

Learning Outcomes: Students will have:

- A greater understanding of the types of pool chemicals available and how they perform
- A process to effectively identify and solve pool problems
- A general understanding of Chemical Storage & Handling
- A general understanding of Incident Procedures in the event of an accident

SPASA Retail Best Practice

Valuable knowledge for all industry participants, but with most relevance to retail pool shop and service members

Course includes:

- Sound Business Principles
- Storage Layout and Merchandising Tips
- Adding Value for Profit

SPASA Pool Construction Essentials

Course includes:

- Contracts / Quoting / Handover
- Permits / Inspection Schedule / Compliance to Regulations and Standards
- Occupational Health & Safety Obligations
- Swimming Pool Engineering / Design, Steel Fixing, Plumbing and Spraying Considerations
- Practitioner Q&A

Learning Outcomes: Students will have a better understanding of:

- The overall pool building environment, OH&S and compliance obligations
- The importance of design and engineering
- The importance of effective communication with all stakeholders particularly the pool owner during the contract signing, set out, installation, and the handover process

SPASA Portable Spa Technician

Course includes:

- Knowing the Industry
- Knowing the Customer
- Knowing your Spa Product Options
- Safety Considerations
- Handover Process
- Professional Support
- Water Management System

Learning Outcomes: Students will have a better understanding of:

- The size and key stakeholders of the spa industry
- Spa consumers' needs and buying criteria
- The major components and equipment used in today's spa design and manufacturing process
- Safety requirements in accordance to OHS and Australian Standards
- Best methods for handing over the spa and ensuring the spa owner receives maximum value for investment
- Who to contact for continued support and development
- The chemicals, devices and processes that will deliver safe, comfortable, sparkling clear water and the ways to effectively communicate this process to the spa owner

COURSES AVAILABLE

SPASA Industry Learning

Strategic Financial Planning for Your Business

Pool and Spa industry business owners - are you leveraging the full value of your business profits?

There are a number of strategies you can implement to unlock the value in your business operations to create personal wealth. Advice from your Accountant is only one part to unlocking the value. In this session an AB Phillips Financial Advisor and Accountant will give you valuable insights into what you could be doing to set yourself up for the future.

Wed 22nd March

Sales for Non Sales People

This is a sales workshop tailored specifically for the construction industry and for people who don't like sales.

This session provides you with the necessary tools and techniques to make you feel completely comfortable throughout the sales process. It will give you the confidence to value your work and show your business off to potential clients without looking arrogant.

Learn how to develop promotional material that will help sell you well before you meet a client, what to do and say in the meetings and how to present your quote so you have a great chance of winning the job.

Go home armed with increased confidence in your ability to interact with clients and a better understanding of how to secure valuable new business.

Tues 2nd May

Marketing with no Marketing Budget

Discover low cost ways suited to this industry to get good client inquiries including how online advertising works, how to receive more enquiries via your website, zero cost local area marketing ideas and the top 6 marketing strategies to use in this industry, with examples.

Tues 13th June

Practical Time Management Tips

Down to earth tips to gain control of your business including real life examples from the construction industry on how to manage your time, simple ways to win back time that you can use easily in everyday work, when and how to delegate, how to make sure you are in control and not your client, and making time for family.

Tues 25th July

Build Your Professional Profile with Houzz

Learn about all the benefits of the Houzz platform for SPASA Vic members and get pro tips on how to make sure your profile is driving you more clients and exposure. Discover how to maximise your exposure on Houzz, and build your professional profile with the Houzz team. This will help you get first-hand experience on how professionals engage on Houzz.

Tues 14th March

Succession Planning – What is it & how does it help increase your wealth?

At some stage you will decide to leave your business – whether you've decided to sell, retire or simply do something else. Regardless of your reason, having a plan in place will help for a smooth transition.

Explore why succession planning is important – what it means and when you should start. This workshop provides steps and tips to help you through the process and maximize the value of your business.

Wed 29th March

Employee or Independent Contractor? The importance of getting it right.

There are a number of differences between employees and independent contractors. It is important to get it right when hiring a worker.

Learn about the factors you should take into account when deciding whether your worker is an employee or an independent contractor. There will be an opportunity to look at examples from previous cases and to discuss whether the worker was an employee or an independent contractor.

The different rights and obligations in relation to employees and independent contractors will be discussed, as well as ways to engage them including agreements and reporting obligations.

Wed 17th May

OH&S Materials Made Easy

Jim Pashalidis from Australian OHS is SPASA's One Stop OH&S Shop. He will take you through your OH&S responsibilities in plain English.

With over 18 years of experience - a Graduate Diploma in Industrial Education and Training as well as a Master's Degree in OHS - you're in safe hands.

Over the course of the morning, Jim will cover Safe Work Method Statements, Health & Safety Co-ordination Plans, Risk Management as well as the recently updated, tailored suite of OHS materials available from the Members Section of the SPASA website.

Thurs 8th June

Thurs 7th Sept

SPASA Industry Training 2017

For **AVELING** eLearning Courses go to www.aveling.com.au/online-courses/

SPASA Members receive 20% off all AVELING online courses.

Online Course	Duration	Rate including GST
Aboriginal and Torres Strait Islander Cultural Awareness	1.5 hours	\$165
Appointed Persons (Section 44)	2.5 hours	\$209
Arc Flash Awareness	1 hour	\$110
Area Warden Awareness	1.5 hours	\$99
Business Ethics and Code of Conduct	1.5 hours	\$77
Chain of Responsibility Awareness	1 hour	\$82
Compressed Gas Cylinder Safety	30 mins	\$55
Confined Space Awareness	1 hour	\$77
Customer Service Skills	1 hour	\$55
Dangerous Goods for Road Transport	1 hour	\$77
Drug & Alcohol Awareness	1 hour	\$66
Electrical Safety Awareness	1 hour	\$77
Enterprise Trainer TAESS00007 Enterprise Trainer - Presenting Skill Set	self-paced	\$150^
Fatigue Management (Transport) TLIF2010 Apply fatigue management strategies	1.5 hours	\$145^
Fatigue Management Awareness for Drivers	1.5 hours	\$55
Fatigue Management for Schedulers TLIF3063 Administer the implementation of fatigue management strategies	self-paced	\$150^
Fire Training Awareness	1 hour	\$55
First Aid Awareness Online Course	1 hour	\$55
Forklift Safety Awareness	1.5 hours	\$77
General Health and Safety Responsibilities Awareness (WHS and OSH)	40 mins	\$77
Hazardous Substances Safety Essentials	1.5 hours	\$77
Language, Literacy and Numeracy TAELLN411 Address adult language, literacy and numeracy skills	self-paced	\$195^
Load Restraint Awareness for Road Transport	1 hour	\$77
Local Government Safety Induction	1 hour	\$33

SPASA Industry Training 2017

Online Course	Duration	Rate including GST
Lockout Tagout Procedures	1 hour	\$99
Manual Handling & Ergonomics for the Office	1 hour	\$55
Manual Handling for Retail & Warehouse	1 hour	\$55
Manual Handling in the Workplace	1 hour	\$55
Mental Health Awareness	1 hour	\$110
Office Induction	1 hour	\$55
Participate in Safe Work Practices SITXWHS101 Participate in safe work practices	1 hour	\$77^
Permit to Work Essentials	1 hour	\$77
Personal Protective Equipment (PPE) Safety Essentials	30 mins	\$55
Risk Management	1 hour	\$66
Safe Work Method Statements (SWMS) and Risk Management Tools	1 hour	\$99
Safety Induction Standard	1.5 hours	\$55
Safety Induction Advanced	2 hours	\$55
Silica Safety Awareness	30 mins	\$99
Slips, Trips & Falls	40 mins	free
Static Electricity Awareness	30 mins	\$55
Time Management	1.5 hours	\$55
UV and Heat Awareness	1.5 hours	\$77
Working at Heights Safety Awareness	1 hour	\$77
Working Away from Home: Mental Health Awareness	1.5 hours	\$110
Working Near Overhead and Underground Power Lines	1 hour	\$77
Workplace Bullying & Harassment Awareness	1 hour	\$77
Workplace Environmental Awareness	1 hour	\$55
White Card Construction Training CPCCOHS1001A Work safely in the construction industry	4.5 hours	\$65^#

DISCLAIMER: Prices include GST unless specified otherwise. ^Duration depends on job functionality chosen. ^GST free. #Please refer to aveling.com.au for state-specific pricing and delivery option

Please indicate the elective/s of your choice by ticking the relevant checkboxes.

NB. Non-Members with pending Membership Applications may qualify for Member rates. Contact the SPASA Office for more information.

	2017 Dates	Course	Rate including GST	
<input type="checkbox"/>	Thurs 2nd March 6pm - 8.30pm*	What Is The Pool & Spa Industry? A Vital Industry Overview	FREE	
<input type="checkbox"/>	Wed 8th March 11:30am - 1pm*	Contract Training (For Restricted & Builder members only)	FREE	
<input type="checkbox"/>	Tues 14th March 10am - 12:30pm*	Build Your Professional Profile with Houzz	FREE	
<input type="checkbox"/>	Wed 15th March 9am - 4pm*	Portable Spa Technician	Members \$135	Non Members \$235
<input type="checkbox"/>	Wed 22nd March 12:30pm - 2pm*	SPASA Industry Learning - AB Phillips Strategic Financial Planning for Your Business	FREE	
<input type="checkbox"/>	Wed 29th March 9.30am - 12.30pm	Succession Planning Workshop – What is it & how does it help increase your wealth? - Greg Johnson of Ascend Business Partners	FREE	
<input type="checkbox"/>	Mon 3rd April 9am - 3pm*	Retail Best Practice	Members \$135	Non Members \$235
<input type="checkbox"/>	Thu 6th April AND Fri 7th April 9am - 4pm*	Hydraulics	Members \$270	Non Members \$470
<input type="checkbox"/>	Thurs 20th April 8:30am - 4:30pm*	Pool Construction Essentials	Members \$135	Non Members \$235
<input type="checkbox"/>	Tues 2nd May 3pm - 4pm*	Sales for Non Sales People - Katherine Grace of Elemental Solutions	FREE	
<input type="checkbox"/>	Tues 9th May 9am - 4pm*	Chemistry – Basic	Members \$135	Non Members \$235
<input type="checkbox"/>	Thurs 11th AND Fri 12th May 9am - 4pm*	Chemistry – Advanced Students must attend both days (*Prerequisite - Chemistry Basic)	Members \$270	Non Members \$470
<input type="checkbox"/>	Wed 17th May 4.30pm - 6pm	Employee or Independent Contractor. The importance of getting it right. - Emily Manly of HR Central	FREE	
<input type="checkbox"/>	Thurs 8th June 9am - 12pm*	OH&S Materials Made Easy - Jim Pashalidis of Australian OHS	FREE	
<input type="checkbox"/>	Tues 13th June 1:30pm - 2:30pm*	Marketing with no Marketing Budget - Katherine Grace of Elemental Solutions	FREE	
<input type="checkbox"/>	Tues 25th July 3pm - 4pm*	Practical Time Management Tips - Katherine Grace of Elemental Solutions	FREE	
<input type="checkbox"/>	Wed 2nd Aug 12:30pm - 2pm*	SPASA Industry Learning - AB Phillips Strategic Financial Planning for Your Business	FREE	
<input type="checkbox"/>	Tues 8th Aug 8.30am - 4.30pm*	Pool Construction Essentials	Members \$135	Non Members \$235
<input type="checkbox"/>	Wed 9th Aug 11:30pm - 1pm*	Contract Training (For Restricted & Builder members only)	FREE	
<input type="checkbox"/>	Thurs 10th Aug AND Fri 11th Aug 9am - 4pm*	Hydraulics	Members \$270	Non Members \$470
<input type="checkbox"/>	Thurs 7th Sep 9am - 12pm*	OH&S Materials Made Easy - Jim Pashalidis of Australian OHS	FREE	
<input type="checkbox"/>	Mon 18th Sep 9am - 4pm*	Chemistry – Basic	Members \$135	Non Members \$235
<input type="checkbox"/>	Wed 20th AND Thurs 21st Sep 9am - 4pm*	Chemistry – Advanced Students must attend both days (*Prerequisite - Chemistry Basic)	Members \$270	Non Members \$470
<input type="checkbox"/>	4 DAY SPECIAL	10% discount to any company booking 4 paid days or more - excludes White Card Training	Members \$486 [#]	Non Members \$846 [#]

A minimum of 10 people is required for each session to proceed.

*Finishing times are approximate only

[#] Includes discount

SPASA TRAINING REGISTRATION FORM

1. Complete Participant's details:

Participant's Name:

Mobile No:

Company / Business Name:

Address:

Postcode:

Email:

Phone No:

2. Please use the table on page 3 to nominate desired electives and calculate payment total.

3. Complete payment details: ☐ Cheque enclosed or ☐ Please debit credit card

☐ Visa ☐ Mastercard Amount: _____

Number:

Expiry:

Name on card: _____

Signature: _____

4. Direct payment - Bank: Westpac BSB: 033305 Account Number: 510555

Please include your company name and TRAINING as the reference

5. Post, fax or email page 3 of this booklet with your payment to:

SPASA Victoria, Building 10, 270 Ferntree Gully Rd, Notting Hill, VIC 3168, Fax 03 9501 2041 or email: carolyn@spasavic.com.au

6. Please note our Terms and Conditions:

- Cancellations must be in writing. Any cancellations made within 14 days of course dates are strictly non-refundable. Rain checks are not accepted.
- SPASA reserves the right to alter the program or to cancel or change training components and / or reschedule courses due to availability or matters beyond its control.

Venue unless otherwise noted: SPASA Training Centre
Level 1, Building 10
OMNICO Business Centre
270 Ferntree Gully Road,
Notting Hill, 3168
03 9501 2040

Parking: Limited all day parking is available (approx \$7.50/day) within the multi-storey car park located in the OMNICO Business Centre. Entrance to the car park is alongside the Notting Hill Pub, via Ferntree Gully Road.

Alternatively, the Notting Hill Hotel and Bunnings are located in close proximity.

Provided: Student notes and morning tea.

Please arrive 20 minutes prior to the scheduled start of the course.

Price includes student notes and morning tea. Students should provide their own lunch or visit local eateries.

