

CGU National Training Program



JANUARY – JUNE
2012



National Training Calendar

		Days	JAN	FEB	MAR	APR	MAY	JUN
New South Wales	Health and Safety Representative (HSR) Training Course	5 days		1, 2, 8, 9, 15	6, 7, 13, 14, 15		8, 9, 10, 15, 16	12, 13, 14, 19, 20
	Health & Safety Representative (HSR) - Bridging Course	1 day		16		4		6
	WHS for Supervisors & Managers	1 day				19		
	Introduction to Return to Work Coordination	2 days		21, 22		17, 18		4, 5
	Advanced Return to Work Coordinator	1 day			20		24	
	Cross Border RTW Training (QLD/VIC)	1 day				23 - VIC module 24 - QLD module		
	Claims Management	4 hours			23			
	Weekly Compensation Benefits	4 hours					1	
	Premium Overview	2 hours			22		22	
	Business Insight Series	TBA						
Victoria	Initial OHS Training for Health & Safety Representatives, Managers & Supervisors	5 days		7, 14, 21, 28, 6		17, 18, 19, 23, 24	3, 8, 15, 22, 29	5, 12, 19, 26, 3
	OHS Refresher Course for HSRs	1 day			21, 22, 23, 28, 29			
	Managers and Supervisors 1 Day OHS Extension Course	1 Day			9		9	
	Role of a Return to Work Coordinator	2 days	30, 31	15, 16	13, 14	18, 19	8, 9	5, 6 Geelong
	Advanced Workcover & RTW Management	2 days		22, 23				31, 1
	Cross Border RTW Training (QLD/NSW)	1 day			15 - NSW module		1 - QLD module	
	Claims Management Workshop	4 hours		29			3	
	Your WorkSafe Premium Explained	2 hours					8	
	Business Insight Series	2 hours		28				
Western Australia	Health & Safety Representatives Course	5 days		6, 7, 8, 9, 10	12, 13, 14, 15, 16	16, 17, 18, 19, 20	21, 22, 23, 24, 25	11, 12, 13, 14, 15
	Health & Safety Representatives Refresher Course	2 days			27, 28			
	Health & Safety for Supervisor & Managers	2 days			29, 30			
	Injury Management for Employers Module 1	3 hours			14			
	Injury Management for Employers Module 2	3 hours			28			
	Injury Management for Employers Module 3	3 hours				11		
SA, NT, Qld, ACT & Tas	Please contact CGU Safety and Risk Services for further information 1300 138 601							

Cancellation Policy:

CGU reserves the right to cancel a course if we do not meet the minimum number of registrations. Participants will be advised of cancellations 14 days prior to the start of the course. Should you be unable to attend a course, a substitute is always welcome at no extra charge. Alternatively, CGU requires a minimum 7 business days written notification to cancel or transfer into another course date.

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Initial Level OHS Training for Health and Safety Representatives, Supervisors & Managers

Why should I attend

This course provides an introduction to key practices and principles to assist Health and Safety Representatives reduce incidents, injury and illness in the workplace.

Participants will learn about relevant legislation and key principles to assist Health and Safety Representatives (HSRs) perform their role.

What topics are covered

This course covers the following topics:

- OHS legislation
- Consultation and communication
- OHS risk management, which will contribute to:
 - the identification of hazards and risk assessments
 - recommending controls.
- The HSR's function within an OHS management system
- OHS issue resolution
- Incident reporting and investigation.

Who should attend

- Newly elected Health and Safety Representatives and Health & Safety Committee Members who have not previously attended an approved OHS Representative training.
- It is ideal for people who assist with implementing Health & Safety policies, procedures and programmes in the workplace or wish to pursue a career in safety.

What do I receive

Participants who successfully complete the course receive a certificate, approved by WorkSafe Victoria.

5 Day Course

Cost

Course Fee:
\$1250 + GST per person

CGU Workers Compensation policy holders:
\$1125 + GST per person

Group Price:
\$1060 + GST per person

*3 or more on the same course at the same time

Time

9am – 4.30pm

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

February 7, 14, 21, 28 & 6 March

March 21, 22, 23, 28 & 29

April 17, 18, 19, 23 & 24

May 3, 8, 15, 22 & 29

June 5, 12, 19, 26 & 3 July

Onsite delivery

This course can be delivered at your workplace and tailored to reflect your organisations policies and procedures (subject to conditions).

Contact CGU Workers Compensation on 1300 138 601 for further information.

OHS Refresher Course for HSRs

Why should I attend

Reflecting on experiences as a Health & Safety Representative, participants will review legislation and learn how to become more effective in this function. This 1 day course will provide you with an opportunity to obtain feedback on your interpretation of the OHS legislation and review your risk management and consultative processes with like minded Representatives.

What topics are covered

This course covers the following topics:

- OHS legislation update
- OHS legislation the context of your experiences
- Methods to improve consultation, communication and issue resolution
- Case studies: practical application of risk management
- Resources: update on the latest available OHS information.

Who should attend

Occupational Health and Safety Representatives and Supervisors and Managers who have completed an approved initial OHS course.

What do I receive

Participants who successfully complete the course receive a certificate approved by WorkSafe Victoria.

Course pre-requisite

Participants are required to have completed an approved initial OHS course.

Delivery of the Initial OHS training for HSRs and the OHS refresher course for HSRs is subject to future approval by WorkSafe of CGU Workers Compensation as an approved provider of OHS training for HSRs, and /or the enactment of the Work Health and Safety Bill.

1 Day Course

Cost

Course Fee:
\$480 + GST per person

CGU Workers Compensation policy holders:
\$430 + GST per person

Group Price:
\$408 + GST per person

*3 or more on the same course at the same time

Time

9am – 4.30pm

Please refer to Terms & Conditions on the back cover.

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

March 9

May 9

Onsite delivery

This course can be delivered at your workplace and tailored to reflect your organisations policies and procedures (subject to conditions).

Contact CGU Workers Compensation on 1300 138 601 for further information.

Managers and Supervisors 1 Day OHS Extension Course

Why should I attend

Managers and supervisors have delegated authority from their employer to take actions on its behalf. You therefore have a critical role to play in OHS and RTW and must understand these responsibilities.

This course aims to update and extend your knowledge and skills following your attendance at the five-day, Initial OHS Course for HSRs, Managers and Supervisors.

What topics are covered

This course covers the following topics:

- Your role and responsibilities as managers and supervisors
- Determining, implementing and monitoring OHS control measures
- Providing information, instruction, training, support and supervision to all workers
- Being proactive and using consultation, active listening and issue resolution to meet OHS and return to work objectives
- Reporting on OHS and review of the course

Who should attend

Participants are required to have completed an approved initial OHS course.

What do I receive

Participants who successfully complete the course receive a certificate, approved by WorkSafe Victoria.

Course Pre-requisite

Participants are required to have attended the Initial OHS Course for Health & Safety Representatives, Managers & Supervisors (5 days).

1 Day Course

Cost

Course Fee:
\$480 + GST per person

CGU Workers Compensation policy holder:
\$430 + GST per person

Group Price:
\$408 + GST per person

*3 or more on the same course at the same time

Time

9am – 4.30pm

Please refer to Terms & Conditions on the back cover.

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

May 1

Onsite delivery

This course can be delivered at your workplace and tailored to reflect your organisations policies and procedures (subject to conditions).

Contact CGU Workers Compensation on 1300 138 601 for further information.

Role of a Return to Work Coordinator

Why should I attend

This two day interactive workshop will provide participants with practical tools to ensure they have the appropriate skills and knowledge to assist injured workers return to work in a timely, safe and sustainable manner.

This course has been developed and is endorsed by WorkSafe Victoria.

What topics are covered

This course covers the following topics:

- Return to Work policies, procedures and plans
- Information on relevant WorkSafe legislation
- Methods, techniques and tools which can be used to support injured workers
- Creating a Return to Work plan and Offer of Suitable Employment (OSE)

Who should attend

- Anyone in the role of a RTW coordinator
- Workplace Supervisors and Managers
- Employers experiencing difficulty with the RTW process.

What do I receive

- A WorkSafe Victoria 'Certificate of Completion'
- A comprehensive course manual detailing the latest legislative requirements, in-depth case studies, tools and resources
- Free registration on the WorkSafe RTW Coordinator register to receive ongoing support and updates via newsletter and exclusive invitations.

2 Day Course

Cost

Course Fee:
\$390 + GST per person

CGU Workers Compensation policy holders:
\$370 + GST per person

Group Price:
\$330 + GST per person

*3 or more on the same course at the same time

Time

9am – 4.30pm

Please refer to Terms & Conditions on the back cover.

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

January	30 & 31	April	18 & 19
February	15 & 16	May	8 & 9
March	13 & 14	May	29 & 30
March	28 & 29	June	19 & 20

Regional dates

Geelong June 5 & 6

Onsite delivery

This course can be delivered at your workplace and tailored to reflect your organisation's policies and procedures (subject to conditions).

Contact CGU Workers Compensation on 1300 138 601 for further information.

Advanced WorkCover and RTW Management

Why should I attend

Build on your current knowledge as a RTW Coordinator and learn how to become strategically involved in managing your WorkCover issues.

What topics are covered

This course covers the following topics:

- Practical strategies to work through the most complex RTW and liability issues
- Understanding of employment law on decisions made in the RTW process
- Dispute Resolution and the Accident Compensation Service, including Medical Panels
- Understanding the claims management process as utilised by CGU and other Agent, including critical trigger points, how decisions made at a claims level can influence RTW outcomes

Who should attend

- RTW Coordinators
- Human Resource Professionals
- Injury and WorkCover Manager

What do I receive

Certificate of Completion

Course pre-requisite

Minimum six months experience with a solid understanding of the WorkSafe Injury Insurance Scheme and the RTW Coordinator role.

2 Day Course

Cost

Course Fee:
\$650 + GST per person

CGU Workers Compensation policy holders:
\$585 + GST per person

Group Price:
\$550 + GST per person

*3 or more on the same course at the same time

Time

9am – 4.30pm

Please refer to Terms & Conditions on the back cover.

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

February 22 & 23

May 31 & 1 June

“Excellent and enjoyable training. Well presented and informative”

Cross Border Return to Work Training (NSW/QLD)

Why should I attend

This course is part of the WorkSafe national harmonisation initiative that aims to streamline Workers Compensation in Victoria, NSW & Queensland.

This full day course will provide RRTWC's with an understanding of the legislative and operational requirements and provide the skills to effectively manage the return to work process in each of these states.

What topics are covered

This course covers the following topics:

- Key differences between legislation and processes in each state
- Legislative obligations of employers
- Information regarding compensation and worker obligations
- Rehabilitation and return to work obligations
- Dispute prevention and resolution strategies.

Who should attend

RTW Coordinators with responsibilities in multiple states.

What do I receive

Participants who successfully complete this course will receive a certificate of completion and be registered with the New South Wales, Queensland & Victorian WorkCover authorities to perform Return to Work activities.

Course pre-requisite

Participants are required to submit their original Return to Work Coordinator certificate upon registration.

1 Day Course

Cost

Course Fee:
\$295 + GST per person

CGU Workers Compensation policy holders:
\$265 + GST per person

Group Price:
\$250 + GST per person

*3 or more on the same course at the same time

Time

9am – 4.30pm

Please refer to Terms & Conditions on the back cover.

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

NSW module
March 15

QLD module
May 1

Onsite delivery

This course can be delivered at your workplace and tailored to reflect your organisations policies and procedures (subject to conditions).

Contact CGU Workers Compensation on 1300 138 601 for further information.

Claims Management Workshop

Why should I attend

These interactive sessions are designed to provide employers with an overview of how workers compensation claims are managed, in accordance with WorkSafe guidelines.

What topics are covered

This course covers the following topics:

- Types of WorkCover claims
- Overview of the Claims Management Model
- Claim segmentation
- Determining liability
- Employer obligations and responsibilities
- Weekly entitlements
- Return to Work and Injury Rehabilitation

Who should attend

These sessions are of particular value if you are a manager of staff, currently in a position with OHS responsibility and/or responsible for the management of workers compensation claims.

4 Hour Workshop

FREE to CGU Workers Compensation policy holders

Time

9am – 1pm

Please refer to Terms & Conditions on the back cover.

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

February 29

May 3

“Very helpful to a newcomer. Engaging and useful information provided”.

Your WorkSafe Premium Explained

Why should I attend

This highly interactive session aims to provide an overview of Workcover premiums. Topics covered include: what is remuneration, who needs a policy, and how premiums are calculated

What topics are covered

This session covers the following topics:

- Industry trends in WorkSafe premiums
- Employer obligations & Timetable
- Remuneration and Contractors
- Premium formula
- What are the key cost drivers of a WorkSafe premium?
- How an employer can positively influence their premium

The Statistical Case Estimate model – what is it, what are the determining factors and how it is used to help calculate an employer’s premium?

Who should attend

Participants who want to understand the influences on their premium and strategies to control premium costs.

2 Hour Session

FREE to CGU Workers Compensation policy holders

Time

9am – 11am

Please refer to Terms & Conditions on the back cover.

Melbourne dates

Location: **CGU Centre
181 William Street, Melbourne**

May 8



Business Insight Series

CGU Workers Compensation continuously strives to support and provide added value to our clients.

The Business Insight Series aims to address the challenges confronting businesses in today's competitive employment market.

Past events include:

- Corporate wellness and productivity
- Coping with high conflict personalities
- Depression: Impacts in the workplace
- The economic crisis

The sessions are free for CGU Workers Compensation customers and will be hosted at CGU Centre in the Melbourne CBD.

To find out what 2012 has to offer, please contact CGU Workers Compensation:

Phone: 1800 138 601

Visit: www.cgu.com.au/workerscompensation

Email: safety@cgu.com.au



Health and Safety Representatives Course

Why should I attend

Attendees will develop OHS knowledge and skills to effectively carry out their role as a health and safety representative or committee member.

Learning outcomes are approved by the relevant state's OHS authority. Attendance at the course meets the requirement for training in accordance with OHS legislation.

What topics are covered

- OHS legislation
- Consultation and communication
- OHS risk management, which will contribute to:
 - the identification of hazards and risk assessments
 - recommending controls
- The representative function within an OHS management system
- OHS issue resolution
- Incident reporting and investigation.

Who should attend

Newly elected Occupational Health and Safety Representatives and Health and Safety Committee Members who have not previously attended approved OHS Representative training.

What do I receive

Participants who successfully complete the course, which is approved by the relevant state's OHS Authority, receive a certificate confirming their attendance.

5 Day Course

Cost

Course Fee:
\$950 + GST per person

CGU Workers Compensation policy holders:
\$850 + GST per person

Time

8.30am – 4pm

Please refer to Terms & Conditions on the back cover.

East Fremantle dates

Location: **Tradewinds Hotel,
59 Canning Highway,
East Fremantle.**
Free parking is available.

February	6, 7, 8, 9 & 10
March	12, 13, 14, 15 & 16
April	16, 17, 18, 19 & 20
May	21, 22, 23, 24 & 25
June	11, 12, 13, 14 & 15

Health and Safety Representatives Refresher Course

Why should I attend

You have been representing a designated work group's interests for close to 12 months. During this time it is likely that a diverse range of OHS issues will have required your attention. Refresher training will provide you with an opportunity to obtain feedback on your interpretation of OHS legislation and review your risk management and consultative processes with like minded Representatives.

What topics are covered

- OHS legislation update
- OHS legislation in the context of your experiences
- PIN's and other Health and Safety Representative areas of difficulty
- Methods to improve consultation, communication and issue resolution
- Case studies: practical application of risk management
- Resources: update on the latest available OHS information.

Who should attend

Health and Safety Representatives who have completed introductory training and have been elected for a second term, or those who have carried out the function for up to 12 months and feel they would benefit from refreshing their knowledge.

What do I receive

Participants who successfully complete the course receive a certificate of attendance.

2 Day Course

Cost

Course Fee:
\$605 + GST per person

CGU Workers Compensation policy holders:
\$505 + GST per person

Time

8.30am – 4pm

Please refer to Terms & Conditions on the back cover.

East Fremantle dates

Location: **Tradewinds Hotel, 59 Canning Highway, East Fremantle.**
Free parking is available.

March 27 & 28

Health and Safety for Supervisors and Managers

Why should I attend

OHS legislation requires that employers (supervisors and managers) ensure the health, safety and welfare of employees and others at work. Successful completion of this course will enable attendees to understand relevant provisions of OHS legislation and use this knowledge to implement and monitor their OHS policies and procedures.

What topics are covered

- OHS legislation overview
- General duties, roles and responsibilities
- Components of OHS management systems
- Communication and participative arrangements
- OHS Information and training
- Risk management:
 - identify hazards and assess risks
 - implement and monitor controls
- Incident investigation, reporting and record keeping

Who should attend

Managers, supervisors or team leaders who have not previously completed OHS training relevant to their management responsibilities or who need a refresher to update their OHS knowledge and skills.

What do I receive

Participants who successfully complete the course receive a certificate of attendance.

2 Day Course

Cost

Course Fee:
\$760 + GST per person

CGU Workers Compensation policy holders:
\$660 + GST per person

Time

8.30am – 4pm

Please refer to Terms & Conditions on the back cover.

East Fremantle dates

Location: **Tradewinds Hotel, 59 Canning Highway, East Fremantle.**
Free parking is available.

March 29 & 30

Injury Management Training for Employers

Why should I attend

Ineffective injury management can cost businesses in terms of productivity and worker's compensation claims. CGU is committed to assisting employers gain a greater understanding of injury management strategies and develop skills to effectively manage workplace injury. This will lead to a reduction in time loss injuries as well as a reduction in workers compensation costs.

CGU Workers Compensation has developed a series of employer training packages targeted at a range of knowledge bases, to provide employers with the tips and techniques to aid injury management in the return to work process.

What topics are covered

- Module 1 – Fundamentals of Workers Compensation and Injury Management
- Module 2 – Return to Work programs
- Module 3 – Strategic Injury Management

Who should attend

These training modules are targeted at human resource specialists, line managers, supervisors, small business owners and those with an interest in better understanding and managing workplace accidents and injuries.

What do I receive?

Participants who successfully complete the course receive a certificate of attendance.

3 x 3 hour sessions

FREE to CGU Workers Compensation policy holders

Time

9.30am – 12.30pm

Please refer to Terms & Conditions on the back cover.

West Perth dates

Location: **CGU Office, 46 Colin Street, West Perth, 6005**

Module 1 March 14
Module 2 March 28
Module 3 April 11

Health and Safety Representative (HSR) Training Course

Why should I attend

WorkCover has developed a new five-day HSR training course for newly elected HSRs who have not previously completed the WorkCover WHS Consultation (4 days).

This course provides an introduction to key practices and principles to assist Health and Safety Representatives in their role in reducing incidents, injury, and illness in the workplace. Training is approved by WorkCover NSW.

What topics are covered

This course covers the following topics:

- WHS legislation
- Consultation and communication
- WHS risk management, which will contribute to:
 - the identification of hazards and risk assessments
 - recommending controls.
- The representative function within a WHS management system
- WHS issue resolution
- Incident reporting and investigation
- HSR function and powers.

Who should attend

Health and Safety Representatives and Committee Members who have not previously attended approved Representatives training. This training can also be helpful for Supervisors and Managers.

With learning outcomes approved by WorkCover NSW, attendance at the course meets the requirement for training in accordance with WHS legislation. Health and Safety Representatives have the right to attend an approved course of their choice.

WorkCover has not yet released this course, but advises it will be ready for delivery on the 1st January 2012. Delivery of the course on the dates stated are subject to WorkCover's release of the course.

5 Day Course

Cost

Course Fee: **\$910 + GST per person**

CGU policy holders: **\$819 + GST per person**

Group Bookings: **\$774 + GST per person**

*3 or more on the same course at the same time

Time

9am – 5pm

Please refer to Terms & Conditions on the back cover.

What do I receive

- A WorkCover NSW 'Certificate of Completion'
- A comprehensive course manual detailing the latest legislative requirements, in-depth case studies, tools and resources

NSW dates

Location: **IAG Building
388 George Street, Sydney**

February 1, 2, 8, 9 & 15

March 6, 7, 13, 14 & 15

May 8, 9, 10, 15 & 16

June 5, 12, 13, 14, 19 & 20

Health & Safety Representative (HSR) Bridging Course

Why should I attend

Under the new WHS Act the HSR role includes additional powers and functions, including the ability to issue a provisional improvement notice (PIN) and to direct that unsafe work cease.

Transitioning HSRs can undertake this approved gap training course to enable them to exercise their full powers under the new legislation.

What topics are covered

This course focuses on the new powers provided to HSR's under the new legislation.

Who should attend

HSR's who have previously attended the WorkCover NSW 4 day OHS Consultation training and who wish to understand the additional powers and functions available to them under the new WHS Act.

What do I receive

- A WorkCover NSW 'Certificate of Completion'
- A comprehensive course manual detailing the latest legislative requirements, in-depth case studies, tools and resources.

WorkCover has not yet released this course, but advises it will be ready for delivery on the 1st January 2012. Delivery of the course on the dates stated are subject to WorkCover's release of the course.

1 Day Course

Cost

Course Fee:
\$395 + GST per person

CGU policy holders:
\$356 + GST per person

Group Bookings:
\$336 + GST per person

*3 or more on the same course at the same time

Time

9am – 5pm

Please refer to Terms & Conditions on the back cover.

NSW dates

Location: **IAG Building
388 George Street, Sydney**

Feb	16
April	4
June	6

Work Health & Safety (WHS) for Supervisors and Managers

Why should I attend

Managers and supervisors play a key role in fulfilling the legal obligation to provide for the Health and Safety of their workers and others.

This course provides managers and supervisors with an understanding of their obligations along with the knowledge and skills to fulfil their responsibilities and drive safety improvements.

What topics are covered

- WHS legislation
- Consultation and communication
- WHS risk management including the identification, assessment and control of hazards
- WHS Management Systems
- Building a strong safety culture

Who should attend

All officers, managers and supervisors have obligations to understand Health and Safety principles and how to manage the hazards within their organization.

What do I receive

- A 'Certificate of Completion'
- A comprehensive course manual detailing the latest legislative requirements, in-depth case studies, tools and resources.

1 Day Course

Cost

Course Fee:
\$395 + GST per person

CGU policy holders:
\$356 + GST per person

Group Bookings:
\$336 + GST per person

*3 or more on the same course at the same time

Time

9am – 5pm

Please refer to Terms & Conditions on the back cover.

NSW dates

Location: **IAG Building
388 George Street, Sydney**

April	19
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Introduction to Return to Work Coordination

Why should I attend

The Workers Compensation Act requires all employers to establish a Return to Work Program, detailing the policy and procedures which will be followed to help an injured employee return to work.

Employers who have a Base Tariff Premium of more than \$50,000 are required by law to engage a Return to Work Coordinator who is required to have completed this training

What topics are covered

- Overview of injury management concepts
- Components of an employer's return-to-work program
- Role of the Return-to-Work Coordinator
- Working with key players e.g. doctors & rehabilitation providers
- Role of the insurer, including insurance arrangements & claims procedures
- Benefits for injured workers
- Developing a return to work plan, including identifying suitable duties & case studies
- Dispute prevention and resolution

Who should attend

Return to Work Coordinators and managers or supervisors who seek to gain an increased understanding of the return to work process.

What do I receive

- A WorkCover NSW 'Certificate of Completion'
- A comprehensive course manual detailing the latest legislative requirements, in-depth case studies, tools and resources.

2 Day Course

Cost

Course Fee:
\$550 + GST per person

CGU policy holders:
\$495 + GST per person

Group Bookings:
\$468 + GST per person

*3 or more on the same course at the same time

Time

9am – 5pm

Please refer to Terms & Conditions on the back cover.

NSW dates

Location: **IAG Building
388 George Street, Sydney**

February 21 & 22

April 17 & 18

June 4 & 5

Advanced Return to Work Coordinators

Why should I attend

The focus of this WorkCover accredited training will build on your current knowledge as a RTW Coordinator and learn how to become strategically involved in managing more complex WorkCover issues.

What topics are covered

This course covers the following topics:

- Strategic Case Management
- Suitable Duties
- Disputed Claims
- Negotiation skills
- Options for permanently partially incapacitated Workers.

Who should attend

Return to Work Coordinators and managers or supervisors who seek to gain an increased understanding of the return to work process.

Course Pre-requisite

Minimum six months experience with a solid understanding of the WorkSafe Injury Insurance Scheme and the RTW Coordinator role.

What do I receive

- A WorkCover NSW 'Certificate of Completion'
- A comprehensive course manual detailing the latest legislative requirements, in-depth case studies, tools and resources

1 Day Course

Cost

Course Fee:
\$395 + GST per person

CGU policy holders:
\$356 + GST per person

Group Bookings:
\$336 + GST per person

*3 or more on the same course at the same time

Time

9am – 5pm

Please refer to Terms & Conditions on the back cover.

NSW dates

Location: **IAG Building
388 George Street, Sydney**

March 20

May 24

Cross Border Return to Work (QLD & Vic)

Why should I attend

This course is designed for NSW registered Role of a Return to Work Coordinators who also have responsibilities for Return To Work in either Queensland and/or Victoria.

This full day course will provide the participant with the knowledge to effectively operate within each states Workers Compensation scheme.

What topics are covered

- Key differences between legislation and processes in each state.
- Legislative obligations of employers.
- Basic information regarding compensation and worker entitlements.
- Rehabilitation and return to work obligations.
- Dispute prevention and resolution strategies.

Who should attend

Participants are required to submit their NSW WorkCover approved "Introduction to Return To Work Coordination" completion certificate upon registration.

What do I receive

- Participants who successfully complete the course will receive a certificate of completion.
- This will enable the participant to register with the Victorian and Queensland WorkCover authorities.



1 Day Course

Cost

Course Fee:
\$450 + GST per person

CGU policy holders:
\$405 + GST per person

Group Bookings:
\$383 + GST per person

*3 or more on the same course at the same time

Time

9am – 5pm

Please refer to Terms & Conditions on the back cover.

NSW dates

Location: **IAG Building
388 George Street, Sydney**

April 24

Claims Management

Why should I attend

This workshop will explain CGU Workers Compensation's procedures along with the fundamental aspects of claims management.

What topics are covered

- Case management philosophy
- Early notification of injuries
- Provisional liability
- Employer considerations when determining liability
- Provision of suitable duties
- Benefits for an injured worker
- Managing the legal process
- The link between claims estimates and premium

Who should attend

Participants who have a personal responsibility for day to day claims management within their organisation.

NSW dates

Location: **IAG Building
388 George Street, Sydney**

March 23



4 Hour Session

FREE to CGU Workers Compensation policy holders

Time

9am – 1pm

Please refer to Terms & Conditions on the back cover.

Weekly Compensation Benefits

Why should I attend

This workshop focuses on the four main sections of the legislation on weekly compensation entitlements Section 36, 37, 38 & 40 of the Workers Compensation Act 1987.

What topics are covered

- Legislation Review – Section 36, 37, 38 & 40
- Benefit Calculations
- Wage Reimbursement Schedules
- Agent Obligations
- Applying a claim excess

Who should attend

Participants who have a personal responsibility for day to day claims management within their organisation.



4 Hour Session

FREE to CGU Workers Compensation policy holders

Please refer to Terms & Conditions on the back cover.

Time
9am – 1pm

NSW dates

Location: **IAG Building**
388 George Street, Sydney

May 1

Premium Overview

Why should I attend

This workshop explains the NSW Workers Compensation premium formula by taking participants through the WorkCover Industry Classification (WIC) system and basic tariff premium.

Participants will also look at ways they can reduce their premium costs and forecast future premiums.

What topics are covered

- WorkCover Industry Classification system
- Basic tariff premium
- Premium experience formula
- Experience adjustment factor
- Dust disease levy
- Grouping impact
- Premium capping

Who should attend

Participants who want to understand the influences on their premium and strategies to control premium costs.



2 Hour Session

FREE to CGU Workers Compensation policy holders

Please refer to Terms & Conditions on the back cover.

NSW dates

Location: **IAG Building**
388 George Street, Sydney

March 22

May 22

TERMS & CONDITIONS

Cancellation Policy

CGU reserves the right to cancel a course where we do not meet the minimum number of registrations. Participants will be advised of cancellations 14 days prior to the start of the course. Should you be unable to attend a course, a substitute is always welcome at no extra charge. Alternatively, CGU requires a minimum 7 business days written notification to cancel or transfer into a different course date.

Payment

An invoice will be issued 7 days prior to the commencement of the course. Payment is required within 14 days of an invoice being issued.

Dress Standards

CGU training facilities are designated as professional hospitality suites and as a result business attire is a requirement for all trainers and participants who are attending CGU training courses.

Dietary Requirements:

Special* dietary requirements can be catered for. CGU require a minimum 7 days notice.

*Special dietary requirements includes gluten free, egg free, wheat free and for those that have allergies.

Acceptable Behaviour Code of Conduct

Course trainers and participants are entitled to an environment which is conducive for learning. Accordingly, CGU requires trainers and participants to behave in a courteous and respectful manner toward each other at all times. Disruptive, bullying or offensive behaviour is not acceptable and will not be tolerated. In the event that a participant displays unacceptable behaviour the trainer is authorised to request that the participant leave the training session which will result in no certificate of completion being issued. Refunds will not be issued in these circumstances.

Tailored training packages

CGU can work with you to deliver training which is tailored specific for your business and delivered at your workplace. Training topics might include, manual handling, stress management, bullying and harassment, risk management and other Safety related topics.

CONTACT DETAILS

CGU Workers Compensation

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