

catch

training

2014/2015



Welcome to Catch Training

Catch is an exciting new Sydney based Registered Training Organisation (RTO) that aims to provide high quality, face to face training courses to both individuals and organisations. Our vision is to be the work skills training provider which best understands and satisfies their customer's needs. This means we will always do our best to respect, understand and cater to each individual's requirements. We believe in providing enjoyable, highly effective training.

Some of the steps we have taken to ensure this outcome are:

- Our course content is designed to provide knowledge and increase skills, not to be simply a tick box exercise where a certificate is gained.
- We have selected each trainer at Catch Training using a thorough recruitment process. We have a strong focus on the professional development of all our trainers so that they are constantly working to improve themselves.
- Each Catch Training policy and procedure has been built around the needs of the customer, not the needs of our company. Less red tape, more red carpet!
- Every effort has been made to ensure that interacting with Catch is an enjoyable, rewarding and easy experience.
- As a RTO, Catch Training is regularly audited by the Australian Skills Quality Authority. This gives us the right to issue Nationally Recognised Qualifications.

You can book online at any time to attend one of our public courses, or if you are looking for onsite and/or group training then please do not hesitate to contact us on 02 8007 3427 or at catch@catch.nsw.edu.au.

We looking forward to working with you to achieve the results you need.

Kind Regards,
Chris Young
CEO & Founder

My story

Hi, my name is Chris Young and I am the founder and CEO of Catch Training. I spent my working life in business and training management before a life changing illness became the unlikely inspiration for me to start a training company based on my own principles of positivity, enthusiasm and equality.

My business career started when I completed the McDonald's management development program and spent several years working in operations management. I then spent three years on secondment in the McDonald's training department. In my most recent role, as Operations Manager with the Resurg Group I spent 6 years managing a team who successfully delivered over five hundred training workshops and Performance Groups to small business and franchise owners around Australia.

In August 2012, my life changed forever. On Wednesday August 8th 2012 I woke up with flu like symptoms and went to see my Doctor. She advised that I had the flu, wrote me a prescription and warned me that I should prepare myself for a few days off work to recover from it. By Saturday night the flu symptoms had worsened along with severe pain, I couldn't sleep so decided to go to hospital for help.

Ten days later I woke up from a coma having no idea what had happened to me, or of the hell that my family had been through after being told that I wasn't going to live. The illness that almost killed me was Severe Streptococcal A Septicaemia. There was no obvious reason as to why I had contracted the illness.

Just as I started to realise what a miraculous escape I had made by surviving the illness, the next horror began to unveil itself. I had severe gangrene damage to both my hands and feet and doctors advised that I would lose both my feet and also that eight of my ten fingers were 'not viable' and would also need to be amputated. In September 2012 my left leg was amputated below the knee. Against Doctors recommendations, my family and I decided not to allow any further amputations at that time. Since then we have tried many different treatments to try and save the right foot. However to this day I am unable to walk without crutches due to chronic pain in this damaged foot.

Due to this pain and the inability to walk even short distances I was faced with the fact that I would be unable to return to my role with the Resurg Group. I wanted to find a way I could continue to enjoy my passion for business and training, but rather than being able to deliver the training myself I would need to be able to motivate others to deliver the training with the positive approach I believed in myself. Catch training was born.

While I have always enjoyed work, I have found my priorities changing since my illness. I continue to treasure time spent with my wife and three children, however late nights and early mornings spent working have been replaced by a new focus on health and enjoying life. I am a regular visitor to my local Fitness First and I have totally changed my eating habits. All the team at Catch Training are encouraged to maintain a healthy work-life balance where family and health are seen as vital ingredients to a successful working life, not a distraction from it.



Relaxing in the garden with my son, Luca.

Photo: Adam Ward

Our Courses

First Aid

- Provide First Aid
- Families 1st – First Aid Training for Parents & Carers
- First Aid for Child Care and Education
- Provide CPR

RSA & RSG

- Responsible Service of Alcohol (Rsa)
- Responsible Gambling Services (Rcg)

Construction

- General Construction Induction (White Card)

Barista Training

- Barista Basics

Hospitality Skills

- Bar Skills

Retail & Management

- Customer Service Skills
- People Management Skills

Our Courses

First Aid



Provide First Aid

Provide First Aid is the newest workplace First Aid training qualification and also the most popular general First Aid course. Our one day course (pre-work must be completed beforehand) provides participants with knowledge and skills to provide First Aid in a variety of situations they may face in the workplace or everyday life.

Unit of competency:

HLTAID003 Provide First Aid

Families 1st: First Aid for Carers and Parents

Our Families 1st course is a one day First Aid training course that trains anyone who cares for children with the skills and knowledge to prevent children from harm and provide First Aid in the event that an accident does occur. Not only will this course give you peace of mind that you can help keep your children safe; you will also be earn a Nationally Recognised First Aid qualification that can be used in the workplace.

Unit of competency:

HLTAID003 Provide First Aid

First Aid for Child Care and Education

HLTAID004 is a new unit that is ideal for educators, support staff and carers. The Australian Children's Education & Care Quality Authority (ACECQA) has endorsed HLTAID004 as satisfying all educator requirements for first aid, anaphylaxis management and emergency asthma training - as outlined by National Regulations.

Unit of Competency:

HLTAID004 Provide an emergency first aid response in an education and care setting

Provide CPR

Provide CPR is a practical hands on four hour course with no pre-work required. It covers the practical application of CPR as well as providing further information surrounding the causes and use of CPR. CPR can be conducted as a stand-alone course and is also part of our Provide First Aid Course.

Unit of competency:

HLTAID001 Provide Cardiopulmonary Resuscitation

Our Courses

RSA & RCG



Responsible Service of Alcohol (RSA)

The Catch Training one day face to face 'Provide Responsible Service of Alcohol' (RSA) training course provides hotel, bar and club staff with the knowledge and awareness required to responsibly sell, serve and supply alcohol within licensed venues in NSW. Completing this course allows you to work in licenced venues across NSW.

Unit of competency:

Successful participants will receive a National Statement of Attainment in 'SITHFAB201 Provide Responsible Service of Alcohol' as part of SIT20213 Certificate II in Hospitality.

Provide Responsible Gambling Services (RCG)

Course description: The Catch Training one day face to face 'Provide Responsible Gambling Services' (also known as RCG or RGS training) training course provides anyone working in a NSW venue that provides gambling services with the knowledge and awareness required to responsibly provide gambling services.

Unit of competency:

SITHGAM201 Provide Responsible Gambling Services

Our Courses

Construction



General Construction Induction (White Card)

The Workcover NSW White Card is a mandatory requirement for anyone wanting to work on a construction site in NSW. The Catch Training one day face to face General Construction Induction training course gets you your White Card with nothing further to pay.

Unit of competency:

CPCCOHS1001A Work Safely in the Construction Industry

Our Courses

Barista Training



Barista Basics

It seems everywhere you look in Sydney there is a café or a venue serving coffee. Behind every coffee machine there is a trained and experienced barista. Our Basic Barista course helps you begin your journey to a successful career in coffee; or perhaps you just want to make a better coffee on your machine at home. Either way, our friendly and experienced training facilitator will help you learn your way around a manual Espresso Coffee Machine. Completing this hands on face to face training course will make you more employable as your future employers will know that you have already had this training and therefore they won't need to provide it.

Course outcome:

Participants will receive a Certificate of Completion to add to their resume.

Our Courses

Retail & Management Skills



Customer Service Skills

Almost everywhere you go as a customer in Sydney it's easy to be disappointed by the level of service you receive. Whether you are buying a coffee or servicing your car, the sad fact is that great customer service, when you feel a human connection with the person serving you, has become the exception, not the rule!

The great news is that Catch Training are doing their part to put this right! By gaining a better understanding of customer service and the skills to implement it you can move ahead of the pack. Not only will these skills help you get a job, you will be more likely to keep that job and do well in it.

Attending the one day Catch Customer Service course is a great way for you to show prospective employers that you're serious about your work and about doing a great job for them.

Course outcome:

Participants will receive a Certificate of Completion to add to their resume.

People Management Skills

This inspiring one day course is aimed at anyone who is already in, or is looking to move into a management position in their workplace or a similar organisation. It covers essential basic people management skills that will give you a great head start in your management career. Attending this course will give you an in depth understanding of how to be successful at your new role, while also being someone that your staff can respect and admire.

Course outcome:

Participants will receive a Certificate of Completion to add to their resume.

Group Training



Catch Training has helped many business and other organisations in Sydney to achieve their training goals. We can run group training on-site or at one of our training rooms. We can also customise content to suit your business and can deliver courses on evenings and weekends if required.

To enquire about Group Training please call **02 8007 3427** or visit our Contact Us page on our website **www.catch.nsw.edu.au** and we will contact you as a matter of urgency.

What our clients have to say



The guys at Catch delivered great training, at our premises, at a time that suited our business. This meant that we could get everyone there that needed to be there. Great result, I would recommended Catch to any other time poor business managers as they are very easy to deal with.

Glen Armstrong, GM, Vic's Meat Market



Chris and the team at Catch Training are absolutely fantastic. We are thrilled to be using them for our Barista training.

Julie Sneddon, Cana, www.cana.org.au



