

Testimonials

VHIA and the Gordon Institute have delivered numerous programs to organisations across metro and regional Victoria, with each program tailored specifically to meet each organisation's individual needs. Our programs are constantly being reviewed and developed in accordance with evaluations and feedback from our clients. We strive to deliver first class customer service and take pride in the testimonials below.

ADVANCED DIPLOMA OF BUSINESS MANAGEMENT

Caroline Byrne, Director of Psychiatric Services, South West Healthcare

South West Healthcare first commissioned the Gordon Institute and VHIA to deliver the Advanced Diploma of Business Management to their managers in 2006. A second intake of managers has recently completed the program and will be graduating soon.

"I highly recommend this course for any professional group wishing to improve their management expertise. We were so satisfied with the outcomes that the next layer of management staff is now enthusiastically undertaking the program."



Above: L-R: Caroline Byrne, Director Psychiatric Services, South West Healthcare; Michael Scaddan, Education Manager, School of Business and Management, Gordon Institute of TAFE; Alec Djoneff, CEO, VHIA and a graduating student

Below: Graduates of the first Advanced Diploma of Business Management at South West Health with their certificates

For further information:

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Issued 7.8.07



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DIPLOMA OF BUSINESS (FRONTLINE MANAGEMENT)

Peter Spyker, General Manager, Aged Care, Central Bayside Community Health Service (CBHS)

CBHS commissioned the Gordon Institute and VHIA to deliver the Diploma of Business (Frontline Management) to 13 managers throughout 2007.

“...the Diploma of Business (Frontline Management) has proven to be of great benefit to CBCHS. The assignments are practically based and will assist CBCHS to improve its work/life balance strategies, customised databases, volunteer numbers and transport viability. Offering this course has also been great for staff morale, participants feel valued by CBCHS.”

Bill Crotty, General Manager, Warragul Linen Service

Bill completed the Diploma in 2006.

“I found this course to be highly practical and useful in the workplace. Several changes and improvements are being implemented at WLS as a direct result of my lessons in the course. The WLS objectives for this year include key strategies in relation to employment practices and employee retention issues that were directly obtained from the topics covered. A restructuring project has resulted in a measurable increase in productivity. I now have a better understanding of change processes, strategies for change and managing resistance to change.”

Although a formal qualification was obtained I believe the key feature of the course was that the topics were practical and relevant to the management of the business.”



Bill Crotty, at far right, with fellow graduates of the VHIA/Gordon Advanced Diploma of Business Management

Howard Oorloff, Manager Organisation Development, City of Greater Geelong

“Geelong Council has been conducting Frontline Management programs with Gordon for the past five years. A recent review of our managers’ views found that staff who completed these qualifications had improved skills in conflict management, continuous improvement, problem solving, team work, people management and conceptual thinking. Our managers reported their staff to be more engaged, career oriented and self-reliant. The programs greatly benefit our individual staff and our business operations.”

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