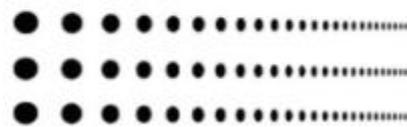




Business Skills
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Dear [fname]

Have to be a bit rushed this month as our family is looking forward to its first wedding this weekend. My daughter and her fiancé have desirable job #1, captaining and crewing luxury yachts in the Mediterranean (right up there with motoring journalist and wine journalist as possible career choices for my next incarnation). Consequently we have guests arriving in sleepy Hobart from far and wide, speeches to write, Tasmanian wines and cheeses to show off, waistlines to reduce, pecs to buff etc. The venue is one of NDA's clients from the online tourism project we ran last year, the [D'Entrecasteaux French Hotel](#) near Margate.

Last month, Launceston City Council were kind enough to ask NDA to present some short seminars for their staff on upgrading from Outlook 2000 to Outlook 2003 (OK Hobartians - no jokes about Launceston being six years behind the times please - sticking with tried and tested software avoids buggy first release software and minimises costs for ratepayers).

In preparing the seminar I discovered a hot 'new' Outlook feature that I had previously overlooked, and revisited a couple of old favourites. You can read about these below.

Also this month we lock in a date for a [bridging course](#) from Cert IV in Workplace Training and Assessment to the new Training and Assessment qualification and once again offer our popular [Intro to e-Marketing and e-Distribution](#) and [Search Engine Optimisation](#) courses.

As this will be our last newsletter until February 2010 the staff at NDA take this opportunity to wish all our clients and friends a wonderful Christmas and successful 2010.

Kind regards

Nigel Davies

Director, NDA

You are receiving this newsletter either because you attended an NDA training course and ticked the relevant box on the course review form or because a friend subscribed you. You can unsubscribe automatically at any time by clicking the link at the bottom of the email.

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Outlook tips

From Outlook version 2003 onwards you can use the following features (the instructions are from Outlook 2007 and apply to Folder List view):

Tip #1 Use the Outlook Search Folders

I can't believe I overlooked this feature in earlier versions of Outlook! The Search Folders offer a quick and simple method of making sure you don't miss important emails and tracking down what you did and didn't say in old email exchanges. Here's how to use the Search Folders.

Leave all your emails in Inbox

That's right, no need to create lots of subject folders - leave them in Inbox until they are eventually archived at whatever frequency you have specified in **Tools, Options, Other tab, AutoArchive**. Then use the Search Folders to manage them:

- Use the **Unread Mail** Search Folder to make sure you don't miss an important email. Every unread email automatically appears in this folder. Once you have read the email it will disappear from the Unread Mail folder (but still remain in the Inbox).
- Use the **For Follow Up** Search Folder to make sure you have responded to all emails. If you don't have time to respond to an email when it is received, a single click in the Flag column will set a flag and the email will appear in the For Follow Up folder. Another click to reset the flag when you have followed it up and the

email will disappear from the folder.

• Create custom '**conversation**' Search Folders for all people with whom you regularly correspond. This will show all emails from and to each named correspondent so you can easily check back over correspondence without having to search deep into Sent Items and Inbox for particular emails. Create a conversation Search Folder like this:

- Right mouse click Search Folders and choose **New Search Folder**
- Click **Mail from and to specific people**
- Click the **Choose** button and select a person from your Address Book
- Click **OK** twice

All emails from and to that person will appear in the custom Search Folder.

• If you wish you can use the same method to create custom Search Folders for emails containing particular words (ie subject folders).

When you delete an email from Inbox it will also disappear from all your Search Folders so only delete emails when you have no further use for them.

Tip #2 Set a delay on the Send button

Have you ever regretted sending an angry email, or embarrassed yourself by omitting attachments? Give yourself a second chance by setting a 60 second delay on all outgoing emails:

- In Inbox, choose **Tools, Rules and Alerts**
- Click the **New Rule** tab
- Under **Start from a blank rule** choose **Check messages after sending** and click **Next**
- Click **Next** again and **OK** to apply this rule to every message you send
- Choose **Defer delivery by a number of minutes**, set the number of minutes to **1** and click **OK**
- Choose **Finish** and click **OK** twice

Now when you Send an email you have 60 seconds to remove it from your Outbox before it leaves your computer.

Tip # 3 Colour code appointments in Calendar

I use automatic colour coding in Calendar for at-a-glance interpretation of forthcoming appointments and events. The following illustration shows how to colour code all meeting appointments red:

- In Calendar choose **View, Current View, Customize Current View** and click the **Automatic Formatting** button
- Click **Add** to create a new rule, give the rule a **Name** (Meetings) and choose a **Color** (red)
- Click the **Condition** button
- Type *Meeting* in the **Search for the word(s)** box and click **OK** three times

Any appointment or event with the word *meeting* in the Subject line will now automatically be coloured red.

Trainers and assessors please read

We will present a [bridging course](#) from Certificate IV in Workplace Training (BZS98) to Certificate IV in Training and Assessment (TAA04) in Hobart on February 16-19. This is important because TAA04 will soon be superseded by a new Training and Education qualification (TED10). Anyone holding the TAA04 qualification will be able to upgrade easily to TED10 by recognition of prior learning (RPL). **However in our opinion those people holding the old Certificate IV in Workplace Training will not be able to upgrade to TED10 and will have to redo the entire qualification.**

It is important, therefore, that anyone holding the old Certificate IV in Workplace Training complete the bridging course to TAA04 now, before the new TED10 is implemented.

The cost of the bridging course is \$1,600 (including assessment) and the duration is four days. By comparison, completing a Cert IV in Training and Assessment from scratch costs \$3,200 and takes seven days.

What's on at NDA this month

If you have responsibility to for maintaining a website in a large organisation or operate a small or medium size business that has a website then you should check out our popular trio of e-commerce courses:

- [An Introduction to e-Marketing and e-Distribution](#) - a.m. Tuesday 8 December, Hobart.
- [Search Engine Optimisation and Google Analytics](#) - p.m. Tuesday 8 December, Hobart.
- [Customer Relationship Management and Email Newsletters](#) - Wednesday 9 December, Hobart.

The first two courses give the full picture on the content, structure and promotion of websites for maximum return on investment and the third course teaches how to write email newsletters (like this one) to provide a

service and keep in touch with clients.

Forthcoming Training Courses

NDA is now able to release the following courses for stand-by enrolment, some at significant discounts on standard rates (**to obtain the discount, please phone Kristina on 1300 765 736** and mention this email when making bookings):

Hobart – IT courses

[Crystal Reports Introductory](#) 27/30 Nov – standard rate \$570

[Publisher 2003 and 2007](#) 1 Dec – 30% discount \$168 (standard rate \$240)

[Excel Advanced 2007](#) 4/7 Dec – standard rate \$480

[Excel Intermediate 2007](#) 8/9 Dec – standard rate \$480

[An Introduction to e-Marketing and e-Distribution](#) 8 Dec am – standard rate \$195

[Search Engine Optimisation and Google Analytics](#) 8 Dec pm – standard rate \$195

[Customer Relationship Management and Email Newsletters](#) 9 Dec – standard rate \$295

[Word Intermediate 2003](#) 14/15 Dec – **two for the price of one** – \$240 each

[Intro to PCs with Windows and Microsoft Office](#) 14/16 Dec – standard rate \$480

Hobart – Business Skills courses

[Time Management](#) 3 Dec – standard rate \$285

[Business Writing Skills](#) 10 Dec – 20% discount \$228 (standard rate \$285)

Launceston – IT courses

[Crystal Reports Introductory](#) 23/24 Nov – standard rate \$570

[Excel Basics 2007](#) 3 Dec – standard rate \$240

[Excel Introductory 2007](#) 3/7 Dec – standard rate \$480

[Office 2007 Conversion](#) 4 Dec – 30% discount \$168 (standard rate \$240)

[Excel Intermediate 2007](#) 7/9 Dec – standard rate \$480

[Project](#) 8/10 Dec – standard rate \$480 – 15% discount \$408 (standard rate \$480)

[Word Intermediate 2003](#) 14/15 Dec – 10% discount \$432 (standard rate \$480)

[Access Intro / Intermediate 2003](#) 17/18 Dec – standard rate \$480

Launceston – Business Skills courses

[Time Management](#) 3 Dec – standard rate \$285

[Learning Environment](#) 7 Dec – standard rate \$570

[Professional Telephone Techniques](#) 8 Dec – **two for the price of one** – \$143 each

[Conflict Resolution and Assertiveness](#) 14 Dec – standard rate \$285

[OH&S in the Workplace](#) 16 Dec – **two for the price of one** – \$143 each

Devonport – IT courses

[Excel Basics 2007](#) 2 Dec – **two for the price of one** – \$120 each

[Intro to PCs with Windows and Microsoft Office](#) 14/16 Dec – standard rate \$480

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