

Our Commitment to you

In the ever-changing technological and employment world of the 21st Century, tailoring the provision of education, training and research services to the needs of individual customers and clients has never been more important.

Pathways is small enough to care about your individual requirements but experienced enough to provide the solutions.

Whether you're an individual or an organisation, Pathways has solutions for your training and personal development needs. Our current courses include

- Job Application/Interview Skills
- Middle Management Operations
- Assertiveness Training
- Customer Service Skills
- Workplace Training Skills
- Selection Panel Skills

We can deliver one-to-one training, and small or large group training.

About our Principal Director

Clem Wright has a Masters degree in Education and a Bachelor of Arts from the University of Western Australia. He has a Teacher's Certificate from the University of Reading in the UK. He is a qualified Workplace Trainer and Assessor.



Clem has over 30 years experience in education and training as a teacher and lecturer and in management roles. He has worked in both public and private sector education including primary, secondary, TAFE, and university settings. Clem personally screens other training staff engaged by Pathways to ensure that they are appropriately qualified and experienced to deliver high quality training to you. All Pathways ETS staff have National Police Certificate clearances.



**Pathways Education and
Training Solutions**

Consultancy Services for Government, Business, and Industry

- Staff training and development
- Education and Training Project Management
- Individual consultations on education, training, and preparation for employment

*Our experience helps
you move forward*

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Consultancy Services for Government, Business, and Industry

Pathways Education and Training Solutions has established itself as a reliable and quality provider of staff training and development in Western Australia since 2002. But we have also provided our expertise to various organisations wanting help and advice with training programs and projects. From advising government departments on staff training needs and courses to assisting companies to achieve *Registered Training Organisation* accreditation in order to deliver *Nationally Recognised* training courses Pathways ETS has done it. We can assist you too. Just contact us. We will visit you on-site, tell you how you can get your training initiatives off the ground, and provide a no-obligation quote for our services. Specific projects with which we are familiar include :

- Delivery of customised group training to organisations

- Preparation of applications for RTO status
- Developing training programs for individual staff members
- Advice on induction and mentoring programs for new employees
- Assisting *Job Network Agencies* with training to get their clients into the workforce
- Equipping middle managers with the essential skills to manage their staff and other resources
- Advice and training on selection procedures to fill employee vacancies in a timely and efficient manner
- Advice and training to establish customer/client friendly environments in first-point-of-contact locations
- Assisting individual clients to prepare job applications and personal resumes
- Advising on workplace literacy and numeracy and other remedial education issues

Some Pathways ETS Courses

Apply Yourself ©

A two-day workshop on writing to selection criteria and using assertive interviewee skills.

You'll Just Have To Manage ©

A three-day course on middle management skills including financial management, managing and motivating staff, managing projects, the politics of management.

Serve Them Right ©

A one-day practical skills course aimed at intending applicants for employment in customer and client service positions with public sector agencies and private sector retail, hospitality, and business services companies.

Assert Yourself ©

A one-day practical skills course aimed at people already in or about to enter the workforce, whether public or private sector. This course covers both the theory and practice of assertive behaviour clearly distinguishing between assertiveness and aggression.

Be Selective ©

A one- or two-day practical skills course aimed at intending members of Selection Panels in medium to large organisations whether public sector agencies or private companies.