



CHARTER ACADEMY

In 2010, this year of wonders, a boy who had been wrongly accused of stealing a bag of chips and held by the wrist by a shop worker was awarded \$10,000 dollars for slander, false imprisonment, assault and negligence. Safe to say we have entered a new age of litigation and compensation. The shop worker meant no harm. She thought she had discovered a shop stealer and she restrained him, simply responding in a way any of us might have a generation ago.

Today if your staff don't behave in a way society finds appropriate - you pay. As an employer or manager your duty-of-care has grown and entered new areas. Just Google **OH&S Litigation** and look at the endless firms of lawyers advertising their expertise in this boom industry. Marvel at the many offences for which you might be liable. It makes for frightening reading, remembering our legal friends don't enter an industry unless they can turn a good buck.

Staff that aren't trained to deal with today's world are a risk to your business. That's why **Charter Academy** online awareness training offers courses in:

Loss Prevention, Robbery, Emergency and Evacuation Preparedness, Workplace Safety, Fire Safety, Providing Exceptional Customer Service, Internal Theft, Risk Management at Work, Occupational Violence, Bomb Threat Procedures, Security Awareness.

Just buy the programme or pack of programmes you need and add more as your circumstances change.



In another incident recently a man working for a well-known men's fashion chain witnessed a woman stealing. As she ran out of the shop with some clothes he asked himself what he was going to do. After all, he was a man, she a woman, what threat did she pose to him? He gave chase, but, luckily, didn't catch her. When the police did she was found to be carrying a carving knife in her handbag and had a history of violence. What he did was extremely risky to himself (and to the thief, who would almost certainly have sued if she came to harm) and the business. What should he have done? If he had completed **Charter Academy** training he would have acted in a far wiser, safer manner on the day. He would have been disabused of the stupid, manly notion to act dramatically.

Charter Academy's awareness training is done on-line at work or the convenience of home. No travel, no trouble fitting it into your schedule... do it as you please, when you please, as a series of clear, click-through slide shows with powerful graphics. The courses teach employees to perform in today's workplace, with less risk to themselves and your customers, and to respond appropriately to the many confronting situations that will occur in the modern world.

There are two parts to the Charter Academy system; Training and Analysis. During training an employee doing the course scrolls and clicks through a series of presentations which should take about ten-to-fifteen minutes. At the end of the course they take a True-or-False and multiple-choice test.



The results of this test are interpreted and analysed by Charter Academy and made available to people higher up in the firm. Managers and MDs and CEOs have access to an Analytical Dashboard that lets them clearly see how well their employees have understood the course.

From the CEO's overview he or she can determine which state, region or site needs to lift its game and in what courses. For instance, a CEO observes that his factory outlet in Parramatta only got 75% on Providing Exceptional Customer Service. Not good enough. It might be the firm's national average, but Parramatta is dealing with the public, they aren't out the back or hidden away in admin. They have to be close to 100%. Let them do the course again. And doing the course again is easy, because when you buy into Charter Academy your people can take the courses you've enlisted in as many times as you deem necessary.

The manager of that same Parramatta outlet decides that as a pub has just opened up across the road and public drunkenness has increased, it would be wise if his staff completed the Occupational Violence course.

And if some of his staff have left he doesn't have to pay extra to train new people. Because if you've subscribed for a fixed period any new staff train free inside that timeframe. You can use Charter Academy courses as often as you deem necessary.



It's this capacity to tailor Charter Academy's training courses to your changing needs that makes it so efficient at lessening risk, and allows you to meet today's responsibilities. When something bad happens, if you can show you took all necessary precautions by having your staff trained properly beforehand, then not only can you sleep at night, you may save your business prosecution, litigation and public approbation as well.

In essence Charter Academy puts your staff through a time-machine and converts them from the simple workers of yesterday into modern operatives who are at home in the modern workplace; people who show grace under pressure and make the right decisions... low-risk employees. Duty-of-Care is a partnership, and Charter Academy makes your people your partners in it.