

Online workplace education courses win “gold”

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The Fair Work Ombudsman’s Online Learning Centre - which has attracted more than 17,000 users since it was launched last year - has been recognised for its use of educational videos.

The resource has won a coveted Gold Award for Excellence in the ‘Best Use of Video for Learning’ category at the 2014 Brandon Hall Excellence Awards, an international award program for the E-Learning industry.

The Online Learning Centre is available at www.fairwork.gov.au/learning and has a range of free interactive courses for both business owners and employees.

The courses cover topics such as difficult conversations at work, starting a new job, hiring employees and managing performance.

Fair Work Ombudsman Natalie James says the Agency is proud of the high quality online courses it provides for workplace participants.

“They can assist employers and workers alike to develop a broad range of skills that can help them successfully manage issues at work,” she said.

The Fair Work Ombudsman courses differ from many other online learning programs because they use videos which speak directly to the user.

The use of first-person video immerses the user in workplace situations and helps them to develop key skills by experiencing situations and conversations first-hand.

Other leading organisations have also recognised the online courses as a valuable tool.

The Pharmacy Guild of Australia has accredited the Difficult conversations in the workplace course as a Continuing Professional Development (CPD) point for its members.

A number of private companies and government agencies have also asked to provide the courses to their employees as part of their own professional development programs.

“Our courses are compatible with most learning management systems, which means businesses can integrate them into their own staff training programs – and we’ve already had a number of organisations take advantage of this opportunity,” Ms James said.

Employers or employees seeking information are encouraged to get in touch with the Fair Work Ombudsman via the website www.fairwork.gov.au, or by calling the Fair Work Infoline on 13 13 94. A free interpreter service is also available on 13 14 50.

Follow Fair Work Ombudsman Natalie James on Twitter [@NatJamesFWO](https://twitter.com/NatJamesFWO) (<http://twitter.com/NatJamesFWO>), the Fair Work Ombudsman [@fairwork_gov_au](https://twitter.com/fairwork_gov_au) (http://twitter.com/fairwork_gov_au) or find us on Facebook www.facebook.com/fairwork.gov.au (<http://www.facebook.com/fairwork.gov.au>).

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Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: 13 13 94

Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94

Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

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