

BOOKING FORM/TAX INVOICE

When completed this form becomes a Tax Invoice for your records
 ABN 61 050 535 923 (Australia) IRD 84 564 702 (New Zealand)

Training in Australia

Two Day Modules

\$A1,188 per module (incl. AUS GST of \$A108.00)

One Day Module

\$A594 per module (incl. AUS GST of \$A54.00)

Training in New Zealand

Two Day Modules

\$NZ1,215 per module (incl. NZ GST \$NZ135.00)

One Day Module

\$NZ607.50 per module (incl. NZ GST \$NZ67.50)

Please complete a separate form for each participant

Name	Date of booking
Department	
Organisation	
Mailing Address	
	Telephone
	Post Code Fax
Email	

Module	City	Date(s) of Module	Total (incl GST)
Planning**			
Communication**			
Tools & Techniques**			
Evaluation			
Facilitation			
		Total Cost	
** Less: 10% discount, if applicable (see below)			
Book: Beyond Public Meetings: Connecting Community Engagement with Decision-Making \$29.95ea			
TOTAL \$			

N.B. INDIVIDUAL DISCOUNT ONLY – NOT TO BE COMBINED WITH ANY OTHER DISCOUNT.

Discount applies if all **three Certificate Course modules are booked and paid for three weeks prior to commencement of Planning

<input type="checkbox"/> Electronic Funds Transfer (Twyfords, BSB 012 878, Account No. 9004 91714, ANZ Bank, Swift Code ANZBAU3M)			
<input type="checkbox"/> Cheque for \$ enclosed made payable to Twyfords (ABN 61 050 535 923)			
<input type="checkbox"/> Credit Card Please debit my: <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> AMEX (5% surcharge applies to AMEX)			
Card Number:	Expiry Date:	Cardholders Name:	Signature:

Terms and Conditions

- Full payment is required with the booking to reserve a place in the course. A maximum of 24 participants will be accepted into any Module.
- If 12 firm bookings with payment have not been received TWO WEEKS prior to the training, the Module will be cancelled. In the case of a course cancellation a full refund will be made of any advance payment made.
- If you cannot attend, registered participants may send substitutes but you must please let us know. Remember too, that the prerequisite Planning Module must have been completed by any participant before they undertake any other certificate module.
- If you have to cancel and written notice of cancellation is received at least 14 days prior to the course date, a full refund of the registration fee less an administrative charge of \$100 will be made.
- Cancellations received less than 14 days prior to the course date are subject to 50% cancellation fee.
- No refunds will be given to participants who fail to attend the course. In special circumstances, a deferral of participation is allowed, e.g. proven illness. This deferral is allowed once only. Twyfords reserves the right to decline subsequent requests for deferral and retain payment.

PRIVACY POLICY

Twyfords acknowledges and respects the privacy of individuals. We advise that contact information that you provide is "personal information" as defined by the Privacy Act 1998 (the "Act"). This information is being collected for the purposes of processing your registration or enquiry, keeping you informed of upcoming events and assisting us in improving our service to you. The intended recipients of the information are Twyfords and service providers engaged by Twyfords. The provision of the information is voluntary, but if this information is not provided, Twyfords may be unable to process your registration or enquiry. You have the right of access to, and alteration of, personal information concerning yourself in accordance with the Act. The information is being collected by Twyfords and will be held by Twyfords. Please direct any enquiries you may have in relation to this matter to our Privacy Officer, Twyfords telephone +61 02 4226 4040



International Association
for Public Participation

www.iap2.org



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ABN. 61 050 535 923



International Association
for Public Participation

The IAP2 Certificate in Public Participation

Delivered in Australia and New Zealand by Twyfords



Twyfords – your training facilitator

When community engagement is done well, it works on a really powerful level to deliver better decisions for organisations, their stakeholders and the public.

Twyfords has four trainers licensed by the International Association for Public Participation (IAP2) to deliver courses that facilitate improved practice in community engagement by:

- Community engagement practitioners and consultants;

- Executive decision-makers in government and private organisations;
- Project managers in infrastructure projects;
- Elected representatives in local, state and federal levels of government;
- Community members.

We offer a clear and thoroughly tested approach to engaging people in a meaningful way.

The IAP2 Certificate in Public Participation

What it is:

The IAP2 Certificate is an internationally accredited 5-day professional development program offered by the International Association for Public Participation (IAP2).

What's included:

In 3 modules taught over 5 days participants will learn a clear and logical process for thinking about, planning and conducting community engagement programs and activities. Genuinely helpful tools will make engagement easier. Sessions are held in quality venues in major cities. High quality workbooks are provided for each participant. Upon completion of all three modules students will receive their internationally recognised Certificate from the Association.

Planning for Effective Public Participation (2 Days)

An interactive and experiential module encourages students to explore their own challenges in community engagement with their facilitator and peers.

Using examples and practical exercises participants learn how to build realistic engagement plans.

At the conclusion of the module, students will have learned:

- The full scope of planning needed for effective public participation
- The foundations for public participation on which to build effective processes
- A 5-step planning process starting with gaining internal commitment and identifying the strategic focus
- Ways to identify communities and their issues
- How to select the appropriate level of public participation
- How to set clear, shared objectives for effective public participation
- How to develop a public participation plan.

Note: Students must undertake the Planning module first.

Effective Communication for Public Participation (1 Day)

Providing an overview of the communication skills used by public participation practitioners this module focuses on how to prepare and present information as a key part of engaging communities. At the conclusion of the module, students will have learned:

- The information needed to support effective public participation and how to communicate it
- Listening skills
- Attitudes and behaviours that give stakeholders confidence in the engagement process
- How to identify and write key messages and apply them in a range of communication tools
- How to gather, summarise and analyse feedback
- The principles of risk communication to avoid community outrage.

Note: Planning for Effective Public Participation is a prerequisite for this module

Techniques for Effective Public Participation (2 Days)

This two-day module provides an introduction to a range of practical tools and techniques for community engagement. At the conclusion of the module students will have learned:

- Tools and techniques that can be used at all levels of IAP2's Public Participation Spectrum
- How to prepare for, implement and document techniques to:
 - Share information
 - Gather broad-based feedback
 - Foster group discussion to develop new ideas and directions
 - Facilitate agreement within groups
 - Provide opportunities for public dialogue and decision-making.

Note: Planning for Effective Public Participation is a prerequisite for this module



Twyfords Facilitators



Vivien Twyford has been a community engagement practitioner and workplace trainer since 1991. She has a BA in Sociology, a Graduate Diploma in Management and Certificate IV in Workplace Assessment and Training. She is a licensed trainer for IAP2's Certificate Course, a Master Trainer, has trained the IAP2 Certificate Course since 2002 and was IAP2 International President in 2004.



Max Hardy has been on the Executive Committee of IAP2 Australasia since 1998. He is a highly experienced practitioner and workplace trainer. Max has a degree in Social Science, an Associate Diploma in Social Welfare, Certificate IV in Workplace Assessment and Training and is an NLP practitioner.

He is a licensed trainer for IAP2's Certificate Course and a Master Trainer.



John Dengate is an experienced facilitator and a member of the Australian Facilitators Network. He holds a Bachelor of Metallurgy, and Certificate IV in Workplace Assessment and Training. He is a community engagement practitioner and a licensed trainer for IAP2 and has delivered the Certificate Course in Public Participation in Australia, New Zealand, the USA and Canada.



Stuart Waters has a particular interest in the critical role of decision-making in sustainable development, and believes that a good decision making process leads to sustainable decisions. He is an experienced facilitator and communicator, with a particular interest in participatory democracy, especially around

questions of science, environment, urban planning and resource use. He has a Bachelor of Science and a MA in Journalism. Stuart is the most recent addition to the training team.

Vivien Twyford, Max Hardy, John Dengate and Stuart Waters are licensed to present the IAP2 Certificate Course on behalf of the International Association for Public Participation.

Twyfords is developing partnerships in 2008 with newly licensed IAP2 trainers in Australia. Some of the IAP2 Certificate modules will be delivered by our partners. All courses described on Page 3 will be delivered by one or two of the Twyfords facilitators named above.



Training Coordinator

Michelle Balchin
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Testimonials from past IAP2 Certificate Students

Working in an organisation that has over 1000 staff members provided challenges for public participation practitioners across the business because everyone came from different walks of life possessing very different skill sets and language for P2 work. Undertaking IAP2 training was the cornerstone for P2 culture change within our organisation. After the training, a diverse group of staff members were instantly able to 'talk' the same language and work from a consistent framework. This made a real difference to the understanding and culture of P2 across the organisation and in turn, within the community.

Amber James | Maroochy Shire Council, Queensland, Australia

Thank you John and Max and all the people at Twyfords who support us in our efforts here in the Western Australian Community Engagement Unit. Our work is about cultural and organisational change within government. The IAP2 foundations and principles taught in the Certificate Course keep us focused on our vision of "Sustainable Projects from Excellent Engagement". Many staff from the department have undertaken the training and draw from it daily. Twyfords trainers provide a great network of support. We look forward to seeing this network built in WA."

Benita Cattalini | Department for Planning and Infrastructure, Western Australia