

# FREQUENTLY ASKED QUESTIONS

**Question: How much does it cost?**

**Answer:** You will be surprised at how cost effective it is because you share the cost of your consultancy with other group members.

**Question: How do we pay? I worry about using my credit card on the internet.**

**Answer:** Most Australians pay by credit card and the site is secure. Australian Banking regulations are very protective for Merchant Services. International visitors use PayPal. You can also post a cheque if this suits you better but this does need to be done earlier so that the cheque can clear in time to start the training on time.

**Question: How does the training work?**

**Answer:** You receive a written chapter of your workbook each week plus any other files you need. You also receive MP3 audio files where I talk you through the chapter. Some people learn best by reading and some by listening so we provide both. All learn by doing and by teaching the rest of their workforce. The workbook and audio files should be saved to your disk and can be used when you train others in your workforce. Then you also have 4 teleconference coaching and problem solving session for every module.

**Question: What happens each week?**

**Answer:** Each week you receive an email with links you can click on to download the materials you need. This is usually on Fridays then the following Tuesday afternoon there is a teleconference. These times sometimes vary by agreement.

**Question: We have a group of us from a special industry sector. Can we work together on our own?**

**Answer:** Provided that you have a minimum of 5 participants we can do this and also choose times that suit your group.

**Question: We want to know more about the teleconferences.**

**Answer:** These are held weekly and you are given a phone number for each capital city. International people phone a Sydney 02 number. The teleconferences take approximately 60 minutes and I record these and email the audio file within the next 2 days, usually sooner. I do ask you not to use VOIP for the calls as it can become very noisy and hard to hear.

**Question: How much work do we need to do in our business?**

**Answer:** This is very variable. It depends on how much you already have in place and how big your businesses are. You do not need a perfect system to become certified so long as you cover all the requirements of the Standard. After time passes, you will continually improve. You will find that auditors often make suggestions and each audit you will find that you learn several helpful things as someone with fresh eyes looks carefully at how your systems work.

You will find that as you build the systems and involve your personnel, you will be saving time in areas where the systems have improved and this time saved will continue to increase.

As you become more efficient, you will find your profits increasing.

**Question: What happens if something comes up and we need to drop out for a while?**

**Answer:** That is very easy. You just slot into a later course and finish off then.

**Question: I have a really poor internet connection, how can this work for me?**

**Answer:** Let me know, either by phone or email a week before the course starts and I will post you a CD with all the files you need including the audio files.

**Question: I may not be able to get to all the teleconferences. What happens if I miss out?**

**Answer:** Because all the calls are recorded, you will get the recording within 2 days and possibly sooner.

**Question: How is this going to help my business?**

**Answer:** Your business will become more efficient, your staff training and maintenance will be better scheduled, mistakes and carelessness will reduce and people will start to look critically at why things happened to they can prevent them in future.

**Question: I have heard of people who have gone down the environmental management system path and have ended up buried in paperwork and it has cost them a bomb. Is this what will happen to me?**

**Answer:** Not unless you choose this. I will be actively encouraging you to minimise paperwork but control what you do have. The training is cost effective and you will find that you increase your profits once you have a robust system with feedback in place. As part of controlling documents you will be encouraged to get the concept of minimising paperwork across to all the staff

**Question: I have heard of people who have gone down the environmental management system path and ended up with a useless manual sitting on a shelf that has done nothing for their business. Why should I think your program is any different?**

**Answer:** Those people have not been involved in fully building their own system and do not "own" it. If you build it yourself, to suit your needs and involve your people, it will be a system to help you and the manual will be a useful and often changing document that summarises and reflects what is happening day-to-day in your business.

**Question: I don't know whether to do environment or safety because I have both sets of regulators breathing down my neck? Why not do both?**

**Answer:** Both safety and environment are foundation level 1 modules. Both build a management plan that identifies what you are going to do to manage your risks and what resources you need to put this in place. In the Build Your Business Module 2, you will take those plans and resources and make them work. You will fully integrate both into your single system.

**Question: I have quality systems and I really need to have a safety system and food safety. I would like to do environmental but it all seems too difficult. Is it possible to combine them?**

**Answer:** Yes. I have many clients who have fully integrated all of these onto one practical and commonsense system. The four different foundation modules makes it very easy to do this.