

SOS News

Issue 5, October 2009

MS ACCESS IS ON THE GO AGAIN

Suzanna is often surprised at the on and off flow of demand for training in particular software packages. The more



common types, such as Word, are of course more or less standard, but Microsoft Access can sit on the shelf for months, and then suddenly people need the training.

So it is now. SOS filled a schedule course (2 days) in October, and then had to provide another course to

[See Training Schedule](#)

cater for the overflow. This is an intense programme and, like Project, incorporates a planning process before fingers even touch the keyboard. The training is so intense that it is run over two days, with a week to rest up in between!

I have never let my schooling
interfere with my education

Mark Twain

OCTOBER WINNER!

This month there were quite a few in the draw, but the prize goes to **Sharon Mclean of CQE Materials & Handling Pty Ltd** of East Mackay
Sharon emailed:

"Hi Suzanna,

I always find your newsletters interesting and your tips very useful. I have used them many times.

Regards, Sharon McLean"

YOU could win the November prize by making a suggestion or giving feedback about our newsletter or training. Just click the Feedback Link below.

All feedback and referrals received this year will go into a special draw in December for a BIG prize!

[Feedback Link](#)

PROFILE OF A TRAINER : Heather Norris

Heather is one of those rare people who has a wealth of very practical experience in the world of work but is able to translate that experience to the strict requirements of software training.

She is a natural teacher but has refined that aptitude by undertaking a Certificate IV in Assessment and Workplace Training. Heather says of it that "It has been a very enjoyable journey and one which has taught me a lot in lesson preparation and the importance of engaging the trainee in the task at hand".



Heather recalls the days before emails and salutes the ease of communication which has come with the advance of technology. She sometimes wonders, as we all do, how we managed in the days before e-mails, when faxes were the best thing available, and hard copy letters took days to arrive.

Apart from the Certificate IV, Heather has a Bachelor of Science (Honors) from the University of Adelaide, a Graduate Diploma Systems Analysis from the SA Institute of Technology, and, just to be different, studies in Japanese 1, also undertaken at the University of Adelaide.

She leads a very varied life and makes the most of every minute of it!

SOS MOVES AHEAD

2009 has been a great year for SOS, and it's not over yet.

The move into scheduled courses, the arrival of Heather Norris to share the training and the purchase recently of new and improved course material has made a huge difference to the face and operation of this particular small business.

And we're moving to hiring an Admin Assistant, and are recruiting now!

We've never been keen on the practice of instant course evaluations, as participants often feel pressured to write stuff they may not feel as the trainer stands over them, whip in hand, BUT your unsought feedback, evaluations and testimonials have been incredibly valuable. We do take note of everything which comes across the desk, and have implemented a number of the best ideas.

And now it's time to reward you!

We will be hosting a function sometime in December, for our valued clients (maybe a swish dinner next year when we're bigger and more affluent!) and will be handing out a couple of substantial prizes at this event. Details of time and place in the November newsletter.

To make sure you are a winner, submit your feedback as soon as possible please!



CURIOSITY @ THE WEB

by Richard Gerald Lowe Jnr

SURFING THE WEB

Except for email, perhaps the most common activity on the web is surfing. And if you ask people what they want to do most, it's surf. And even though email is actually the most common and important activity, most people will tell you that they have more fun surfing.

There is actually an art to cruising around the web. It has not yet become a science due to the tremendous number of ways to find things and in the incredible variety of information that exists.

On the web you have everything from the most amateur of home pages to incredibly well thought-out university and business sites. You can find anything if you look hard enough - everything from the correct way to create chain mail to hardcore (and occasionally illegal) sexual activities.

Since time is limited, how does one surf the web to maximum advantage? First and foremost, you must find the search engines and directories that work best for you. That is really the key to finding useful and entertaining content - properly searching. Naturally there are different search engines and directories for each need.

Learning how to use the web for research is an even more advanced art form. There is an incredible amount of data available, especially since most of the universities and large colleges have come online in recent years. Sometimes the real problem is more than just finding the data, it's in finding the correct data.

While surfing you will find many things that you can do. You can purchase just about anything - be careful here so you don't get burned. You can send electronic greeting cards to your friends, loved ones and even your enemies.

Always keep in mind that the best communication is two-way communication. So please sign guest books, fill out surveys and give feedback where appropriate. If you really want to enjoy the web, use it as a medium not just to be a lookie-loo but to find friends and meet people. Remember that you have almost instantaneous access to literally hundreds of millions of people - it's almost certain that someone out there will find you interesting.

It's important to "mind your manners" while surfing. Sometimes we all tend to think that we are just typing on a computer and computer's don't have feelings, right? Well, when you are actually communicating with other people on the net you should not be rude.

So get out there and have fun. Make some money, find some friends, and learn about everything that you can.

You have received this newsletter because you are a client of SOS; you have shown interest in our training services, or we have met at a networking event.

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