

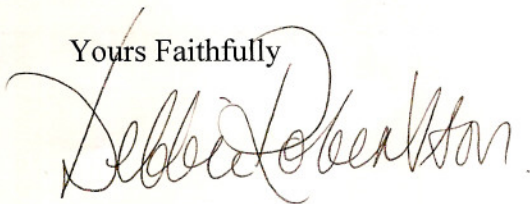
To Whom It May Concern

When I was first asked to go on this course I was not keen. "It was an inconvenience and I felt I just didn't have the time." But to my surprise it wasn't it actually helped me and was very beneficial even in the first few weeks!

At the start of the course I was working 7.00am to 7.00pm maybe even 8.00pm as the company I worked had just completed a major relocation project. Even whilst working these hours I never seemed to still have enough hours in the day. Since completing this course I have now cut my hours back to 8.00 to 5.00 and I'm working more effectively within these hours completing more tasks. Effective Personal Productivity that's certainly what I gained out of this course, better planning, effective delegation and being able to better empower staff.

During this course I also met people from other industries and levels of management. This enabled me to learn from their experiences and thoughts and for that, I thank them greatly. My facilitator Geoff Anderson was excellent, he made it fun, interesting and a pleasure to be there. Overall I believe this is one of the best and beneficial courses Fortis has ever sent me.

Yours Faithfully



Debbie Robertson

VICTORIA

1/464 St Kilda Road
Melbourne 3004
GPO Box 2971 EE
Melbourne 3001
Tel: (03) 9869 0269
Fax: 1800 334 053
DX: 596 Melbourne

QUEENSLAND

385 St Pauls Terrace
Fortitude Valley 4006
GPO Box 2971 EE
Melbourne 3001
Tel: (07) 3246 1198
Fax: 1800 334 053
DX: 40501 Fortitude Valley

NEW SOUTH WALES

25 Grose Street,
North Parramatta 2151
GPO Box 2971 EE
Melbourne 3001
Tel: (02) 9860 4455
Fax: 1800 334 053
DX: 27107 North Parramatta

SOUTH AUSTRALIA

90 South Terrace
Adelaide 5000
GPO Box 2971 EE
Melbourne 3001
Tel: (08) 8303 0355
Fax: 1800 334 053
DX: 148 Adelaide

WESTERN AUSTRALIA

20 Kings Park Road
West Perth 6005
GPO Box 2971 EE
Melbourne 3001
Tel: (08) 9426 5550
Fax: 1800 334 053
DX: 60739 West Perth



Solid partners, flexible solutions

VACC Insurance
is part of the Fortis group

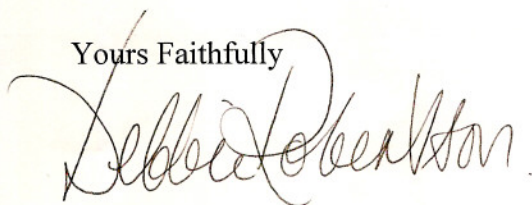
To Whom It May Concern

When I was first asked to go on this course I was not to keen. "It was an inconvenience and I felt I just didn't have the time." But to my surprise it wasn't it actually helped me and was very beneficial even in the first few weeks!

At the start of the course I was working 7.00am to 7.00pm maybe even 8.00pm as the company I worked had just completed a major relocation project. Even whilst working these hours I never seemed to still have enough hours in the day. Since completing this course I have now cut my hours back to 8.00 to 5.00 and I'm working more effectively within these hours completing more tasks. Effective Personal Productivity that's certainly what I gained out of this course, better planning, effective delegation and being able to better empower staff.

During this course I also met people from other industries and levels of management. This enabled me to learn from their experiences and thoughts and for that, I thank them greatly. My facilitator Geoff Anderson was excellent, he made it fun, interesting and a pleasure to be there. Overall I believe this is one of the best and beneficial courses Fortis has ever sent me.

Yours Faithfully



Debbie Robertson

VICTORIA

1/464 St Kilda Road
Melbourne 3004
GPO Box 2971 EE
Melbourne 3001
Tel: (03) 9869 0269
Fax: 1800 334 053
DX: 596 Melbourne

QUEENSLAND

385 St Pauls Terrace
Fortitude Valley 4006
GPO Box 2971 EE
Melbourne 3001
Tel: (07) 3246 1198
Fax: 1800 334 053
DX: 40501 Fortitude Valley

NEW SOUTH WALES

25 Grose Street,
North Parramatta 2151
GPO Box 2971 EE
Melbourne 3001
Tel: (02) 9860 4455
Fax: 1800 334 053
DX: 27107 North Parramatta

SOUTH AUSTRALIA

90 South Terrace
Adelaide 5000
GPO Box 2971 EE
Melbourne 3001
Tel: (08) 8303 0355
Fax: 1800 334 053
DX: 148 Adelaide

WESTERN AUSTRALIA

20 Kings Park Road
West Perth 6005
GPO Box 2971 EE
Melbourne 3001
Tel: (08) 9426 5550
Fax: 1800 334 053
DX: 60739 West Perth



Solid partners, flexible solutions

VACC Insurance
is part of the Fortis group