



# SAFER. SMARTER. STRONGER.

Apex Workplace Academy delivers practical online training, built around AS/NZS standards, to help businesses lift safety, boost wellbeing, and drive productivity.

**APEX**   
WORKPLACE ACADEMY











# APEX WORKPLACE ACADEMY



## WHO ARE WE?

At Apex Workplace Academy, we're passionate about creating safer, smarter, and stronger workplaces. Our interactive, self-paced online courses use AS/NZS standards and workplace guidelines as reference points, ensuring the training is practical, relevant, and ready to apply in real-world settings.

We offer a wide range of courses, from ergonomics and cybersecurity to stress management, team leadership, and customer service. Each program is designed to tackle everyday workplace challenges while helping individuals and businesses improve wellbeing, strengthen productivity, and build lasting success.

-  Safety
-  Wellbeing
-  Productivity
-  Growth
-  Leadership
-  Compliance

## WHY CHOOSE US?

We help businesses reduce risks, improve productivity, and strengthen workplace culture. Our training equips teams with practical skills they can apply immediately, creating a real impact in day-to-day operations.

Flexible, self-paced courses allow employees to learn at their own pace without disrupting work, while tiered pricing ensures cost-effective solutions for teams of any size. By investing in training that truly works, businesses can build stronger, safer, and more efficient workplaces.



Contact Us  
[Info@apexworkplaceacademy.co.nz](mailto:Info@apexworkplaceacademy.co.nz)





## OUR PRINCIPLES

### » Empowerment

We give teams the knowledge, skills, and confidence to take control of their workplace safety, wellbeing, and productivity.

### » Impact

We design training that delivers real-world results, helping businesses reduce risks and foster stronger, healthier cultures.

### » Innovation

We embrace a modern approach, using interactive, self-paced learning to make workplace education practical, engaging, and easy to apply.

## WHY WE STARTED

At Apex Workplace Academy, we're on a mission to make workplaces safer, healthier, and more productive. We saw that traditional training often misses the mark – too generic, too slow, or difficult to put into practice – and we wanted to offer something different: practical, engaging, and easy-to-access learning that truly makes a difference.

We exist to empower teams and individuals with the knowledge and confidence to thrive. By combining modern, interactive online training with real-world workplace insights, we help businesses reduce risks, improve productivity, and foster stronger, healthier workplace cultures. Our focus is on results that last – not just checking a compliance box, but creating real, meaningful change every day.

Established in

**2024**

in New Zealand

More than

**50+**

hours of learning

Available in

**2**

countries... and growing!



# WHAT WE DO

We provide practical, engaging online training designed to help businesses create safer, healthier, and more productive workplaces. Our courses give teams the tools they need to manage risks, work efficiently, and build a positive workplace culture. With flexible, self-paced learning and tiered pricing, we make professional development easy to integrate into everyday operations. By investing in your people, you strengthen your business and set your team up for long-term success.



## HOW IT WORKS

Our training is fully online, self-paced, and mobile-friendly, so your team can learn anytime, anywhere. Courses use images, videos, quizzes, assignments, and real-world activities to make learning practical and engaging. Participants receive a Certificate of Achievement upon completion to recognise their new skills.

## HOW THEY'RE BUILT

Our courses are guided by AS/NZS standards and shaped by industry knowledge and real-world experience. Each module reflects best practices and practical applications to ensure learning is relevant and useful. Real-life examples and proven strategies make concepts easy to understand and apply, helping your team build confidence while meeting compliance requirements.

Our training helps businesses save time and significantly reduce risks while boosting productivity and team performance. Benefits are:

01

### Increased Efficiency

Practical skills help your team work smarter, not harder.

02

### Reduced Risks

Staff are equipped to prevent errors and stay compliant.

03

### Better Engagement

Employees gain confidence, boosting performance and culture.





## WHAT WE OFFER

Our courses are practical, engaging, and designed to give your team the skills they need to perform at their best. Delivered online, fully self-paced, and mobile-friendly, they allow employees to learn anytime, anywhere without disrupting daily operations.

We combine visual content, videos, quizzes, and assignments with real-world examples and activities, making learning interactive and directly applicable to workplace situations. Each course is built around AS/NZS standards and backed by industry expertise, ensuring accuracy, relevance, and compliance.

Learners can track their progress through interactive checkpoints and assessments, giving them a clear pathway to completion. At the end of every course, participants receive a Certificate of Achievement to recognise their skills and add value for both the individual and the business.

## OUR COURSES



Introduction to Team Leadership



The Psychology of Selling



Customer Service Excellence



Workplace Stress Management



Ergonomics in the Workplace



Cyber Security 101

”

*“The courses were easy to fit around work, and the mix of videos and quizzes kept staff engaged. Since training, we’ve seen fewer mistakes and a stronger safety culture.”*

— Operations Manager, Insurance Firm



# INTRODUCTION TO TEAM LEADERSHIP

The Introduction to Team Leadership course provides comprehensive training for new and aspiring leaders, focusing on essential skills for managing and inspiring teams. Participants will gain confidence in guiding their teams, handling challenges, and fostering a positive, supportive work environment. By the end of the course, you'll be prepared to lead with clarity, resilience, and adaptability in today's workplace.

Course Duration: 10-12 hours | Format: Online, self-paced

## COURSE BENEFITS

By completing this course, you will:

- Build confidence in leading and motivating a team.
- Learn practical strategies to handle challenges and resolve conflicts.
- Develop skills to foster a supportive and positive workplace culture.
- Gain the ability to communicate clearly, delegate effectively, and inspire performance.
- Strengthen resilience and adaptability as a leader in dynamic environments.
- Earn a Certificate of Completion to validate your leadership skills.

## STANDARDS GUIDING THE COURSE

- ISO 30401:2018 – Knowledge Management Systems
- ISO 45001:2018 – Occupational Health and Safety Leadership Standards
- ISO 27501:2019 – Organizational Governance Guidelines
- WorkSafe NZ: Positive Leadership & Mental Health Guidelines
- Safe Work Australia: Leadership & Inclusivity Standards
- The Health and Safety at Work Act 2015
- Diversity, Equity, and Inclusion (DEI) Guidelines (NZ/AUS)
- ISO 30405:2016 – Human Resource Management: Guidelines on Recruitment



- ✓ Educational videos
- ✓ Practical activities
- ✓ Module quizzes
- ✓ Written assignments
- ✓ Certificate of completion

## COURSE PRICES

1-4 Users: Usually \$260 per user - FREE  
5-9 Users: Usually \$234 per user - FREE  
10+ Users: Usually \$208 per user - FREE  
Trail our courses with this FREE offering!

# COURSE CONTENTS

1

## Module 1 – Understanding Leadership Fundamentals

This module covers the core principles of leadership, including defining leadership and exploring different styles. It highlights the qualities of effective leaders and developing essential self-leadership skills. Participants will gain practical strategies to lead and inspire their teams confidently.

2

## Module 2 – Building and Leading a Team

Learn how to build cohesive, high-performing teams using team-building essentials, trust, and accountability. Explore the stages of team development, creating a positive culture, and clarifying roles. Gain practical strategies to strengthen collaboration and overall team performance.

3

## Module 3 – Effective Communication Skills

Focus on communication as a key leadership tool, including active listening, giving feedback, and clarifying goals. Learn conflict resolution, interpreting non-verbal cues, and managing communication effectively. Develop skills to lead and influence teams up and down the organizational hierarchy.

4

## Module 4 – Motivating and Engaging Your Team

Explore strategies to motivate and engage teams by understanding team dynamics and intrinsic vs. extrinsic motivation. Learn practical techniques for fostering engagement and building psychological safety. Gain skills to inspire performance and maintain a positive team environment.

5

## Module 5 – Managing Performance and Growth

Covers performance management and development, including SMART goals, evaluating performance, and coaching. Learn to create opportunities for growth and continuous improvement. Gain practical strategies to enhance team performance and support professional development.

6

## Module 6 – Leading Through Challenges

Equips leaders to handle change, uncertainty, problem-solving, and decision-making effectively. Develop emotional intelligence, build resilience, and navigate crises confidently. Learn strategies for leading teams in remote, hybrid, or dynamic work environments.

7

## Module 7 – Diversity, Equity and Inclusion

Covers inclusive leadership, implementing DEI practices, and creating safe, equitable workplaces. Learn to foster respect, inclusion, and belonging while leading diverse teams effectively.



# THE PSYCHOLOGY OF SELLING

The Psychology of Selling course provides practical training for sales professionals, focusing on the mindset and behavior that drive successful sales. Participants will gain confidence in building trust, understanding buyer motivation, and communicating with influence and integrity. By the end, you'll be equipped to connect effectively, present with impact, and close sales ethically in today's market.

Course Duration: 8-12 hours | Format: Online, self-paced

## COURSE BENEFITS

By completing this course, you will:

- Build confidence in understanding buyer behavior.
- Learn strategies to connect, present, and close effectively.
- Develop trust-based, long-term client relationships.
- Communicate with influence and professionalism.
- Strengthen adaptability in competitive sales environments.
- Apply ethical, compliant selling practices.
- Earn a Certificate of Completion in sales excellence.

## STANDARDS GUIDING THE COURSE

- SPIN Selling & Cialdini's Principles of Persuasion
- The Challenger Sale Framework
- Emotional Intelligence (EQ) in Sales
- NLP (Neuro-Linguistic Programming) Techniques
- Buyer Motivation Theory
- Behavioral Economics in Sales
- WorkSafe NZ – Customer and Worker Interaction Safety
- Health and Safety at Work Act 2015 (NZ)
- Fair Trading Act 1986 (NZ)
- Australian Consumer Law (ACL)
- ISO 45001:2018 – Occupational Health & Safety Management Systems



- ✓ Educational videos
- ✓ Practical activities
- ✓ Module quizzes
- ✓ Written assignments
- ✓ Certificate of completion

## COURSE PRICES

1-4 users: \$320 per user  
5-9 users: \$288 per user (10% discount)  
10+ users: \$256 per user (20% discount)  
All prices are exclusive of GST

# COURSE CONTENTS

1

## Module 1 – Understanding Buyer Psychology

Explore decision-making, cognitive biases, emotional drivers, and customer pain points. Apply psychology insights to influence decisions and improve overall sales performance.

2

## Module 2 – Prospecting & Lead Qualification

Identify high-value prospects, qualify leads, and prioritize outreach for maximum ROI. Apply research techniques and relationship-building strategies to increase success.

3

## Module 3 – Effective Communication & Persuasion

Master SPIN selling, Cialdini's principles, active listening, questioning, and storytelling. Learn to influence decisions effectively and strengthen client connections.

4

## Module 4 – Sales Presentations & Handling Objections

Develop presentations, handle objections confidently, and turn "no" into opportunities. Master closing and follow-up strategies that build trust and drive results.

5

## Module 5 – Emotional Intelligence in Sales

Build self-awareness, empathy, and social skills to manage customer emotions. Improve negotiation outcomes and strengthen resilience in high-pressure sales situations.

6

## Module 6 – Challenger Sale Approach

Learn to teach and tailor insights, guide conversations, and spot opportunities. Position yourself as a trusted advisor through practical exercises and real scenarios.

7

## Module 7 – Closing & Follow-Up Techniques

Explore trial, consultative, and assumptive closing, post-sale relationship building, upselling, and cross-selling. Maintain client satisfaction and long-term loyalty.

8

## Module 8 – Performance Tracking & Improvement

Understand sales KPIs, self-assessment techniques, feedback, and case studies. Apply continuous strategies to drive growth and improvement.



# CUSTOMER SERVICE EXCELLENCE

The Customer Service Excellence course provides practical training to enhance skills for delivering outstanding customer experiences. Participants will build confidence in understanding customer needs, communicating with empathy and clarity, and resolving issues effectively. By the end, you'll be equipped to provide service that fosters loyalty, strengthens relationships, and supports long-term business success.

Course Duration: 7-10 hours | Format: Online, self-paced

## COURSE BENEFITS

By completing this course, you will:

- Build confidence in understanding customer needs and expectations.
- Learn strategies to engage, assist, and resolve issues effectively.
- Develop trust-based, long-term customer relationships.
- Communicate with clarity, empathy, and professionalism.
- Strengthen adaptability in diverse customer service situations.
- Apply ethical, compliant, and high-quality service practices.
- Earn a Certificate of Completion in Customer Service Excellence.

## STANDARDS GUIDING THE COURSE

- ISO 9001:2015 – Quality Management Systems
- Customer Service Institute of Australia (CSIA) Standards
- WorkSafe New Zealand Guidelines – Customer Interaction Management
- The Privacy Act 2020 (NZ) & Privacy Act 1988 (Australia)
- ISO 10002:2018 – Guidelines for Complaint Handling in Organizations
- NZ Business Excellence Framework (NZBEF) – Service and Customer Focus
- ISO 10001:2018 – Customer Satisfaction Codes of Conduct
- ISO 10004:2018 – Customer Satisfaction Monitoring



- ✓ Educational videos
- ✓ Practical activities
- ✓ Module quizzes
- ✓ Certificate of completion

## COURSE PRICES

1-4 users: \$200 per user  
5-9 users: \$180 per user (10% discount)  
10+ users: \$160 per user (20% discount)  
All prices are exclusive of GST

# COURSE CONTENTS

1

## Module 1 – Importance of Customer Service

Define customer service, its role in business, and its impact on customer loyalty, retention, and satisfaction. Explore traits of high-performing teams and understand how excellent service contributes directly to business growth and long-term success.

2

## Module 2 – Effective Communication Skills

Understand active listening, non-verbal cues, and using empathy to build strong and lasting customer connections. Learn to ask the right questions, communicate clearly and confidently, and adapt messaging for different customer situations to achieve better outcomes.

3

## Module 3 – Managing Customer Expectations

Understand customer needs, align expectations with reality, and set respectful boundaries. Learn strategies to exceed expectations, manage challenging or unrealistic requests, and create memorable experiences that encourage customer loyalty and repeat business.

4

## Module 4 – Handling Customer Complaints

View complaints as opportunities and follow a structured 4-step resolution process. Learn to remain calm under pressure, turn complaints into positive outcomes, and ensure follow-up actions build trust, satisfaction, and long-term relationships.

5

## Module 5 – Delivering Exceptional Service

Discover what makes service truly exceptional and how to create meaningful personal connections. Identify opportunities for innovation, be proactive in anticipating customer needs, and use small thoughtful gestures to make a significant impact on satisfaction.

6

## Module 6 – Customer Service Best Practices

Cultivate a customer-centric culture and promote team collaboration to achieve consistent service. Learn to handle stressful situations effectively, encourage accountability, and foster continuous improvement and high performance across the service team.

7

## Module 7 – Measuring Customer Service Performance

Learn key metrics for measuring satisfaction, tracking KPIs, and leveraging feedback. Benchmark against industry standards and identify opportunities to improve service quality and exceed expectations.



# WORKPLACE STRESS MANAGEMENT

The Workplace Stress Management course provides practical training to identify, manage, and reduce workplace stress. Participants will build confidence in recognizing stress triggers, applying effective coping strategies, and supporting personal and team well-being. By the end, you'll be equipped to foster a healthier, more positive work environment, improve productivity, and support long-term mental well-being.

Course Duration: 5-7 hours | Format: Online, self-paced

## COURSE BENEFITS

By completing this course, you will:

- Build confidence in recognizing and managing workplace stress.
- Learn strategies to reduce stress for yourself and your team effectively.
- Develop skills to foster a positive and supportive work environment.
- Strengthen resilience and adaptability in challenging workplace situations.
- Apply ethical, compliant, and practical stress management practices.
- Earn a Certificate of Completion in Workplace Stress Management.

## STANDARDS GUIDING THE COURSE

- AS/NZS ISO 45001:2018 – Occupational Health and Safety Management Systems
- WorkSafe New Zealand Guidelines: Workplace Stress
- Safe Work Australia: Mental Health and Wellbeing in the Workplace
- The Privacy Act 2020 (NZ) & Privacy Act 1988 (Australia)
- The Health and Safety at Work Act 2015 (NZ)
- ISO 10075-1:2017 – Ergonomics of the Mental Workload
- ISO 45003:2021 – Occupational Health and Safety Management – Psychosocial Risk Management



- ✓ Educational videos
- ✓ Practical activities
- ✓ Module quizzes
- ✓ Written assignments
- ✓ Certificate of completion

## COURSE PRICES

1-4 users: \$180 per user  
5-9 users: \$162 per user (10% discount)  
10+ users: \$144 per user (20% discount)  
All prices are exclusive of GST

# COURSE CONTENTS

1

## Module 1: Understanding Workplace Stress

Explore workplace stress, its types, and the impact on health and productivity. Review statistics to understand its prevalence, providing a foundation for effective stress management, and learn how this knowledge supports a healthier, more resilient work environment.

2

## Module 2: Recognizing Stress

Identify common signs of stress in individuals and teams. Understand stress triggers, their impact on team dynamics, and techniques for assessing organizational stress levels. Learn strategies for early intervention to reduce stress before it escalates and affects performance.

3

## Module 3: Stress Management Techniques

Use practical tools to manage stress, such as breathing and relaxation techniques, time management, prioritization, resilience building, and strategies for work-life balance. Apply these skills in daily routines while developing habits that sustain mental well-being and reduce stress.

4

## Module 4: Creating a Stress-Resilient Environment

Foster a workplace that proactively reduces stress. Learn to encourage open communication, apply stress management practices as a leader, implement team-building programs, and create a culture that normalizes mental health discussions and empowers employees to seek support.

5

## Module 5: Developing Long-Term Strategies

Build skills to sustain mental well-being, create personal stress management plans, and maintain mental health. Learn strategies to prevent burnout, integrate stress-reduction practices into daily routines, and support long-term resilience, productivity, and team well-being.



# ERGONOMICS IN THE WORKPLACE

The Ergonomics in the Workplace course provides practical training to design and maintain comfortable, safe, and efficient work environments. You'll learn how to set up ergonomic workstations, reduce the risk of strain and injury, and apply simple adjustments to enhance comfort and productivity. By the end, you'll be equipped to create healthier, more supportive workplaces that promote long-term well-being and performance.

Course Duration: 4-6 hours | Format: Online, self-paced

## COURSE BENEFITS

By completing this course, you will:

- Build confidence in identifying and addressing ergonomic risks.
- Learn strategies to design safer, more comfortable workspaces.
- Develop skills to improve posture, workstation setup, and movement habits.
- Strengthen awareness of injury prevention and workplace safety compliance.
- Apply ergonomic principles to enhance comfort, health, and productivity.
- Earn a Certificate of Completion in Ergonomics in the Workplace.

## STANDARDS GUIDING THE COURSE

- AS/NZS 4442:1997 – Office Furniture Workstations
- AS/NZS ISO 9241-5:1998 – Ergonomic Requirements for Office Work
- AS/NZS 3590.2:1990 – Screen-Based Workstations
- AS/NZS 3760:2010 – Electrical Safety
- AS/NZS 4801:2001 – Occupational Health and Safety Systems
- AS/NZS 1680:2015 – Interior Lighting
- AS/NZS 2107:2016 – Acoustics and Sound Levels
- ISO 6385:2016 – Ergonomic Design Principles
- WorkSafe NZ – Ergonomics & Manual Handling Guidelines



- ✓ Educational videos
- ✓ Practical activities
- ✓ Module quizzes
- ✓ Written assignments
- ✓ Certificate of completion

## COURSE PRICES

1-4 users: \$200 per user  
5-9 users: \$180 per user (10% discount)  
10+ users: \$160 per user (20% discount)  
All prices are exclusive of GST

# COURSE CONTENTS

1

## Module 1: Introduction to Ergonomics

Learn the fundamentals of ergonomics and how it impacts comfort, health, and productivity in the workplace. Understand the link between ergonomic design and safety compliance, and explore how small adjustments can prevent long-term injuries and improve performance.

2

## Module 2: Understanding Ergonomic Principles

Gain a strong foundation in ergonomic science by exploring neutral posture, body alignment, and common workplace risk factors. Discover how to apply these principles across different environments to enhance safety, comfort, and efficiency.

3

## Module 3: Ergonomic Office Setup

Learn to design an optimal workstation that supports your body and workflow. Explore best practices for desk and chair setup, keyboard and mouse placement, lighting adjustments, and screen positioning to reduce strain and fatigue.

4

## Module 4: Ergonomic Practices and Exercises

Develop daily ergonomic habits that promote movement and prevent discomfort. Practice stretching and microbreak techniques, and discover how consistent ergonomic routines can support long-term musculoskeletal health and energy levels.

5

## Module 5: Ergonomic Assessment and Feedback

Build the ability to assess your workspace and identify improvement areas. Learn to perform self-assessments, recognize when professional evaluation is needed, and use ergonomic checklists to maintain a safe and supportive work environment.



# CYBER SECURITY 101

The Cybersecurity 101 course provides practical training to protect personal and organizational information. You'll learn to identify cyber threats, recognize phishing and malware, and apply strategies to secure data and systems. It also covers safe online practices, privacy compliance, and preventing cyberattacks. By the end, you'll be ready to strengthen workplace cybersecurity and promote digital safety.

Course Duration: 8-10 hours | Format: Online, self-paced

## COURSE BENEFITS

By completing this course, you will:

- Build confidence in identifying and mitigating common cyber threats.
- Learn strategies to protect personal and organizational data effectively.
- Develop skills to respond to phishing, malware, and ransomware attacks.
- Apply best practices for safe online behavior and privacy compliance.
- Strengthen resilience and awareness in evolving digital environments.
- Implement practical cybersecurity measures across your workplace.
- Earn a Certificate of Completion in Cybersecurity 101.

## STANDARDS GUIDING THE COURSE

- AS/NZS ISO/IEC 27001:2013 – Info Security Management
- AS/NZS ISO/IEC 27002:2015 – Info Security Controls
- NZ Information Security Manual (NZISM)
- NIST Cybersecurity Framework
- Cybersecurity Act 2018 (Australia)
- Privacy Act 2020 (NZ) & 1988 (Australia)
- ISO/IEC 27005:2018 – Risk Management
- ISO/IEC 27701:2019 – Privacy Management
- ISA/IEC 62443 series – Industrial Control Security
- CIS Controls v8 – Cybersecurity Best Practices



- ✓ Educational videos
- ✓ Practical activities
- ✓ Module quizzes
- ✓ Certificate of completion

## COURSE PRICES

1-4 users: \$250 per user  
5-9 users: \$225 per user (10% discount)  
10+ users: \$200 per user (20% discount)  
All prices are exclusive of GST

# COURSE CONTENTS

1

## Module 1: Introduction to Cyber Threats

Learn the basics of cybersecurity, common attack types, and their potential consequences. Understand entry points for attacks and why individuals and organizations are targeted. By the end, you'll be able to recognize threats and understand the importance of proactive cyber defense.

2

## Module 2: Phishing and Social Engineering

Explore how phishing and social engineering attacks work and the methods cybercriminals use to manipulate users. Learn to identify suspicious emails and interactions and apply strategies to avoid them. This module provides the skills to protect yourself and your organization from deceptive attacks.

3

## Module 3: Cybersecurity Best Practices

Learn essential cybersecurity habits, including creating strong passwords, using multi-factor authentication, and safe browsing. Understand how to secure personal and work devices to reduce risk. By the end, you'll be able to apply daily practices that strengthen digital security.

4

## Module 4: Recognizing and Avoiding Malware

Understand malware types, how they spread, and the signs of infection. Learn strategies to prevent ransomware and steps to take if malware is suspected. This module equips you to identify threats early and protect your systems effectively.

5

## Module 5: Building Long-Term Cybersecurity Habits

Develop routines for ongoing cybersecurity awareness and staying updated on emerging threats. Learn to use tools and strategies for long-term protection. By the end, you'll be able to build lasting habits that maintain a secure digital environment.



# ENROLL NOW!

Take the next step toward creating a stronger, safer, and more capable workforce. Enroll today to access practical, engaging online courses designed to develop real-world skills and lasting results. With flexible, self-paced learning, mobile-friendly access, and certificates of achievement for every course, your team can learn anywhere, anytime—without disrupting productivity. Invest in growth, confidence, and a culture of excellence with Apex Workplace Academy.



# SCAN THE QR CODE AND ENROLL TODAY!



SCAN ME

Thank you for choosing Apex Workplace Academy. We're proud to support businesses and individuals who are committed to growth, safety, and strong workplace culture. Your journey toward better leadership and performance starts here.

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