

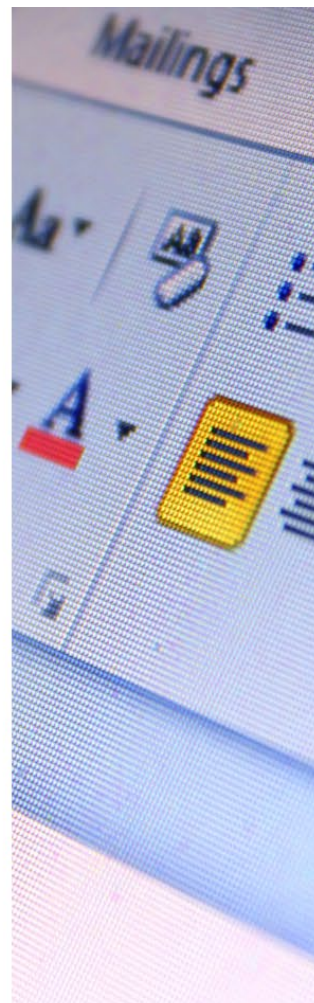


Thrive Admin Services

# Microsoft 365

## Microsoft 365 Custom Training Session Services

2025 Brochure



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## **1. INTRODUCTION**

This brochure provides a summary of the corporate training services that Thrive Admin Services provides for hands-on, in-person Microsoft 365 training. These sessions are tailored to the programs, features and skills you and your team need in order to better manage workload, find efficiencies, and improve productivity – without forcing everyone to fit into a system that someone else has designed.

My goal is to support you and your team to be able to work in a professional, streamlined way that aligns with your organisation-wide guidelines, values, and requirements.

### **1.1. Why choose Thrive?**

#### **Hands-On Learning:**

I believe in learning by doing. My workshops offer real-life, interactive training that allows participants to practice immediately, ask questions, and get solutions that make sense to them, and how they use the program on a day-to-day basis.

#### **Custom Solutions:**

Tailoring the training content and examples to meet the unique needs of your team, ensuring that no matter their current skill level, everyone will benefit from the session.

#### **Experienced Trainer:**

With over 25 years of corporate administration experience, I understand the day-to-day challenges of administrative professionals. I'm passionate about ensuring that the training I provide is both practical and relatable, without the jargon or overcomplicated 'tech-stuff'.

## 2. TRAINING WORKSHOP OPTIONS

Choose from either half- or full-day training sessions, tailored in terms of the content, experience level, and outcomes required for **your** business.

All of Thrive's training sessions are personally designed to be interactive and practical, giving participants hands-on experience in Microsoft 365 applications.

The training sessions combine instructor-led training with brainstorming and discussion, as well as hands-on exercises to build confidence and practical skills.

*Note:* Training sessions are capped at 20 participants to ensure personalised attention and engaged interactive learning.

### 2.1. Customised Training

Thrive is able to create a half- or full-day session tailored to your organisation, and team's, specific requirements.

Each session is built with input from you, so that the skills, features and programs we cover are not only practical, but relevant to those who attend.

Custom sessions allow us to create a space that lets participants get hands-on with their own information or workflows in a safe space, where they won't impact existing files or setups. These sessions also allow me to ensure that everyone has the same background understanding and skillset to take with them by the end of the session, so that they can actively put those skills into practice in the workplace.

Customised training allows your team to be met where they are, and supported in a change process. It is one of the most effective ways to not only introduce a change in a system or process, but also build a sense of ownership in the system by all those who use it. Active and engaged users are far more likely to continue using a new system, feature or skill if they understand and have confidence in the way it works, and can see how it positively impacts the way they work every day.

### 2.2. Example session topics

If you aren't sure where you'd like to start, or what we can cover, you may find some inspiration from these existing topics that Thrive has prepared and provided to other organisations. All of the content can still be tailored to your specific needs, using your own content, system and access.

#### 2.2.1. Microsoft Word – Beginner

Ideal for those new to Microsoft Word, or looking to solidify foundational skills. This workshop covers essential tools and features for creating and formatting documents professionally.

### Topics Covered

Basic formatting, paragraph and page layouts, using templates, and document structuring.

### Who should attend:

Beginners or anyone looking to refresh their core Word skills.

### 2.2.2. Microsoft Word – The next level

For more experienced users, this advanced workshop dives into time-saving features and customisations to streamline document creation.

### Topics Covered

Advanced styles and themes, working layouts and margins, tables, images, fields and cross-referencing, and Tables of Contents.

### Who should attend:

Intermediate to advanced users looking to enhance their Word efficiency for more complex and detailed documents.

### 2.2.3. Microsoft Excel – Beginner

Focused on fundamental Excel skills, ideal for those who need a solid understanding of data entry, basic formulas, and data organisation.

### Topics Covered

Introductory functions and formulas, working with different types of data, and collaboration and sharing.

### Who should attend:

Beginners or those who use Excel infrequently and want to gain confidence when working with data.

### 2.2.4. Microsoft Excel – The next level

Diving deeper into Excel's capabilities, this session looks at data analysis tools, formatting, and creating visual tools to make your data shine.

### Topics Covered

Dashboards for multi-sheet workbooks, using charts and tables, adding style and branding to your spreadsheets, complex functions (IF, VLOOKUP), and using conditional formatting and rules.

### Who should attend:

Intermediate users looking to analyse data and be better able to present those findings to others in a variety of formats.

### **2.2.5. Microsoft Teams – More than just video calls**

This session helps staff maximise their collaboration potential inside Microsoft Teams, specifically with communication, meeting management, and file sharing capabilities.

#### **Topics Covered**

Key functions, understanding the power of Teams (combination of Zoom, ClickUp, Slack), creating portals or 'one stop shop' windows for collaboration, linking Teams to other programs, and working with co-workers and guests.

#### **Who should attend:**

Anyone who regularly needs to collaborate with others (either inside or outside the organisation), and wants to enhance communication and productivity.

### **2.2.6. Microsoft Outlook – Revisit a classic**

So much more than 'just' email! Outlook is a powerhouse for productivity and efficiency, across email management, calendar organisation, and task scheduling.

#### **Topics Covered**

Customising your inbox and calendar views, using automation tools, productivity features like rules and categories, and integrating Outlook with other tools.

#### **Who should attend:**

Anyone who relies on Outlook for daily communication, and want to streamline their workflow.

### 3. TRAINING STRUCTURE

Each half-day session follows the structure below:

**Session Start:** 9am-12.30pm (morning) or 1pm-4.30pm (afternoon)

**Break:** 15-minute stretch and refreshment break provided mid-session (catering is at your own expense, and not provided by Thrive).

Full-day training sessions can be provided as a deep dive into a specific topic, program or skilset, or as a combination of 2 x half-day sessions of different topics. Each full-day session is made up of 2 half-day session formats, with a half-hour break for lunch (catering is at your own discretion and expense, and not provided by Thrive).

Full-day session timings can also be adjusted to suit, in terms of start and finish times, lunch and refreshment break duration, as well as the time spent on different sessions or content.

#### 3.1. Training Format

Each session is interactive, with hands-on exercises using Microsoft 365.

Attendees are required to bring a laptop with Microsoft 365 installed, for practical engagement.

Sessions are capped at **20 participants** to ensure personalised attention and support throughout.

#### 3.2. Organisation Requirements

For the session to run effectively, Thrive requires the following items to be provided by you:

- Room with seating for attendees to work on their laptops throughout
- Wifi connection for Thrive and attendees
- Projector/screen compatability (Thrive provides necessary adapters for Mac)
- Catering for attendees (optional, not provided by Thrive)



## 4. POST TRAINING SUPPORT

Following the completion of training, Thrive offers post-training support in the form of a monthly package of 'troubleshooting support' – making Marianne available to attendees of the training via email and a group Microsoft Teams chat. Questions can be posted in the group chat, or emailed directly to Team Thrive. Responses will be provided by Thrive in the Team Chat as either text, voice note, or video explanations, which are accessible to all members of the chat.

For requests that are emailed directly to Team Thrive, in addition to the response in the chat space, a response will be sent by email to the individual attendee to advise that they can find the response in the chat (along with a short summary).

Post Training Support is provided as a fixed fee service, paid in advance for the chosen period of time – 1, 3 or 6 months. Additional time blocks are able to be purchased once the initial period is close to ending (or has ended).

The Post Training Support chat is created by Thrive, and hosted inside Thrive's Microsoft Teams account. Attendees are invited as guests to the space. All guests have access to all of the chat information during the period of time the service is provided.

On conclusion of the support service:

- a summary of the information in the chat is provided to you for your own safekeeping and reference as a PDF document (with links and attachments as appropriate);
- all attendees will be removed from the chat space, and no longer have access to the content; and
- the chat space is archived.

Should you wish to conduct training again in the future, with associated Post Training Support, a new chat would be established, and the attendees of the new training session invited as guests. Each Post Training Support space is for the attendees of the training session the support relates to – additional team members (besides the main Client contact person, if not an attendee) are not permitted to join the chat, and will be denied access if attempting to join.

Additional support options, including Thrive's membership program, [Thrive Academy](#), are available at any time, and if you are interested in ongoing support for any of your team, please contact Team Thrive to discuss this further.

## 5. FEES & PAYMENT TERMS

### 5.1. Standard Fees

All prices are quoted exclusive of GST. All prices are quoted in Australian Dollars. Invoices are sent from Xero on behalf of Thrive, using the email address [marianne@thriveadmin.com](mailto:marianne@thriveadmin.com). Payment terms are net 7 days.

This proposal remains valid for 30 days from the proposal date.

#### Single half-day session:

In-Person fixed fee: **\$2,250 AUD plus GST** (total \$2,475) per session

Virtual fixed fee: **\$1,850 AUD plus GST** (total \$2,035) per session

#### Full-Day (2 x half-day sessions):

In-Person fixed fee: **\$3,650 AUD plus GST** (total \$4,015) per day

Virtual fixed fee: **\$2,960 AUD plus GST** (total \$3,256) per session

#### Post Training Support Services:

1 month of support: **\$900 AUD + GST**

3 months of support: **\$2,295 AUD + GST** (save 15% compared to 3 x 1 month blocks)

6 months of support: **\$3,442.50 AUD + GST** (save 25% compared to 2 x 3 month blocks)

### 5.2. Payment Terms

A Service Agreement outlining session topic(s), date(s), and terms will be prepared upon proposal acceptance.

Full payment is due upon signing of the Service Agreement, with an invoice issued through Xero.

### 5.3. Important Notes

In-person session fee includes travel and incidentals – no additional costs for on-site attendances.

In-person session fee does not include venue hire or catering.

Late payments (over 14 days) will incur a 5% late payment fee and payment must be received 10 business days before the session is scheduled to commence.

Bank transfer is the preferred payment method, to Marianne Tansley t/as Thrive Admin Services. Secure credit card payment is also available via Stripe and PayPal, with no fees charged. Details for payment are provided on all invoices issued.

## 6. TRAINING DELIVERABLES

Each participant will receive the following as part of the training session:

- A **printed workbook** co-branded with your organisation's logo, distributed by Thrive at any in-person training sessions. A **PDF copy of the workbook** will be provided to attendees prior to any virtual sessions.
- Access to post-training Q&A via email for up to 5 business days.

As organiser, you will also receive:

- A **PDF of the presentation slides** for your reference
- A **PDF of the co-branded workbook** for your reference

## 7. EXPERIENCE

Thrive Admin Services has extensive experience in providing personalised, practical training and support to corporate clients for various Microsoft 365 programs. Some previous client reviews are provided here:

### Microsoft Word Training – VA Lead Network

We loved having Marianne from Thrive present to our membership, sharing her knowledge on all things Microsoft Word, to help our members get better understanding of the core function and features of this universal program, then dive into another session to provide advanced training for our experienced members.

Her presentation was informative, engaging, and she knows her stuff. We would recommend Thrive to anyone looking to get more out of their Microsoft 365 subscription, without all the jargon and confusing tech setups! Professional and reliable.

### Microsoft 365 Masterclass – Admin Collective

She really is an expert on all things Microsoft 365. The feedback from members was that they "now get better use of the features and benefits inside the subscription". Marianne's presentation was fun (she loves a GIF – as do we!), informative, engaging, and she really knows her stuff.

Even when we threw some curly questions, she breezed through with easy explanations and examples.

### Microsoft Outlook Masterclass – VA Institute

Marianne has such an extensive range of Microsoft 365 knowledge and makes her learning sessions easy for everyone at any level to understand her teachings.

Marianne's knowledge and insights into using Microsoft products to their full potential is second-to-none. We have thoroughly enjoyed having Marianne present to our audience, and recommend her to anybody looking for someone with extensive knowledge of Microsoft 365!

### Microsoft Word, Excel, Teams and Outlook Workshops – CHDC

It was fantastic to have Marianne from Thrive lead a series of Microsoft workshops for our local business community, covering Word, Excel, Outlook, and Teams. She was able to bring her own insights and experience and demonstrate how we can individually and collectively be using these programs more effectively every day. Each session was not only informative but also highly engaging, combining hands-on learning with practical guidance.

## 8. TEAM THRIVE CONTACT INFORMATION

### 8.1. Your trainer

#### Marianne Tansley – Owner and Microsoft Magician

Marianne is a corporate EA/PA turned Virtual Admin (VA) with over 20 years' administration experience supporting all kinds of businesses, in both the public and private sector. Her passion lies in document formatting, systems and processes, and providing intuitive solutions to her clients using the tools they already have access to.

A Microsoft 365 specialist, Marianne excels in making complex applications and processes accessible and useful for corporations and individuals. Her training approach is practical, ensuring participants leave with applicable skills and the confidence to use them effectively.

### 8.2. Business Details

#### Marianne Tansley trading as Thrive Admin Services

ABN: 55 188 067 125

PO Box 1877 Hervey Bay QLD 4655

P: 0409 645 318

E: [magic@thriveadmin.com](mailto:magic@thriveadmin.com)

W: <https://www.thriveadmin.com>

### 8.3. Next Steps

To confirm your training, please email Thrive ([magic@thriveadmin.com](mailto:magic@thriveadmin.com)) with the following information:

- Workshop topic(s)
- Preferred dates and times for the training to occur
- Location for any in-person sessions
- Full legal business name
- Address (can be a PO Box)
- Contact name and position
- Contact phone and email
- ABN (for Australian businesses) and any trading name used
- Full name and position of authorised signatory (for Service Agreement)
- Email address for invoice (if not the contact email)
- Any other details required for invoicing purposes, including any documentation to establish Thrive as a supplier on your system

## 9. TERMS AND CONDITIONS

### 9.1. Attendance Requirements

In-person sessions are limited to 20 participants per session.

Each participant must bring a laptop equipped with Microsoft 365 to in-person sessions, and be willing to participate using Microsoft 365 apps and features in either in-person or online sessions.

### 9.2. Cancellation and Rescheduling

Training sessions can be cancelled up to 30 days before the scheduled session(s), and will be refunded in full, with no additional charges.

Cancellations **between 30 days and 14 days** of the scheduled session(s) will be refunded 50% of the session fee.

Cancellations **up to 14 days** before the scheduled session(s) are not refundable.

Cancellation fees for booked travel costs may be charged to the Client.

Rescheduling of training may be arranged with advance notice. Requests to reschedule are managed on a case by case basis.

### 9.3. Room and Equipment

The Client is responsible for providing a suitable training room with AV capabilities, screen, and wi-fi for all attendees and Thrive to use in the session.

### 9.4. Confidentiality

Thrive Admin Services

### 9.5. Communication

#### How Thrive communicates

As Thrive operates virtually, the options available for communication are via email, phone, Zoom, Teams or Free Conference Calling Services options.

#### Communication Protocol

I prefer to use Teams to communicate with you / your team in the planning phases for our session(s). Phone calls and emails will be returned within 24 hours during business hours (see Hours of Operation below).

#### Meetings

Your time is valuable and so is mine. If you need to change or cancel a scheduled meeting, I require 24-hour notice. In turn, I will honour our appointments and be on time. Meetings will be arranged via a calendar invitation from Teams.

## Hours of Operation

Thrive's regular business hours are Monday to Thursday, 9:00 am – 5:00 pm Queensland AU time (GMT+10), and is closed on Friday, Saturday, and Sunday.

I also observe all public holidays applicable to QLD, Australia. There will be a Christmas office closure, 30 days notice in writing will be provided.

In 2025, Thrive is unavailable for training sessions or follow up support services from 1–31 October 2025 (inclusive).

While I may choose to work outside of these stated business hours, I do kindly ask you to be mindful of my stated hours and that I am not available 24/7.

## 9.6. Payment Terms

### What are the payment terms?

Unless otherwise agreed in the Service Agreement, it is expected that payment is made no later than seven days from the invoice date.

### What are the payment options available?

Thrive Admin Services' preferred payment option is EFT; bank account details are provided on all invoices.

Payments by credit card are accepted via PayPal and Stripe, with no processing fees incurred by you. Links to use these payment gateways are provided on all invoices.

## 9.7. Privacy & Confidentiality

I adhere to a strict confidentiality code and no corporate or individual participant information will be shared with a third party. All content is prepared with complete discretion.

## 9.8. Software Used

I currently use the following software to support and enhance your experience with Thrive.

- Communication: Teams
- File-Sharing: OneDrive (via Teams)
- Meeting Software: Teams
- Microsoft Office 365 Suite
- Password: LastPass – I suggest you set up your own account to safely and easily share passwords with me
- Project Management: Planner (via Teams)