Other Online Learning Resources for School Support Staff

Refer to the [Professional Learning for Non-Teaching Staff Website](https://education.nsw.gov.au/teaching-and-learning/professional-learning/professional-learning-for-non-teaching-staff) for live and recorded learning options.

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# Getting Started

## Welcome and Orientation Module

|  |  |
| --- | --- |
| Provider: | Human Resources Directorate |
| Duration: | 1 hour and 30 minutes |
| Link: | [https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/5cb70862-f83a-](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/5cb70862-f83a-e911-85b2-0003ff15555a) [e911-85b2-0003ff15555a](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/5cb70862-f83a-e911-85b2-0003ff15555a) |
| Description: | The aim of the course is to orient new employees into the department, providing them with a centralised location for essential departmental information.  It is envisioned that this will provide a foundational base of knowledge, allowing them to start putting students at the centre of their decision making sooner.  Completion of module will ensure all new employees, regardless of role or location are familiar with the departmental and legislative requirements by which they must abide when conducting their duties. |

## 

## Induction for School Support Staff

|  |  |
| --- | --- |
| Provider: | Induction Hub |
| Duration: | Various |
| Link: | [https://my.education.nsw.gov.au/inside-the-department/induction/for-school-based-](https://my.education.nsw.gov.au/inside-the-department/induction/for-school-based-employees) [employees](https://my.education.nsw.gov.au/inside-the-department/induction/for-school-based-employees) |
| Description: | The department’s induction framework has been developed to introduce you to your new environment and provide you with all the essential departmental information you require to be successful in your new role, allowing you to start putting students at the centre of your decision making sooner.  All your induction information, resources and training can be accessed here. Start your induction by downloading the checklist and completing the start here topic. |

## A Beginner's Guide to MyPL

|  |  |
| --- | --- |
| Provider: | Business Systems Directorate |
| Duration: | 1 hour |
| Link: | [https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/02748b3b-](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/02748b3b-ce83-e811-87c3-0003ff14f73b) [ce83-e811-87c3-0003ff14f73b](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/02748b3b-ce83-e811-87c3-0003ff14f73b) |
| Description: | This course has been developed to provide staff with increased understanding, knowledge and skills in navigating and using the MyPL system |

## Microsoft Teams Basics

|  |  |
| --- | --- |
| Provider: | DoE Flexible Learning |
| Duration: | various |
| Link: | [https://schoolsnsw.sharepoint.com/sites/FlexibleWorking/SitePages/Microsoft-](https://schoolsnsw.sharepoint.com/sites/FlexibleWorking/SitePages/Microsoft-Teams-Basics.aspx) [Teams-Basics.aspx](https://schoolsnsw.sharepoint.com/sites/FlexibleWorking/SitePages/Microsoft-Teams-Basics.aspx) |
| Description: | Delivered by DoE Microsoft Expert Megan Townes, recorded training sessions available on getting started with Microsoft Teams, Meetings, Communicate with your teams, working with teams files. |

# Supporting Students

## Supporting the Mental Health of Students with Intellectual Disability

|  |  |
| --- | --- |
| Provider: | The NSW School-Link |
| Duration: | Various |
| Link: | <http://www.schoollink.chw.edu.au/webinar-series/> |
| Description: | This FREE webinar series is brought to you by a partnership between the Networked Specialist Facilitator -Strathfield, The Benevolent Society, and The Children's Hospital at Westmead School-Link. The webinars aim to assist teachers and other school professionals to support students with an intellectual disability and mental health needs in the classroom. |

## How to support a child on the spectrum

|  |  |
| --- | --- |
| Provider: | Positive Partnerships |
| Duration: | Various |
| Link: | [https://www.positivepartnerships.com.au/workshops-online-learning/online-](https://www.positivepartnerships.com.au/workshops-online-learning/online-learning) [learning](https://www.positivepartnerships.com.au/workshops-online-learning/online-learning) |
| Description: | Positive Partnership’s Online Learning Hub is the ideal online resource for anyone who wants to learn more about how to support a child on the spectrum. The modules are free and cover a range of subjects to help equip you with the knowledge and tools you need to better understand autism. Some of our modules are accredited and can provide teachers with hours towards their teacher accreditation in particular states. For schools who participate in our professional learning programs you will also find unique private digital classroom spaces to work in. We are expanding our suite of modules and online learning options all the time, so check back regularly to see our newest updates. |

## Restrictive Practices

|  |  |
| --- | --- |
| Provider: | Learning & Wellbeing |
| Duration: | 45 mins |
| Link: | [professional learning course](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Ft.mail.education.nsw.gov.au%2Fr%2F%3Fid%3Dh2b23170%2C464ac26%2C46b9a08&data=05%7C01%7Cfiona.hood%40det.nsw.edu.au%7C7b800afdc9304fed2a9208dabc812a52%7C05a0e69a418a47c19c259387261bf991%7C0%7C0%7C638029560194240745%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=VRjILA%2BikVJPM8x8LxX%2BetN9uQfGqQKm5XLGuU4lwxI%3D&reserved=0) |
| Description: | Managing the diverse spectrum of student needs to improve outcomes for all students is a priority for every public school and government preschool in New South Wales. This professional learning is for school and corporate staff involved in planning, documenting, using and reporting on the use of restrictive practices. |

## Children on the Autism Spectrum

|  |  |
| --- | --- |
| Provider: | Positive Partnerships |
| Duration: | 1 hour |
| Link: | <https://www.positivepartnerships.com.au/workshops-online-learning/webinars> |
| Description: | To help support families, carers and educators of children on the autism spectrum, we schedule regular webinars which are free for you to access. Each webinar runs for an hour and discusses a range of topics in greater detail. Our webinars are recorded and can be viewed later on this website or on our YouTube channel and our Vimeo page. |

## Teaching Children with Autism Spectrum Disorder

|  |  |
| --- | --- |
| Provider: | Sue Larkey |
| Duration: | Various |
| Link: | [Teaching Children with Autism Spectrum Disorder (suelarkey.com.au)](https://elearning.suelarkey.com.au/) |
| Description: | Free online Webinars to help you teach children on the Autism Spectrum and make a difference. Three world experts – Sue Larkey, Dr Tony Attwood and Dr Temple Grandin. |

## UEB Online – Literacy braille training

|  |  |
| --- | --- |
| Provider: | Royal Institute for Deaf and Blind Children (RIDBC) |
| Duration: | various |
| Link: | <https://uebonline.org/getting-started/ueb-literacy-program/> |
| Description: | These online training modules are administered by the Royal Institute for Deaf and Blind Children (RIDBC) in braille literacy using the Unified English Braille (UEB) code. The UEB online training programs are suitable for anyone who wants to learn braille.  UEB Literacy consists of two modules that, together, address the literacy aspects of Unified English Braille. Both modules must be completed to understand the uncontracted and contracted braille code, and the basics of reading and writing Unified English braille.  To complete the online modules you will need to register and create a personal password in order to track your progress through the lessons and save your work. |

## UEB Online – Introductory mathematics braille training

|  |  |
| --- | --- |
| Provider: | Royal Institute for Deaf and Blind Children (RIDBC) |
| Duration: | various |
| Link: | <https://uebonline.org/getting-started/ueb-maths-program/> |
| Description: | This online training module is administered by the Royal Institute for Deaf and Blind Children (RIDBC) in braille mathematics using the Unified English Braille (UEB) code. The UEB online training programs are suitable for anyone who wants to learn braille.  The UEB introductory mathematics module is presented as ten lessons that address mathematics symbols and expressions that are encountered during the primary years of schooling. It is recommended that the UEB Literacy modules are completed prior to commencing UEB Introductory Mathematics. |

## UEB Online - Advanced mathematics braille training

|  |  |
| --- | --- |
| Provider: | Royal Institute for Deaf and Blind Children (RIDBC) |
| Duration: | various |
| Link: | <https://uebonline.org/getting-started/ueb-maths-program/> |
| Description: | This online training module is administered by the Royal Institute for Deaf and Blind Children (RIDBC) in braille mathematics using the Unified English Braille (UEB) code. The UEB online training programs are suitable for anyone who wants to learn braille.  The UEB Advanced mathematics module consists of ten lessons that address mathematics symbols and expressions that are encountered during the junior years of secondary schooling. The UEB Introductory Mathematics topic must be completed before commencing the UEB Extension Mathematics topic. |

# Systems and Platforms

## DoE operational systems and processes

|  |  |
| --- | --- |
| Provider: | EDConnect |
| Duration: | various |
| Link: | [https://my.education.nsw.gov.au/inside-the-department/edconnect/about-us/training-](https://my.education.nsw.gov.au/inside-the-department/edconnect/about-us/training-and-coaching) [and-coaching](https://my.education.nsw.gov.au/inside-the-department/edconnect/about-us/training-and-coaching) |
| Description: | EDConnect offers support and guidance to school-based staff in operational systems and processes. |

## Microsoft Office 365

|  |  |
| --- | --- |
| Provider: | Information Technology Directorate (ITD) |
| Duration: | Various |
| Link: | <https://education.nsw.gov.au/technology/how-to-guides/learning-and-collaboration-tools/microsoft-office/microsoft-office-365> |
| Description: | Microsoft Office 365 External link is an online collection of tools available free to all department staff and students. The cloud-based software enables online collaboration and sharing in a simple and innovative way.  Core tools in Office 365 include: OneDrive, Office Online, OneNote, Class Notebook, Staff Notebooks, Sway, Stream |

## 

## Learning Excel 2016 - beginner

|  |  |
| --- | --- |
| Provider: | LinkedIn Learning |
| Duration: | 1 hour and 10 minutes |
| Link: | <https://www.linkedin.com/learning/learning-excel-2016-2> |
| Description: | This beginner-level course will introduce new users to Excel 2016. Author David Rivers covers the interface, creating and opening workbooks, entering text and numbers, working with formulas, basic formatting, inserting charts and graphics, and sharing and printing workbooks so that you have a great foundation in the world's most popular spreadsheet program. |

## 

## Excel Tips & Tricks - Beginner/Intermediate

|  |  |
| --- | --- |
| Provider: | LinkedIn Learning |
| Duration: | 4 hours and 20 minutes |
| Link: | <https://www.linkedin.com/learning/excel-tips-and-tricks> |
| Description: | Want to take your Excel game to the next level? In this course, veteran Excel trainer and instructor Dennis Taylor shares powerful tips, tricks, and shortcuts that can help you leverage more of what Excel has to offer. Learn time-saving tricks for creating formulas rapidly, accelerating data entry, and navigating within worksheets efficiently. Plus, discover drag and drop techniques, formatting shortcuts, charting and PivotTable tips, and much more. |

## Word: Mail Merge for Beginners

|  |  |
| --- | --- |
| Provider: | LinkedIn Learning |
| Duration: | 24 minutes |
| Link: | [https://www.linkedin.com/learning/word-mail-merge-for-beginners/save-time-](https://www.linkedin.com/learning/word-mail-merge-for-beginners/save-time-with-mail-merge-in-word?u=74950778) [with-mail-merge-in-word?u=74950778](https://www.linkedin.com/learning/word-mail-merge-for-beginners/save-time-with-mail-merge-in-word?u=74950778) |
| Description: | Yammer is an enterprise social network for businesses to get work done smarter and faster. It's built by Microsoft but powered by employees like you. In this course, Gini von Courter takes you through all the essential features of Yammer 2018. Learn how Yammer works and find out how to join or create a Yammer network at your organization. Discover how to communicate with colleagues using posts, messages, and chat; collaborate on files; and create and administer groups. Plus, find out how to get and give feedback with polls and praise. |

## School Website Service (SWS) - Adobe Experience Manager – virtual training

|  |  |
| --- | --- |
| Provider: | Adobe Experience Manager – virtual training |
| Duration: | various |
| Link: | [https://websitetraining.schools.nsw.gov.au/content/doe/sws/websitetraining/virtual-](https://websitetraining.schools.nsw.gov.au/content/doe/sws/websitetraining/virtual-training.html) [training.html](https://websitetraining.schools.nsw.gov.au/content/doe/sws/websitetraining/virtual-training.html) |
| Description: | supporting school websites |

## What is Yammer?

|  |  |
| --- | --- |
| Provider: | LinkedIn Learning |
| Duration: | 1 hour and 54 minutes |
| Link: | [https://www.linkedin.com/learning/yammer-2018-essential-training/what-is-](https://www.linkedin.com/learning/yammer-2018-essential-training/what-is-yammer?u=74950778) [yammer?u=74950778](https://www.linkedin.com/learning/yammer-2018-essential-training/what-is-yammer?u=74950778) |
| Description: | Yammer is an enterprise social network for businesses to get work done smarter and faster. It's built by Microsoft but powered by employees like you. In this course, Gini von Courter takes you through all the essential features of Yammer 2018. Learn how Yammer works and find out how to join or create a Yammer network at your organization. Discover how to communicate with colleagues using posts, messages, and chat; collaborate on files; and create and administer groups. Plus, find out how to get and give feedback with polls and praise. |

# DoE Professional Learning

## Information for Customer Service Staff on Complaints Handling

|  |  |
| --- | --- |
| Provider: | Performance and Ethical Standards (PES) |
| Duration: | 30 minutes |
| Link: | [https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/e734e136-9ffe-](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/e734e136-9ffe-e911-add0-0003ff149433) [e911-add0-0003ff149433](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/e734e136-9ffe-e911-add0-0003ff149433) |
| Description: | This module provides basic guidance for responding to requests for service, and similar transactions with customers and community members. Content is relevant for people who interact with customers and community members in their work.  The module focusses on how to identify a complaint, and how to respond to a complaint in line with the six complaint handling commitments. The module should take about 30minutes to complete. |

## Introduction to Complaint Handling

|  |  |
| --- | --- |
| Provider: | Performance and Ethical Standards (PES) |
| Duration: | 30 minutes |
| Link: | [https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/596760e7-9cfe-](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/596760e7-9cfe-e911-add0-0003ff155d3a) [e911-add0-0003ff155d3a](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/596760e7-9cfe-e911-add0-0003ff155d3a) |
| Description: | The Introduction to Complaint Handling module is for all staff who handle complaints directly, including frontline staff and senior managers. It assumes some understanding of what a complaint is. The module focusses on how to identify a complaint, and how to respond to a complaint in line with the six complaint handling commitments. There are brief assessments throughout. The module should take about 30 minutes to complete. |

## New Arrivals Program Introduction

|  |  |
| --- | --- |
| Title: | Primary Education Directorate |
| Duration(s): | 1 hour |
| Link: | [https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/fd4a8791-69df-](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/fd4a8791-69df-e911-b5e7-0003ff1502fc) [e911-b5e7-0003ff1502fc](https://myplsso.education.nsw.gov.au/mylearning/catalogue/details/fd4a8791-69df-e911-b5e7-0003ff1502fc) |
| Description: | New Arrivals Program supplies additional teaching support for schools enrolling newly arrived students who demonstrate minimal English. This Adobe recording will explore the following aspects of the New Arrivals Program:   * What is the New Arrivals Program * Which students are eligible to access the program * How to apply for New Arrivals Program * How to successfully operate a New Arrivals Program in your school setting. * Planning for beyond the New Arrivals Program, meeting needs of EAL/D learners. |

# Health/ Wellbeing

## Employee Assistance Program (EAPS)

|  |  |
| --- | --- |
| Provider: | Employee Assistance Program (EAP) |
| Duration: | Various |
| Link: | [https://education.nsw.gov.au/inside-the-department/health-and-safety/staff-](https://education.nsw.gov.au/inside-the-department/health-and-safety/staff-wellbeing/employee-assistance-program) [wellbeing/employee-assistance-program](https://education.nsw.gov.au/inside-the-department/health-and-safety/staff-wellbeing/employee-assistance-program) |
| Description: | This site has many resources covering staff wellbeing - including leadership, management, dealing with difficult situations, team building etc. They are provided by Converge International, but you must follow the link from this webpage to access, as you need to login as a DoE employee. |

## Care and Connect

|  |  |
| --- | --- |
| Provider: | Wellbeing |
| Duration: | Various |
| Link: | [https://education.nsw.gov.au/teaching-and-learning/learning-from-](https://education.nsw.gov.au/teaching-and-learning/learning-from-home/wellbeing/care-and-connect?utm_source=ref&utm_medium=schoolbiz&utm_campaign=care-and-connect&utm_term=article) [home/wellbeing/care-and-](https://education.nsw.gov.au/teaching-and-learning/learning-from-home/wellbeing/care-and-connect?utm_source=ref&utm_medium=schoolbiz&utm_campaign=care-and-connect&utm_term=article) [connect?utm\_source=ref&utm\_medium=schoolbiz&utm\_campaign=care-and-connect&utm\_term=article](https://education.nsw.gov.au/teaching-and-learning/learning-from-home/wellbeing/care-and-connect?utm_source=ref&utm_medium=schoolbiz&utm_campaign=care-and-connect&utm_term=article) |
| Description: | Look for changes, listen with kindness and seek advice. On this page, you’ll learn how to care for yourself and look out for others. |

## Mental health programs and partnerships

|  |  |
| --- | --- |
| Provider: | Student Wellbeing |
| Duration: | Various |
| Link: | [https://education.nsw.gov.au/student-wellbeing/counselling-and-psychology-](https://education.nsw.gov.au/student-wellbeing/counselling-and-psychology-services/mental-health-programs-and-partnerships) [services/mental-health-programs-and-partnerships](https://education.nsw.gov.au/student-wellbeing/counselling-and-psychology-services/mental-health-programs-and-partnerships) |
| Description: | The department works with mental health organisations here in Australia and internationally. Our focus is on prevention and early intervention.  Many of these organisations also provide specific programs that build the skills and mental health literacy of teachers, leaders, specialist staff, and parents and carers. This enables them to recognise and effectively respond to children and young people who need help with their mental health. |

## Headspace

|  |  |
| --- | --- |
| Provider: | Headspace |
| Duration: | Free headspace subscription for all school staff |
| Link: | <https://www.headspace.com/educators> |
| Description: | Download the Headspace app to your smartphone or tablet and learn to meditate whenever you want, wherever you are, in just a few minutes a day. Each day, it delivers guided meditation and mindfulness. Normal subscriptions are US$19 per month, but school teachers, administrators and support staff can get a full subscription for free.  Once subscribed, you’ll have access to hundreds of guided meditations. Choose a bite- sized mini for when you’re short on time, or a single to add some extra mindfulness to your day. There are hundreds of sessions for everything from stress to sleep. And each meditation is supported by animations exclusive to the Headspace app. All designed to help guide you on your meditation journey. |

## Communicating with empathy

|  |  |
| --- | --- |
| Provider: | LinkedIn Learning |
| Duration: | 1 hour and 14 minutes |
| Link: | <https://www.linkedin.com/learning/communicating-with-empathy?u=74950778> |
| Description: | When you seek to understand the perspective of another person, you are practicing empathy. When empathetic communication is encouraged at work, individuals feel more comfortable speaking openly, they feel like they matter, and they feel safe. That's why empathy at work is crucial to company-wide success. In this course, communication expert Sharon Steed explains the principles of empathetic communication and shares specific strategies to help improve your approach to difficult conversations. Get ready to learn how to converse empathetically to improve your one-on-one conversations and team interactions. |

# Other Professional Development

## Public Sector Fundamentals Program

|  |  |
| --- | --- |
| Provider: | The Institute of Public Affairs and Administration (IPAA) |
| Duration: | Affiliate Membership (FREE) This is a reduced level of membership available only to employees of NSW government departments. This is a great way to stay connected with no financial outlay. |
| Link: | <https://www.nsw.ipaa.org.au/Public/Public/Learning/Upcoming_Courses.aspx> |
| Description: | The Public Sector Fundamentals Program (PSFP) has been designed by IPAA NSW with adult learning in mind. This means that you are not told what to think, rather, you are encouraged to think about your own experiences and how you would apply the content to your own practice.  IPAAs learning program is mapped to the specific behaviours in the NSW Public Sector Capability Framework. |

## LinkedIn Learning

|  |  |
| --- | --- |
| Provider: | LinkedIn Learning |
| Duration: | Various |
| Link: | <https://www.linkedin.com/learning/me?u=74950778> |
| Description: | LinkedIn Learning is an online learning provider. It provides video courses taught by industry experts in software, creative, and business skills. All the courses on LinkedIn fall into four categories: Business, Creative, Technology and Certifications. Free to all DoE employees. |

# DoE Training Links

|  |  |
| --- | --- |
|  | **EDConnect Training and Coaching** |
| Link: | <https://education.nsw.gov.au/inside-the-department/edconnect/about-us/training-and-coaching> |
| Description: | Course catalogue - Finance & Accounting/Human Resources/Purchasing/School Operations/Student Management & Wellbeing |

|  |  |
| --- | --- |
|  | **Universal Resources Hub** |
| Link: | [Universal Resources Hub (nsw.gov.au)](https://education.nsw.gov.au/public-schools/school-success-model/school-success-model-explained/universal-resources-hub-) |
| Description: | The Universal Resources Hub is a central feature of the School Success Model. A major goal of the School Success Model is to support all schools with quality tools, resources, and targeted advice they need to help every student achieve their potential. |

|  |  |
| --- | --- |
|  | **Health and Safety Directorate** |
| Link: | <https://education.nsw.gov.au/inside-the-department/health-and-safety/training-and-induction> |
| Description: | Health & Safety related courses |

|  |  |
| --- | --- |
|  | **Communications & Engagement- Training** |
| Link: | https://education.nsw.gov.au/inside-the-department/communication-and-engagement |
| Description: | Find the support you need to get your job done. Our help guides and technical how-to's should be enough for most jobs, but if not – book a job in the correct Zendesk queue. |

|  |  |
| --- | --- |
|  | **Being Well** |
| Link: | <https://education.nsw.gov.au/inside-the-department/being-well> |
| Description: | Universal, tailored supports, resources and services for enhancing wellbeing in schools, workplaces and communities. |

|  |  |
| --- | --- |
|  | **Access Management** |
| Link: | [Access management experience (nsw.gov.au)](https://education.nsw.gov.au/technology/projects-and-initiatives/digital-experience-projects/access-management-experience) |
| Description: | These applications allow employees to request access to DoE applications and for Managers to approve these requests. |