Other Online Learning Resources for Non-Teaching Staff

Refer to the Professional Learning for Non-Teaching Staff Website for further online learning options

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## Navigations

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</table>
Health / Wellbeing

Employee Assistance Program (EAPS)

Provider: Employee Assistance Program (EAP)
Duration: Various
Description: This site has many resources covering staff wellbeing - including leadership, management, dealing with difficult situations, team building etc. They are 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.

How to cope with stress related to Novel Coronavirus (COVID-19): Tips to maintain a healthy headspace

Provider: Headspace
Duration: Various
Description: It can feel stressful and overwhelming during an event like the outbreak of the Novel Coronavirus (COVID-19) and we can all be affected differently. You might feel overwhelmed by the information, conversations and the increased levels of stress in your community. It can be hard to know what information to trust especially in a situation where things are changing so quickly. It can be helpful to keep up-to-date but it’s also okay to switch off from the 24 hour media cycle if this is getting too much.

During this time some things in your life may be affected by attempts to contain the spread of the virus. You may have been looking forward to a gig or a trip that’s been cancelled. You may be affected by school, uni or your workplace temporarily closing. Or you may have a loved one who is directly affected by the virus.

It’s important to find the right level or type of support for you. And keep in mind that the type of support you may need can change as time passes. For many people staying connected to family and friends/loved ones is important.

This website outlines strategies that might be helpful to manage any changes to daily life as a result of containment measures for COVID-19.
Managing in Difficult Times

Provider: Linked In Learning
Duration: 1 hour 7 minutes
Link: https://www.linkedin.com/learning/managing-in-difficult-times/welcome?u=74950778
Description: Tough times separate great leaders from the rest. What do leaders do to manage effectively in difficult times? It's as much about what they do to prepare as it is about how they react.

Jan Rutherford introduces to important tools for keeping you and your team focused, inspired, and effective during times of change or crisis. Learn how to build self-awareness, achieve clarity and focus, keep innovating despite volatility, and develop a committed team that is resilient in the face of change. He also shares innovative strategies to cut costs, and reframe challenges as opportunities for your team.

Workplace mental health & wellbeing programs

Provider: Black Dog Institute
Duration: Various
Description: Our programs help you to create a work environment that promotes mental wellbeing, increased staff engagement and greater productivity.

An effectively delivered, evidence-based mental health program can have a lasting positive impact on both the productivity of your business and the lives of the people working around you.

Black Dog Institute’s workplace training programs are built on current, proven research and are delivered by fully qualified facilitators. Each program that we deliver is customised for the individual business taking your specific needs and training budget into account.

Supporting mental health of youth

Provider: Headspace
Duration: Various
Description: Raising sensitive issues and working to resolve problems that arise along the way can be challenging. It can also be hard to know the difference between normal behaviour, such as moodiness, irritability and withdrawal, and an emerging mental health problem. This section is designed to help you support youth health and wellbeing.
### Mental Health Training

<table>
<thead>
<tr>
<th>Provider:</th>
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<tr>
<td>Duration:</td>
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<tr>
<td>Description:</td>
<td>These free online resources have been developed by Beyond Blue to increase understanding of mental health in the workplace and provide practical strategies to support you. Each resource takes up to 20 minutes to complete and can be used on desktop computers, laptops, and tablets.</td>
</tr>
</tbody>
</table>
Supporting Students

Disability Standards for Education

Provider: The Nationally Consistent Collection of Data on School Students with Disability (NCCD)

Duration: 6 x 30 minutes


Description: This course is designed to help you, as an education assistant, to uphold your legal obligations under the Disability Discrimination Act 1992 (DDA) and the Disability Standards for Education 2005 (the Standards). These obligations focus on providing fair access to education for students with disability. Your positive attitude and actions towards students with disability can set a high standard for your whole community. You can complete the topics at any time, as your progress will be recorded and saved automatically. If you exit the webpage, you can return and resume the course from the most recently accessed lesson or topic.

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-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.

### Children on the Autism Spectrum

**Provider:** Positive Partnerships  
**Duration:** 1 hour  
**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.
## Systems and Platforms

### Microsoft Office 365

**Provider:** Information Technology Directorate (ITD)  
**Duration:** Various  
**Description:** Microsoft Office 365External 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

### Adobe Connect

**Provider:** Information Technology Directorate (ITD)  
**Duration:** Various  
**Description:** Adobe Connect is a web conferencing platform accessible to both staff and students. It connects people in various locations to share meetings and classes to extend learning beyond the classroom and conventional training environments. Adobe Connect provides online collaboration, virtual classrooms and large scale webinars.

### Learning Excel 2016 - beginner

**Provider:** Linked In Learning  
**Duration:** 1 hour 10 minutes  
**Link:** [https://www.linkedin.com/learning/learning-excel-2016-2](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:** Linked In Learning  
**Duration:** 4 hours 40 minutes  
**Link:** [https://www.linkedin.com/learning/excel-tips-and-tricks](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.

### What is Yammer?

**Provider:** Linked In Learning  
**Duration:** 1 hour and 54 Minutes  
**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.

### Word: Mail Merge for Beginners

**Provider:** Linked In Learning  
**Duration:** 24 Minutes  
**Link:** [https://www.linkedin.com/learning/word-mail-merge-for-beginners/save-time-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.
# Microsoft Teams Essential Training

**Provider:** Linked In Learning  
**Duration:** 1 hour 56 Minutes  
**Description:** Discover the core features of Microsoft Teams and see how you can bring together colleagues, create conversations and content, and collaborate more effectively. Author Nick Brazzi walks you through the essentials of using Teams, starting with basic setup, creating new teams, and joining existing teams. Nick covers organizing teams and members and shows how to conduct conversations. He explains how to create scheduled meetings or initiate impromptu meetings inside Teams, and demonstrates file sharing. Finally, Nick walks you through customizing user settings, and explains how to use Teams on mobile devices.

# Oliver Training and Resources

**Provider:** Oliver – The School Library System  
**Duration:** Various  
**Description:** Courses other than the Introductory training are recommended for users who have had some experience using Oliver, and who have completed the Oliver guided tours or Introductory training. These courses are recordings of live training sessions and are available to complete in your own time.

# Low to Medium Spend Buying

**Provider:** Professional Learning for Non-Teaching Staff  
**Duration:** 1 hour  
**Description:** The Low to medium spend buying capability development program helps schools and corporate offices to get the best value for money when buying goods and services and relates to regular small amount purchases and buying up to the value of $150,000. The online Low to medium spend buying program will help you follow the steps and rules that will protect both you and your workplace when you are buying goods and services up to the value of $150,000 (GST inclusive).
Other Professional Development

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-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 Based Staff

Provider: Induction Hub
Duration: Various

Description: The department’s induction framework has been developed to introduce you to your new environment and provide you with all of 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.
Time Management: working from home

Provider: Linked In Learning
Duration: 1 hour and 25 minutes
Link: https://www.linkedin.com/learning/time-management-working-from-home/welcome?u=74950778

Description: Working from home is a wonderful opportunity, but time management can be a challenge. With so many demands on your time and attention, it's a tricky balancing act to stay productive. In this course, bestselling author and productivity expert Dave Crenshaw offers best practices for anyone who works full-time or occasionally from home.

Dave begins by showing how to set up a dedicated workspace for maximum productivity, including tips on setting up your computer to ensure you stay focused. Then Dave walks through how to craft your daily schedule for peak productivity and plan meaningful breaks to avoid burnout. He explains how to collaborate with remote co-workers, including how to use virtual meetings productively. Finally, Dave offers advice for working parents and other caregivers who might be balancing professional and personal responsibilities in the home.

Communicating with empathy

Provider: Linked In 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.
## Difficult Conversations

**Provider:** Linked In Learning  
**Duration:** 1 hour and 7 minutes  
**Description:** Conflict is inevitable—in work and in life. Managers must address performance issues, and colleagues with competing priorities must figure out how to work together. These situations call for having difficult conversations. In this course, Marlene Chism explains how to have difficult conversations, build your communication skills, and improve your relationships, teamwork, and business performance. She explains how to identify underlying differences in work styles, goals, and power dynamics and change the way you view conflict. She provides a model to move the conversation in a positive direction and to determine next steps. Plus, learn how to check for resistance with a single useful phrase.

## Empathy for customer service professionals

**Provider:** Linked In Learning  
**Duration:** 20 minutes  
**Link:** [https://www.linkedin.com/learning/empathy-for-customer-service-professionals/customers-remember-how-you-make-them-feel?u=74950778](https://www.linkedin.com/learning/empathy-for-customer-service-professionals/customers-remember-how-you-make-them-feel?u=74950778)  
**Description:** Customer service people may answer questions accurately and resolve problems swiftly, but the interaction can still end badly if a customer doesn't feel positive. Learn about how practicing empathy—building a connection—makes customers feel cared about and creates rapport.  
Instructor Myra Golden shares three keys to empathy in customer service and reveals how to use empathy to put customers at ease and reduce call backs. Learn about how to use empathy to your advantage with difficult customers. Plus, if genuine empathy is challenging, Myra shares a formula for conveying empathy even when it doesn't come naturally.
Information for Customer Service Staff on Complaints Handling

Provider: Employee Performance and Conduct Directorate (EPAC)
Duration: 30 minutes
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 focuses 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 30 minutes to complete.

Introduction to Complaint Handling

Provider: Employee Performance and Conduct Directorate (EPAC)
Duration: 30 minutes
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 focuses 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.

Excellence in Schools Administration (ESA) Framework - Relationships

Provider: Professional Learning for Non-Teaching Staff
Duration: 5 hours
Description: ESA relationships consist of 10 modules with 21 individual self-paced sessions. The total time for all 10 modules to be completed is approximately 5 hrs (indication only).

The eLearning modules make individualised learning more accessible and effective for SAS staff and non-teaching staff who are striving to improve their technical or leadership skills. SAS staff and other non-teaching staff can take advantage of remote learning and on-demand content to set the schedule that works best. With the flexibility to pace yourself, you can develop the knowledge and competencies that are most required in your workplace.
# Excellence in Schools Administration (ESA) Framework - Administrative Practices

**Provider:** Professional Learning for Non-Teaching Staff  
**Duration:** 5 hours  
**Description:** ESA Administrative practices consist of 8 individual self-paced learning modules. The total time for all 8 modules to be completed is approximately 5 hrs (indication only). The eLearning modules make individualised learning more accessible and effective for SAS staff and non-teaching staff who are striving to improve their technical or leadership skills. SAS staff and other non-teaching staff can take advantage of remote learning and on-demand content to set the schedule that works best. With the flexibility to pace yourself, you can develop the knowledge and competencies that are most required in your workplace.

# Performance & Development Plan - eLearning modules

**Provider:** DoE Human Resources  
**Duration:** 1 hour  
**Link:**  
**Description:** These modules provide NTS with a greater understanding of the value and processes involved in the now mandatory, performance and development plans specific to non-teaching staff in schools. The first is for all NTS in schools and the second is for those who supervise others in the PDP process.

# Chemical Safety In Schools

**Provider:** Asset Management  
**Duration:** Various  
**Description:** All workplaces, including schools, have legislative obligations to use and handle chemicals safely. Chemical Safety in Schools is a resource and training packages which will further assist schools to achieve these responsibilities. The package promotes the development of effective workplace practices and details procedures which must be implemented by schools.
New Arrivals Program Introduction

**Title:** Primary Education Directorate

**Duration(s):** 1 hour


**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.

Disability Awareness

**Provider:** Human Resources Directorate

**Duration:** 20 minutes


**Description:** This e-learning module provides NSW public sector employees with the foundational information they need to more confidently and effectively work with colleagues who may have a disability.

The module provides a stepping stone to becoming more familiar with effective communication and inclusive interaction, and an understanding of how to find further information.

This module takes approximately 20 minutes to complete. It builds an appreciation of how to value diversity and inclusion, and can contribute to changing beliefs and behaviours. As an employee, you play a vital role in creating and sustaining a positive workforce where everyone can thrive.
## Deadly Dialects

**Provider:** Education and Communities Directorate  
**Duration:** 21 hours  
**Description:** Deadly Dialects is a professional learning program designed to build the capacity of teachers and staff P-2 in the quality teaching and learning of Aboriginal learners in areas of additional language and literacy. Topics include understanding of Aboriginal English, developing proficiency in Standard Australian English (SAE) and developing culturally responsive teaching and learning through oral language and reading in the early years of school.

## Facing Up To Racism

**Provider:** Early Learning & Primary Education Directorate  
**Duration:** 5 hours  
**Description:** The Facing up to racism- Part 1 online course will develop the skills and confidence for school staff to identify, understand, discuss and challenge racism in a positive and constructive way.  

Current research highlights that understanding racism is the first step in developing anti-racism interventions. The course content of this online course includes the scope and dimensions of racism in Australia and the impact of racism on individuals and communities.