# Professional Learning for Non-Teaching Staff

## Professional Learning Schedule Term 2, 2020

18 May – 12 June (Weeks 4 to 7)

### Recorded Sessions

<table>
<thead>
<tr>
<th>Professional Learning – Anytime, Anywhere Learning Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course Name:</strong> PLNTS - Excellence in School Administration Strategy - Introduction&lt;br&gt; - Session duration: 30 minutes&lt;br&gt; - Session outline: See attached&lt;br&gt; - Adobe Connect – pre-recorded&lt;br&gt; - Downloadable in MyPL (Course code: NT00668)</td>
</tr>
<tr>
<td><strong>Course Name:</strong> PLNTS - Create a positive image&lt;br&gt; - Session duration: 45 minutes&lt;br&gt; - Session outline: See attached&lt;br&gt; - Adobe Connect – pre-recorded&lt;br&gt; - Downloadable in MyPL (Course code: NT00654)</td>
</tr>
<tr>
<td><strong>Course Name:</strong> PLNTS - Telephone Communication Procedures&lt;br&gt; - Session duration: 35 minutes&lt;br&gt; - Session outline: See attached&lt;br&gt; - Adobe Connect – pre-recorded&lt;br&gt; - Downloadable in MyPL (Course code: NT00694)</td>
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<tr>
<td><strong>Course Name:</strong> PLNTS - Written Communication&lt;br&gt; - Session duration: 1 hour 30 minutes&lt;br&gt; - Session outline: See attached&lt;br&gt; - Adobe Connect – pre-recorded&lt;br&gt; - Downloadable in MyPL (Course code: NT00695)</td>
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<tr>
<td><strong>Course Name:</strong> PLNTS - Storing school emails&lt;br&gt; - Session duration: 45 minutes&lt;br&gt; - Session outline: See attached&lt;br&gt; - Adobe Connect – pre-recorded&lt;br&gt; - Downloadable in MyPL (Course code: NT00671)</td>
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<tr>
<td>Course Name: PLNTS - Structuring emails</td>
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<tr>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>- Session duration: 35 minutes</td>
</tr>
<tr>
<td>- Session outline: See attached</td>
</tr>
<tr>
<td>- Adobe Connect – pre-recorded</td>
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<tr>
<td>- Downloadable in MyPL (Course code:</td>
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<tr>
<td>NT00672)</td>
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<tr>
<td>Course Name: PLNTS - Cultural Diversity</td>
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<tr>
<td>- Session duration: 1 hour 10 minutes</td>
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<tr>
<td>- Session outline: See attached</td>
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<tr>
<td>- Adobe Connect – pre-recorded</td>
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<td>- Downloadable in MyPL (Course code:</td>
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<td>NT00677)</td>
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<tr>
<td>Course Name: PLNTS - Keeping staff informed</td>
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<td>- Session duration: 1 hour</td>
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<tr>
<td>- Session outline: See attached</td>
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<td>Course Name: PLNTS - Financial terminology</td>
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<td>- Session outline: See attached</td>
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<td>NT00679)</td>
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<tr>
<td>Course Name: PLNTS - Student wellbeing</td>
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<td>- Session duration: 25 minutes</td>
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<td>NT00676)</td>
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<tr>
<td>NEW Course Name: PLNTS - Disability Strategy</td>
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<td>-----------------------------------------------</td>
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<tr>
<td>- Session duration: 40 minutes</td>
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<tr>
<td>- Session outline: See Attached</td>
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<tr>
<td>- Adobe Connect – pre-recorded</td>
</tr>
<tr>
<td>- Downloadable in MyPL (Course code: NT00726)</td>
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<table>
<thead>
<tr>
<th>Course Name: PLNTS - Excellence in School Administration Strategy</th>
<th>Course Name: PLNTS - Excellence in School Administration - Commitment to customer service</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Session day: Multiple</td>
<td>- Session day: Multiple</td>
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<tr>
<td>- Session duration: 1 hour</td>
<td>- Session duration: 1 hour</td>
</tr>
<tr>
<td>- Session outline: This interactive session will provide an overview of the School Administration Strategy and how the framework and resources can be used to support the growth and leadership capability of SAS Staff</td>
<td>- Session outline: This interactive session will explore customer service in a school environment and provide examples of best practice in complaints handling and management</td>
</tr>
<tr>
<td>- Software to be used: Adobe Connect – live session</td>
<td>- Software to be used: Adobe Connect – live session</td>
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<tr>
<td>- Registration via MyPL (Course code: NT00720)</td>
<td>- Registration via MyPL (Course code: NT00714)</td>
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<table>
<thead>
<tr>
<th>Course Name: PLNTS - Smart Goals</th>
<th>Course Name: PLNTS - Management of school records</th>
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<tr>
<td>- Session duration: 1 hour</td>
<td>- Session duration: 1 hour</td>
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<tr>
<td>- Session outline: Understand the meaning, purpose and structure of SMART goals and how it can be applied in individual and team goal setting</td>
<td>- Session outline: This session highlights the importance of records management in ensuring that school records of vital historical, fiscal and legal value are identified and preserved, and that non-essential records are discarded in a timely manner according to established DoE guidelines and identified legislation</td>
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<td>- Software to be used: Adobe Connect – live session</td>
<td>- Software to be used: Adobe Connect – live session</td>
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<td>- Registration via MyPL (Course code: NT00712)</td>
<td>- Registration via MyPL (Course code: NT00713)</td>
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<tr>
<th>Course Name: PLNTS - Change in the workplace</th>
<th>Course Name: PLNTS - Time management</th>
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<tbody>
<tr>
<td>- Session day: Multiple</td>
<td>- Session day: Multiple</td>
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<tr>
<td>- Session duration: 1 hour</td>
<td>- Session duration: 1 hour</td>
</tr>
<tr>
<td>- Session outline: Learn how to engage in change through adopting a positive mindset, and participating in professional learning to expand individual growth and capacity</td>
<td>- Session outline: This interactive session explores time management and how the process of planning and exercising conscious control of time spent on specific activities can result in increased effectiveness, efficiency and productivity within school teams</td>
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<tr>
<td>- Software to be used: Adobe Connect – live session</td>
<td>- Software to be used: Adobe Connect – live session</td>
</tr>
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<td>- Registration via MyPL (Course code: NT00719)</td>
<td>- Registration via MyPL (Course code: NT00718)</td>
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<tr>
<td>Course Name: PLNTS - Starting out as a Leader</td>
<td>Course Name: PLNTS - Department of Education intranet</td>
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<tr>
<td>- Session day: Multiple</td>
<td>- Session day: Multiple</td>
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<tr>
<td>- Session duration: 1 hour</td>
<td>- Session duration: 1 hour</td>
</tr>
<tr>
<td>- Session outline: What is the difference between a manager and a leader? In this session explore key leadership characteristics and how best to develop and apply them in your role</td>
<td>- Session outline: The Department of Education intranet site provides vital information to all DoE employees. In this session learn where to locate key information and resources specific to SAS Staff</td>
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<table>
<thead>
<tr>
<th>Course Name: PLNTS - Your first audit</th>
<th>Course Name: PLNTS - Establishing team values</th>
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<tbody>
<tr>
<td>- Session day: Multiple</td>
<td>- Session day: Multiple</td>
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<tr>
<td>- Session duration: 1 hour</td>
<td>- Session duration: 1 hour</td>
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<tr>
<td>- Session outline: Undertaking your first school audit can be an anxious time. Reduce that anxiety by participating in this session and learn how an audit can result in increased efficiency and improved processes</td>
<td>- Session outline: This session explores the importance of establishing team values and how these values can contribute to a high function SAS Staff team</td>
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<td>- Software to be used: Adobe Connect – live session</td>
<td>- Software to be used: Adobe Connect – live session</td>
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<table>
<thead>
<tr>
<th>Course Name: PLNTS - Job Applications/Interviews</th>
<th>Course Name: PLNTS - Communication</th>
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<tbody>
<tr>
<td>- Session day: Multiple</td>
<td>- Session day: Multiple</td>
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<tr>
<td>- Session duration: 1 hour</td>
<td>- Session duration: 1 hour</td>
</tr>
<tr>
<td>- Session outline: Applying for a new job and being invited to interview can result in high stress and anxiety. In this session learn some valuable hints and tips to set you up for success</td>
<td>- Session outline: Communication in a school can take on many forms. This interactive session provides hints and tips for getting the most from your communication when communicating with students, parents/carers, staff and community</td>
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<tr>
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<table>
<thead>
<tr>
<th>NEW Course Name: PLNTS - Disability Strategy</th>
<th>NEW Course Name: PLNTS - Assistive Technology</th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 40 minutes</td>
<td>- Session duration: 50 minutes</td>
</tr>
<tr>
<td>- Session outline: On overview of the Department of Education Disability Strategy and how SAS Staff can apply the disability strategy to support the student, carer and school community</td>
<td>- Session outline: In this session participants will be provided with an overview of assistive technology available to students and teachers to support optimum teaching and learning</td>
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<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
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<td>- Downloadable in MyPL (Course code: NT00723)</td>
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<tr>
<td>NEW Course Name: <strong>PLNTS – Introduction to Multicultural Education</strong></td>
<td>NEW Course Name: <strong>PLNTS - Aboriginal Education and Communities</strong></td>
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<td>---------------------------------------------------------------</td>
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<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
</tr>
<tr>
<td>- Session duration: 40 minutes</td>
<td>- Session duration: 40 minutes</td>
</tr>
<tr>
<td>- Session outline: On overview of the Department of Education Multicultural Strategy and how SAS Staff can support the students, carers and school community in a multicultural school environment.</td>
<td>- Session outline: On overview of the Department of Education Aboriginal Education strategy and how SAS Staff can support Aboriginal education and communities.</td>
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<td>- Software to be used: Adobe Connect – recorded</td>
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<tr>
<td>- Downloadable in MyPL (Course Code: NT00721)</td>
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<thead>
<tr>
<th>NEW Course Name: <strong>PLNTS - Conducting Meaningful Conversations</strong></th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
<td>Course Name: <strong>PLNTS - SAM role statement</strong></td>
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<tr>
<td>- Session duration: 40 minutes</td>
<td>- Session day: Flexible</td>
</tr>
<tr>
<td>- Session outline: This session will provide an overview of how to conduct meaningful conversations and the effective use of the PDP process to guide and support these conversations</td>
<td>- Session duration: 1 hour</td>
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<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
<td>- Session outline: Gain a broader understanding of the various school based SAS Staff roles via exploring role statements and conditions of employment</td>
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<tr>
<td>- Downloadable in MyPL (Course code: NT00727)</td>
<td>- Software to be used: Adobe Connect – recorded</td>
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<td>- Downloadable in MyPL (Course code: NT00684)</td>
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<thead>
<tr>
<th>Course Name: <strong>PLNTS - Excellence in School Administration Strategy - Introduction</strong></th>
<th>Course Name: <strong>PLNTS - Quality Communication</strong></th>
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<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 30 minutes</td>
<td>- Session duration: 30 minutes</td>
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<tr>
<td>- Session outline: An introductory overview of the Excellence in School Administration strategy for SAS Staff</td>
<td>- Session outline: Who are our customers? This module helps to identify our customers, outline their needs and expectations and understand the department’s expectations in regard to the delivery of quality customer service in schools</td>
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<td>- Software to be used: Adobe Connect – recorded</td>
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<td>- Downloadable in MyPL (Course code: NT00666)</td>
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<thead>
<tr>
<th>Course Name: <strong>PLNTS - Create a positive image</strong></th>
<th>Course Name: <strong>PLNTS - Develop a customer service statement</strong></th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 45 minutes</td>
<td>- Session duration: 35 minutes</td>
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<tr>
<td>- Session outline: A welcoming administration area creates a positive first impression. In this module learn how to develop skills to create a positive image of yourself and your school, and understand how appearances impact on school image.</td>
<td>- Session outline: Learn how to create a school customer service vision and acquire the skills required to deliver excellent face-to-face customer service and deliver on the school’s customer service vision</td>
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<td>- Software to be used: Adobe Connect – recorded</td>
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<td>- Downloadable in MyPL (Course code: NT00664)</td>
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### Professional Learning – Anytime, Anywhere Learning Sessions

#### Learning Descriptor

<table>
<thead>
<tr>
<th>Course Name: PLNTS - Telephone communication</th>
<th>Course Name: PLNTS - Telephone Communication Procedures</th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 55 minutes</td>
<td>- Session duration: 35 minutes</td>
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<tr>
<td>- Session outline: This module helps to identify customers who telephone schools, explores the importance of excellent telephone communication and provides a demonstration of good telephone communication skills</td>
<td>- Session outline: To further reinforce good telephone communication skills this module assists in developing sound school telephone communication procedures</td>
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<td>- Software to be used: Adobe Connect – recorded</td>
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<tr>
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<tr>
<th>Course Name: PLNTS - DoE style guide</th>
<th>Course Name: PLNTS - Written Communication</th>
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<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 1 hour 40 minutes</td>
<td>- Session duration: 1 hour 30 minutes</td>
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<tr>
<td>- Session outline: Navigate to the communications resources section of the intranet, understand the department style guidelines and their application and be aware of the communication templates and how to use them in a school environment</td>
<td>- Session outline: This module helps the participant to understand the need for consistency in all correspondence, understand how to make online communications accessible and understand how to have written communications translated to meet needs of customers from diverse language backgrounds</td>
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<td>- Software to be used: Adobe Connect – recorded</td>
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<thead>
<tr>
<th>Course Name: PLNTS - Department of Education email policy and procedures</th>
<th>Course Name: PLNTS - Storing school emails</th>
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<tbody>
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<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 55 minutes</td>
<td>- Session duration: 45 minutes</td>
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<tr>
<td>- Session outline: In this module participants explore the policy and protocols when using the DoE email system and gain a greater understanding of how to apply policy and protocols when managing school emails</td>
<td>- Session outline: This module explores the specifics of the storage of emails and provides a demonstration of the protocols required in order to correctly store and file department business emails</td>
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<td>- Downloadable in MyPL (Course code: NT00669)</td>
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## Professional Learning – Anytime, Anywhere Learning Sessions

<table>
<thead>
<tr>
<th>Learning Descriptor</th>
<th>Course Name: PLNTS - Structuring emails</th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 35 minutes</td>
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</tr>
<tr>
<td>- Session outline: Learn how to write well-constructed, clear and concise emails.</td>
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<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
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<tr>
<td>- Downloadable in MyPL (Course code: NT00672)</td>
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<tr>
<th>Learning Descriptor</th>
<th>Course Name: PLNTS - Change in the workplace</th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 45 minutes</td>
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<tr>
<td>- Session outline: Learn how to engage in change through adopting a positive mindset, and participating in professional learning to expand individual growth and capacity</td>
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<td>- Software to be used: Adobe Connect – recorded</td>
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<td>- Session duration: 1 hour 5 minutes</td>
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<tr>
<td>- Session outline: Learn how to best utilise technology, understand its application in a school environment and become an active participant in the implementation of systems improvement and the introduction of new technologies</td>
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<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
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<td>- Downloadable in MyPL (Course code: NT00683)</td>
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<tr>
<th>Learning Descriptor</th>
<th>Course Name: PLNTS - Supporting students</th>
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<tr>
<td>- Session duration: 50 minutes</td>
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<tr>
<td>- Session outline: Understand the impact that all staff have on a child’s learning experience, explore the School Excellence Framework and identify the SAS staff role in implementing the Code of Conduct and the Core Values</td>
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<td>- Software to be used: Adobe Connect – recorded</td>
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<th>Course Name: PLNTS - Cultural Diversity</th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 1 hour 10 minutes</td>
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</tr>
<tr>
<td>- Session outline: Understand the challenges and barriers faced by people of diverse language and cultural background, understand delivery of service to customers from diverse languages and cultural backgrounds and learn how to make adjustments to communication styles</td>
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<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
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<tr>
<td>- Downloadable in MyPL (Course code: NT00677)</td>
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<tr>
<th>Learning Descriptor</th>
<th>Course Name: PLNTS - Welcoming customers with a disability</th>
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<tbody>
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<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 45 minutes</td>
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</tr>
<tr>
<td>- Session outline: Gain an understanding of how to make adjustments to communication styles when dealing with customers with disability</td>
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<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
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<tr>
<td>- Downloadable in MyPL (Course code: NT00691)</td>
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<tr>
<td>Course Name: PLNTS - Customer complaints – role of SAS Staff</td>
<td>Course Name: PLNTS - Customer feedback</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>---------------------------------------</td>
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<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
</tr>
<tr>
<td>- Session duration: 40 minutes</td>
<td>- Session duration: 45 minutes</td>
</tr>
<tr>
<td>- Session outline: Gain a deeper understanding of the department’s complaints handling processes and learn how best to defuse customer tensions in difficult situations</td>
<td>- Session outline: This module explores the value of customer feedback and how to most effectively utilise feedback to improve and build customer relationships in the school and to enhance staff performance and skills</td>
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<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
<td>- Software to be used: Adobe Connect – recorded</td>
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<tr>
<td>- Downloadable in MyPL (Course code: NT00693)</td>
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<table>
<thead>
<tr>
<th>Course Name: PLNTS - Keeping staff informed</th>
<th>Course Name: PLNTS - School plan and school culture</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
</tr>
<tr>
<td>- Session duration: 1 hour</td>
<td>- Session duration: 1 hour 10 minutes</td>
</tr>
<tr>
<td>- Session outline: Learn the intricacies of internal communication, why it is important, the benefits of sharing knowledge and apply particular techniques for effective communication</td>
<td>- Session outline: Learn how the school plan is developed, how school priorities are established and how the school plan promotes the school and its vision</td>
</tr>
<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
<td>- Software to be used: Adobe Connect – recorded</td>
</tr>
<tr>
<td>- Downloadable in MyPL (Course code: NT00685)</td>
<td>- Downloadable in MyPL (Course code: NT00686)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Name: PLNTS - Policy and procedures</th>
<th>Course Name: PLNTS - Risk management in the workplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
</tr>
<tr>
<td>- Session duration: 2 hours 10 minutes</td>
<td>- Session duration: 35 minutes</td>
</tr>
<tr>
<td>- Session outline: This comprehensive module explores a number of key DoE policies and procedures including those related to finance, business reporting and workplace health and safety</td>
<td>- Session outline: This comprehensive module explores the key risk management policies including how to follow safe work practices and take reasonable care of own and others health and safety</td>
</tr>
<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
<td>- Software to be used: Adobe Connect – pre-recorded</td>
</tr>
<tr>
<td>- Downloadable in MyPL (Course code: NT00687)</td>
<td>- Downloadable in MyPL (Course code: NT00688)</td>
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<table>
<thead>
<tr>
<th>Course Name: PLNTS - School finance</th>
<th>Course Name: PLNTS - Financial terminology</th>
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<tbody>
<tr>
<td>- Session day: Flexible</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session duration: 55 minutes</td>
<td>- Session duration: 35 minutes</td>
</tr>
<tr>
<td>- Session outline: Gain a greater understanding of the financial compliance obligations related to resources and recording transactions</td>
<td>- Session outline: Gain a broader understanding of school financial terminology</td>
</tr>
<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
<td>- Software to be used: Adobe Connect – recorded</td>
</tr>
<tr>
<td>- Downloadable in MyPL (Course code: NT00678)</td>
<td>- Downloadable in MyPL (Course code: NT00679)</td>
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<tr>
<td>Learning Descriptor</td>
<td>Course Name: PLNTS - Procurement</td>
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<td>------------------------------------------------------------------------------------</td>
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<tr>
<td>Course Name: PLNTS - Procurement</td>
<td>- Session day: Flexible</td>
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<tr>
<td>- Session day: Flexible</td>
<td>- Session duration: 35 minutes</td>
</tr>
<tr>
<td>- Session outline: Learn best purchasing and procurement process and practice.</td>
<td>- Software to be used: Adobe Connect – recorded</td>
</tr>
<tr>
<td>- Software to be used: Adobe Connect – recorded</td>
<td>- Downloadable in MyPL (Course code: NT00680)</td>
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<td>Course Name: PLNTS - Team objectives</td>
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<td></td>
<td>- Session day: Flexible</td>
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<tr>
<td></td>
<td>- Session duration: 40 minutes</td>
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<td></td>
<td>- Session outline: This module provides a greater understanding of how to contribute to team</td>
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<td></td>
<td>objectives, prioritise allocated tasks and respond flexibly to changing circumstances.</td>
</tr>
<tr>
<td></td>
<td>- Software to be used: Adobe Connect – recorded</td>
</tr>
<tr>
<td></td>
<td>- Downloadable in MyPL (Course code: NT00681)</td>
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</table>
Help Guides

Adobe Connect

MyPL support
https://mypl.freshdesk.com/support/home