Professional Learning for School Support Staff

# Recorded / eLearning Session Learning Descriptors

\*PL Schedule subject to change

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# Getting Started

## PLNTS – Professional Learning Strategic Alignments

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 6 minutes |
| Link: | [NT01295](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Professional%20Learning%20Strategic%20Alignments&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fe909acd1-1c7d-eb11-85a9-0003ff14a20b) |
| Description: | **This is a prerequisite course that will enable you to complete any PLNTS course.**  The video outlines how the Professional Learning Non-Teaching Staff (PLNTS) team strategically aligns all professional learning resources to key NSW Government and Department of Education priorities, strategies and frameworks.  You only need to complete this course once. |

## 

# Statement of Duties

## Aboriginal Education Officer

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 30 minutes |
| Link: | [NT01023](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Statement%20of%20duties%20-%20aboriginal%20education%20officer&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fdecd64d0-62e3-ea11-af8b-0003ff15321f) |
| Description: | This recording introduces the Aboriginal Education Officer role, by exploring the role description and conditions of employment. |

## Business Manager

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 30 minutes |
| Link: | [NT01017](https://myplsso.education.nsw.gov.au/q/NT01017) |
| Description: | This recording introduces the Business Manager role, by exploring the role description and conditions of employment. |

## School Administrative Manager

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 25 minutes |
| Link: | [NT01019](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Statement%20of%20duties%20-%20School%20administrative%20officer&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fbca2c48c-5de3-ea11-af8b-0003ff15321f) |
| Description: | This recording introduces the School Administrative Manager role, by exploring the statement of duties and conditions of employment. |

## School Administrative Officer

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 25 minutes |
| Link: | [NT01016](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Statement%20of%20duties%20-%20School%20administrative%20officer&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F7ff27cf9-59e3-ea11-af8b-0003fffeb9c7) |
| Description: | An introduction to the School Administrative Officer role by exploring the statement of duties and conditions of employment. |

## School Learning and Support Officer

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 30 minutes |
| Link: | [NT01018](https://myplsso.education.nsw.gov.au/q/NT01018) |
| Description: | This recording introduces the School Learning and Support Officer role, by exploring the statement of duties and conditions of employment. |

# Role Descriptions

## Community Liaison Officer

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 25 minutes |
| Link: | [NT01020](https://myplsso.education.nsw.gov.au/q/NT01020) |
| Description: | This recording introduces the Community Liaison Officer role, by exploring the role description and conditions of employment. |

## Farm Assistant

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 30 minutes |
| Link: | [NT01022](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Role%20Description%20Farm%20Assistant&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F2d03bcc0-61e3-ea11-af8b-0003ff15321f) |
| Description: | This recording introduces the Farm Assistant role, by exploring the role description and conditions of employment. |

## General Assistant

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 30 minutes |
| Link: | [NT01021](https://myplsso.education.nsw.gov.au/q/NT01021) |
| Description: | This recording introduces the General Assistant role, by exploring the role description and conditions of employment. |

## Student Support Officer

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 20 minutes |
| Link: | [NT01561](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Role%20description%20Student%20support%20officer&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F506de534-00f0-eb11-b562-0003ff1502fa) |
| Description: | This recording introduces the Student Support Officer role, by exploring the role description and conditions of employment. |

# SMART Goals

## Non-Teaching Staff in Schools (generic)

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 25 minutes |
| Link: | [NT01665](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=SMART%20Goals%20Non-Teaching%20Staff%20in%20Schools%20(generic)&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fd23220b1-442d-ec11-948f-0003ff14d70b) |
| Description: | Understand the meaning, purpose and structure of SMART goals and how they can be applied in individual and team goal setting. |

## School Administrative Manager

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 25 minutes |
| Link: | [NT01711](https://myplsso.education.nsw.gov.au/q/NT01711) |
| Description: | Understand the meaning, purpose and structure of SMART goals and how it can be applied in individual and team goal setting as part of the performance and development process for a School Administrative Manager. |

## School Administrative Officer

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 30 minutes |
| Link: | [NT01735](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=SMART%20Goals%20School%20Administrative%20Officer&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F6e290080-6b51-ec11-94f5-0003ff147ea2) |
| Description: | Understand the meaning, purpose and structure of SMART goals and how it can be applied in individual and team goal setting as part of the performance and development process for a School Administrative Officer. |

## School Learning Support Officer

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 20 minutes |
| Link: | [NT01710](https://myplsso.education.nsw.gov.au/q/NT01710) |
| Description: | Understand the meaning, purpose and structure of SMART goals and how it can be applied in individual and team goal setting as part of the performance and development process for a School Learning Support Officer. |

# eLearning

## Applying for a SAS staff role

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 2 hours 30 minutes |
| Link: | [NT00822](https://myplsso.education.nsw.gov.au/q/NT00822) |
| Description: | This eLearning program is designed to assist you to navigate the journey to applying for a SAS staff role. Including locating jobs online, addressing essential requirements and selection criteria, cover letter and building your resume, and the interview. |

## Achieving Team Objectives

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 1 hour |
| Link: | [NT01382](https://myplsso.education.nsw.gov.au/q/NT01382) |
| Description: | Understand and contribute to team objectives, prioritise allocated tasks and respond flexibly to changing circumstances. |

## 

## Applying DoE Policies and Procedures

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 1 hour 45 minutes |
| Link: | [NT01381](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Applying%20DoE%20Policies%20and%20Processes&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F36d1208f-96ac-eb11-94b2-0003ff1502f9) |
| Description: | Describes the skills necessary to: act with integrity and demonstrate compliance with DoE policies and procedures, follow safe work practices and take reasonable care of own and other's health and safety. |

## Building Relationships

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 1 hour 30 minutes |
| Link: | [NT01378](https://myplsso.education.nsw.gov.au/q/NT01378) |
| Description: | Describes strategies that build positive relationships with customers and apply these to develop relationships that are authentic and supportive. |

## Introduction to Science – Part A – SAO – Science Laboratory

|  |  |
| --- | --- |
| Provider: | PLNTS |
| Duration: | 6 hours 15 mins |
| Link: | [NT01222](https://myplsso.education.nsw.gov.au/q/NT01222) |
| Description: | This eLearning program is made up of nine modules contained within the following two sections. Working in the Science Laboratory: Module 1: My role as a Science Assistant Officer – Science Laboratory, Module 2: Science, Health and Safety, Module 3: CSIS package, Module 4: Chemwatch for beginners. Periodic Table and Calculations: Module 5: The Periodic Table, Module 6: Calculating molecular weight, Module 7: Preparing a solution using a solid concentrate, Module 8: Calculating the molarity of a percentage liquid concentrate, Module 9: Preparing a solution using a liquid concentrate of a known molarity or concentration. |

## Oral Communication

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 1 hour 30 minutes |
| Link: | [NT01376](https://myplsso.education.nsw.gov.au/q/NT01376) |
| Description: | Describes the skills necessary to deliver oral communication and demonstrate these skills in a professional manner to meet the needs of all customers including those from diverse language, cultural, religious, and socio-economic backgrounds. |

## Promoting the School and its Vision

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 1 hour |
| Link: | [NT01380](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=Promoting%20the%20school%20and%20its%20vision&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F89afa5d3-95ac-eb11-94b2-0003ff14cb50) |
| Description: | Provides an understanding of: The Strategic Improvement Plan and how it translates the school vision and strategic directions into goals, how school culture is reflected from the Strategic Improvement Plan and how it is closely aligned with department strategic directions and the important role non-teaching staff play in achieving these goals. |

## Supporting Change

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 1 hour |
| Link: | [NT01383](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=PLNTS%20Supporting%20change&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fe69cc116-99ac-eb11-94b2-0003ff1502f9) |
| Description: | Enable participants to engage in change with a positive mindset, support improvement by participating in professional learning and act on feedback. |

## Teamwork

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 45 minutes |
| Link: | [NT01379](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01379&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F6025de5c-95ac-eb11-94b2-0003ff14cb50) |
| Description: | Work with colleagues as a collaborative and supportive team member, creating a working environment of mutual respect and contributing to effective communication, by sharing information amongst colleagues. |

## Technology and Systems

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 45 minutes |
| Link: | [NT01384](https://myplsso.education.nsw.gov.au/q/NT01384) |
| Description: | Assists you to: demonstrate effective use of technology understand its application in a school environment actively participate in the implementation of systems improvement and roll-out of new technologies. |

## Written Communication

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 2 hours 15 mins |
| Link: | [NT01377](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01377&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fad28bd52-94ac-eb11-94b2-0003ff14cb50) |
| Description: | Describe the characteristics of well structured, easy to follow written communication and apply these to produce writing in the following forms: general correspondence, permission notes, newsletters, digital content and email. |

# Recorded

## Assistive Technology

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 50 minutes |
| Link: | [NT00723](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT00723&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fc52719b5-5e79-ea11-aa76-0003ff153fcc) |
| Description: | A basic user’s guide to Chemwatch GoldFFX. Includes training on searching, creating a Manifest and Risk Assessments. |

## Commitment to Customer Service

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 40 minutes |
| Link: | [NT01712](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01712&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F2c70ca79-ef48-ec11-8492-0003fffecb7e) |
| Description: | This session will explore customer service in a school environment and provide examples of best practice in complaints handling and management. |

## Communication

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 40 minutes |
| Link: | [NT01103](https://myplsso.education.nsw.gov.au/q/NT01103) |
| Description: | Communication in a school can take on many forms. This session provides hints and tips for getting the most from your communication when communicating with students, parents/carers, staff and community. |

## Create a Positive Image

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 45 minutes |
| Link: | [NT00664](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT00664&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F3e7ab0cb-8d74-ea11-aa77-0003ff15340c) |
| Description: | 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. |

## Customer Complaints – Role of SAS staff

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 40 minutes |
| Link: | [NT00693](https://myplsso.education.nsw.gov.au/q/NT00693) |
| Description: | Gain a deeper understanding of the department’s complaints handling processes and learn how best to defuse customer tensions in difficult situations. |

## Develop a Customer Service Statement

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 35 minutes |
| Link: | [NT00665](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT00665&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F3ee51fd1-a074-ea11-aa76-0003ff147eae) |
| Description: | 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. |

## DoE Priorities and Frameworks

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 45 minutes |
| Link: | [NT01734](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01734&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F8cb5938b-d050-ec11-94f5-0003ff14d702) |
| Description: | This program introduces school support staff to Department of Education key priorities and frameworks to support best practice in schools. |

## Establishing Team Values

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 35 minutes |
| Link: | [NT01730](https://myplsso.education.nsw.gov.au/q/NT01730) |
| Description: | This session explores the importance of establishing team values and how these values can contribute to a high function SAS Staff team. |

## Introduction to Growth Mindset

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 25 minutes |
| Link: | [NT01736](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01736&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Feb4bb120-8351-ec11-94f5-0003ff153412) |
| Description: | During this presentation we explore the difference between a fixed and a growth mindset. We learn how each of us can bring a positive change to our workplace and learn about how important it is to adopt an attitude which leads to life-long learning, job satisfaction and continuous improvement. |

## Introduction to Policy and Procedures

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 25 minutes |
| Link: | [NT01442](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01442&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F8903dce0-66c3-eb11-869d-0003ff14d130) |
| Description: | Understand the Department of Education's policies, procedures, guidelines and their implementation and how to act with integrity and demonstrate compliance. |

## Keeping Staff Informed

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 1 hour |
| Link: | [NT00685](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT00685&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F8e2ecf30-c874-ea11-aa76-0003ff1504f7) |
| Description: | Learn the intricacies of internal communication, why it is important, the benefits of sharing knowledge and apply techniques for effective communication. |

## Local School Inductions

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 35 minutes |
| Link: | [NT01102](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01102&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F893bcc46-9718-eb11-891d-0003ff155d2c) |
| Description: | This session will provide you with ideas and guidelines for designing a localised induction program for your school environment. |

## School Plan and School Culture

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 40 minutes |
| Link: | [NT01443](https://myplsso.education.nsw.gov.au/q/NT01443) |
| Description: | In this recorded session learn how the school plan is developed, how school priorities are established and how the school plan promotes the school, its vision and culture. |

## Starting Out as a Leader

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 20 minutes |
| Link: | [NT01733](https://myplsso.education.nsw.gov.au/q/NT01733) |
| Description: | 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. |

## Team Objectives

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 40 minutes |
| Link: | [NT00681](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT00681&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fee676570-c374-ea11-aa76-0003ff1504f7) |
| Description: | This module provides a greater understanding of how to contribute to team objectives, prioritise allocated tasks and respond flexibly to changing circumstances. |

## The Art of Delegation

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 35 minutes |
| Link: | [NT01100](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01100&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fc6a2e384-9218-eb11-891d-0003ff155d2c) |
| Description: | This session explores what good delegation looks like and how best to achieve it. Good delegation gets great results for a team and frees up the leader’s time to focus on strategic issues. |

## Time Management

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 24 minutes |
| Link: | [NT01441](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01441&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F4d6ca850-63c3-eb11-869d-0003fffe7723) |
| Description: | This 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. |

## Welcoming School Environment

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 25 minutes |
| Link: | [NT01709](https://myplsso.education.nsw.gov.au/q/NT01709) |
| Description: | This session will support staff to develop an awareness of the first impression that visitors receive when coming into their school and what they can do to improve it. |

## Working Through Change in Schools

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 30 minutes |
| Link: | [NT01741](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01741&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fc3b94719-4352-ec11-94f5-0003fffea03d) |
| Description: | This session will be useful for participants for handling changes in their own lives (especially their working lives) and will equip them to help others to better handle change. |

## Written Communication

|  |  |
| --- | --- |
| Title: | PLNTS |
| Duration(s): | 1 hour 30 minutes |
| Link: | [NT00695](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT00695&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F8d7c4672-3d75-ea11-aa76-0003ff1504f7) |
| Description: | 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. |