# Business Manager (BM) Learning and Development

Refer to [Professional learning for non-teaching staff](https://education.nsw.gov.au/teaching-and-learning/professional-learning/professional-learning-for-non-teaching-staff) for all classifications of non-teaching staff professional learning options.

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| **First Name:** | Click or tap here to enter text. | **Last Name:** | Click or tap here to enter text. |
| **School Name:** | Click or tap here to enter text. | **Year:** | Click or tap here to enter text. |

## Relevant links

[Mandatory Induction Training](https://my.education.nsw.gov.au/inside-the-department/induction/for-school-based-employees/mandatory-induction-training)

[MyPL](https://myplsso.education.nsw.gov.au/pages/custom-pages_home?menu=home)

[Performance and development for non-teaching staff in schools](https://education.nsw.gov.au/human-resources/performance/non-teaching-staff-in-schools)

## Professional learning – role-specific

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| Course | MyPL code | Delivery | Learning outcomes | Complete |
| PLNTS – Statement of Duties – Business Manager | [NT01017](https://myplsso.education.nsw.gov.au/q/NT01017) | Recorded MyPL (27 min) | An introduction to the School Administrative Manager role by exploring the statement of duties and conditions of employment. |  |
| PLNTS – SMART Goals for Non-teaching staff in schools | [NT01665](https://myplsso.education.nsw.gov.au/q/NT01665) | Recorded  MyPL (25 min) | Understand the meaning, purpose and structure of SMART goals and how it can be applied in individual and team goal setting. |  |

## Professional learning – recommended

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| Course | MyPL code | Delivery | Learning outcomes | Complete |
| PLNTS – Applying for a SAS staff role e-learning program | [NT00822](https://myplsso.education.nsw.gov.au/q/NT00822) | eLearning – MyPL (4 modules – 2.5 hours) | Applying for a SAS staff role e-learning program is designed to assist you to navigate the journey from application to the interview process. |  |
| PLNTS – Communication | [NT01103](https://myplsso.education.nsw.gov.au/q/NT01103) | Recorded  MyPL (40 mins) | Communication in a school can take on many forms. This interactive session provides hints and tips for getting the most from your communication with students, families, staff and community |  |
| PLNTS – Create a positive image | [NT00664](https://myplsso.education.nsw.gov.au/q/NT00664) | Recorded  MyPL (45 min) | Learn how to develop skills to create a positive image of yourself and your school and understand how appearances impact on school image. |  |
| PLNTS – Customer complaints – role of SAS Staff | [NT00693](https://myplsso.education.nsw.gov.au/q/NT00693) | Recorded  MyPL(1 hour) | Gain a deeper understanding of the department’s complaints handling processes and learn how best to defuse customer tensions in difficult situations. |  |
| PLNTS – Develop a customer service statement | [NT00665](https://myplsso.education.nsw.gov.au/q/NT00665) | Recorded  MyPL (35 min) | 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. |  |
| PLNTS – Establishing team values | [NT01730](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01730) | Recorded  MyPL (1 hour) | Explores the importance of establishing team values and how these values can contribute to a high function SAS Staff team |  |
| PLNTS – Keeping staff informed | [NT00685](https://myplsso.education.nsw.gov.au/q/NT00685) | Recorded  MyPL (1 hour) | In this interactive session, learn the intricacies of internal communication, why it is important, the benefits of sharing knowledge and apply particular techniques for effective communication |  |
| PLNTS – Local School Inductions | [NT01102](https://myplsso.education.nsw.gov.au/q/NT01102) | Recorded  MyPL (31 min) | This session will provide you with ideas and guidelines for designing a localised induction program for your school environment. |  |
| PLNTS – ESA – Introduction to Policies procedures and guidelines recorded | [NT01442](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01442) | Recorded  MyPL(1 hr) | This interactive session explores a number of key DoE policies and procedures including those related to finance, business reporting and workplace health and safety. |  |
| PLNTS – Starting out as a leader | [NT01733](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01733) | Recorded  MyPL (1 hour) | 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. |  |
| PLNTS – Structure of DoE from a school perspective – recorded | [NT01739](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01739) | Recorded  MyPL (1 hour) | This program is designed to further introduce best practice and role classification information for newly appointed or relieving school based non-teaching staff in the first twelve months of their role. |  |
| PLNTS – Student wellbeing | [NT00676](https://myplsso.education.nsw.gov.au/q/NT00676) | Recorded  MyPL (25 min) | Understand the behaviour code for students in NSW public schools and its application; acknowledge the purpose and processes of the School Wellbeing Procedure and learn how to build and maintain respectful relationships with students and the community. |  |
| PLNTS – Team objectives | [NT00681](https://myplsso.education.nsw.gov.au/q/NT00681) | Recorded  MyPL (40 min) | Provides a greater understanding of how to contribute to team objectives, prioritise allocated tasks and respond flexibly to changing circumstances. |  |
| PLNTS – Telephone communication | [NT00670](https://myplsso.education.nsw.gov.au/q/NT00670) | Recorded  MyPL (55 min) | Identify customers who telephone schools, explores the importance of excellent telephone communication and good telephone communication skills. |  |
| PLNTS – Time Management | [NT01441](https://myplsso.education.nsw.gov.au/q/NT01441) | Recorded  MyPL (1 hour) | 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. |  |
| PLNTS – Welcoming school environment | [NT01709](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01709) | Recorded  MyPL (1 hour) | Explore first impressions of a school not only from a customer service perspective but also the general school environment including signage, reception and work areas. |  |
| PLNTS – Working through change in schools | NT01741 | Recorded  MyPL (1 hour) | This interactive session will not only be useful for participants for handling changes in their own lives (especially their working lives) it will equip them to help others to better handle change. |  |
| PLNTS – Written communication | [NT00695](https://myplsso.education.nsw.gov.au/q/NT00695) | Recorded  MyPL (1 hour) | Understand the need for consistency in all correspondence, how to make online communications accessible and how to have written communications translated to meet needs of customers from diverse language backgrounds. |  |