# Learning Plan – Community Liaison Officer (CLO)

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. | **Learning Plan 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)

[Excellence in School Administration – eLearning modules](https://edit.education.nsw.gov.au/content/main-education/en/home/teaching-and-learning/professional-learning/professional-learning-for-non-teaching-staff/resources.html#Excellence3)

### **Relationships (5 modules)**

* + Oral communication
  + Written communication
  + Building relationships
  + Teamwork
  + Promoting the school and its vision

### **Administrative Practices (4 modules)**

* + Applying DoE policies and processes
  + Achieving team objectives
  + Supporting change
  + Technology and systems

## Professional learning – prerequisite course

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| Course | MyPL code | Delivery | Learning outcomes | Complete |
| PLNTS – professional learning strategic alignments | [NT01295](https://myplsso.education.nsw.gov.au/q/NT01295) | Recorded  MyPL (5 min) | This once-only, prerequisite session enables you to complete any PLNTS course. It outlines how the PLNTS team strategically aligns all resources to key NSW Government and Department of Education priorities, strategies and frameworks. |  |

## Professional learning – role-specific

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| Course | MyPL code | Delivery | Learning outcomes | Complete |
| PLNTS – Role Description – Community Liaison Officer | [NT01020](https://myplsso.education.nsw.gov.au/q/NT01020) | Recorded– MyPL (21 min) | This recording provides an introduction to the Community Liaison Officer role, by exploring the role description and conditions of employment. |  |
| PLNTS – Introduction to Performance and Development for non-teaching staff | [NT01156](https://myplsso.education.nsw.gov.au/q/NT01156) | Online – Live MyPL (1 hour) | This session will provide non-teaching staff in schools with an overview of the performance and development process and benefits. |  |
| 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 – Commitment to Customer Service | [NT00714](https://myplsso.education.nsw.gov.au/q/NT00714) | Online – MyPL (1 hour) | Understand customer service in a school environment and best practice in complaints handling and management |  |
| PLNTS – Communication | [NT00746](https://myplsso.education.nsw.gov.au/q/NT00746)  [NT01103](https://myplsso.education.nsw.gov.au/q/NT01103) | Live session  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 (40 min) | Gain a deeper understanding of the department’s complaints handling processes and learn how best to defuse customer tensions in difficult situations. |  |
| PLNTS – Department of Education intranet | [NT00741](https://myplsso.education.nsw.gov.au/q/NT00741) | Online – MyPL (1 hour) | Learn where to locate key information and resources specific to SAS Staff |  |
| PLNTS – DoE Priorities and frameworks | [NT01372](https://myplsso.education.nsw.gov.au/q/NT01372) | Online – Live MyPL (1 hour) | This program is designed to 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 – Establishing team values | [NT00749](https://myplsso.education.nsw.gov.au/q/NT00749) | Live - MyPL (1 hour) | Explores the importance of establishing team values and how these values can contribute to a high function SAS Staff team |  |
| PLNTS – Introduction to Growth mindset | [NT01151](https://myplsso.education.nsw.gov.au/q/NT01151)  [NT01736](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01736) | Online – Live MyPL (1 hour)  Recorded | 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. |  |
| PLNTS – Keeping staff informed | [NT01049](https://myplsso.education.nsw.gov.au/q/NT01049)  [NT00685](https://myplsso.education.nsw.gov.au/q/NT00685) | Online – Live MyPL (1 hour)  or Recorded | 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 – Policies procedures and guidelines | [NT01051](https://myplsso.education.nsw.gov.au/q/NT01051) | Online – Live MyPL (1.5 hours) | 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 – School plan and school culture | [NT01053](https://myplsso.education.nsw.gov.au/q/NT01053) | Online – Live MyPL (1 hour) | In this 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. |  |
| PLNTS – SMART Goals | [NT00712](https://myplsso.education.nsw.gov.au/q/NT00712) | Online – MyPL (1 hour) | Understand the meaning, purpose and structure of SMART goals and how it can be applied in individual and team goal setting. |  |
| 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 – Team objectives | [NT00681](https://myplsso.education.nsw.gov.au/q/NT00681) | Online – Live MyPL (1 hour) | This session provides a greater understanding of how to contribute to team objectives, prioritise allocated tasks and respond flexibly to changing circumstances. |  |
| PLNTS – Time Management | [NT01441](https://myplsso.education.nsw.gov.au/q/NT01441) | Recorded MyPL (1 hour) | 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. |  |
| PLNTS – Working through change in schools | [NT01058](https://myplsso.education.nsw.gov.au/q/NT01058) | Online – Live 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 – 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, purpose and processes of the School Wellbeing Procedure and 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 – Temporary Residents Program | [NT00845](https://myplsso.education.nsw.gov.au/q/NT00845) | Recorded  MyPL (1 hour 20 min) | The Temporary Residents Program will look at the enrolment procedures of temporary residents and visitors. This session is appropriate for all school staff involved in student enrolments. |  |
| 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. |  |