# General Assistant (GA) and Farm Assistant (FA)- Learning & 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. | **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)

[Working as a General Assistant handbook (DOCX 1.99MB)](https://education.nsw.gov.au/content/dam/main-education/teaching-and-learning/professional-learning/professional-learning-for-non-teaching-staff/media/documents/Working-GA-handbookV1.0.docx)

## Professional learning – role-specific

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| Course | MyPL code | Delivery | Learning outcomes | Complete |
| PLNTS – Role description – General Assistant | [NT01021](https://myplsso.education.nsw.gov.au/q/NT01021) | Recorded MyPL (30 min) | This recording provides an introduction to the General Assistant role, by exploring the role description and conditions of employment. |  |
| PLNTS – Role description – Farm Assistant | [NT01022](https://myplsso.education.nsw.gov.au/q/NT01022) | Recorded MyPL (25 min) | This recording provides an introduction to the Farm Assistant role, by exploring the role description and conditions of employment. |  |

## 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 – Commitment to Customer Service | NT00712 | Recorded  MyPL(1 hour) | Understand customer service in a school environment and best practice in complaints handling and management |  |
| PLNTS – Communication | [NT01103](https://myplsso.education.nsw.gov.au/q/NT01103) | Recorded  MyPL(1 hour) | 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 – 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 techniques for effective communication |  |
| PLNTS – Introduction to Policies procedures and guidelines | [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 – 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. |  |