# School Learning Support Officer (SLSO)- 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. | **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)

## Professional learning – role-specific

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| Course | MyPL code | Delivery | Learning outcomes | Complete |
| PLNTS – Statement of Duties – School Learning and Support Officer | [NT01018](https://myplsso.education.nsw.gov.au/q/NT01018) | Recorded MyPL (30 min) | This recording provides an introduction to the School Learning and Support Officer role, by exploring the statement of duties and conditions of employment. |[ ]
| SMART Goals for Non-teaching staff in schools | [NT01665](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=NT01665&details=%2Fmylearning%2Fcatalogue%2Fdetails%2Fd23220b1-442d-ec11-948f-0003ff14d70b) | RecordedMyPL (1 hour) | Understand the meaning, purpose and structure of SMART goals and how it can be applied in individual and team goal setting, with SLSO specific examples. |[ ]

## 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 – Autism – An introduction to supporting students for SLSOs | [NT00847](https://myplsso.education.nsw.gov.au/q/NT00847) | Online – MyPL (1 hour) | This interactive session will provide SLSOs and other non-teaching staff supporting students with an overview of Autism, the impact on communication, behaviour and social skills and general guidance on how best to support students within the classroom and other settings. |[ ]
| 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) | RecordedMyPL (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 – Develop a customer service statement  | [NT00665](https://myplsso.education.nsw.gov.au/q/NT00665) | RecordedMyPL (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 – Commitment to Customer Service | NT00712 | RecordedMyPL(1 hour) | Understand customer service in a school environment and best practice in complaints handling and management |[ ]
| 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 – Establishing team values | [NT01730](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01730) | RecordedMyPL(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 – Positive Partnerships – Communication and Autism | [NT01105](https://myplsso.education.nsw.gov.au/q/NT01105) | Recorded MyPL (50 min) | This module is a recording of a live webinar facilitated by Positive Partnerships. Positive Partnerships explores how characteristics of autism can influence an individual's ability to communicate effectively as well as share strategies, resources and information that may help with improved communication. |[ ]
| PLNTS – Positive Partnerships – Implementing sensory strategies – Part 2 | [NT01108](https://myplsso.education.nsw.gov.au/q/NT01108) | Online – MyPL (55 min) | Part 2 of a live webinar facilitated by Positive Partnerships, on sensory processing which explores sensory processing and highlight the importance of understanding sensory processing differences and Review tools, strategies and resources that can assist individuals to meet their sensory needs and engage in their everyday activities. | [ ]  |
| PLNTS – Positive Partnerships – Supporting Transitions in the Secondary Years and Beyond | [NT01110](https://myplsso.education.nsw.gov.au/q/NT01110) | Online – MyPL (55 min) | A recording of a live webinar facilitated by Positive Partnerships. Positive Partnerships explores supports and strategies for young people moving on to post-school life and in particular: explore secondary school environments and the impact they have on transitions; share how individual strengths and interests can support transition planning; and reflect on the value of a collaborative approach to planning that includes the voice of the young person. |[ ]
| PLNTS – Positive Partnerships – Transitions and change | [NT01109](https://myplsso.education.nsw.gov.au/q/NT01109) | Online – MyPL (35 min) | A recording of a live webinar facilitated by Positive Partnerships. Positive Partnerships discusses a range of transitions and times of change and explored the principles involved in making transition and change. The webinar also looks at strategies and tools to support transition and change. | [ ]  |
| PLNTS – Positive Partnerships – Understanding sensory processing – Part 1 | [NT01107](https://myplsso.education.nsw.gov.au/q/NT01107) | Online – MyPL (55 min) | Part 1 of a two-part webinar facilitated by Positive Partnerships on sensory processing which Explores sensory processing and Considers the differences diverse learners may experience with processing information from their senses and identify how the differences may impact the individual and those around them. |[ ]
| PLNTS – Positive Partnerships – Wellbeing and Resilience | [NT01104](https://myplsso.education.nsw.gov.au/q/NT01104) | Online – MyPL (50 min) | This module is a recording of a live webinar facilitated by Positive Partnerships. Positive Partnerships shares strategies, programs and resources that can support young people on the spectrum. |[ ]
| 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 – Understanding student behaviour | [NT01205](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/detail?page=1&pageSize=10&openSessionsOnly=false&search=understanding%20behaviour&details=%2Fmylearning%2Fcatalogue%2Fdetails%2F510c2c5b-945b-eb11-b9ec-0003ff154b8a) | eLearning Program – MyPL (2 hrs) | Understanding Behaviour was designed by the Behaviour and Student Participation team to provide a base level understanding of behaviour, legislation and policies, and strategies for school-based non teaching staff.  |[ ]
| PLNTS – Welcoming school environment | TBA | 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 – Written communication | [NT00695](https://myplsso.education.nsw.gov.au/q/NT00695) | RecordedMyPL (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. |[ ]