# Student Support Officer (SSO)- Learning Delivery

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 – Role Description – Student Support Officer (Youth Worker) | [NT01561](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01561) | Online – Recorded MyPL | This recording provides an introduction to the Student Support Officer (Youth Worker) role, by exploring the role description 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 – 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 – 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 session explores a number of key DoE policies and procedures including those related to finance, business reporting and workplace health and safety. |  |
| PLNTS – Introduction to Growth mindset | [NT01736](https://myplsso.education.nsw.gov.au/mylearning/catalogue/index?menu=Home#/list?page=1&pageSize=10&openSessionsOnly=false&search=NT01736) | Recorded  MyPL(1 hour) | 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 – 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. |  |
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| 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 – 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. |  |