2011 Organisational Development Services and Program Guide
Making the Difference Through Learning and Development
Dear Colleagues,

At the University of Western Sydney we are committed to recognising, rewarding and developing our staff. We recognise the importance of building the skills, capabilities and professionalism of our staff and working together to promote a vibrant, inclusive intellectual community and collaborative and welcoming workplace.

The Organisational Development Services and Program Guide outlines a range of organisational development courses and services designed to enhance the capabilities and career development of our staff.

I warmly encourage you to engage in the continuing professional development opportunities available at UWS and to participate in the programs offered through the Organisational Development Unit.

Professor Janice Reid
Vice- Chancellor and University President
Welcome to the 2011 Organisational Development Services and Program Guide

This year’s program reflects the University’s ongoing commitment to provide career development opportunities and to build the skills, knowledge and capabilities of staff. The Organisational Development Unit offers an extensive suite of programs and workshops for:

» Leadership and Management Development
» Career Development
» Organisational Knowledge and Policies
» Diversity and Well-being; and
» Computer Software and Systems Training.

New programs for 2011 centre around a number of exciting new career development initiatives.

The Compass Program is about providing guidance, direction and support to navigate the various career development pathways at UWS and to help managers and supervisors introduce online career development planning and review using MyCareer Online.

MyCareer Online is an integrated learning management, career development and performance planning system that enables you to develop a portfolio of academic or administrative activities and to keep track of your progress in achieving your work and development goals and activities on a regular basis.

The Compass Program reflects the University’s commitment to providing career development opportunities and promoting an environment in which staff have a clear understanding of what is expected of them in their role, have the necessary resources and support to be able to perform effectively and succeed, and are able to give and receive feedback.

Another new initiative is the Inspire Leadership Program which aims to enhance the leadership and management capabilities of Academic and Professional managers to both be inspired by best practice leadership models and practices, and to inspire others to achieve their aspirations and make a difference.

The Inspire Leadership Program is a comprehensive blended learning development program for leaders in academic and Higher Education. Participants will have access to the Harvard Business Publishing online learning resources, will complete a multi-rater feedback questionnaire on leadership roles, and will undertake an action learning work-based project.

In response to your demands, we continue to offer a diverse range of workplace specific, job relevant and practice and skills-based courses aligned to learning pathways and core capabilities, and a growing suite of online learning modules.

You can also contact the Organisational Development Unit for advice or help in identifying team or individual learning and development needs, customised training to meet workplace requirements, facilitating team building or planning sessions, coaching, mediation, or support for career planning and development.

Visit our website at http://www.uws.edu.au/odu for more information on our Organisational Development services and programs and enrol in our programs through MyCareer Online.

We look forward to your participation in our programs.

Aggie Lim
Director, Organisational Development Unit
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How to use the 2011 Organisational Development Services and Program Guide

This Guide provides you with information about the Organisational Development Unit (ODU) and describes the range of professional and organisational development programs and consultancy services on offer in 2011. It is a summary document as further details such as dates and locations of programs are available on MyCareer Online accessed via Staff Online.

An overview of the Services Guide is below to assist you in locating information.

Section 1: About the Organisational Development Unit (ODU) – ‘Making the Difference through Learning and Development’.

This section also offers information about UWS:
- Learning and development opportunities
- Learning and development pathways
- UWS Core Capabilities
- The Blended Learning Approach
- The Compass Program for Career Development Planning and Review
- Networks and forums
- Information for new staff
- Awards and scholarships
- Relevant professional development policies.

Section 2: Learning and Development Programs

This section provides details of the suite of 2011 Learning and Development Programs available to all UWS staff. ODU is committed to professional and career development designed to enhance staff capabilities.

Core Stream 2.1: Leadership and Management Development

The UWS Leadership and Management Development Program is underpinned by UWS Leadership Values and a framework that reflects the essential leadership capabilities, attributes and behaviours a contemporary leader needs, to be effective and successful in their leadership role.

Core Stream 2.2: Career Development

UWS encourages its staff to actively plan their careers and engage in career and professional development activities that will enhance their career prospects and job progression or promotion. Career management involves setting realistic goals that match your current capabilities and future career aspirations. The new MyCareer Online system will assist you to plan your work and learning and development goals.

Core Stream 2.3: Organisational Knowledge and Policies

Programs within this stream are designed to build your knowledge and understanding of legal obligations impacting your work at UWS. You will apply a range of UWS policies and procedures to enhance your effectiveness in University administration.

Core Stream 2.4: Diversity and Well-being

Valuing a diverse and harmonious workplace acknowledges that to be productive and happy we need to take care of ourselves and others to create work life balance and a culture of civility, respect and inclusion.

This stream brings together ODU Consultants and ODU partners, internal and external, to present a range of programs covering Cross Cultural Communication, the development of Academic Integration Plans, Support for Students at Risk, Exploring Well-being as well as Stress Management.

Core Stream 2.5 Computer Software and Systems Training

This stream, run in the Computer Lab offers a range of computer software courses and training in various systems specific to the UWS standard operating environment.

Section 3 – For Quick and Easy Access
- How to Register
- Cancellation Policy
- Venue Directions
- Program Registration Form
- Program Index
Section 1 – About the Organisational Development Unit (ODU) – ‘Making the Difference through Learning and Development’

Who are we and what do we do?

The Organisational Development Unit (ODU) provides a range of professional and organisational development programs and services.

We recognise the importance of building the capacity, skills and professionalism of our people to contribute to the achievement of the University’s strategic goals and priorities.

ODU offers organisational development activities that support team planning, change management, customer service, diversity and well-being, civility and respect, as well as career development and performance planning. ODU also provides a suite of programs that build organisational knowledge, management and leadership capabilities, professional capabilities and team development and performance.

Academic staff should also visit the Teaching Development Unit website http://www.uws.edu.au/learning_teaching/learning_and_teaching/teaching_development_unit

The Teaching Development Unit (TDU) is an academic development and e-learning service unit. The unit supports the key directions outlined in the UWS Strategic Plan for Learning and Teaching 2009–2011. TDU works collaboratively with academic staff in Schools on projects negotiated around specific objectives such as assessment practices or improving the quality of flexible learning.

The unit also provides formal learning and teaching programs (such as Foundations), customised sessions, clinics, workshops and a range of online and independent learning resources. TDU manages the e-learning system (vUWS) for all UWS students and staff, and provides staff development and a comprehensive support service.

The Organisational Development Team

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Aggie Lim

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Consultant Leadership Development
Leone Cripps
Consultant IT
Gordon Grant
Consultant Organisational Development
Phillip Marler
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Web: www.uws.edu.au/odu
Who Does What Directory
The Organisational Development Unit (ODU) provides consultancy services for Colleges, Divisions, Schools and Units in planning, quality management and change processes. ODU coordinates training by various UWS units and provides advice and support in the development and implementation of organisational and staff development initiatives.

ODU provides support and advice in identifying team learning and development needs, customised training to meet workplace requirements, facilitating team building or planning sessions, and individual career planning and development support. For further information contact one of our Consultants - Organisational Development.

ODU and our internal partners also provide staff with opportunities to meet and network with colleagues across the University at the following forums:
- Ally Network
- Associate Heads of School Leadership Forum
- Executive Officer’s and Assistant’s Network
- Heads of Program Forum
- Heads of School Invision Leadership Forum
- Project Officer’s Network
- Quality Forum
- SCRUN Network for School, College, Research University Managers
- Senior Management Conference
- Technical Officer’s Network
Required [Mandatory] and Recommended Programs

For a full list please refer to the Program Index.

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<th>Highly Recommended</th>
<th>Job Specific¹</th>
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**Core Stream 2.2 Career Development**

| Getting Started with MyCareer Online / Tutorial | Building Effective Relationships | Event Management |
| Introduction to Performance Planning & Development Online | Business and Report Writing | Meetings and Minutes @ UWS |
| Recruiting the right person²: Behavioural Interviewing | Customer Service and Professional Communication | Professional Presentations |
| | Email Etiquette | |
| | Managing your Career @ UWS | |
| | Tools for Personal Productivity | |
| | Working with Emotional Intelligence | |

**Core Stream 2.3 Organisational Knowledge & Policies**

| EO Online | Finance 101 @ UWS | Academic Integration Plans – The Nuts & Bolts |
| Getting Started with MyCareer Online / Tutorial | IT Desktop Environment Online | Animal Research Ethics Workshop |
| Introduction to Performance Planning & Development Online | Influencing Climate Change Online | Biosafety and Radiation Research Ethics Workshop |
| OH&S Online modules | | |
| TRIM Records Management | | |
| | | Callista Fundamentals³ |
| | | Complaints Handling System |
| | | MySourceMatrix Content Management System |
| | | MyStudent Records³ |
| | | OSCAS³ |
# Required [Mandatory] and Recommended Programs

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<th>Required</th>
<th>Highly Recommended</th>
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<td>OH&amp;S – suite of programs</td>
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<td>- Conducting Effective Laboratory Risk Assessments</td>
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<td>- Emergency Preparedness</td>
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<td>Office 2007 suite of programs in computer lab</td>
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<td>Travel Portal Session UWS</td>
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<td>E-Tan E-Res Self booking Tool</td>
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<td>Callista Fundamentals³</td>
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1 Discuss with your Supervisor regarding mandatory or required training for your work area
2 Required training for all Managers and Supervisors
3 Email ssadmin@uws.edu.au with the words TRAINING REQUEST: [module name] in the subject line.
At UWS we are committed to the professional and career development of our people. ODU programs are aligned to the University’s strategic direction and goals including the UWS Making the Difference Strategy, Our People 2015, the UWS Capability Framework, the Professional Development Policy and other relevant policies. The Professional Development Program at UWS is provided by ODU and internal and external partners. To assist staff to plan and map their development, three possible pathways which align with ODU programs are depicted on pages 6 to 8:

Diagram 1: UWS Administrative Development Pathways
Diagram 2: UWS Technical Officer’s Development Pathways
Diagram 3: UWS Leadership and Management Development Pathways

**Diagram 1: UWS Administrative Development Pathways**

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<td>Event Management</td>
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<td>Orientation for New Staff</td>
<td>Oracle Financials</td>
<td>Professional Presentations</td>
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<td>Privacy Awareness Online</td>
<td>UWS Travel</td>
<td>Recruiting the Right Person: Behavioural Interviewing</td>
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<td>TRIM Records Management</td>
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<td>UWS Desktop Environment Online</td>
<td>Introduction to Performance Planning and Development Online</td>
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<td></td>
<td>UWS Online Orientation</td>
<td>OH&amp;S Online [job specific modules]</td>
<td>Working with Emotional Intelligence</td>
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<td>Working at UWS and our Statutory Obligations</td>
<td>Tools for Personal Productivity</td>
<td>Tools for Personal Productivity</td>
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<td>Other Development Programs</td>
<td>Certificate IV in Frontline Management*</td>
<td>Diploma of Management*</td>
<td>AICD Company Directors Program</td>
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<td>For Non-Supervisors and Supervisors</td>
<td>Undergraduate study for e.g. UWS Bachelor of Business and Commerce [BBC]*</td>
<td>External programs such as: Martin Institute Leadership Development Programs</td>
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<td>Assoc. for Education Tertiary Management [ATEM] Programs</td>
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<td>AIM Executive Programs</td>
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<td>GSM Executive Programs</td>
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**Capabilities**
- Achieves results
- Shapes strategic thinking
- Cultivates productive working relationships
- Communicates with influence
- Exemplifies personal drive and integrity
- Displays professional / technical excellence
- Enhances engagement and the student experiences
- Engages with people - Building trust - Strengthening relationships - Self awareness

**UWS Learning and Development Opportunities**

- IT Courses
- Office 2007 suite of programs
- Creating Work-Life Balance
- Stress Management
- Coaching for Performance
- Leading Your Team Through Change
- Values based Leadership
- Diversity and Well-being at UWS
- Mental Health Awareness
- Committee Training e.g. Student/Academic Misconduct, OH&S
- Professional Network Forums

*These programs are offered by ODU/UWS. For more information on Accredited Training please contact Bev McSpadyen at [b.mcsmpadyen@uws.edu.au](mailto:b.mcsmpadyen@uws.edu.au) Registration for these programs can be done via MyCareer Online. See How to Enrol.
These programs are offered by ODU/UWS. For more information on Accredited Training please contact Bev McSpadyen at b.mcspadyen@uws.edu.au. Registration for these programs can be done via MyCareer Online. See How to Enrol.
UWS Leadership and Management Development

The University recognises the talents of its people and is committed to developing the capabilities and skills of its managers and leaders.

UWS Managers and Leaders are expected to demonstrate the following values and behaviours:

- Have high ethical and professional standards
- Be transparent, accountable and responsible for our actions
- Commit to the mission and values of UWS
- Engage with our people and the community
- Engender a culture of service and dedicated to meeting the needs of our students, clients and stakeholders.

Leadership and Management Development at UWS is underpinned by a capability framework that reflects the essential capabilities, attributes and behaviours expected of UWS Managers and Leaders. These include:

- Demonstration of UWS Values
- Results achievement and personal drive
- Student engagement and service
- Communication and influence
- Productive working relationships
- Problem solving, analytical thinking, strategy
- Professional and technical excellence

Leadership and Management Development at UWS includes the Senior Management Conference, the Inspire Leadership Program for Academic and Professional Leaders and Managers, networking forums, programs, seminars, short study programs and coaching/mentoring.

Diagram 3: UWS Leadership and Management Development Pathways

UWS Leadership and Management Development

Capability Development Opportunities

The Inspire Leadership Program
HBP Online Learning
Executive Coaching Program
Accredited Programs
Tools for Personal Productivity
The Psychology of Influence
Ethics at Work

Engaging with people - Building trust - Strengthening relationships - Self awareness
The University values, recognises and is committed to attracting, retaining, rewarding and developing its high quality staff. The **Inspire Leadership Program** is designed to develop and enhance leadership skills and capabilities, and to build on the strengths of our Academic and Professional managers and leaders to influence, motivate, and inspire others to follow.

This blended learning program applies theory to practice and principles and models of leadership relevant to academic and higher education settings. The program includes highly relevant and informative workshops, a multi-rater feedback on leadership roles, access to the Harvard Business Publishing online learning resources, peer mentoring and completion of an action learning project.

**The Inspire Leadership Program** is endorsed by the Vice-Chancellor, Senior Executive and the Our People 2015 Steering Committee and is fully funded by the University through the Organisational Development Unit.

**Intended for:**
Academic and Professional [HEW Levels 7-10] Managers and Leaders in a supervisory role.

**Program Aim:**
To enhance the leadership and management capabilities of UWS Academic and Professional managers and leaders to both be inspired by the very best leadership models and practices, and to inspire others to achieve their aspirations and make a difference in the UWS and broader community.

**Learning Outcomes:**
- Apply a framework to your leadership role
- Identify leadership capabilities and strengths in self and others
- Identify strategies to build positive working relationships
- Describe the value of peer mentoring as a leadership development strategy
- Plan an action learning project
- Identify resources to support you in undertaking your project

**Program Topics:**
- Inspirational leadership: developing, motivating and empowering others for success
- Coaching conversations: an effective tool for performance feedback
- Integrating Higher Education leadership roles and behaviours
- Modelling ethical and values-based leadership
- Negotiating change through strategic communication and influencing others
- Fostering an innovative culture
- Inspiring the self: balancing work, career and life
The UWS Capability Framework is part of the Our People 2015 staffing strategy. The diagram below describes the core capabilities for staff at UWS. It is intended that job specific capabilities will eventually be mapped to all positions through further development of the Capability Framework. Programs and Workshops offered through the Professional Development Program aim to align with the UWS Core Capabilities.

### GLOSSARY:

**Performance Plan**: An individual’s work plan for a period into the future, usually twelve months, sometimes up to three years. Contains goals and descriptions of what goal achievement looks like.

**Career Plan**: Describes an individual’s career aspirations and goals.

**Development Plan**: Describes goals related to an individual’s capability/skills and outlines development activities such as training, coaching, etc. in terms of specific development activities and timelines to support current and future work.

**Capabilities**: Capabilities describe the skills, knowledge and behaviours required to be successful in work at various levels. Capabilities are described so that appropriate training can be identified and completed; they also contribute to recruitment selection criteria.
The introduction of MyCareer Online during 2010 provided staff members with the ability to access online modules on a range of subjects from an easy to use central location. Further online modules will be available during 2011 forming part of ODU’s blended learning approach, incorporating content delivered face to face and online.

When staff complete an online module or a face to face program it is automatically recorded against their training record, to assist them in managing their individual development plans.

As part of the move towards a blended learning approach, the Organisational Development Unit facilitates the publishing of online content for access by staff members from MyCareer Online. If you require further information on blended learning for professional staff and publishing online modules, contact Ted Webber on e.webber@uws.edu.au.

Descriptions for each of the online modules currently available are included in Section 2 – Overview of Learning and Development Programs categorized alphabetically, within Core Streams.

Viewing a list of available online modules

To view a list of all online modules available in MyCareer Online select Browse for Training from the Learning menu, then click on the Go to Search link in the Browse for Training page. Select the Online Course checkbox only, and then click Search. This will display a list of all online modules available.

Online modules

- Email Etiquette
- Equal Opportunity Online – Module 1
- Equal Opportunity Online – Module 2
- Getting Started with MyCareer Online
- Getting to Know Office 2007
- Introduction to Performance Planning and Development [COMPASS]
- Influencing Climate Change
- IT Desktop Environment
- OHS Modules
- Privacy and UWS
- Supervising @ UWS
- UWS Online Orientation
The Compass Program for Career Development Planning and Review

UWS recognises the importance of career development and planning for its employees. Compass includes the University’s Career Development Planning and Review process as outlined in the UWS Staff Enterprise Agreements, as well as the employment benefits and career development opportunities outlined in the Professional Development Policy.

A number of employment benefits and conditions such as confirmation of probation; promotion, professional development program leave or conference leave; study leave and educational support; salary increments and recruitment and retention loadings; are linked to your active participation in the Career Development Planning and Review process. All ongoing employees and employees on fixed-term contracts of 12 months or more are required to participate.

Compass aims to provide you with the guidance, direction and support to navigate the various career pathways and development opportunities at UWS and to help with the planning of your work aligned to the UWS Strategy and goals.

Compass uses the MyCareer Online System to help keep your career development and work plans and activities on track and up to date. Compass is about having ongoing discussions with your supervisor and colleagues about your portfolio activities in Teaching, Research, Administration, Governance/Leadership/Engagement and the support and training needed to help you do your job.

What does Compass involve?

Setting your work or performance objectives for the year ahead:

» Discuss your proposed work plan with your supervisor so that there is a balance of activities, aligned to the University, College or Division, School or Unit plans and priorities

» Identify five or six work objectives/key responsibilities or goals that will support your portfolio in teaching, research, engagement and/or administration and identify key performance indicators or measures of success for each of your objectives

Create your career development goals and learning plan:

» Identify development goals that will support your professional development and career aspirations

» Use the MyCareer Online System to review and track your progress during the year

» Meet with your supervisor to discuss your achievements, gain guidance and feedback on your performance and seek support for career and professional development activities

» Consider what types of evaluation, documentation or evidence will support your portfolio

For Academic Staff, consider:

» Peer review and mentoring for your teaching and how you will use, for example, student evaluation of teaching to identify areas of strengths and areas for further development

» Your research aspirations, plans and goals in relation to research publications, grants, and your HDR students

» Support you might need to reach these goals.

MyCareer Online System

The MyCareer Online System enables planning and review of individual work objectives and development goals. The first stage involves entering your work or performance objectives and development plan into the MyCareer Online System. The second stage will be to review your objectives on a regular basis with your supervisor.

Introductory “Getting Started” sessions for teams are being held across UWS to introduce you to the career development and planning process and the University’s MyCareer Online System.

All employees should also complete the online modules ‘An Introduction to Performance Planning and Career Development’ and ‘Getting Started with MyCareer Online’.

For more information and support in developing Unit plans, individual goals and objectives and using MyCareer Online, contact the Organisational Development Unit at odu@uws.edu.au

Relevant Agreements, policies and guidelines

General Staff Agreement
Academic Staff Agreement
http://www.uws.edu.au/human_resources/hr/employee_relations/uws_enterprise_agreements

Professional Development Policy

Professional Development – Continuing professional development guidelines

Professional Development Program (PDP) for Academic Staff Policy

UWS Strategy and Plan 2010-2105: Making the Difference
http://www.uws.edu.au/mtd/strategy_and_planning
All new staff are required to undertake the **UWS Online** Orientation program. This online program is complemented by a face-to-face **Orientation for New Staff** session held regularly at Frogmore House, Building AA, Werrington North.

This session provides an overview of UWS, its mission and values, governance and organisational structure, key policies, employment conditions, staff benefits and services available. These sessions complement the local induction sessions provided by the school or unit. See the Organisational Knowledge and Policies section for full details.

All new full-time academic staff employed at the Associate Lecturer and Senior Lecturer level must complete The **Foundations of University Learning and Teaching** program (FULT) offered twice a year by the Teaching Development Unit (TDU). Contact TDU for further information on ext. 5175 or email foundations@uws.edu.au

The Library assists new academic staff with accessing library resources and provides support and training in Citing Resources, EndNote 10 and Refworks. For more information, please see: [http://library.uws.edu.au/](http://library.uws.edu.au/)

As part of their induction process, all new staff are required to complete training in the following areas as relevant to their role and responsibilities. Staff should discuss their training needs with their supervisors:

- Orientation for New Staff (online and face-to-face)
- OH&S in the Workplace (available as online learning)
- EO Online
- Privacy and UWS Online
- Introduction to Performance Planning and Development Online
- TRIM Basic (Records Management)
- Callista Fundamentals
- MyStudent Records
- Oracle Financials
- Working at UWS and Our Statutory Obligations.

For more information, please see [www.uws.edu.au/odu](http://www.uws.edu.au/odu)

Managers and supervisors are required to complete the following four programs.

- Coaching for Performance
- Occupational Health and Safety for Managers and Supervisors
- Recruiting the Right Person: Behavioural Interviewing
- Working at UWS and our Statutory Obligations

For more information, please see the Leadership and Management Development section or go to [http://www.uws.edu.au/organisational_development/odu/leadership_and_management_development](http://www.uws.edu.au/organisational_development/odu/leadership_and_management_development)

Resources and Information

The **Working @ UWS** booklet provides important and helpful information about the University. It also contains a checklist of various tasks and processes that need to be in place during your first twelve months at UWS. The booklet can be downloaded at: [http://www.uws.edu.au/epo](http://www.uws.edu.au/epo) or is available from HR Services.

The **Teaching @ UWS** booklet provides information on strategic development priorities for learning and teaching at UWS. It is available from the Teaching Development Unit on ext. 5175 or download at [http://www.uws.edu.au/tdu](http://www.uws.edu.au/tdu).

The **Research @ UWS** booklet is a reference guide for current researchers and research support staff, as well as an introduction for new staff to research related resources, policies and procedures at UWS. It is available in PDF format from the Office of Research Services web page: [http://www.uws.edu.au/about/adminorg/devint/ors](http://www.uws.edu.au/about/adminorg/devint/ors)
The underlying principle of the University’s Our People 2015 staffing strategy is to have:

‘... the right people in place for the kind of university UWS wants to be by 2015 to ensure sustainable growth and competitive advantage for UWS within the higher education sector.’

The Our People 2015 staffing strategy recognises that attraction and retention of talented staff is a key strategic element. The University provides the following professional and career development opportunities for staff to broaden their knowledge, skills and experience.

1. Vice Chancellor’s Excellence Awards

The Vice-Chancellor’s Excellence Awards showcase the endeavours and accomplishments of UWS staff and reward, recognise and encourage excellence in performance and achievements. In 2010 a new category of ‘Leadership’ was introduced.

There are six award categories:
- Excellence in Teaching
- Excellence in Professional Service
- Excellence in Postgraduate Research Training and Supervision
- Excellence in Entrepreneurship and Innovation
- Excellence in University Engagement
- Excellence in University Sustainability.
- Excellence in Leadership

Guidelines regarding the above can be found at: http://www.uws.edu.au/about_uws/uws/vice-chancellors_welcome/vcs_excellence_awards

2. Vice-Chancellor’s Professional Development Scholarships

The Vice-Chancellor’s Professional Development Scholarships Program offers a total of ten $2000 Scholarships for staff to attend relevant conferences or programs to further their professional or career development:
- 5 x $2000 scholarships are available for academic staff
- 5 x $2000 scholarships are available for general staff

See the Professional Development policy http://policies.uws.edu.au/view.current.php?id=00136

Or further information can be found at: http://www.uws.edu.au/organisational_development/odu/vice-chancellors_professional_development_scholarships

3. Postgraduate Staff Scholarships

Postgraduate Scholarships help to strengthen the University’s ability to reward and recognise staff, increase our capacity to attract and retain talented staff, and build the capability and expertise in our current staff as managers and leaders.

These scholarships aim to support staff in achieving postgraduate qualifications in a range of disciplines and provide a significant career planning and development opportunity.

The scholarships are available annually to either academic or professional staff and provide reduced unit fees for UWS postgraduate courses, as units are capped at $1,000 each (saving up to $2,060 per unit).

For full application guidelines and more information or to apply please visit: www.uws.edu.au/postgradstaffscholarships

4. UWS Education Allowance and Study Leave

The University provides an education support allowance for staff to undertake approved formal award programs up to 140 hours per year.

Further information can be found in the Professional Development Policy http://policies.uws.edu.au/view.current.php?id=00136 or on the ODU website http://www.uws.edu.au/odu
5. Job Exchange

The Internal Job Exchange program is an initiative of the University’s Our People 2015 staffing strategy, and enables general staff to exchange positions for an agreed period of time.

The University recognises the important relationships between Colleges, Schools and Divisions. The program provides an opportunity for employees to increase their organisational knowledge by participating in a job exchange within or between the Colleges, Schools or Divisions.


6. Relevant Policies and Guidelines

Academic Promotions Policies

Guidelines for Continuing Professional Development

Internal Job Exchange

Postgraduate Staff Scholarships
www.uws.edu.au/postgradstaffscholarships

Professional Development Policy

Professional Development Program (PDP) for Academic Staff

UWS Education Allowance and Study Leave
or on the ODU website
http://www.uws.edu.au/pdu

UWS Retreats & Conference Policies

Vice-Chancellor’s Excellence Awards Policy

Vice-Chancellor’s Professional Development Scholarships
http://www.uws.edu.au/organisational_development/odu/vice-chancellors_professional_development_scholarships
Section 2 – Overview of Learning and Development Programs

Leadership and Management Development

**Associate Heads of Schools Leadership Forums**

The forums focus on aspects of the AHOS leadership and management roles within schools. Contact Leone Cripps on ext. 7425 or at l.cripps@uws.edu.au

**Being a Go Between in a Workplace Conflict**

Intended for: Managers, Supervisors and Team Leaders

This program explores the manager’s role in helping to resolve a workplace conflict. Mediation is explored as a co-operative problem-solving model that enables participants to facilitate a process where the parties involved may find constructive and mutually agreed solutions.

**Certificate IV in Training and Assessment TAE40110**

Intended for: All Staff

The TAA40104 Certificate IV in Training and Assessment is a nationally recognised qualification delivered in partnership with the Competency Training Institute of Australia (RTO ID No 90115) and covers the competencies required to deliver training and to conduct competency-based assessment. The assessment tasks for the Certificate IV need to be completed within 12 months of commencement. A call for applications is made prior to each program. There is a cost of $1600 to attend this program which is charged to your School or Unit. For further information contact Bev McSpadyen on ext. 7421 or b.mcspadyen@uws.edu.au

**Certificate IV in Frontline Management BSB51107**

Intended for: Heads of Program, Supervisors, Managers, Team Leaders and Technical Coordinators

The Certificate IV in Frontline Management is a nationally recognised qualification delivered in partnership with the Competency Training Institute of Australia (RTO ID No 90115). The Diploma consists of an additional eight units of competency to the Certificate IV in Frontline Management:

- Topics include Customer Service, Learning and Development, Management, Occupational Health and Safety, Project Management and Workplace Effectiveness. There is a cost of $900 to your school or unit to undertake the Diploma program. The Diploma articulates into the UWS Bachelor of Business and Commerce (BBC).

For further information and an application form, please contact Bev McSpadyen at b.mcspadyen@uws.edu.au or ext. 7421.

**Diploma of Management BSB51107**

Pre-requisite: Successful completion of Certificate IV in Frontline Management

Delivered in partnership with the Competency Training Institute of Australia (RTO ID No 90115). The Diploma consists of an additional eight units of competency to the Certificate IV in Frontline Management:

- Topics include Customer Service, Learning and Development, Management, Occupational Health and Safety, Project Management and Workplace Effectiveness. There is a cost of $900 to your school or unit to undertake the Diploma program. The Diploma articulates into the UWS Bachelor of Business and Commerce (BBC).

For further information and an application form, please contact Bev McSpadyen at b.mcspadyen@uws.edu.au or ext. 7421.

**Coaching for Performance**

Target Audience: Required training for all Managers and Supervisors

Pre-requisite: Online modules – (1) An Introduction to Performance Planning and Development and (2) Getting Started with MyCareer Online

The University’s Compass Program is about coaching and supporting staff to set a clear direction for the planning of their work and aligning this to the University’s strategy and their School, Centre or Unit goals. It is also about providing staff with the guidance, direction and support to navigate the various career pathways and development opportunities at UWS.

For dates to register and locate learning objectives
Coaching for Performance will provide you with the techniques, skills and processes for engaging staff in coaching conversations that focus on collaborative goal setting and problem-solving, delivery of measurable quality outcomes, and adopting a developmental approach to their work and career development.

*Note that this module is included in the Inspire Leadership Program

**Invision Leadership Forum**
**Intended for:** Heads of Schools

The InVision Leadership Program is a strategic leadership development program designed to assist in formulating a clear and shared vision of the future for UWS, its people, students and programs, and engaging and leading one’s School or team towards that vision informed by a deep insight into leadership practice, values, behaviours and emotional intelligence.

Guest speakers from government, industry and business lead a dialogue on key aspects of leadership and management. The forums follow directly after the Senior Staff Forums.

**Leading your Team through Change**
**Intended for:** Managers, Supervisors and Team Leaders who have the responsibility for implementing a change process or initiative

This program explores the role of the manager in managing the transition of change in the workplace. It provides practical tips and skills for assisting people through periods of change. Participants will have the opportunity to apply a range of strategies and tools to their current change initiative.

**Managing Small Projects**
**Intended for:** Those running small projects at UWS

This one-day program is designed to introduce participants to Project Management principles, practices and tools for small projects, based on the UWS Project Management Methodology.

**Occupational Health and Safety for Managers and Supervisors**
**Intended for:** All Managers and Supervisors

This one day program provides the skills and knowledge needed to manage health and safety at UWS. This is essential learning required under State legislation [Clause 13(3) OHS Regulations] for University staff who have been allocated Risk Management duties.

As OHS obligations become more complex and onerous on managers and supervisors, this program assists you to fulfil those duties set down by the University and those obligations set down by the legislation. Up to date examples, role plays and scenarios are used to contextualise the information to UWS. Changes to Occupational Health and Safety laws are discussed in detail including the new definition for a Person Conducting a Business and an Officer of an Organisation.

The program includes how to document and maintain a Risk Management system within your unit and also addresses incident investigation methods.

**The Psychology of Influence**
**Intended for:** Managers and Supervisors

Some people appear to have a knack for influencing others. Their persuasive skills appear to flow naturally and unconsciously - but they actually stem from principles anyone can learn to apply.

By understanding these principles, you can get others to listen to you, persuade people to change their mind, shift the direction of a conversation, communicate a message effectively and get more of what you want in life and work.

This one day workshop provides participants with tools for improving your influencing skills and a range of practical tips, examples together with practical exercises.

Topics include:
» What is influence?
» Theory and practice of influential communication
» Understanding power games
» Nonverbal sources of influence
» Words that influence
» Tools for persuading groups

**Quality Forum**
**Intended for:** Senior Staff, Associate Heads of School, Heads of Program and Senior Managers

Held annually, the UWS Quality Forum is for Senior Staff of the University including the Senior

access MyCareer Online via Staff Online.
Executive, Pro Vice-Chancellors, Associate Deans, Heads of Schools, Directors, Associate Heads of Schools, Heads of Program and senior managers and provides a forum for discussion on quality improvements in learning and teaching, the student experience, research, internationalisation and engagement.

**Recruiting the Right Person: Behavioural Interviewing**

*Intended for:* New (and existing) UWS Staff preparing to participate as a Member of a Selection Committee

Behavioural interviewing is a simple yet highly effective way to inject more objectivity into the staff selection process and to increase your confidence in making informed hiring decisions. This program focuses on pre-interview preparation, developing behavioural based questions and understanding their value, the interview techniques that allow you to draw out specific behavioural-based examples of past performance and the strategies that follow through on this process.

**Senior Management Conference**

*Intended for:* Senior Staff

Held annually, the Vice-Chancellor’s Senior Management Conference provides a forum for discussion on the University’s strategic direction and priorities.

**Supervising@UWS Online**

*Intended for:* Managers and Supervisors who need to induct new staff members

This module will help supervisors or managers to induct new staff and outlines the steps needed to make the introduction to UWS both friendly and informative.

The module explores key aspects of a quality workplace induction and assists supervisors to locate and access information about employment conditions, policies and procedures, staff support and professional development opportunities.

**SCRUM – Network**

*Intended for:* School, College, Research Centre University Managers

SCRUM provides a forum for the above group to benchmark best practice around processes that impact on School/Research Centre operations, disseminate information on current UWS initiatives and policies, hear from guest speakers and put forward recommendations to appropriate UWS Committees. The group is a voice that represents the Academic Unit in regard to operational matters. The network is self managed and facilitated with support from ODU where required. Scheduled three times per year. Dates and venues, when available, will be uploaded to MyCareer Online.

Contact Leone Cripps at L.cripps@uws.edu.au for further information.

**Values-based Leadership**

*Intended for:* Managers, Supervisors, Team Leaders and new leaders

Exploring ‘Values-based leadership’ as a component of ‘learning centred-leadership’ is essential for aspiring University Leaders. ‘Learning here refers to processes of joint sense-making, in which people think together to formulate integrated understandings—while also remaining open to reviewing and, if necessary, changing, their own assumptions and conclusions’ (Dunoon 2008).

UWS has developed a set of leadership values for senior leaders and together with a set of UWS core capabilities this program will provide useful tools for emerging or new leaders in the development of their leadership style and capacity. Dunoon, D (2008) In the Leadership Mode: Concepts, Practice and Tools for a Different Leadership. Trafford Publishing.

**When things go pear shaped – Tips for handling a ‘prickly’ situation**

*Intended for:* Managers and Supervisors

From time to time, supervisors may become aware of an issue or situation involving their staff that needs to be dealt with both quickly and appropriately. These situations can be stressful. Overlooking or not following the correct procedures or policies can later cause more problems. This workshop is designed to provide supervisors with helpful information on the importance of following processes, who to contact for advice, and pitfalls to avoid when “things go pear shaped”.

For dates to register and locate learning objectives
Career Development

Building Effective Relationships

Intended for: All Staff

Relationship-building helps you work smoothly with colleagues, resolve client problems and win better results in negotiations. In this one day program you will find out how to create strong partnerships using rapport building skills. Hear how to listen even when experiencing ‘personality differences’. Learn how to express yourself positively and influentially and gain hands-on experience handling conflicts in ways that strengthen relationships.

Topics include:

» Why relationship-building matters
» Creating successful partnerships at work
» Connecting with others
» High impact listening
» Dealing with difficult behaviours
» Getting positive outcomes from conflict

NB: There is a registration fee of $200.

Business and Report Writing

Intended for: All Staff

This one-day program focuses on styles of business and report writing frequently used in the University. Participants will gain skills and useful information for writing and producing documents that are well structured, clearly written and consistent across UWS, and gain an understanding for the way accountability drives the need for thoroughness and accuracy in all writing tasks.

NB: There is a registration fee of $250.00.

Career I – Managing your Career@UWS

Intended for: All Staff who wish to proactively develop and manage their career at UWS

This module provides the opportunity for staff to reflect on, plan, document and promote or ‘sell’ their achievements and career goals. It will assist staff to develop an awareness of the UWS Core capabilities, promote their strengths, and identify areas for development.

Career II – Preparing a Job Application

This module provides support for staff in creating a well presented, succinct resume and statements that address selection criteria to reflect skills, attributes and achievements. This practical program is conducted in the Computer Lab so that participants can create a resume in ‘real time’ as well as accessing online resources.

Career III – Interview Skills

This module is designed to build the ability and confidence of participants during the interview process. Participants will have the opportunity to prepare thoroughly for commonly asked interview questions, to describe their achievements and to manage nervous tension.

Collaborative Decision Making: Using Six Thinking Hats

Intended for: All Staff

Six Thinking Hats (created by Edward De Bono) is a powerful technique that helps us improve our decision-making and communication by encouraging different perspectives. Many of us tend to have a dominant thinking style which becomes stronger each time we use it. Other styles of thinking or states tend to be under-utilised even though they may be more appropriate to the situation.

To make it easier to identify and work with these other styles/states, coloured hats are used as a metaphor to describe different ways of thinking.

In this highly practical program we will employ the concept of Six Thinking Hats to scenarios and situations relevant to the participants. Participants will discover a range of situations in which Six Thinking Hats can be used, such as: team meetings, coaching, goal setting and planning processes.

Customer Service and Professional Communication

Intended for: All Staff

This practical program will enhance participants’ ability to provide exceptional customer service through developing emotional, informational and technical customer-service skills and to handle day-to-day customer interactions with a professional attitude.

To access MyCareer Online via Staff Online.
Email Etiquette – Online

Intended for: All Staff

This module is suitable for anyone wishing to maximise the effectiveness of their email communication. Email etiquette aims to help UWS staff engage in effective, efficient and professional online communication. Topics include: Greetings and Salutations, Style and Content, Managing Discussions, Compliance and Tips and Tricks.

Event Management

Intended for: All Staff who organise UWS events

This one day program is designed to provide the essential skills and knowledge to help you plan and run a successful event. The program covers:
- Event and Project Management Fundamentals
- Managing the project budgets
- Building a Winning Team
- Coordinating Travel and Accommodation
- Plan and Manage the Conference
- Promoting the Event

NB: There is a registration fee of $300.00.

Getting Started with MyCareer Online

Intended for: All Staff

In this online module you will learn about the tasks involved in using MyCareer Online to record and maintain your individual work objectives and career development plans. You will also learn about how to complete training requests and Career Centre details. Alternatively, if you are a manager you can access the Getting Started with MyCareer Online for Managers module, which includes additional tasks you will need to complete when using the MyCareer Online system.

Getting Your Message Across

Intended for: All Staff

Approaching or working with others with whom there is perceived conflict can seem difficult or overwhelming. Understanding our own responses to conflict, adopting a different attitude and using effective communication skills can assist enormously. This practical one-day program focuses on the strategies and skills for effectively communicating with others to confidently manage potential conflict situations. Topics include active listening and assertiveness, problem ownership, identifying personal strengths and areas to strengthen.

Hows and Whys of Process Mapping

Intended for: University Administrators, Business Analysts, Managers, Systems Analysts, and others who have need to express processes by using diagrams and who are interested in gaining an insight on how processes are structured, defined, assessed and represented.

Process maps, diagrams and workflows have become increasingly important in our daily work. These are used as a way of conceptualising and communicating complex activities in an abstract, visual and concise manner. This program will provide participants with the required tools to conceptualise and define processes at a high and detailed level, analyse them while at the same time equip them with the practical tools to illustrate and document. The session also includes a demonstration of Microsoft Visio targeted to practitioners who have a need to draw diagrams that look professional.

NB: There is a registration fee of $250.00.

Introduction to Performance Planning and Development [COMPASS] Online

Intended for: All Staff

This module is suitable for anyone wishing to gain an understanding of the UWS performance planning and development process [COMPASS] and is applicable to both managerial and non-managerial staff members. Developing a work plan is one of the most effective strategies for managing your workload and establishing priorities. Whether you’re setting work goals or professional or career development goals, having a plan is critical to successfully achieving what you set out to do. The module describes what is involved and what to consider when taking part in the performance planning and development process at UWS.

Professional Presentations

Intended for: All Staff wishing to build skills and confidence in presenting to groups and/or wanting to refresh their presentation skills

Being able to present with maximum impact and effectiveness is a key skill applicable to a range of situations including meetings, seminars, formal presentations, and job interviews. This practical program will provide participants with techniques, tools and tips for making effective professional presentations.

For dates to register and locate learning objectives access MyCareer Online via Staff Online.
Meetings and Minutes @ UWS

Intended for: All Staff who are required to chair meetings and/or take minutes

Many staff are required to run meetings and take minutes yet have never received formal training in either skill. Some staff find meetings difficult to manage; they find it hard to get actions done and some find that their original training hasn’t equipped them to take the kind of minutes the modern University requires.

This is a highly practical program that emphasises saving time in meetings. Participants are given many tips and formats to adapt for their own use.

The full day program looks at the whole process of a meeting. You will leave:

- knowing your responsibilities as a convenor and being able to write a sensible and very useful agenda
- knowing how to save time in your meetings
- being able to solve typical meeting problems like managing people popping in and out; straying from the agenda and managing difficult behaviour
- being able to take more succinct minutes
- knowing what to put in and what to leave out of minutes
- knowing how to get the minutes out quickly

You will also understand what records are expected to be kept on the committee file and how the new Government Information Public Access Act (2009) will have an impact on the minutes you take.

NB: There is a registration fee of $250.00.

Tools for Personal Productivity

Intended for: All Staff

- Are you interrupted many times each day?
- Do you feel disorganised and tired with the ever increasing workload?
- Do you have a list of things to do but no time to do them?
- Do you rarely, if ever, have time for your own enjoyment?

Most time management models do not solve the competing demands placed on us from phone calls, emails, paperwork and work and family responsibilities.

This workshop offers powerful, practical tools and ideas for increasing your organisation, energy and creativity in work and life. You will stop thinking about saving time (which we use to fit more in) and start thinking about creating time.

NB: There is a registration fee of $200.00.

Working with Emotional Intelligence

Intended for: All Staff

Discover what Emotional Intelligence (EQ) is. Discuss how EQ differs from the “intelligence” measured by IQ tests. See how thinking patterns and emotional states influence your success at work and in life. Hear how to change emotional patterns that block success in your job. Learn practical ways to manage work overload, handle difficult relationships and build better work-life balance.

- EQ: your formula for success
- A user’s guide to the brain
- Managing your emotions
- Handling tough conversations
- Rapport – your key to influence
- Think beyond stress

NB: There is a registration fee of $200.00.

For dates to register and locate learning objectives access MyCareer Online via Staff Online.
Organisational Knowledge and Policies

Animal Research Ethics Workshop

**Intended for:** Honours Students, Postgraduate Research Students and Research Staff

Are you a new Honours, Postgraduate student or Staff member conducting research into animals? Are you using or examining animals in the research you are undertaking?

If you are, you will need approval from the University’s Animal Care and Ethics Committee to undertake any research involving the use of animals. This workshop will give you an overview of the legislation that the University operates under, including the purpose and responsibility of the Animal Care and Ethics Committee.

This workshop will function as a practical guideline for the submission of an animal ethics application. It will provide a walk-through of why it is necessary to submit an application, what to include in the application, how to submit the application and the reporting requirement needed after application is approved.

Biosafety and Radiation Research Ethics Workshop

**Intended for:** Honours Students, Postgraduate Research Students and Research Staff

Are you a new Honours, Postgraduate student or Staff member undertaking research that utilises biohazardous materials, uses gene technology or genetically modified organisms, utilises radiation work?

If you are, you will need approval from the University’s Biosafety and Radiation Safety Ethics Committee to undertake any research. This workshop will give you an overview of the legislation that the University operates under, including the purpose and responsibility of the Biosafety and Radiation Safety Ethics Committee.

This workshop will function as a practical guideline for the submission of a biosafety and radiation safety application. It will provide a walk-through of why it is necessary to submit an application, what to include in the application, how to submit the application and the reporting requirement needed after application is approved.

Executive Officers and Assistant’s Network

**Intended for:** Executive Officers

A proactive network specifically designed for the Executive Officer. Whether you are new to the Executive Officer or Assistant role, are currently on Secondment or have been long-standing in the position, these forums offer an opportunity to discuss, network and share information within an engaged environment. Key features include presentations on policy and procedural changes, updates on current and relevant issues and ongoing engaged learning for the Executive Officer.

Finance 101 @ UWS

**Intended for:** Any Administrator or Manager with financial responsibilities but without a financial background

Finance 101 is an introductory financial program aimed at providing team members at all levels with the key tools and concepts to enhance financial management skills and assist in decision making within the UWS financial environment.

This interactive program is designed for anyone who wants to improve their ability to work with financial and accounting information. Importantly this course takes you through the financial basics so it best suits those new to the University and new to Finance.

NB: There is a registration fee of $200.00.

Heads of Program Forum

**Intended for:** Heads of Program, Course Advisors/Coordinators and those with other associated roles across the University

The HoP Forums held three to four times per year are a key network of Heads of Program, Course Coordinators and those with other associated roles across the University.

This network allows the University to supplement the flow of information from executive management, Academic Board and other sources on academic development and governance. It is also a major forum to discuss learning and teaching and its support from a cross-disciplinary perspective.

The forums provide an opportunity for individuals working in these roles to network and discuss problems and learn from the experiences of each other in an informal setting. They provide an avenue that formally recognises the role of Heads of Programs and seeks to empower and engage individuals working in this role.

Contact Judy Holman at j.holman@uws.edu.au or ext. 7606 for further details.

For dates to register and locate learning objectives access MyCareer Online via Staff Online.
Human Research Ethics Workshop

Intended for: Honours Students, Postgraduate Research Students and Research Staff

Are you a new Honours, Postgraduate student or Staff member conducting research? If you are then you need to know that all research, including learning and teaching research for publication, conducted at UWS or by UWS staff or students involving human participants, whether funded or unfunded must undergo ethical review by the Human Research Ethics Committee, before the project commences.

This workshop will give you an overview of the legislation that the University operates under, including the purpose and responsibility of the Human Research Ethics Committee.

This workshop will function as a practical guideline for the submission of a human research ethics application. It will provide a walk-through of why it is necessary to submit an application, what to include in the application, how to submit the application and the reporting requirement needed after the application is approved.

Influencing Climate Change Online

Intended for: All Staff

The Influencing Climate Change module provides an understanding of what climate change is and how its effects can be mitigated. The human activities that create greenhouse gas emissions are described, as well as the workplace activities that contribute to this situation. Most importantly, the module shows how you can change the way you do things at work to reduce your carbon footprint and reduce greenhouse emissions.

International Student Compliance – ESOS at UWS

Intended for: Academic and Professional Staff working with onshore International Students.

Academic and Professional staff members who work directly with onshore international students need to be familiar with the ESOS (Education Services for Overseas Students) Act and its compliance requirements. ESOS affects all aspects of onshore international student life, from course design, marketing and recruitment through academic progress to graduation and beyond. The seminar provides an overview of the legal requirements and the way UWS complies with them. Schools and Units can arrange for this seminar to be presented to them at other dates and locations.

OHS – Conducting Effective Laboratory Risk Assessments

Intended for: All Staff and Postgraduate Students working in laboratory areas

Risk assessments must be carried out for all work undertaken at UWS. This program provides information and practical advice on conducting effective Laboratory Risk Assessments (LRA).

OHS – Emergency Preparedness

Intended for: Staff who have been identified to act as Wardens

All Academic and Professional staff need to be aware of what to do in an emergency. Staff who have been identified to act as wardens in each building need to be trained in facilitating a response to an emergency. This two hour program will also provide an overview of the evacuation process and what to look for before, during and after an event.

OHS – Management of Hazardous Substances and Dangerous Goods

Intended for: Staff who work with hazardous substances and dangerous goods

Learn important information regarding relevant legislation and UWS requirements and gain the necessary knowledge for ensuring the safe management of hazardous substances and dangerous goods. Program includes the use of chemical hazard identification tools and applying the risk management process.

Orientation for New Staff

Intended for: New Academic and Professional Staff

This information session provides a useful and interesting overview of the University’s history, organisational and management structures, key policies, procedures and staff support services available.

To access MyCareer Online via Staff Online.

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Organisational Knowledge and Policies (continued)

**Privacy and UWS Online**

*Intended for:* All Staff

The Privacy and UWS module has been created to provide UWS staff with an awareness of what privacy is, and what their obligations are as employees within the NSW public sector. Topics include: what is Privacy, Personal Information, Legislation in NSW, Privacy Principles and the Information Life Cycle, Privacy Complaints, and Further Resources.

On completion you will have an overall understanding of what your responsibilities are in relation to privacy at UWS.

**Project Officers Network**

*Intended for:* All Staff involved with projects - you don’t need to be a project officer to attend

These forums will provide an opportunity to network and discuss UWS-wide projects. You will have the opportunity to share information. Each forum will have an open, facilitated discussion session followed by a guest speaker on relevant project management topics.

**Student Academic Misconduct Policy – Academic Staff**

*Intended for:* All Academic Staff involved in managing student academic misconduct issues, including Staff who have attended an earlier program

The program will be particularly beneficial for Unit Coordinators, Heads of School, and Chairs and members of College Academic Standards and Integrity Committees.

This program has been designed to assist academic staff involved in managing student academic misconduct issues by familiarising them with the revised processes and procedures.

Under the revised policy, the significant changes include:
- Processes (e.g. no Head of Program meeting with the student)
- Roles and responsibilities (e.g. greater emphasis on the interaction between Unit Coordinators and students)
- Expanded appeals process
- Greater emphasis on reporting and recording

**Student Academic Misconduct Policy – General Staff**

*Intended for:* All Professional Staff who are involved in assisting in the management of student academic misconduct issues, including Staff who have attended an earlier program

The program will be beneficial for:
- School staff who provide secretarial support at interviews related to student academic misconduct matters
- Staff members who provide secretarial support for College Academic Standards and Integrity Committee meetings
- Staff members with a responsibility for record-keeping in relation to student academic misconduct matters
- Staff members from the Office of the Academic Registrar who attend Head of School interviews to advise on procedural fairness

**Technical Officers Network**

*Intended for:* Technical Officers

All technical staff, including those not associated with a school, are invited to join this group. Meet technical staff from across UWS and from other Sydney and regional universities to share information and views on issues relevant to technical staff in higher education.

Please contact Jennie Nelson on 9678 1837 or ext. 1837 or j.nelson@uws.edu.au

**Travel Information e-Res**

*Intended for:* Designated travel Administrative Staff who oversee the travel approval process in their work area and all other interested Staff.

This program is designed to provide new users of e-Res (World Travel Professionals Online Booking Engine) with the basic skills to successfully navigate and book online reservations. The workshop will also cover how e-Res bookings are linked to e-Tans and how approvals are finalised. This tool offers complete autonomy to users as you have the freedom to view, price and book travel 24 hours a day.

For dates to register and locate learning objectives access MyCareer Online via Staff Online.
UWS Financial Framework Process

**Intended for:** Staff responsible for managing budgets and forecasts and/or Staff seeking additional funds

This three hour session offered by the Finance Office will cover the Financial Framework process used at UWS. Answers to the following questions will be provided:

» What is the process to request additional funding and how does the governance structure work?

» What is a rolling forecast and what do I need to do on a quarterly basis?

» What timeline, forms and supporting documentation are used to support the framework?

Working at UWS and Our Statutory Obligations

**Intended for:** All Staff

This one day program helps staff identify internal and external sources of information and support to comply and act within the spirit of University policies, procedures and relevant legislative requirements of their discipline or profession.

**Co-requisite:** Participants must complete the Equal Opportunity and Privacy Online courses. Further details including how to log in can be found on the ODU website at: http://www.uws.edu.au/organisational_development/odu/course_listing/eo_online

UWS Online Orientation

**Intended for:** All new and existing Staff and as an ongoing reference

The UWS Online Orientation module provides you with an overview of UWS history, structure, policies and procedures together with information about working at UWS. The module is particularly useful for new staff in their early weeks but also as an ongoing reference tool. Upon completion of the online module you can relaunch as often as required. If you are a new staff member, you should also attend the face-to-face Orientation for New Staff session held at Frogmore House.

To access MyCareer Online via Staff Online, log on at MyCareer Online via Staff Online.
Diversity and Well-being

AIP – Academic Integration Plans: The Nuts and Bolts

Intended for: Academic Staff, School Disability Coordinators, Heads of School, School Managers and Senior School Administrative Staff

This program provides essential information for Academic or Professional Staff who teach or work directly with students who have a chronic health condition and are registered with the Disability Service. The Disability Service develops for each student an individual Academic Integration Plan (AIP) which states the adjustments required for the student in lectures, tutorials, labs, practicum’s, class tests and final examinations. Academics are required to implement the adjustments stated in AIP. The Disability Discrimination Act (1992) Amended 2009, Educational Standards (2005) and UWS Disability Policy underpin the AIP’s.

Participants will develop a understanding on the process involved in implementation of AIP’s and the timeframe for complying with the AIP requirements.

Ally Training

Intended for: All Staff and Students

The Ally Training workshop aims to provide staff and students with details about the role and expectations of being a UWS Ally, as well as background information on the diversity of sexual and gender expression, the issues and needs of GLBTI staff and students, and concepts such as homophobia and heterosexism.

For more information contact Equity and Diversity on 9678 7378.

Customer Service Across Cultures

Intended for: All Staff

Customer Service Across Cultures focuses on cross-cultural challenges commonly encountered by administrative staff in Universities. The program uses a range of interactive activities to raise awareness and understanding of how cultural values impact on customer service by providing practical strategies for identifying and addressing challenges related to language communication style and cultural assumptions in a customer service environment.

The program covers an introduction to cultures, the Do’s and Don’ts, cross-cultural communication and communicating with ESL speakers, identifying your own cultural values and key Australian cultural values.

NB: There is a registration fee of $150.

EO Online

Intended for: All Staff

EO Online is a self-paced online equal opportunity program for higher education employees and forms part of the University’s commitment to creating a positive environment in which all students and staff are treated fairly and equitably. Everyone has the right to study and work in an environment free of harassment, discrimination and bullying. It contains many real-life examples and employs interactive learning techniques. EO Online is updated annually. UWS expects all staff to complete this program.

EO Online consists of two modules. Module 1 is for everyone. Module 2 is specifically aimed at supervisors and managers. EO Online can be accessed from the UWS server at: http://eonline.uow.edu.au

For more information contact Equity and Diversity on 9678 7378.

Managing Workplace Behaviours: promoting respect and inclusion

Intended for: Managers, Supervisors and Team Leaders

This practical program explores the ingredients for a harmonious workplace, an environment where a culture of civility, tolerance and mutual respect prevails. It looks at the responsibilities of supervisors and managers working within UWS policy and legislation.

The program also reinforces that it is the team’s responsibility to promote and work towards an inclusive workplace culture. It explores discrimination, harassment and other disrespectful behaviour and offers strategies for dealing with these situations.

For dates to register and locate learning objectives access MyCareer Online via Staff Online.
Stress Management – Creating Work/Life Balance

Intended for: All Staff

If you are already stressed this program will help you implement stress reduction strategies immediately. If you would like to deal with stress in the future, you can design your own stress prevention plan. This workshop will help you identify your stressors and expose you to a range of techniques that can help you plan for a calmer future.

Suicide Awareness and Prevention

Intended for: New (and existing) UWS Staff

Suicide is one of the major causes of death amongst people ages 15–34 across the world. Universities have identified suicide management and prevention as a priority concern. All staff can help students by providing emotional and practical support.

Supporting Staff Supporting Students with mental health problems

Intended for: New (and existing) UWS Staff who have direct contact with students and whom students are likely to approach. This program assumes that participants have a reasonable level of knowledge, understanding and awareness of common mental disorders in the general community.

Strongly recommended: Participants undertake The Mental Health First Aid program prior to attending this workshop. Further information available at:


This program provides practical strategies and useful information in dealing with students who are facing mental health difficulties. A mental illness can have a significant impact upon the thinking processes, emotions, perceptions, motivation and confidence, resulting in difficulties in learning, problem-solving and achieving academic and vocational goals.

This program will assist participants to recognise, communicate with and manage students who are experiencing mental health problems. Participants will take away with them an action plan that they can implement in their workplace.

Teaching and Supervision Across Cultures

Intended for: Academic Staff working with International Students and Students from Culturally and Linguistically Diverse (CALD) backgrounds

This program uses an interactive, participant-driven approach to learning and recognises the diverse needs of academic staff working in different disciplines and schools.

The program focuses on raising participants’ awareness of the impact of cultural differences on academic study and common challenges encountered when lecturing to a group of students with mixed language ability, facilitating group discussion, supervising postgraduates and developing assessment tasks. Participants will engage in a facilitated discussion on their own experiences and discuss strategies for addressing their own specific needs.

Working in a Culturally Diverse Environment

Intended for: All Staff

UWS is a diverse community with staff and students from different backgrounds and cultures. Workplace diversity means creating an inclusive environment that embraces people’s individual differences and provides opportunities for all staff to achieve their full potential. This practical program aims to improve cross-cultural understanding and communication in the workplace using scenarios and relevant examples.

NB: There is a registration fee of $150.

access MyCareer Online via Staff Online.
Computer Software and Systems Training

Access Easy
This half-day program will introduce participants to databases and the Access program. It uses the very basic functions of Access to create simple tables to hold information, queries to search the database and basic forms to enter information. It also explains the principles of entering data and retrieving it using reports with basic modifications.

Access Fundamentals
From this one-day program participants will gain an introduction to using Access and learn to create and use databases. This program covers how to design a database. It shows how to create a simple relational database, simple tables to hold information, queries to search the database and forms to enter data. It also explains the principles of entering data and retrieving it using reports with basic modifications.

Access Intermediate
This one-day program builds on Access Fundamentals and covers the database functions in more depth. This includes such functions as table and field properties, using calculated fields in queries, creating parameter queries, creating option buttons, check boxes and toggle buttons in forms, customising reports, adding formulae, creating mailing labels and mail merges, and exporting data to Word or Excel.

Access Advanced
Pre-requisite
You will have Access Intermediate level knowledge to attend this program.
This one-day program builds on Access Intermediate and covers the more advanced features such as appending data to tables, action queries, list and combo boxes, subforms, creating reports manually, sorting and grouping data, and calculated expressions.

Access Plus
Pre-requisite
You will have Access Intermediate level knowledge to understand the functions taught in this program.

This one-day program includes extra Access functionality not covered in the other programs. The program covers copying databases, linking tables, compacting and repairing databases, creating and running macros, using macros to validate data, autoexec and autokeys macros, creating menus (switchboards) plus much more.

Acrobat – Reader and Writer
In this one-day program, you will learn how to use Adobe Acrobat Writer to securely distribute your documents electronically in a reliable format, while preserving document integrity so files can be viewed and printed on a variety of platforms in Portable Document Format (PDF). This program covers editing PDF files, converting documents to PDF, creating bookmarks, comments and security for PDF documents.

Callista Fundamentals
Prerequisite
Participants must be able to use a PC efficiently and be familiar with the Windows environment.

This program covers gaining access to Callista, the University’s Student Management System. Learn the basic functions of Callista and how to use various tools and shortcuts to navigate around the system, search for a student, query the details of programs and units offered at UWS, check a student’s progress towards graduation, create and download class lists, create an academic report for a student, access a range of ready-to-run Discoverer reports and download and manipulate these reports on your PC.

Complaints Handling System
Intended for: Staff at all levels and essential for anyone who receives and / or deals with student, and / or external complaints.

The Complaints Handling System (CHS) is the central repository for all UWS complaints, with the exception of protected disclosures.

This half-day program covers system functionality and is delivered at the Case Officer level. A Case Officer is anyone who receives a potential complaint – that is, they are the first point of contact from a complainant who may be either a student, staff member or external contact to UWS. This level of training is designed to assist staff to manage and monitor issues and complaints raised within the University environment.

Excel Basics
From this one-day program participants will gain an introduction to the principles of Excel and the use of spreadsheets. The program provides an understanding of what a spreadsheet is and covers the basic functions of working with spreadsheets, including creating

For dates to register and locate learning objectives
formulas, formatting, layout, charts (graphs) and basic Tips & Tricks.

**Excel Intermediate One**

This one-day program builds on Excel Fundamentals and is the first of two intermediate classes, which provides further training on Excel features.

Excel Intermediate One covers more complex formatting, creating templates, linking, styles and functions including Date, Statistical and SUMIF and more Tips & Tricks.

**Excel Intermediate Two**

This one-day program again builds on Excel Fundamentals and is the second of two intermediate classes, which provides further training on Excel features. Excel Intermediate Two covers more formatting and functions including logical functions, Time and the IF function. Plus more Tips & Tricks.

**Excel Advanced**

This one-day program builds on Excel Intermediate with more advanced features. It covers a deeper understanding of the functionality and formulas used in Excel. Participants will also learn to use referencing Macros, Vlookup, Lists and Pivot Tables and using Excel as a database. Plus more Tips & Tricks.

**Exploring MS Office Extras**

This one day program picks up on some of the little known programs that reside in the Microsoft Office Program. First we cover Visio which is referred to as a diagramming software that uses vector graphics to create diagrams. You will learn how to use basic functions to create diagrams of flow charts to follow sometimes complex information flows.

Next we introduce OneNote that Microsoft describes as an “electronic version of a paper notebook”. It is like a blank canvas of Notebooks, Sections and Pages for every topic you want to hold information on. You can write notes, draw or insert graphics or copy anything you see on your monitor. OneNote is linked to all the other Office programs even email.

Finally we look at InfoPath which is a form-creation software that allows you to circulate forms and collate replies via email. You will also look at creating forms in Acrobat or Word.

**Getting to Know Office 2007 Online**

*Intended for: All Staff*

This program is suitable for anyone who has used Microsoft Office 2003, and now needs to be able to use the new features of Microsoft Office 2007 products including: Word, Excel, Access and PowerPoint. When you finish this course you will be able to complete the following tasks in Office 2007: use Ribbons to access commands previously available in Menus and Toolbars, use the Office Button to access functions previously available in the File menu, customise and use the Quick Access Toolbar for frequently used commands, and create and save files using both the Office 2007 file formats and Compatibility Mode.

**Graphics – Corel Paint Shop Pro**

Learn to use the graphics software that is available free via your desktop to all UWS staff, Corel Paint Shop Pro X. In this newly updated, one-day program you will learn how to use Paint Shop Pro to create your own original graphics, including logos, text and pictures. You will also learn image and photo editing techniques to produce professional graphics that can be used for web, print media and PowerPoint presentations.

**HTML**

HyperText Markup Language or HTML is the underlying code for web pages. This one day program is designed for people who want to know the basics of how a web page is created. The first two lessons introduce the basics of HTML code and show the user how and when to use the code tags to build a simple web page.

The third lesson is a basic introduction to using a Web Authoring Program.

**IT Desktop Environment Online**

*Intended for: All Staff*

The IT Desktop Environment module is suitable for anyone wishing to gain an understanding of the UWS information technology environment and their responsibilities when using the system. Topics cover a range of areas including: Enterprise Architecture, Centralised Server, Email and Calendars, Software, IT Support, File Space, Internet Use, Home Use, Wireless, Laptops and Macintosh Computers.
MS Project

Pre-requisite
To get the most from this program, users should have some knowledge and understanding of Project Management (see Leadership and Management section or http://www.uws.edu.au/organisational_development/odu/course_listing/managing_small_projects

Microsoft Project is a tool for managing projects, whether simple or complex. On this one-day program learn how to use MS Project to track a project from the planning stage through to the closing stage. This program covers starting a project, tasks, duration and milestones, Gantt charts and work breakdown structures, task relationships and constraints, assigning resources to the project and to tasks, resource properties and costs, lead and lag time, filtering, sorting and grouping, working with tasks and creating reports.

MS Publisher

Microsoft Publisher is a simple desktop publishing package enabling the design and publishing of flyers, newsletters, signs, certificates, programs and more complicated publications such as booklets and tri-fold brochures. This one-day program covers inserting text, ClipArt, pictures and tables, creating master pages, creating a tri-fold brochure and creating a book or booklet.

MySource Matrix Content Management System (CMS)

The MySource Matrix CMS Training Session will introduce new Content Authors (Web Editors) and Subsite Managers (Web Approvers) to the new Content Management System (CMS) for the University website. Through a detailed presentation and practical program, participants will learn how to add, edit, format and publish their web content.

Oracle Financials

(A core module for staff with financial responsibilities)
Prior requirement for staff who need to print reports, run enquiries and enter transactions (including credit card). This program covers printing from Oracle Financials, general ledger journals, enquiries and reports, creating journal entries, reviewing journal details and account balances online, drill down to sub ledger and journal, request standard reports and listings, review the status of requests, MatMan CardSmart overview, approving vouchers, accounts payable and invoice inquiry.

Outlook

(A core module for all staff)
This program explains the use of Outlook including Web Outlook, Outlook mail describing all the major mail functionality, Outlook calendars (your personal and shared calendars) and Outlook tasks and notes.

PowerPoint

Learn how to create informative and effective presentations for lectures, training and talks using MS PowerPoint. This program covers creating a presentation slide using tables, indents and bullets, adding colour and clipart, creating slide masters and design templates, slide transition effects and animation effects, creating action buttons and hyperlinks, adding media features such as sound and movies, setting-up and saving a slide show in various formats and printing slides, handouts and notes.

TRIM Basic

TRIM is the official records and document management system of the University. It allows staff to capture and manage records in a way that is consistent, compliant with statutory requirements, centralised and secure. Participants will be made aware of their individual responsibilities as a UWS staff member and learn how to use TRIM to capture and manage the records they create and/or use daily. This half-day program covers recordkeeping obligations, the role of TRIM and basic TRIM functions, such as how to save documents (including emails) into the system, and how to retrieve them.

For dates to register and locate learning objectives...

For dates to register and locate learning objectives
TRIM Advanced

TRIM is the official records and document management system of the University. It allows staff to capture and manage records in a way that is consistent, compliant with statutory requirements, centralised and secure. Participants will learn why records are important, how to create files and maintain records in TRIM and what to do with records no longer needed in the office. This one and a half day program covers the importance of records, how to use a records information form (RIF) to create files, how to maintain records in TRIM and how to prepare records for storage and/or destruction.

TRIM User Forum

This forum will provide an avenue for TRIM users to share experiences of using the system and receive up-to-date information about TRIM from Records & Archives Management Services (RAMS) staff.

The forum will also update users on changes to TRIM since the most recent upgrade. FAQ’s received by RAMS staff will be discussed.

Travel Information – e-Tan

The UWS Travel Lab Portal sessions will allow for hands-on training of the new Travel System including the use of e-Tan. Staff who use the UWS Travel Portal are encouraged to attend the information sessions to gain a better understanding of both the features of the system and to assist in accessibility and use.

Word Intermediate

This one day program builds on Word Fundamentals and covers features such as headers and footers, borders and shading, creating tables, multi-level bullets and numbers, using columns, using and creating styles, creating a table of contents, creating and using templates, and adding ClipArt.

Word Advanced

This one-day program builds on Word Intermediate and covers more advanced features such as adding comments and tracking changes, protecting documents, mail merge and creating mailing labels, importing graphics, importing and converting files, embedding and linking files, creating macros, footnotes and endnotes, creating indexes.

Word as a Desktop Publisher

Word has some of the features of a publishing package and can be used to create flyers and newsletters. This half-day program covers good layout tips, using columns and sections, two page spreads, drawing tools and WordArt.

Word for Long Documents

Need to know how to handle long documents such as a thesis, book or other long publications? These documents are often so large they become cumbersome and unwieldy to use. This program covers captions, cross-referencing, footnotes and endnotes, master documents, headers and footers sections, indexing and table of contents.

Student Systems Training

If Staff require training in:
» Callista Fundamentals
» MySR
» OSCAS

Please email ssadmin@uws.edu.au with the words TRAINING REQUEST: (module name) in the subject line

access MyCareer Online via Staff Online.
Section 3 – For Quick and Easy Access

How to Register & Venue Directions

Registering for ODU programs is very easy using MyCareer Online. Simply follow the steps below to register for your desired program. You will also find detailed QuickGuides under the ‘Knowledge’ tab when you reach the MyCareer Online home page.

You can register online through Staff OnLine (opens in new window), then
1. Select MyCareer Online
2. On the MyCareer Online home page simply type any portion of the program title or relevant word (key word) in the Search box in the top right hand corner
3. Make your selection from the search results
4. A text box will open providing details of the Program – scroll down to see all available sessions/dates
5. Register by selecting the ‘Request’ option next to the preferred session/date
6. If you are a professional staff member or a casual academic staff member, your Supervisor will receive an email asking them to action your request. If your Supervisor approves the request you will be automatically registered.
7. If the program you are requesting has a cost attached your Supervisor will receive an email asking them to action your request. If your Supervisor approves the request you will be automatically registered.

If no sessions/dates show for the program, you can select the link at the bottom of the program details ‘Notify me when sessions are scheduled’ – you will receive an email when a date is set.

Alternatively, staff who do not have access to online enrolment within Staff OnLine can enrol by completing the registration form on page 33 and faxing to 9678 7474.

Cancellation Policy

If a program is cancelled, you will be advised at least five days before the date of the program. If you are unable to attend a program, please advise ODU as soon as possible so that another person may be allocated your place. If you do not attend a program you have registered for, and have not notified ODU, a late cancellation/non-attendance administration fee of $50 may be charged to your school/unit.

All Professional Development Programs are held at Frogmore House, Building AA, Werrington North (Penrith Campus) unless otherwise notified. Please note that two meeting rooms and the Staff IT Lab at Frogmore House are located on the first floor. If you require special needs, please advise ODU so that alternate arrangements can be made.

Penrith Campus has three sites at Kingswood, Werrington North and Werrington South. The Campus is approximately 30 minutes from Parramatta or around 60 minutes from the Sydney Central Business District (CBD) by car and is serviced by public transport. Traffic conditions and the time of day you travel may have an impact on travel time.

Travelling by car

From Sydney CBD, take the M4 Western Motorway past Parramatta and take the Mamre Road exit. Turn right onto Mamre Road to St Marys.

From Mamre Road at St Marys turn left to Penrith on the Great Western Highway. The Werrington North and South sites are located on each side of the Great Western Highway.

On-campus parking is available, and a valid parking permit must be displayed at all times.

Penrith shuttle bus

Kingswood, Werrington North and Werrington South are linked by a free shuttle bus service that also goes to and from Kingswood Railway Station. The Penrith Shuttle Bus Map and Timetable is located at http://www.uws.edu.au/campuses_structure/cas/campuses/penrith

We look forward to your participation in our programs.
## Program Registration Form
(please fax to extension 7474 or phone (02) 9678 7474)

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*Please note: Professional Staff, Technical Staff etc., must obtain the approval of their supervisor before applying.

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Do you require special adjustments (e.g. disabled access)  
Yes [ ] No [ ]

**Please note:** If your program is for a full day, a mixed sandwich lunch is provided. If you have special dietary needs it is suggested you bring your own lunch.

**How did you find out about this program?**

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**Your Objectives:**

How does this training fit in with your Career Development Plan?

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What skills/knowledge do you want to gain from this program?

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You will receive a confirmation email with program details. Please notify ODU as soon as possible if you are unable to attend so that your place may be offered to another staff member. Closing date for program registration is five business days before the date of the program.
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