2010 Professional and Organisational Development Services and Program Guide
Making the Difference Through Learning and Development
Acknowledgements

2010 Professional and Organisational Development Services and Program Guide has been developed in consultation with various individuals and groups in the University.

© Organisational Development Unit
University of Western Sydney 2010
All rights reserved. No part of this work covered by copyright may be reproduced or copied in any form or by any means (graphics, electronic or mechanical, including photocopying, or information retrieval systems) without the written permission of the publisher.

Information in this guide is correct at the time of printing.
Updated information may be found at the Organisational Development Unit website.

Cover artwork: Storm (Mixed Media) by UWS staff member Janelle Davis (j.davis@uws.edu.au)
Photography: UWS staff members Kerry Harris and Sue Evans

Organisational Development Unit
Building AA, Frogmore House
Werrington North
Locked Bag 1797
South Penrith DC 1797
Ph: (02) 9678-7493
Fax: (02) 9679-7474
pdu@uws.edu.au
www.uws.edu.au/pdu

Last printed February 2010
2010 Professional and 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 professional and career development for our people. The Professional and Organisational Development Services and Program Guide provides a diverse range of professional and career development courses and organisational development services designed to enhance the capabilities of staff and to support the implementation of the UWS Making the Difference Strategy and Our People 2015.

We recognise the importance of building the skills, capabilities and professionalism of our staff so that we can work together to promote a vibrant, collaborative, productive and welcoming workplace and to achieve our common ideals and goals.

I warmly encourage you to take advantage of the services provided by the Organisational Development Unit and to participate in the Professional Development Program.

Professor Janice Reid  
Vice-Chancellor and University President
Welcome to the 2010 Professional and Organisational Development Services and Program Guide

This Guide reflects the University’s ongoing commitment to building the skills, knowledge and capabilities of its staff and offers an extensive suite of courses and programs within the following core streams:

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

Our courses and programs are aligned with the UWS Core Capabilities framework and are designed to support career development and learning pathways for staff and for supervisors and managers. Learning pathways for other groups of staff will be available as the UWS Career Development and Planning process and Capability Development frameworks are developed and implemented as part of the Our People 2015 staffing strategy.

Staff now have access to the University’s new integrated learning and career development system – MyCareer Online – accessed through Staff Online.

MyCareer Online is an online learning portal that allows staff to more fully participate in planning their work and learning and development goals. This year we will offer more self-paced online learning modules and blended learning courses to enable you to access training at your desk. For those who value and enjoy networking with colleagues from across the campuses, a full range of courses and programs that are designed to build on your knowledge and experience are provided. These courses are relevant, practical and skills-based, informative and learner-centred.

MyCareer Online also introduces a work planning process where you can record and review your work objectives and development goals online. ODU will provide training and support in the new career planning and development process and system.

Some highlights of the 2010 Program include:

» A revised and enhanced Management Essentials Program
» The AICD Company Directors Course
» Certificate IV in Frontline Management and the Diploma of Management Programs
» New Leadership and Teamwork Programs

You can also contact us 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.

Visit our website www.uws.edu.au/pdu for the latest information on Professional and Organisational Development services and programs. Register through MyCareer Online.

We look forward to your participation in our programs.

Aggie Lim
Director, Organisational Development Unit

— promoting a vibrant and inclusive intellectual community
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice-Chancellor's Message</td>
<td>iv</td>
</tr>
<tr>
<td>Director's Introduction</td>
<td>v</td>
</tr>
<tr>
<td>Contents</td>
<td>vi</td>
</tr>
<tr>
<td>How to use the 2010 Professional and Organisational Development Services and Program Guide</td>
<td>1</td>
</tr>
<tr>
<td><strong>Section 1 – About the Organisational Development Unit (ODU)</strong></td>
<td>2</td>
</tr>
<tr>
<td>Professional and Organisational Development Services: Consults / Planning Days / Team Days / Networks</td>
<td>3</td>
</tr>
<tr>
<td>Learning and Development @ UWS – Pathways</td>
<td>4</td>
</tr>
<tr>
<td>UWS Leadership and Management Development</td>
<td>6</td>
</tr>
<tr>
<td>UWS Core Capabilities</td>
<td>7</td>
</tr>
<tr>
<td>UWS MyCareer Online</td>
<td>8</td>
</tr>
<tr>
<td>New Staff</td>
<td>9</td>
</tr>
<tr>
<td>UWS Career Development Opportunities: rewarding excellence</td>
<td>10</td>
</tr>
<tr>
<td><strong>Section 2 – Overview of Learning and Development Programs</strong></td>
<td>12</td>
</tr>
<tr>
<td>Leadership and Management Development</td>
<td>12</td>
</tr>
<tr>
<td>Career Development</td>
<td>15</td>
</tr>
<tr>
<td>Organisational Knowledge and Policies</td>
<td>18</td>
</tr>
<tr>
<td>Diversity and Well-being</td>
<td>22</td>
</tr>
<tr>
<td>Computer Software and Systems Training</td>
<td>24</td>
</tr>
<tr>
<td><strong>Section 3 – For Quick and Easy Access</strong></td>
<td>28</td>
</tr>
<tr>
<td>How to Register</td>
<td>28</td>
</tr>
<tr>
<td>Venue Directions</td>
<td>29</td>
</tr>
<tr>
<td>Program Registration Form</td>
<td>30</td>
</tr>
<tr>
<td>Program Index</td>
<td>31</td>
</tr>
</tbody>
</table>
How to use the 2010 Professional and 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 2010. 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 a Difference through Learning and Development’.

This section also offers information about UWS:
» Learning and development opportunities
» Learning and development pathways
» Core capabilities
» MyCareer Online
» 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 2010 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 and Professional 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 and Staff at Risk, Exploring Well-being as well as Stress and Time 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
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.

Further support for Academic staff is available at the Teaching Development Unit (TDU) website at http://staff.uws.edu.au/tdu

TDU provides a range of programs and support for learning and teaching.

The Organisational Development Team

Director
Aggie Lim

Professional Development Consultants
Leone Cripps
Sue Fick
Gordon Grant
Bev McSpadyen
Ted Webber

Program Coordinators
Kathy Adam-Cross
Deann LeBreton
Natalie McLaughlin
Dearne Richards

Organisational Development Unit
Frogmore House, Building AA, Werrington North (Penrith Campus)
Phone: 9678 7493
Fax: 9678 7474
Email: pdu@uws.edu.au
Web: www.uws.edu.au/pdu
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 Professional Development Consultants.

ODU also provides staff with opportunities to meet and network with colleagues across the University at the following forums:

- Associate Heads of School Leadership Forum
- Ally Network
- Executive Officer’s Network
- Heads of Program Forum
- Heads of School Invision Leadership Forum
- Project Officer’s Network
- Quality Forum
- SCRUM Network for School College, Research University Managers
- Senior Management Conference
- Technical Officers Network
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 4 to 6:

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**

**New Starters**
- Orientation for New Staff
- Working at UWS Online
- OH&S Online
- E0 Online
- TRIM Records Management
- Customer Service and Professional Communication

**New Administrators**
- UWS Information Systems
- Aleco (HR)
- CMS – MySourceMatrix (Web)
- Callista – Discoverer (Students)
- Callista – My Student Records
- Oracle Financials
- UWS Travel
- Complaints Handling
- UWS Performance Planning and Development
- OH&S in the Workplace
- Interpersonal Communication
- Working in a Culturally Diverse Environment
- Career Development at UWS
- Tools for Personal Productivity

**Experienced Administrators**
- Finance 101
- Delivering Quality Service in a Changing Environment
- Business and Report Writing
- Taking Good Minutes
- Running Effective Meetings
- Cross-Cultural Communication
- Professional Presentations
- Merit-Based Selection and Behavioural Interviewing
- Managing Small Projects
- Complaints Handling System
- Event Management
- Analysing Data and Statistics

**Senior Administrators**
- Client Relationship Management
- Leading with Emotional Intelligence
- Creative Thinking and Problem Solving
- Tools for Personal Productivity
- Negotiation Skills for Successful Results
- Policy Development Context and Writing

**Other Learning and Development Programs**
- Certificate IV in Business (Business Administration)
  - Recommended that all administrators complete
  - (Articulation to Bachelor Business* Commerce [BBC] degree program)
- Certificate IV in Business (Business Administration)
- Diploma of Management*
- Undergraduate or Postgraduate study e.g. BBC*
- AICD Company Director’s Program
  - (UWS sponsored and recommended that all senior administrators complete)
- External programs such as:
  - Martin Institute Leadership Development Program
  - Public Sector Management Program
  - AIM Executive Programs
  - GSM Executive Programs

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

**Making the difference – valuing and rewarding our people – promoting a vibrant and inclusive intellectual community**

**UWS Learning and Development Opportunities**

- IT Courses (Microsoft Office, Vista, Sharepoint)
- Creating Work-Life Balance
- Time and Stress Management
- Career Planning and Development
- Creative Thinking and Problem-Solving
- Diversity and Well-being at UWS
- Mental Health Awareness
- Committee Training e.g. Student/Academic Misconduct, OH&S
- Professional Network Forums

*These courses are offered by ODU/UWS. For more information on Accredited Training please contact Bev McSpadyen at b.mcs SPDXYen@uws.edu.au. Registration for these courses can be done via MyCareer Online. See How to Enrol.
Diagram 2: UWS Technical Officer’s Development Pathways

**New Starters**
- UWS Learning and Development Programs
  - Orientation for New Staff
  - Working at UWS Online
  - OH&S Online
  - TRIM Records Management
  - Customer Service and Professional Communication

**New Technical Staff**
- UWS Performance Planning and Development
- OH&S in the Workplace
- Interpersonal Communication
- Working in a Culturally Diverse Environment
- Career Development at UWS
- Tools for Personal Productivity
- OHS: Manual Handling and OHS: Hazard Identification and Control (on-line training)
- Hazardous Substances and Dangerous Goods Training
- First Aid Training
- Emergency Warden Training
- IT Word and IT Excel Basics

**Experienced Technical Officers/Senior Technical Officers**
- Specialist training to meet unit needs (e.g., PC2 Training, Radiation Safety Training, Animal Care and Ethics Training)
- Cross-Cultural Communication
- Professional Presentations
- Merit-Based Selection and Behavioural Interviewing
- Managing Small Projects

**Technical Managers/Technical Team Leaders**
- UWS Management Essentials
- Client Relationship Management
- Leading with Emotional Intelligence
- Creative Thinking and Problem Solving
- Tools for Personal Productivity
- Negotiation Skills for Successful Results
- Policy Development and Writing
- Running Effective Meetings
- Finance 101
- Business and Report Writing

**Other Learning and Development Programs**
- Certificate IV in Business (Business Administration)
- Recommended that all administrators complete (Articulation to Bachelor Business Commerce Degree Program)**

**Capabilities**
- Demonstration of UWS Values
- Student engagement and personal drive
- Communication and influence
- Problem solving, analytical thinking, strategy

**Making the difference – valuing and rewarding our people – promoting a vibrant and inclusive intellectual community**

UWS Learning and Development Opportunities

- IT Courses (Microsoft Office, Vista, Sharepoint)
- Creating Work-Life Balance
- Time and Stress Management
- Career Planning and Development
- Creative Thinking and Problem-Solving
- Diversity and Well-being at UWS
- Mental Health Awareness
- Committee Training e.g. Student/Academic Misconduct, OH&S
- Professional Network Forums

*These courses are offered by ODU/UWS. For more information on Accredited Training please contact Bev McSpadyen at b.mcspadyen@uws.edu.au. Registration for these courses can be done via MyCareer Online. See How to Enrol.*
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.

The UWS Leadership and Management Development Program 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

The Leadership and Management Development Program includes the Senior Management Conference, networking forums, programs, seminars, short study programs and coaching/mentoring.

### UWS Learning and Development Opportunities

- **Management Essentials**
- **HBP Online Learning**
- **Coaching Program**
- **Cert. IV Accredited Programs**

**Tools for Personal Productivity**

**Leading with Emotional Intelligence**

**Creative Thinking for Problem Solving**

---

**Diagram 3: UWS Leadership and Management Development Pathways**

**Potential Manager**
- Moving into Supervision at UWS
- Managed Small Projects at UWS
- Leading with Emotional Intelligence
- Tools for Personal Productivity
- Finance 101 @ UWS
- Working in a Culturally Diverse Environment

**Other Learning and Development Programs**
- Certificate IV in Frontline Management*
  (UWS sponsored and recommended that all potential and new managers complete)

**Capabilities**
- Demonstration of UWS Values
- Results achievement and personal drive

**New Manager**
- Management Essentials
  - OH&S for Managers
  - Statutory Obligations for Managers
  - Managing for Performance
  - Recruiting the Right Person
- Leading with Emotional Intelligence
- Tools for Personal Productivity
- Running Effective Meetings
- Business and Report Writing
- Professional Presentations
- Managing Small Projects
- Workplace Behaviours: Promoting Respect and Inclusion

**Experienced Manager**
- Management Essentials
- Merit Based Selection and Behavioural Interviewing
- Client Relationship Management
- Negotiation Skills for Successful Results
- Tools for Perfect Productivity
- Leading with Emotional Intelligence
- Creative Thinking for Problem Solving
- Being a Go-Between in a Workplace Conflict
- Strategic Thinking and Planning
- Developing Business Strategy and Plans
- Leading Your Team through Change

**Senior Manager**
- InVision Leadership Seminars
- V-C's Senior Management Conference
- UWS Quality Forum
- Senior Staff Forums
- 360 Feedback
- Executive Coaching
- HBP Online Learning

**Other Learning and Development Programs**
- Certificate IV in Frontline Management*
  (UWS sponsored and recommended that all potential and new managers complete)

**Undergraduate or Postgraduate Study**
- External programs such as:
  - Martin Institute Leadership Development Program
  - Public Sector Management Program
  - AIM Management Programs

**AICD Company Director’s Program**
- (UWS sponsored and recommended that all senior managers complete)
- External programs such as:
  - Martin Institute Leadership Development Program
  - Public Sector Management Program
  - AIM Executive Programs
  - GSM Executive Programs

**Making the difference – valuing and rewarding our people – promoting a vibrant and inclusive intellectual community**
The UWS Capability Framework outlined below describes the core capabilities for staff at UWS. It is intended that 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.

### Core Capabilities

- **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 / Technical Excellence Streams (Job Families)

<table>
<thead>
<tr>
<th>Core Capabilities</th>
<th>Professional and Technical Excellence Streams (Job Families)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student service and support</td>
<td>Academic: learning and teaching</td>
</tr>
<tr>
<td>Information and Technology (Library, IT, RAMS)</td>
<td>Teaching and Research Support (TD, Research Office, Technical Staff)</td>
</tr>
<tr>
<td>Administration and Finance</td>
<td>Leadership (Executive, Senior Staff)</td>
</tr>
</tbody>
</table>

---

**Core**: applies to all staff, described appropriately for the level of work.

**Professional/technical**: Applies to staff according to the stream relevant for the type of work, described appropriately for the level of work.
What is it?
The new UWS Career Management system (Cornerstone software) is an online system which integrates performance planning, career development and learning management.

It is a new approach to career management, which has a strong focus on career planning and staff development.

UWS Career Management is an initiative of the Performance and Career Development project – part of the Our People 2015 staffing strategy.

This new and improved system will enable managers to hold productive and meaningful performance and career planning conversations with their staff.

Summary of system benefits

» Clear alignment of individual and College/Division and University goals

» Online, integrated system with no need for cumbersome hardcopy forms

» Focus on coaching and conversations, not administration

» Ongoing engagement with the system throughout the year to record and measure progress – email reminders for action items

» Seamless link between performance and learning and development solutions

» Improved ability to identify and manage both high performing and under performing staff

» Central storage for all performance, development, career and learning records.

How does it work?
The new system will seek to foster a high performance culture at UWS by enabling managers/supervisors to work with their staff to:

» Create goals and development plans in UWS Career Management

» Access courses and resources to support them in achieving their goals

» Register for face-to-face and eLearning courses online (replacing existing StaffOnline registration for ODU courses)

» Capture attendance of external conferences and development events

» Track progress and achievements throughout the year.

What support will be available?
An eLearning tutorial, online help and Quick Reference Guides will be available to assist all staff. In addition, managers will be able to access comprehensive support from their Human Resources Business Partner and the Organisational Development team.

Where can I find out more?
ODU will be providing training and support in the new career planning and development process and system. Contact Bev McSpadyen on ext. 7421 or at b.mcspadyen@uws.edu.au.
New Staff

All new staff are required to undertake the online Welcome to UWS Orientation program. This online course is complemented by a face to face Orientation for New Staff session held regularly at Froghmore House, Building AA, Werrington North. The two hour 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/

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)
- Working at UWS Induction (available as online learning)
- OH&S in the Workplace (available as online learning)
- EO Online
- Ethics in the Workplace – Preventing Corruption
- Privacy (available as online learning)
- Performance Planning and Review
- TRIM Basic (Records Management)
- Callista Fundamentals
- MyStudent Records
- Oracle Financials.

For more information, please see www.uws.edu.au/pdu
Managers and supervisors are required to complete the Management Essentials Program.

For more information, please see the Leadership and Management Development section or go to http://www.uws.edu.au/professional_development/pdu/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/pdu or is available from ODU on ext. 7493.

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.

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
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 2009 a new category of ‘Sustainability’ 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.

Guidelines regarding the above can be found at:

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 courses 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


Or further information can be found at: [http://staff.uws.edu.au/staff/adminorg/corpserv/pdu/scholarships](http://staff.uws.edu.au/staff/adminorg/corpserv/pdu/scholarships)

3. **UWS Education Allowance and Study Leave**

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

4. 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.

Further information can be found in the Professional Development Policy
http://policies.uws.edu.au/view.current.php?id=00136 or at
http://www.uws.edu.au/special_projects/special_projects_unit/internal_job_exchange

5. Relevant Policies and Guidelines

Academic Promotions Policies

Guidelines for Continuing Professional Development

Internal Job Exchange
http://www.uws.edu.au/special_projects/special_projects_unit/internal_job_exchange

Professional Development Policy

Professional Development Program (PDP) for Academic Staff

UWS Education Allowance and Study Leave
http://policies.uws.edu.au/view.current.php?id=00136 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://staff.uws.edu.au/staff/adminorg/corpserv/pdu/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 TAA40104

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 course which is charged to your School or Unit. For further information contact Bev McSpadyen on ext. 7421 or b.mcspadyen@uws.edu.au

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.

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

Company Directors Course

Intended for: Senior Staff

The Company Directors Course (CDC) is a comprehensive program focusing on the roles, duties and responsibilities of board directors and members. The CDC is offered through the Australian Institute of Company Directors and is highly recommended for all senior staff who sit on boards or are involved in University, community or external committees.

The course consists of 10 modules focusing on the key functions of directors or members of a board:

» The directors’ duties and responsibilities
» Risk – the board’s role
» Strategy – the board’s role
» Financial literacy for directors

For dates to register and locate learning objectives and alignment of
For dates to register and locate learning objectives and alignment of programs to UWS Core Capabilities access MyCareer Online via Staff Online.

» Driving financial performance
» The board’s legal involvement
» Decision making
» Achieving board effectiveness
» Learning into practice

Participants successfully completing the program and assessment will be eligible for the Diploma in Company Directorship.

There is an application for enrolment and course registration fee subsidised by the University. For further information and an application form, please contact Aggie Lim, Director, Organisational Development Unit at a.lim@uws.edu.au

Creative Thinking for Problem Solving

Intended for: All Managers, Supervisors and Team Leaders

Albert Einstein said that ‘imagination is more important than knowledge’. Combining logic with creativity this program will enable you to solve problems and spark creative thinking and new ideas. Discover how meta-thinking enables you to filter information, analyse data and make decisions. Learn techniques for increasing the flexibility of your thinking and overcome barriers to problem-solving – a great way to increase personal and team creativity.

NB: There is a registration fee of $200.00.

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 with Emotional Intelligence

Intended for: All Managers, Supervisors and Team Leaders

This program explores Emotional Intelligence (EQ) and how EQ differs from intelligence measured by IQ tests. Understand how thinking patterns and emotional states influence your effectiveness as a manager, how to change emotional ‘programs’ that block success at work and gain hands-on experience using relationship management tools. Increasing your understanding of EQ also helps to increase your personal power and influence at work. Learn practical ways to manage work overload, handle difficult relationships and build better solutions to problems.

NB: There is a registration fee of $200.00.

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.

MANAGEMENT ESSENTIALS PROGRAM

ME: Managing for Performance

Intended for: Academic and General Staff with supervisory responsibilities – 2.5 days with the same group.

This module enables managers and supervisors to reflect on and enhance their knowledge, skills and capabilities to develop, manage and coach their staff for improved levels of performance and career development. All staff are expected to participate in the University’s career management process, MyCareer Online.

ME: Occupational Health and Safety

Intended for: Academic and General Staff with supervisory responsibilities

This module will provide participants with the necessary skills and knowledge to develop and maintain safe productive working environments within UWS.
ME: 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.

ME: Statutory Obligations

Intended for: Academic and General Staff with supervisory responsibilities

Managers and supervisors have a key role in ensuring their staff are informed, act within the spirit of, and comply with University policies, procedures, relevant legislation, as well as any regulatory requirements of their discipline or profession.

Co-requisite: Participants will have completed the EO Online module which provides information about legislation and policies on discrimination, harassment and bullying. Please contact Tatiana Lozano, Senior Education Officer, Equity and Diversity at t.lozano@uws.edu.au for login details.

Managing Small Projects

Intended for: Those running small projects at UWS

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

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 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.

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.

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.
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 $200.00.

Career I – Managing your Career@UWS

Modules 1-3 Intended for: All Staff who wish to proactively develop and manage their career at UWS

This first 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.

Email Etiquette – Online

Intended for: All Staff to enhance professional communication

Email Etiquette – Online aims to help UWS staff engage in effective, efficient and professional communication. Modules include: Greetings & Salutations, Style and Content, Managing Discussions, Compliance, Tips & 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 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 in one-to-one and team situations. Topics include a model for communication, 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.

Professional Presentations

Intended for: 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.

Running Effective Meetings

Intended for: Staff who need to attend or run meetings

This half day program offers practical strategies for ensuring meetings are effective and an efficient way to get decisions made. It offers a step-by-step guide to running an effective meeting, developing skills to manage difficult meetings, and providing useful tools to save time.

NB: There is a registration fee of $150.00.

Taking Good Minutes

Intended for: Professional and Executive Assistants, Executive Officers and Administration Staff

Many Professional and Executive Assistants, Executive Officers and Administration Staff are asked to take minutes yet have never received formal training. Others have found their original training hasn’t equipped them to take the kind of minutes the University requires. Minute taking can be time consuming and increase the administration workload. Actual minutes are used in this highly practical course. Participants are provided tips and templates to adapt for their own use.

NB: There is a registration fee of $100.00.

Tools for Personal Productivity

Intended for: All Staff

Do you feel disorganised and tired of ever increasing workloads? Do you formulate a list of things to do but lack the time to do them? Do you spend time looking for things you’ve already worked on? Do you have a hard time saying no to requests for your time?

Almost everyone these days feels that they have too much to handle and not enough time to get it all done. Traditional time management models do not necessarily give a viable and practical way of meeting the demands placed on us from interruptions, phone calls, emails, paperwork and family life.
This program offers powerful, practical strategies for vastly increasing your personal organisation, your creativity, and making your role more manageable and enjoyable to allow you to focus on your future success – personal and professional.

**NB:** There is a registration fee of $200.00.

**Working Together Apart – across teams, across campuses**

**Intended for:** Managers, Supervisors, Technical Coordinators and Team Leaders

This program acknowledges the challenges of working with across campus teams and provides participants with a range of Web tools helpful for communication that are matched with the needs of the team and UWS. This program will assist supervisors to build effective workplace relationships with dispersed teams.
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 course 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.

The course 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 course 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 course 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 Network

Intended for: Executive Officers

These forums, for Executive Officers, offer an opportunity to discuss, network and share information. They will feature presentations on policy and procedural changes and updates on current and relevant issues.

Finance 101 @ UWS

Intended for: All new Staff with financial responsibilities, potential Managers and new Administrators

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 and to improve their management and administrative decision-making skills.

NB: There is a registration fee of $200.00.

Heads of Program Forum

Intended for: Heads of Program

The HoP Forum hosted by the PVC Learning & Teaching is an opportunity for Heads of Program to hear new information relevant to their role and also provides a discussion forum. The agenda is distributed by email before each forum [held three times per year]. Details are also posted to the HoPvUWS site.

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

The morning forum is followed by a Leadership workshop facilitated by ODU.

Contact Leone Cripps on l.cripps@uws.edu.au or ext. 7425 for further details.

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 course will give you an overview of the legislation that the University operates under, including the purpose and responsibility of the Human Research Ethics Committee. The course will function to register and locate learning objectives and alignment of...
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.

International Student Compliance – ESOS at UWS

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

Academic and general 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 general 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 session 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 General Staff

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

Policy Development – Context and Writing

Intended for: Staff responsible for writing policies

Do you develop and write policy as part of your role and/or would you like to gain a better understanding of the purpose of policies and the processes necessary to make them effective? Participants will gain an understanding of the purpose and operation of policies in the UWS context and apply a systematic approach to the development of policy documents.

Project Officers Network

Intended for: All Staff involved with projects

These forums will provide an opportunity to network and discuss UWS-wide projects. You will have the opportunity to share information on your projects. Each forum will have an open, facilitated discussion session followed by a guest speaker on relevant project management topics.
SCRUM – School, College, Research, University Manager’s Network

Intended for: College, School & 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: March – Parramatta, June – Campbelltown and October – Kingswood 2010. Dates and venues, when available, will be uploaded to MyCareer Online.

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

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

NB: There is a separate program for General Staff

Student Academic Misconduct Policy – General Staff

Intended for: All General 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

This program has been designed to assist general staff who assist in the management of student academic misconduct issues by familiarising them with the revised processes and procedures.

NB: There is a separate program for Academic Staff
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 will oversee the travel approval process in their work area and all other interested Staff.

This session 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 course 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.
### AIP – Every Thing You Ever Need To Know

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

This program provides essential information for Academic or General Staff who teach or work directly with students and for other staff responsible for ensuring students with disabilities is provided with appropriate assistance and support.

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

### Ally – Network

**Intended for:** All Staff and Students

The Ally Network is a University endorsed initiative aimed at forging positive cultural change for UWS staff and students who identify as gay, lesbian, bisexual, transgender or Intersex (GLBTI). The role of UWS Allies includes the promotion of awareness amongst the University community of UWS’s, commitment to a respectful and inclusive work and study environment regardless of sexual and gender expression.

### 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.

### Ally Training

**Intended for:** All Staff and Students

The Ally Network is a University endorsed initiative aimed at forging positive cultural change for UWS staff and students who identify as gay, lesbian, bisexual, transgender or Intersex (GLBTI). The role of UWS

### EO Online

**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.

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://eoonline.uow.edu.au](http://eoonline.uow.edu.au)

For more information contact Equity and Diversity on 9678 7378.

### Exploring My Well-being

**Intended for:** All Staff

This program has been designed to nurture participant’s inner lives and encourage a commitment to looking after all of one’s self. ‘Whatever our background, culture, race, what rewards us most powerfully and consistently are the most deceptively simple abilities of all: the ability to be kind, to live enthusiastically and creatively, to appreciate and understand experiences different from our own, and to sustain a sense of inner stability and trust even in unwelcome and difficult situations.’ (Dowrick, 2005, *Choosing Happiness: Life & Soul Essentials*: p4)

### Managing Workplace Behaviours: promoting respect and inclusion

**Intended for:** All Staff

EO Online is a self-paced online equal opportunity program for higher education employees. It contains many real-life examples and employs interactive learning techniques. EO Online is updated annually. UWS expects all staff to complete this program.

For dates to register and locate learning objectives and alignment of...
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.

**Stress Management – Creating Work/Life Balance**

**Intended for:** All Staff

Reduce the impact of stress and be on top of stress rather than under it. Understand the causes of stress, identify stressors, and develop skills to reduce the impact of stress and create work-life balance. Topics include information on stress, stressors and counters to stress; how to identify and deal with stress effectively; stress as an opportunity for effecting personal change.

**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 Students Mental Health Issues**

**Intended for:** New (and existing) UWS Staff who have direct contact with students and whom students are likely to approach to discuss difficulties

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.

**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. The program opens with an interactive activity that exposes some of the unwritten rules used in Anglo-Australian communication and explores how these are built into the teaching style and requirements of Australian academic culture.

**NB:** There is a registration fee of $150.

**Time Management – Creating Work/Life Balance**

**Intended for:** All Staff

This program explores strategies and ideas for managing workloads sensibly including managing urgent demands, identifying and managing competing demands and priorities, and maintaining the balance in work and personal life commitments.

**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.

programs to UWS Core Capabilities access MyCareer Online via Staff Online.
Access Easy
This half-day course 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 course participants will gain an introduction to using Access and learn to create and use databases. This course 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 course 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 course.

This one-day course includes extra Access functionality not covered in the other courses. The course 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.

Access Advanced
Pre-requisite
You will have Access Intermediate level knowledge to attend this course.

Acrobat – Reader and Writer
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 half-day introductory course covers editing PDF files, converting documents to PDF, creating bookmarks, comments and security for PDF documents.

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

This one-day course 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 courses and units offered at UWS, add notes to a student’s record, 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
The Complaints Handling System (CHS) is the central repository for all UWS complaints, with the exception of protected disclosures.

This half-day course 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 course participants will gain an introduction to the principles of Excel and the use of spreadsheets. The course provides an understanding of what a spreadsheet is and covers the basic functions of working with spreadsheets.
Excel Intermediate One

This one-day course 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 and functions and creating templates.

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 course you will lean 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.

Excel Intermediate Two

This one-day course 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.

Excel Advanced

This one-day course 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 and Excel as a database.

MS Project

Pre-requisite
You will have completed the two days Project Management Program (see Leadership and Management section or http://www.uws.edu.au/staff/pdu/courses/projectmanagement

Microsoft Project is a tool for managing projects, whether simple or complex. On this one-day course learn how to use MS Project to track a project from the planning stage through to the closing stage. Plan, resource, cost and track a single project by creating timelines, scheduling and ordering tasks, assigning resources and tracking progress against a project plan.

This course 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 course 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.

programs to UWS Core Capabilities access MyCareer Online via Staff Online.
MyStudentRecords (MySR) including OSCAS

MyStudentRecords allows students to enrol online from any location and to continually manage their enrolment for the duration of their course. It is accompanied by the Online Selection and Course Acceptance System (OSCAS), a program which allows commencing students' direct access to UWS to set themselves up so they can use MySR.

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 course 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.

PowerPoint

Learn how to create informative and effective presentations for lectures, training and talks using MS PowerPoint. This course 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.

Travel Portal Session UWS – e-TAN

The UWS Travel Lab Portal sessions will allow for hands-on training of the new Travel System including the use 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.

Travel Portal Session UWS – e-Res Self Booking Tool

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

TRIM Basic

TRIM is a record and document management tool that 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 course covers recordkeeping obligations, the role of TRIM and basic TRIM functions, such as how to put documents (including emails) into the system, and how to retrieve them.

TRIM Advanced

TRIM is a record and document management tool that 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 course 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.

Outlook

(A core module for all staff)

This course 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.

For dates to register and locate learning objectives and alignment of
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.

Visio

This half day course will introduce you to Microsoft Visio. Visio is referred to as diagramming software that uses vector graphics to create diagrams. It uses the very basic functions to create diagrams (like block diagrams or flow charts) to follow sometimes complex information flows. There are a large variety of diagram templates to get you started.

This course also explains the principles and functionality of creating a Visio flow path diagram.

Word Intermediate

This one day course 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 course 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 course 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 course covers captions, cross-referencing, footnotes and endnotes, master documents, headers and footers sections, indexing and table of contents.

programs to UWS Core Capabilities access MyCareer Online via Staff Online.
How to Register

Registering for PDU courses is very easy using MyCareer Online. Simply follow the steps below to register for your desired course. 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 course 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 Course – scroll down to see all available sessions/dates
5. Register by selecting the ‘Request’ option next to the preferred session/date
6. If the course 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.
7. You will be asked to fill out further information in a pop up form, this information is essential to complete your registration successfully.

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

Please ensure you have discussed your development choices and gained approval from your supervisor before selecting the ‘Request’ button.

Note: By selecting the ‘Request’ button, you will automatically be registered if a space is available (and the course does not require approval). . . . If no place is available, you will be waitlisted for the next available session.

Alternatively, staff who do not have access to online enrolment within Staff OnLine can enrol by completing the registration form on page 30 and faxing to 9678 7474.

Cancellation Policy

If a course is cancelled, you will be advised at least five days before the date of the course. If you are unable to attend a course, please advise ODU as soon as possible so that another person may be allocated your place. If you do not attend a course 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.
Venue Directions

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 disabled access or have 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)

Event Name

Session Date                 Event Location

Supervisor’s Name*               Contact No.

Supervisor’s Signature               Date

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

Employee Number

Name

Job Title

Unit/School

Campus Location                 Building No.      Room No.

Phone No.               Mobile No.               Email Address

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?

E-update ☐  E-Newsletter ☐  Website ☐  Word of Mouth ☐

Supervisor ☐  ODU Services Guide ☐  Other ☐

Your Objectives:

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

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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.
### Leadership and Management Development

- AHOS Leadership Forums 12
- Being a Go Between in a Workplace Conflict 12
- Certificate IV in Frontline Management BSB40807 12
- Diploma of Management BSB51107 12
- Certificate IV in Training and Assessment TAA40104 12
- Company Directors Course 12
- Creative Thinking for Problem Solving 13
- Invision Leadership Seminar 13
- Leading with Emotional Intelligence 13
- Leading your Team through Change 13

### Management Essentials Program

- ME: Managing for Performance 13
- ME: Occupational Health and Safety 13
- ME: Recruiting the Right Person: Behavioural Interviewing 14
- ME: Statutory Obligations 14
- Managing Small Projects 14
- Quality Forum 14
- SCRUM – Network 14
- Senior Management Conference 14
- Values-based Leadership 14

### Career Development

- Business and Report Writing 15
- Career I – Managing your Career@UWS 15
- Career II – Preparing a Job Application 15
- Career III – Interview Skills 15
- Collaborative Decision Making: Using Six Thinking Hats 15
- Email Etiquette – Online 15
- Event Management 15
- Getting Your Message Across 16
- Hows and Whys of Process Mapping 16
- Professional Presentations 16
- Running Effective Meetings 16
- Taking Good Minutes 16
- Tools for Personal Productivity 16
- Working Together Apart – across teams, across campuses 17

### Organisational Knowledge and Policies

- Animal Research Ethics Workshop 18
- Biosafety and Radiation Research Ethics Workshop 18
- Executive Officers Network 18
- Finance 101 @ UWS 18
- Heads of Program Forums 18
- Human Research Ethics Workshop 18
- International Student Compliance – ESOS at UWS 19
- OHS – Conducting Effective Laboratory Risk Assessments 19
- OHS – Emergency Preparedness 19
- OHS – Management of Hazardous Substances and Dangerous Goods 19
- Orientation for New Staff 19
- Policy Development – Context and Writing 19
- Project Officers Network 19
### Diversity and Well-being

- AIP – Every Thing You Ever Need To Know
- Ally – Network
- Ally Training
- Customer Service Across Cultures
- EO Online
- Exploring My Well-being
- Managing Workplace Behaviours: promoting respect and inclusion
- Stress Management – Creating Work/Life Balance
- Suicide Awareness and Prevention
- Supporting Students Mental Health Issues
- Teaching and Supervision Across Cultures
- Time Management – Creating Work/Life Balance
- Working in a Culturally Diverse Environment

### Computer Software and Systems Training

- Access Easy
- Access Fundamentals
- Access Intermediate
- Access Advanced
- Access Plus
- Acrobat – Reader and Writer
- Calista Fundamentals
- Complaints Handling System
- Excel Basics
- Excel Intermediate One
- Excel Intermediate Two
- Excel Advanced
- Graphics – Corel Paint Shop Pro
- HTML
- MS Project
- MS Publisher
- MySource Matrix Content Management System (CMS)
- MyStudentRecords (MySR) including OSCAS
- Oracle Financials
- Outlook
- PowerPoint
- Travel Portal Session UWS – e-TAN
- Travel Portal Session UWS – e-Res Self Booking Tool
- TRIM Basic
- TRIM Advanced
- TRIM User Forum
- Visio
- Word Intermediate
- Word Advanced
- Word as a Desktop Publisher
- Word for Long Documents
My Professional Development Plan for 2010:

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>