A new practical development program has been designed to reflect the role of individuals and to build and recognise a number of skill sets considered essential for staff members working within the professional support environment.

This provides staff with the opportunity to gain practical skills and develop and enhance knowledge, skills and attitudes so they can be more effective in their roles.

**Time Commitment**

The program consists of 11 face to face sessions held approximately every three weeks from 9.30am to 3.30pm, on campus. Face to face sessions will commence in April and conclude in December 2013. This program requires participants to commit time for completion of assessments. It requires full support from participants’ managers / supervisors.

**Program Investment**

The fee for undertaking this program is $1,500. This is a subsidised rate which includes all face-to-face delivery at ODU and Bentley campus, all meals during the program, comprehensive learning guides and assessment materials.

**Who should attend?**

The program has been designed for staff (both academic and professional) working within support, administration, personal assistant, supervisor, and team leader roles. The modules have been selected to have an emphasis on excellence and effectiveness within an office environment. It may also benefit roles that involve the use of MS Word, MS Excel and working with others to achieve outcomes.
The benefits of sending my staff?
- Is suitable for enhancing individual staff development skills
- Provides practical skills which can be brought back to the area/school
- Helps address the sub elements of our strategic objective—Develop a culture of excellence
- Enhance communication through networking with other areas and individuals

The benefits of attending?
- A staff development program with a nationally recognised qualification
- Great opportunity to develop networks across areas of Curtin
- Enhances practical skills in a variety of areas
- Interact with different view points across Curtin

How do I apply?
The program is by nomination. Your Line Manager needs to complete (preferably in conjunction with you) the nomination form available at http://odu.curtin.edu.au/cert_iv_business.cfm and return to Rebecca Crosbie, Organisational Development, Building 604 or r.crosbie@curtin.edu.au

Due to limited places, a selection process may be required to determine successful applicants.

Closing date for applications
Applications close Thursday 28 March 2013. Successful applications will be notified by 4 April.

Where appropriate for each of the modules, a Curtin guest speaker and/or relevant documents are utilised to ensure that the relevant policy, procedures, manuals, templates etc. provide a link back to our workplace.

Module details

BSBOHS407A—Monitor a safe workplace
Participants will gain an understanding of effective OHS systems and how to identify safety issues as they arise in their workplace.

BSBCUS403B—Implement customer service standards
Using practical examples this module assists in developing skills and knowledge for high level customer service, that can be used both internally and externally.

BSBADM405B—Organise meetings
This module covers the elements required to organise meetings successfully including making arrangements, liaising with participants, and developing and distributing meeting related documentation.

BSBCMM401A—Make a presentation
Practical sessions which engage participants on how to plan, prepare, conduct and evaluate presentations.

BSBITU402A—Develop and use complex spreadsheets
This module will enhance your current Microsoft excel skills by providing practical ways to use complex features to enhance and promote efficiency.

BSBWRT401A—Write complex documents
Assists with document design and how to determine the purpose of documents and review elements for audience and purpose.

BSBREL401A—Establish networks
How to effectively use networks to identify and build relationships within, and external to, the organisation.

TAEDEL301A—Provide work skills instruction
This module provides information on how you can demonstrate and instruct work skills using existing resources in a safe and comfortable environment.

BSBSWOR404B—Develop work priorities
This practical module provides skills and knowledge to help set priorities and organise work activities.

BSBSWOR402A—Promote team effectiveness
This module looks at strategies to ensure the effectiveness of your team and to provide skills and knowledge to promote teamwork including the ability to develop team plans and lead the work team positively.

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Organisational Development Unit
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Rebecca can provide more information on this program, entry requirements, recognition of prior learning or other staff development options.

Information in this publication was correct at 1 February 2013, but may be subject to change and availability of trainers from our partner West Coast Institute of Training.