



Staff Development Catalogue 2009

CURRENT AS AT JANUARY 2009



a university for the **real** world[®]



Introduction

On behalf of the Staff Development Network, I am pleased to present the QUT Staff Development Catalogue, 2009.

The catalogue is a collection of workshops and events offered by training and development providers across the University. These providers have formed a Staff Development Network (SDN), providing a collaborative approach to the provision of development opportunities for all QUT staff.

Staff development encompasses activities in which staff members engage to enhance their knowledge, skills and abilities to perform their current role and to build their personal and professional capacity to benefit themselves and the University.

QUT is committed to building capacity by shaping and developing staff capabilities in support of the University's strategic direction outlined in the *QUT Blueprint* and top-level plans.

Staff should consider their individual development needs in discussion and consultation with their supervisor, in particular, through the formal Performance Planning and Review process.

To assist with your selection of appropriate development opportunities, this catalogue groups offerings into the following broad capability areas:

- career development, leadership and performance
- teaching and learning development
- IT literacies
- policy and compliance
- research development
- engagement and international development
- client service
- finance.

I commend these programs to you and encourage you to take advantage of the opportunity to enhance your personal and professional development.

A handwritten signature in black ink, appearing to read 'Carol Dickenson'.

Carol Dickenson
Registrar
Queensland University of Technology

How to use this catalogue

You can scroll through this catalogue to look for courses online, or print out some of the pages to refer to specific sections later. Please consider the environment when making your choice.

To help you find the information you want, you can click on the links in the Contents to be taken to the appropriate section. These links are outlined in a black square.

To return to the Contents from any other page, click on the 'Return to Contents' link at the bottom of the page.

To receive regular updates about training workshops, courses and staff development opportunities, subscribe to:

Staff development programs
qut.staffdev@qut.edu.au

Seminars
qut.seminars@qut.edu.au

How to register for QUT programs

To register for any QUT development program, course or session in this catalogue, follow the instructions below:

- Go to **QUT Virtual: <https://qutvirtual.qut.edu.au>**
- Click on the **StaffConnect** link located on your QUT Virtual screen
- From the menu on the left-hand side panel, click on **Individual**
- Click **Training** and then **Training Requests**
- Click **Add New Record** located in the main screen
- A list of available course categories will appear. **Click on the course category to obtain a list of available courses.**
 - Select the course you wish to enrol in. To find out more details of the course, select the **details link**.
 - Select **nominate** and insert your details in the fields provided.
 - Select **insert** to submit your registration to your supervisor.
- Your registration will be forwarded to your supervisor for approval. Once approved, your application will be sent to the course registration system

- You will receive two confirmations of your registration. One will confirm your supervisor has approved your application and one prior to the program to confirm you are registered.
- **If you do not receive a confirmation of your registration, please contact the Program Manager to ensure you will be attending the selected course.**

The information included in this publication was correct as at November 2008. Please check that dates and program details are still current on the relevant websites indicated throughout the document.

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NB: Copy highlighted in bold and orange indicates sessions for academic staff only

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Career development, leadership and performance

The following programs aim to provide staff with information on managing their careers as well as providing development opportunities to help them meet their own goals in alignment with the expectations of the University.

1. Induction and orientation for commencing staff

The aim of orientation is to facilitate a staff member's integration into the organisation by raising an awareness of the University's goals and the staff member's role in contributing to the achievement of these goals (MOPP Chapter B/12.2).

1.1 Welcome to QUT

This program is jointly presented by the Human Resources Department and The Division of Technology, Information and Learning Support (TILS) to ensure new staff receive a well-rounded induction to QUT. The session should be supplemented by online resources and a workplace-specific tailored induction.

Target group all staff new to QUT.

Topics covered

- QUT structure, HR services, benefits and facilities
- Support and services for teaching and learning
- Address by the Vice-Chancellor (or representative)
- Morning tea attended by key University staff members
- Expo providing key information and linkages to sources of information (featuring various organisational units across QUT).

Dates

12 February	Gardens Point	Gibson Room
23 April	Kelvin Grove	Seminar Room
30 July	Gardens Point	Gibson Room
29 September	Gardens Point	Gibson Room
26 November	Kelvin Grove	Seminar Room

Duration 2.5 hours

More information and enquiries

Anne Wood, Phone 3138 4104,
Email ak.wood@qut.edu.au

1.2 Online induction resources

Although specific workplace induction is planned and monitored by the new staff member's supervisor, HR provides a suite of online resources for new staff and their supervisors to ensure a comprehensive induction to the University and the workplace.

More information

www.hrd.qut.edu.au/managers/managing/induction.jsp

2. Enhancing our performance culture

QUT is committed to implementing an effective process of Performance Planning and Review for all staff, which details the linkage between the achievement of individual, division/departmental/faculty/school and organisational objectives and initiatives. The performance management process is participative and provides a framework for reviewing, developing and recognising work performance as well as formulating a development plan.

Awareness of the PPR process is critical for both staff and their supervisors to successfully manage and improve QUT's performance culture. An understanding of the processes and policies provides for positive outcomes for both individuals and for the University.

2.1 Performance Planning and Review for Professional Staff (PPR-PS) for new managers

Effective performance management is critical to your success as a manager of people. Feedback provided to your staff can make all the difference in their development and ultimately in the work unit's success. New supervisors are encouraged to attend.

All supervisors involved in the PPR-PS process with direct reports/staff are required to attend this training. These workshops are conducted to provide essential information for new professional supervisors and refresher training for current professional supervisors.

Target group professional staff members who are new managers and supervisors and required to facilitate PPR discussions with their direct reports—professional staff HEW 3–10.

Topics covered

- Context, objectives, benefits and key components of the PPR-PS process
- How to write a development and performance plan and assist staff to develop their individual plans
- Ensuring PPR process is meaningful and flexible to suit the work environment
- Giving feedback
- Initiating PPR-PS Supervisor Feedback Survey and interpreting results
- Engaging more confidently in the exchange of feedback at the various stages of the performance management cycle
- Applying principles for giving and receiving constructive feedback
- Other relevant information and materials.

Dates staff will be notified approximately four weeks prior to the date via email.

Duration 4 hours

More information

qut.hrod_enquiries@qut.edu.au or www.staffdevelopment.qut.edu.au

2.2 Performance Planning and Review (PPR-PS) for teams

HR Organisational Development consultants are available to conduct informal PPR-PS practical workshop sessions for managers, supervisors and their work teams.

Target group professional staff members.

Topics covered

- Context, objectives, benefits and key components of the PPR-PS process
- How to write team and individual objectives
- Ensuring PPR process is meaningful and flexible to suit the work environment
- Applying principles for giving and receiving constructive feedback
- Overview of PPR-PS Supervisor Feedback Survey
- Other relevant information and materials as dictated by the needs of the group.

Dates by arrangement with your Faculty/Division Organisational Development Consultant.

Duration 1–2 hours and conducted in the team's workplace.

More information

qut.hrod_enquiries@qut.edu.au or www.staffdevelopment.qut.edu.au

2.3 Performance, Planning and Review for Academic Staff (PPR-AS)

Understanding of the PPR-AS process is critical for both staff and their supervisors in order to successfully contribute to QUT's performance culture. The processes and policies provide positive outcomes for both individuals and for the University.

Target group all academic staff.

Topics covered

- Performance management at QUT
- Goal setting
- Using data in the PPR-AS process
- Performance planning proposal
- Performance planning discussion
- Performance review
- Support and resources.

Dates The program can be specifically tailored to the PPR-AS needs of a faculty/school or work unit.

More information

qut.hrod_enquiries@qut.edu.au or
www.staffdevelopment.qut.edu.au

2.4 Performance Planning and Review for Academic Staff supervisors (PPR-AS)

In accordance with University policy (MOPP Chapter B/9.8.9), all supervisors involved in the PPR-AS process with staff must attend training. These workshops are conducted in small group sessions of two to six participants and provide essential information for new academic supervisors and refresher training for current academic supervisors. **Please note:** if a supervisor has professional staff reporting to them, then the PPR-PS procedure must be followed.

Target group academic staff members in a supervisory role.

Topics covered

- Guidelines and suggestions for conducting PPR-AS meetings with staff
- Examples of PPR-AS activity statements
- Examples of how to initiate the cycle and discussion
- Giving feedback
- Other relevant information and materials.

Dates The program can be specifically tailored to the PPR-AS needs of academic supervisors within a faculty/school or work unit.

Duration 2 hours

More information

qut.hrod_enquiries@qut.edu.au or
www.staffdevelopment.qut.edu.au

2.5 Performance Planning and Review for Senior Staff (PPR-SS)

One-on-one information sessions are offered to senior academic and professional staff to discuss the process and how to manage their own and staff's performance.

Target group Senior Staff Group including professors, executive deans, heads of school/portfolio directors, institute directors, heads of divisions and departments.

Topics covered

- Performance agreements
- Development plans
- Performance review
- Recommendations by the supervisor
- QLP – 360 degree feedback tool.

Dates to be arranged with the Program Manager.

Duration 1–2 hours as required

More information and enquiries

Program Manager Deborah Verner,
Phone 3138 4162, Email d.verner@qut.edu.au

2.6 Promotion information session (for academic staff)

The University provides an information overview of QUT's related policy and processes for academic staff seeking promotion.

Target group all academic staff and Faculty Promotion Panel members.

Topics covered

- How does promotion work at QUT?
- What is required and desired for an appropriate application?
- Am I ready to apply?
- Timelines.

Dates staff will be notified via email approximately four weeks prior to the event.

Duration 3.5 hours

More information and enquiries

Anne Wood, Phone 3138 4104,
Email ak.wood@qut.edu.au

2.7 Promotion writing-to-criteria workshop (for academic staff)

This generic workshop is aimed at staff wishing to take responsibility for writing their promotion case, and for managing their career path.

Target group all academic staff.

Topics covered

- Logical frameworks for presenting a case
- Addressing and responding to selection criteria in a generic structure.

Dates staff will be notified via email approximately four weeks prior to the event.

Duration 3 hours

More information

hrprojectoffice@qut.edu.au or
www.staffdevelopment.qut.edu.au

3. Early Career Academic Recruitment and Development (ECARD) Program

This program is designed to assist in the professional development of recently recruited early career academics. ECARD aims to provide these academics with a comprehensive suite of skills, knowledge and abilities to ensure a successful academic career, as well as offer opportunities to develop strong networking and collaborative relationships. Content is collaboratively designed and facilitated by Human Resources, Teaching and Learning Support Services (TALSS) the Office of Research and Research Training (R&RT) and faculties.

Invitation-only workshop-style sessions will be held throughout the year, concluding with an intensive two-day residential retreat. The core program will be supported by e-learning resources, projects, mentoring opportunities, elective sessions and social/networking events.

Target group new academic staff (Level A or B), with less than three–four years experience in an academic role. Participation in the program is determined in the annual ECARD recruitment drive.

Topics covered

- Orientation to QUT and strategic alignment
- Teaching and learning development
- Research development
- Self-leadership
- Networking and collaboration.

Dates invited staff will be notified of program details in 2009.

Duration approximately 50 hours over one year

More information and enquiries

Program Manager Brenda Turnbull, Phone 3138 4210,
Email brenda.turnbull@qut.edu.au

4. Mid-Career Academic Development (MCAD) program

Guided by the imperatives for strategic renewal at QUT, this program provides participants with opportunities to enhance their individual performance in current and future changing environments. MCAD challenges participants to reinvent their current academic practices through individual self-reflection and career planning.

This invitational program is designed to provide opportunities to build self-leadership capability, enhance engaged research, learning and teaching, reflect on career development and progression, explore academic culture and practice at QUT and develop reflective practice.

Target group academic staff (Levels B and C) will be nominated by Executive Deans and Heads of School.

Topics covered

- QUT: the big picture
- Self-managed career planning
- Academic portfolio development
- Self-leadership
- Developing reflective practice
- Engaged learning and teaching
- Research and commercialisation
- Revisiting university teaching.

Duration approximately 50 hours over one year

More information and enquiries

Program Manager Inger Kelly, Phone 3138 4102,
Email i.kelly@qut.edu.au

5. Leadership, management and supervision

In 2009, three tiers of leadership and supervision programs are offered, the choice of which will depend on the level of responsibility the position requires. In addition, several programs and activities are offered to enhance the development of female academic and professional staff at near-senior and senior levels at QUT.

5.1 Transition to supervision

This workshop is aimed at assisting new supervisors to enhance their management and people skills and to acquaint them with effective contemporary approaches to supervision.

Target group professional and academic staff who are new to supervision, acting in a supervisory capacity or aspiring to be a supervisor and who have little/no previous supervisory training.

Topics covered

- The challenges of moving from staff member to supervisor role
- What it takes to be an effective supervisor
- Leading and understanding your team
- Key skills in communication and giving/receiving feedback
- Conflict management skills/strategies
- Applying appropriate leadership skills to situations
- Reflective practices to improve leadership capability
- Effective meeting techniques.

Duration 3 days (1 day per week over 3 weeks)

More information and enquiries

Program Manager Kathy Bain, Phone 3138 2993, Email kathy.bain@qut.edu.au

5.2 Team leadership program

This program has been designed to provide supervisors and team leaders, who are relatively new to the role of supervision/management, with the confidence and a tool set that they can draw upon and apply when leading an established or new team. The program also

provides an avenue for establishing strong networks and collaborative relationships.

Target group professional (HEW 4–7) and academic staff who have staff supervision responsibilities.

Topics covered

- Foundations of leadership
- Self-awareness
- Leading teams
- Empowering others
- Managing change.

Dates sessions held monthly, commencing April/May and ending November.

Duration approximately 50 hours over 7 months

More information and enquiries

Program Manager Kathy Bain, Phone 3138 2993, Email kathy.bain@qut.edu.au

5.3 Strategic leadership program

This program has been developed to assist supervisors and managers to explore individual leadership capabilities through engaging in deep learning within a supportive environment and through the establishment of effective networks, key alliances and partnerships. The program will also assist participants to build on their existing skills and knowledge and explore the challenging issues and responsibilities of strategic alignment, leadership, change and performance management.

Target group professional (HEW 8–10) and academic staff (Level C and above) and research leaders who have staff supervision responsibilities.

Topics covered

- The University—leading strategically
- Self-awareness
- Leading and creating change
- Unleashing talent
- Innovation.

Dates sessions held monthly, commencing April/May and ending November.

Duration approximately 50 hours over 7 months

More information and enquiries

Program Manager Cathy Cameron, Phone 3138 4126, Email cj.cameron@qut.edu.au

6. Senior Management Development Program (SMDP)

This program offers a suite of activities aligned with the strategic objectives outlined in the *QUT Blueprint* and top-level plans, which are designed to provide leadership development and support for senior staff. SMDP comprises approximately 6–8 events each year including Vice-Chancellor forums (breakfast or lunch), case study presentations, workshops and a senior staff conference.

Target group SSG 1–6, professors (Level E) and institute directors (other staff may be invited to events deemed relevant to their roles).

Dates Senior staff will be notified via email approximately 2–4 weeks prior to each event.

The Senior Staff Conference dates for 2009 are 13–15 May.

Duration VC Forum events and workshops are 2–3 hours.

More information and enquiries
Program Manager Deborah Verner, Phone 3138 4162,
Email d.verner@qut.edu.au

7. Women in leadership

7.1 Quality Women in Leadership (QWIL) Program

This program is offered every second year. The next program is planned for 2010.

This 12-month program assists women to gain insights into the current priorities and strategic issues within the university and higher education sector; enhance leadership, interpersonal and career development capabilities; and build strategic linkages.

Target group female professional staff (HEW 9 and above) and female academics Level B and above.

Topics covered

- Approaches to leadership
- QUT governance and strategic priorities
- Current issues within the higher education sector
- Career development and self-reflection

- Committee observations
- Reflective practice
- Enhanced interpersonal skills.

Duration 12 months

More information and enquiries

Kym Mayers, Phone 3138 4174,
Email k.mayers@qut.edu.au

7.2 Other leadership development opportunities for women

ATN Women's Executive Development Program (ATN-WEXDEV) is a career development program for women who work at the five Australian Technology Network universities (ATN).

The **Capability Building Leadership Workshop** was developed by the ATN WEXDEV national management committee with the ATN Human Resources Directors and is directly supported by the five vice-chancellors. Each ATN university selects two women academics with potential to be heads of academic units to attend this annual workshop which is held prior to the ATN conference.

The **Clare Burton memorial lecture** commemorates the work of Dr Clare Burton, a pioneering Australian researcher, activist and practitioner in the field of gender equity who died in 1998. This lecture focuses on, Dr Burton's specialist field of gender equity and is open to all female staff across QUT.

Target group near-senior and senior women.

More information and enquiries

Kym Mayers, Phone 3138 4174,
Email k.mayers@qut.edu.au

8. Project management

QUT currently offers three Project Management courses. The courses allow managers, project managers and project team members to learn the critical tools and techniques required to plan, organise and manage projects successfully and effectively use the QUT Project Management Framework.

8.1 One-day project management overview

The one-day project management course has been designed to provide participants with a foundation and introduction to the practical application of project management methodologies via facilitator-led, practical and experimental workshop delivery. Participants are able to gain an understanding of the four phases of project management through a variety of activities which provide an opportunity to practise the techniques and language of project management. The course also provides an introduction to the QUT Project Management Framework and governance of projects at QUT.

This course is designed for frontline managers, operational staff for whom project management is part of their role, team leaders, those new to project management.

Topics covered

- Project lifecycle and phases of a project
- The initiation phase
- Planning and controlling the project
- Implementing and monitoring the project
- Finalising the project
- Project communication
- Roles and responsibilities of managing a project.

8.2 Certificate IV in Project Management

The Certificate IV in Project Management provides a formal study pathway for QUT staff in this critical discipline. This introductory qualification gives a comprehensive overview of project management fundamentals and develops the key skills to deliver projects on time and on budget.

The course is designed for project managers, project leaders or project team members who wish to improve their project management capabilities and gain competency based accreditation.

Topics covered

- Alignment and selection of projects to organisational strategy
- Key knowledge areas of project management
- Client and stakeholder management
- The people skills of project management—communication, leadership and negotiation
- The four project phases—initiation, development, implementation and finalisation
- Scope, time, quality and cost management
- Risk management
- Procurement management.

8.3 Diploma in Project Management

The Diploma of Project Management focuses on the practical elements of project management and is suitable for experienced project managers. It offers an integrated and accelerated approach towards achieving a qualification.

Participants undertaking the Diploma will develop a comprehensive knowledge of project management, including an understanding of project planning and control procedures, resource management and risk analysis, as they apply to projects. They will also gain an awareness of the methods, techniques and tools available to help them manage and integrate projects more effectively within their organisations.

It is ideal for staff who hold a Certificate IV in Project Management, or those with extensive high-level project management experience working on multiple interdependent projects, high-value or higher risk projects.

Topics covered

- Integrating project within the organisation
- Scope, time and cost management
- Principles and practices of quality management
- Managing risk
- Managing communications
- Leading the project team
- Managing resources

- Procurement management
- Finalising the project
- Achieving the business benefits
- Getting problem projects back on track.

9. Career development and enhancement

9.1 Assertiveness at work for women

This program is designed to provide female staff with the appropriate skills, strategies and confidence to communicate assertively in the workplace.

Target group academic, professional and research staff.

Topics covered

- Social and cultural influences which shape communication and behavioural expectations
- Skills in expressing self clearly and assertively
- Strategies and skills for handling aggressive behaviour and non-assertive behaviour.

Dates refer to website for session availability

Duration 3 hours

More information

www.equity.qut.edu.au/programs/forstaff/trainingdev

9.2 Visiting Scholars Program

In 2009, a program of visiting scholars that will engage staff from across the University in dialogue on embedding engagement practice into research and teaching and learning programs is planned. This is a capability-building program to create opportunities for debate and discussion around the theme of engaged practice in teaching and learning and impact research. From time to time the visiting scholars program is incorporated with other staff development programs i.e. VC's Forum, ECARD.

Target group academics, researchers and professional

staff involved in QUT's engagement and partnerships with external contacts.

The program will assist staff to:

- share knowledge and information about engagement practice
- showcase and explore ideas for innovation in teaching, learning and research
- deliver quality teaching and research through an engagement strategy.

Topics covered

- Work Integrated Learning
- Linking engaged teaching practices with sustained partnerships
- Fostering engagement with industry, businesses and the professions
- Building partnerships for research.

Dates offered quarterly in 2009.

Duration Ranging from one hour seminars through to half - to one-day workshops

More information

www.qut.edu.au/commun/combusgov or the engagement team Phone **3138 4344**

10. External development opportunities

Calls to participate in these events are regularly advertised through the qut.staffdev@qut.edu.au email interest group.

10.1 LH Martin Institute

The institute meets the urgent need in Australia and the region for high-quality leadership and management education in higher education and other key sectors.

The institute's courses and services are aimed at leaders and managers in higher education and those aspiring to be, or who have been identified as, future leaders:

- academics and managers in higher education who are aiming towards leadership and management positions or who have been identified as future leaders

- higher education middle and senior managers interested in continuing professional development based on specific skills or master classes on innovative management and leadership practices relevant to their work
- members of governing bodies interested in issues of governance as they apply to higher education institutions and being informed about current policy trends
- those interested in broader policy developments in Australia and internationally and their impact on their institutions, to learn about strategies for responding to new policy directions.

Throughout 2009, the following programs will be promoted:

- The Heads of Department Program
- The Strategic Leaders Program
- The Senior Strategic Leadership Program.

More information

www.mihelm.unimelb.edu.au

10.2 Association for Tertiary Education Management (ATEM) (Qld)

ATEM Queensland offers topical and high-quality professional development activities complementary to other development courses such as those conducted in house by individual institutions.

More information and enquiries contact the ATEM Membership Coordinator Antonia Medhurst, Phone 3735 5474, Email a.medhurst@griffith.edu.au or visit www.atem.org.au

Teaching and learning development

Teaching and Learning Support Services (TALSS) supports academic staff in their QUT teaching responsibilities by providing specialised development programs that assist in promoting teaching quality and scholarship. Academic colleagues are invited to access the opportunities detailed below which comprise integrated collaborative programs that address key issues of teaching and learning at QUT.

For more information www.talss.qut.edu.au/staff/staffdev

How to register www.talss.qut.edu.au/staff/staffdev/register.jsp (log in to StaffConnect)

1. Developing teaching (for academic staff)

These two programs provide staff with essential information about teaching in the tertiary setting, and introduce them to the principles, practices and priority areas that contextualise effective university teaching at QUT. The first program is tailored to the needs of early-career academics with little/no tertiary teaching experience. It is recommended that colleagues in this category undertake this program within the first six months of taking up their appointment. The second program is designed for sessional staff, whether experienced or new to teaching at QUT.

1.1 Early-career: Foundations of university teaching (for academic staff)

The program covers essential teaching and learning skills and explores strategies for developing effective teaching practices in the QUT setting. The program consists of a two-day core workshop with opportunities to undertake follow-up practical group tasks throughout two semesters, linked to participants' investigations of teaching and learning in their faculty/school.

Target group academic staff with less than two years' experience in teaching in a tertiary environment. Staff may be nominated to attend by their Head of School or may self-select to take this program.

Topics covered

- Learning and teaching in the university context
- Strategies for student-centred teaching
- Curriculum design

- Graduate capabilities, First-Year experience and real-world learning
- Principles of assessment and criterion referenced assessment
- Evaluation of and reflection on teaching.

Program frequency 3 times each year

1.2 Sessional academic program conferences

These two one-day conferences give sessional academics opportunities to develop their practice and their awareness of QUT priorities in teaching and learning. Each conference offers two strands: (i) essential skills of teaching for new sessional staff, and (ii) workshops for more experienced sessional staff to extend their repertoire of teaching skills. The conferences also provide time to network with key QUT staff in faculties, and other sessional academics.

Sessional staff are eligible to apply for an attendance allowance from TALSS once per calendar year.

Target group sessional academic staff.

Topics covered

- Engaging learners in the tertiary setting
- Designing effective learning experiences
- Facilitating team work
- Assessing, marking and giving feedback
- Using media in teaching and learning.

Program frequency once each semester

2. Extending and enhancing teaching (for academic staff)

This program engages participants in a deeper exploration of teaching and learning issues, and encourages them to go on to join/form 'communities of practice' within and across disciplines to maintain and further develop scholarly approaches to teaching in the context of QUT teaching and learning principles, policies and priorities

2.1 Mid-career: Revisiting University teaching program (for academic staff)

This two-day program provides opportunities for experienced academic staff to review their current teaching practices, explore ways to enhance student learning and further develop their own scholarship of teaching. The program will be of particular interest to teaching staff who hold, or are contemplating, a leadership role in teaching.

Target group experienced academics, i.e. those with more than two years' teaching experience.

Topics covered

- Innovations in teaching at QUT
- Criterion referenced assessment (CRA)
- Graduate attributes, Indigenous and international perspectives in teaching
- Evaluation and reflecting on teaching
- Peer partnerships and communities of practice
- Developing an action learning framework.

Program frequency once each semester

3. Using the QUT Blackboard learning management system: QUT Blackboard training

These sessions take users through a series of steps in the use of the QUT Blackboard learning management system, from introductory to more advanced use.

3.1 Introduction to QUT Blackboard

This session introduces participants to the basic components of the Blackboard Learning Management System.

Target group Academic staff who will teach or assist in teaching a unit using QUT Blackboard and who have no prior experience in using the system.

Topics covered

- Logging on and navigating the Blackboard system
- Accessing your unit websites, students' view vs coordinator view
- Adding an announcement (notice)
- Using basic collaboration tools (email, discussion forum)
- Online assignment submission.

Program frequency 10 times each year

3.2 QUT Blackboard communication

This session covers the more advanced use of online collaboration tools available in QUT Blackboard. It also refers to effective e-moderating strategies and discusses a number of ideas and strategies on how to use these tools effectively in your teaching.

Target group All academic staff who use QUT Blackboard in their teaching (attendance at the Introductory workshop 3.1 or familiarity with the QUT Blackboard system is recommended).

Topics covered

- Creating and administrating announcements
- Setting up and administering discussion forums and chat
- Email and groups
- Setting up and using blogs and wikis.

Program frequency 6 times each year

3.3 QUT Blackboard assessment

This session introduces participants to a range of assessment tools (e.g. quizzes) available in QUT Blackboard. The focus will be on the creation and management of assessment using Blackboard.

Target group all academic staff who use QUT Blackboard in their teaching (attendance at the introductory workshop 3.1 or familiarity with the QUT Blackboard system is recommended).

Topics covered

- Creating a test and test questions
- Making a test available to students and setting options
- Viewing and managing test results in the gradebook
- Creating an assignment page
- Viewing and managing assignments in the gradebook
- Other gradebook options.

Program frequency 6 times each year

4. Reward, recognition and other external development opportunities

This suite of sessions gives staff essential information about the opportunities offered through the Australian Learning and Teaching Council (ALTC, formerly the Carrick Institute). These comprise awards, grants, fellowships and discipline scholars.

4.1 Overview of ALTC opportunities

This session provides an overview of the range of opportunities offered through the ALTC for staff seeking further information about external funding, reward and recognition opportunities.

Target group academic and professional staff involved in teaching and/or supporting teaching and learning.

Topics covered

- The purpose of the ALTC
- The schemes offered through ALTC
- Internal processes and ALTC.

Program frequency once each semester

4.2 ALTC grants: preparing an 'expression of interest' or 'full proposal'

This session provides an introductory overview of the ALTC Grants Programs and the processes involved in preparing an expression of interest (EOI) or full proposal for the Competitive Grants Program, the Priority Projects Program and Leadership for Excellence in Learning and Teaching Program.

Target group academic and professional staff involved in teaching and/or supporting teaching and learning.

Topics covered

- Overview of ALTC grant opportunities
- Exploring project ideas
- Exploring network opportunities
- Critical factors in preparing an EOI or full proposal
- Action planning.

Program frequency once each semester

4.3 ALTC Competitive, Priority and Leadership Grants Program: full-proposal writing workshops

This session briefs participants on all the elements involved in preparing a full proposal for submission to ALTC.

Target group academic and professional staff invited to prepare full proposals for the ALTC 2009 grant round, from EOIs submitted in the first round.

Topics covered

- The critical factors in preparing a successful ALTC grant application
- How to prepare a rigorous budget to meet ALTC requirements
- The need for alignment between the project objectives, methodology, evaluation and outcomes
- The full proposal requirements
- The submission process.

Program frequency once each semester

4.4 ALTC awards: progress workshops for nominees

This suite of ALTC invitational workshops is oriented to QUT's selected 2009 ALTC award nominees. Six workshops are provided in all, two for each award scheme.

Target group current ALTC award nominees.

Topics covered

- Consolidating your case
- Feedback from peers
- Support materials: what do they look like?
- Confirming your needs and working with support staff
- Action planning.

Program dates at various times during semester one

IT literacies

IT training specialises in developing IT skills and knowledge for staff who are new to technology and also for more experienced users. A range of options are available including face-to-face training, self-paced online training, and user guides.

For more information www.its.qut.edu.au/training

How to register **Via StaffConnect**

1. Desktop applications

Competitively priced, hands-on IT training is available to assist staff in using generic desktop applications that are included as part of the QUT Standard Operating Environment.

1.1 Microsoft Word: intermediate and advanced

These courses are designed to maximise participants' use of MS Word functionality to assist them in creating professional and effective documents.

Target group staff and postgraduate research students.

Topics covered

- Text formatting
- Working with pictures
- Track changes and document reviews
- Merging techniques
- Section formatting
- Tabs, styles and tables
- Automated fields and features
- Master and subdocuments.

Duration 1 day each

1.2 Microsoft Excel: introduction, intermediate and advanced

These courses are designed to improve participants' use of this data management tool and increase their effectiveness when collating, analysing and sharing information.

Target group staff and postgraduate research students.

Topics covered

- Workbooks and worksheets
- Formulas

- Recording and editing macros
- Filtering and sorting lists
- Pivot tables and charts
- Absolute and relative references.

Duration 1 day each

1.3 Microsoft Access: introduction

This course provides participants with basic knowledge of using relational databases to create tables, queries, forms and reports.

Target group staff and postgraduate research students.

Topics covered

- Creating and designing databases
- Setting relationships
- Validating data
- Creating, modifying and editing queries
- Creating forms, reports and menu systems.

Duration 2 days

1.4 Microsoft PowerPoint: introduction and advanced

These courses train staff in creating effective and professional slide presentations.

Target group staff and postgraduate research students.

Topics covered

- Slide layouts
- Slide show navigation
- Drawing objects, tables and charts
- SmartArt
- Slides masters and templates
- Animations.

Duration 1 day each

1.5 Microsoft Visio: introduction

This course provides participants with the knowledge to use basic MS Visio features to create visual documents such as flowcharts, organisational charts and brainstorming diagrams.

Target group staff and postgraduate research students.

Topics covered

- Drawing Tools
- Creating basic diagrams
- Formatting drawings
- Creating network and brainstorming diagrams
- Working with Pages.

Duration 1 day

1.6 Microsoft Publisher: comprehensive

This course trains participants in creating business-based publications such as flyers and newsletters.

Target group staff and postgraduate research students.

Topics covered

- Objects and frames
- Text styles
- Layout and Page Techniques
- Working with Wizards

Duration 1 day

1.7 Microsoft Project: introduction

This course trains participants using this management tool to define, schedule, budget and track projects.

Target group Project Managers or those involved in project scheduling.

Topics covered

- The essentials of project management
- Tasks and task relationships
- Constraints and deadlines

- Allocating and monitoring resources
- Tracking progress

Duration 2 days

1.8 Microsoft 2007 new features

This course is designed to familiarise participants with the changes and new features introduced in Microsoft Office 2007.

Target group staff and postgraduate research students.

Topics covered

- Microsoft Office 2007
- Microsoft Word 2007
- Microsoft Excel 2007
- Microsoft PowerPoint 2007
- Microsoft Outlook 2007.

Duration 1 day

2. Online IT training

www.its.qut.edu.au/training/onlinetrain

Staff can access free online IT training in popular PC applications such as Word, Excel, Access, Project, Outlook and PowerPoint.

Teach Me contains interactive tutorials and online manuals for over 1000 activities including MS Office and Adobe applications.

ICT Skills Benchmark is for anyone who wishes to certify their computer skills according to an Australian industry standard in a range of core competencies.

Watsonia Manuals and Exercise Files are a collection of manuals and exercise files that can be downloaded to support self-paced off-line learning.

3. High performance computing and research support

The High Performance Computing (HPC) and Research Support Group collaborate with researchers in using advanced technologies and e-research methods. The group provides a variety of research services including individual consultancy, workshops in a range of statistical programs and methods, to help researchers

make use of local, state and national research computing facilities.

More information

www.its.qut.edu.au/hpc or contact HPC at qut.itshpc@qut.edu.au

Target group researchers and research groups.

Topics covered

- Matlab
- Data visualisation
- Optimising and parallelising code
- How to use HPC facilities

Dates arranged upon request

4. Web development

Web development training has been designed to help those within the QUT web community manage and maintain their websites in accordance with QUT's Web Governance Framework. It helps individuals gain practical skills and techniques to ensure their web content and websites are usable and accessible and offers training for the web editing and publishing tool used at QUT.

4.1 Working with QUT websites (Web Governance Framework Workshop)

This training is a prerequisite for anybody working on QUT websites, including web content editors, web content approvers, web content publishers, web developers and website coordinators.

Topics covered

- Web accessibility
- Web usability
- QUT's Web Governance Framework
- QUT web corporate identity
- QUT standards and guidelines for web content.

4.2 Web editing and publishing using Contribute

This training session is designed to give QUT staff the necessary knowledge and hands-on exercises to use Contribute to effectively edit and maintain websites using this web content editing tool.

Topics covered

- Overview of the Contribute web editing tool
- Overview of the editing, approval, and publishing processes in Contribute
- Creating new web pages
- Editing web pages, including:
 - Formatting text
 - Creating and inserting links
 - Adding images to pages
 - Working with tables
- Working with page drafts
- Editing web page metadata
- Editing and maintaining side navigation menus.

4.3 QUT Wiki

This training session is designed to provide QUT staff with an understanding of the basic concepts to develop skills and knowledge in the use of the QUT Wiki.

Topics covered

- Wikis and terminology
- Productivity and collaboration
- Navigating, editing and deleting content
- Wiki mark-up and macros
- Labelling and searching for content
- Permissions and restrictions.

5. QUT specific/customised IT programs

5.1 Callista Basics—introduction

Callista is the name of QUT's student information system and is the primary database of all student Information at QUT. This course is designed for new Callista users who would like to learn the basics of navigating the database.

Target group new Callista users.

Topics covered

- Callista navigation
- In-depth investigation of an individual student—
Finding GPA, courses studied, progress of applications
- Running class lists
- Running basic reports.

Frequency monthly

Duration 3 hours

5.2 Callista Reports—advanced reports program

This course is designed for Callista users who already have a sound knowledge of Callista and would like to produce advanced reports.

Target group present Callista users.

Topics covered

- General purpose reports in detail – what each field can be used for, common traps, importing data into Excel
- Creating person ID groups using complex selections
- Overview of business object reports available via QUT Virtual.

Frequency monthly

Duration 3 hours

Policy and compliance

Workshops to increase understanding of a number of QUT policies and how to implement related procedures are offered by the relevant provider areas such as Human Resources, the Equity Section and QUT Governance Services. In addition to face-to-face sessions online training modules are also available.

1. QUT policies, procedures and compliance

1.1 QUT privacy training

This seminar provides staff with an understanding of QUT's privacy obligations under the State Government's Information Standard 42—Information Privacy, when collecting, managing and using personal information.

Target group all staff, but is particularly recommended for those who are record keepers, data custodians, or who have regular dealings with personal information.

Topics covered

- Collecting personal information
- Management and storage of personal information
- Use and disclosure of personal information
- Access to, and amendment of, personal information.

Dates 10 February, 12 March, 22 April, 11 May, 16 June, 16 July, 19 August, 15 September, 12 October and 18 November 2009.

Check website www.governance.qut.edu.au/compliance/privacy/training.jsp for details on location and registering for privacy training.

1.2 QUT committee skills seminar

The focus of this seminar will be on understanding processes and developing skills in dealing with committee business, especially committee documentation. Practical examples and exercises will be used throughout to develop skills and illustrate the program.

Participants will have an enhanced understanding of committee processes and documentation, exposure to a number of methods and mechanisms for planning and organising committee business, practical experience in working with agenda and minutes, participate in useful writing exercises, and obtain useful notes and samples of material to take away.

Target group any QUT staff member new to this responsibility.

Topics covered

- The purpose of committees—decision making and advisory processes
- The roles of players—secretary, chair, members, those who prepare agenda items
- The document cycle—agenda, submissions, minutes, post-meeting action, filing
- The skills for planning and managing committee business—communication, comprehension, systems.

Dates 5 March and 12 October 2009

1.3 TRIM end user training

This course trains participants in how to effectively use the corporate electronic recordkeeping system, TRIM, for accessing and storing University records.

Target group professional staff. **Please note:** TRIM training is available only to organisational areas that currently use TRIM. If you are unsure as to whether you are eligible for training please contact Records Management Services (records@qut.edu.au).

Topics covered

- Navigating in TRIM Desktop
- Searching for records in TRIM
- Saving emails in TRIM
- Saving Word documents in TRIM
- Sending documents to TRIM from Windows Explorer.

Dates one session per month

1.4 TRIM student end user training

This course trains participants in how to effectively use the corporate electronic recordkeeping system, TRIM, for accessing and storing student records.

Target group Professional staff from Student Business Services or faculties that access student records.

Topics covered

- Navigating in TRIM Desktop
- Searching for student records in TRIM

- Saving emails in TRIM
- Saving Word documents in TRIM
- Sending documents to TRIM from Windows Explorer.

Dates one session per month

1.5 TRIM power user training

This course focuses on enabling designated power users to utilise advanced features of the corporate electronic recordkeeping system, TRIM, in order to support TRIM end users.

Target group professional staff nominated as power users. **Please note:** TRIM training is available only to organisational areas that currently use TRIM. If you are unsure as to whether you are eligible for training please contact Records Management Services (records@qut.edu.au).

Topics covered

- Navigating in TRIM context
- Creating folders
- Applying security
- Relating records
- Customising screens
- Modifying records.

Dates one session per month

2. Equity awareness and skills development

These modules build equity awareness, skills development for implementing equity, knowledge of rights and responsibilities, related policies and programs, and understanding of student support measures.

2.1 EO Online: fair play on campus

EO Online is a self-paced online equal opportunity training program for higher education employees. It contains many real life examples and employs interactive learning techniques. EO Online is updated annually and is a prerequisite for some other programs.

Target group all staff (Module 1), supervisors/managers (Module 2). Module 1 is a prerequisite for Module 2.

Topics covered

- Dealing with and preventing discrimination and harassment in the workplace
- Dealing with grievances
- Equity policies, issues and strategies
- Your legal rights and responsibilities to achieve a discrimination- and harassment-free campus.

Dates available online all year. External access is available for QUT staff. Lab sessions are available for those who have difficulty completing in their workplace and includes a short presentation on relevant policies and support services at QUT. Refer to website for session availability.

Duration 45–55mins each module (approx); lab sessions are 1.5 hours

More information

www.equity.qut.edu.au/programs/forstaff/trainingdev or email equityenq@qut.edu.au

2.2 Supporting students with a disability

This program aims to increase staff awareness of the services provided for students with disabilities and the associated roles and responsibilities of staff.

Target group academic, professional and research staff, particularly in positions involving contact with students.

Topics covered

- The relevant legal framework
- The role of disability advisers and various support services
- The role of staff in supporting students with disabilities.

Dates refer to website for session availability

Duration 1.5 hours

More information

www.equity.qut.edu.au/programs/forstaff/trainingdev or email equityenq@qut.edu.au

2.3 Understanding student poverty

This program aims to increase staff awareness of the services provided for students from low-income backgrounds.

Target group academic, professional and research staff, particularly in positions involving contact with students from low-income backgrounds.

Topics covered

- Issues of student poverty and ways staff can assist students living in poverty
- Services and initiatives to assist low-income students at QUT
- The impact of government policy on student poverty
- Examples of faculty strategies and initiatives.

Dates refer to website for session availability

Duration 2 hours

More information

www.equity.qut.edu.au/programs/forstaff/trainingdev or email equityenq@qut.edu.au

3. Reconciliation and cultural diversity

These modules build awareness of Indigenous issues and commitment to Reconciliation, and increase awareness of and respect for cultural diversity.

3.1 Implementing reconciliation at QUT: recruitment and retention of Indigenous staff and students

This program is designed to improve knowledge and understanding of Reconciliation, and to increase commitment to the process.

Target group academic, professional and research staff

Topics covered

- Indigenous issues
- What Reconciliation means
- Identifying what can be done to contribute to the Reconciliation process at QUT

Dates refer to website for session availability

Duration 2 hours

More information www.equity.qut.edu.au/programs/forstaff/trainingdev or email equityenq@qut.edu.au

3.2 Cultural diversity and anti-racism

This program is designed to engage QUT staff in understanding the notion of racism in higher education.

Target group academic, professional and research staff

Topics covered

- Identifying institutional policy and practice that may lead to exclusionary outcomes.

Dates refer to website for session availability

Duration Modules which comprise one full day or two half days.

More information

www.equity.qut.edu.au/programs/forstaff/trainingdev or email equityenq@qut.edu.au

4. Health and Safety Advisory Services

Health and Safety Advisory Services' objective is to assist university managers to ensure the health and safety of staff, students and others through compliance with relevant legislation and University policies and effective risk management relating to health and safety.

This is an advisory unit with emphasis on developing standards and policy, implementing a health and safety management system and providing information and guidance to the QUT community.

For more information www.hrd.qut.edu.au/healthsafety

Event registration <http://staffconnect.qut.edu.au>

4.1 Operating in high-risk environments

4.1.1 Introduction to biosafety/ biosafety assurance at QUT

This workshop presents information on how to manage health and safety risks when dealing with pathogenic, gene technology related and quarantine material in laboratory and other environments. It also addresses the application requirements for approval through the QUT Institutional Biosafety Committee (IBC), risk management processes and compliance requirements for state and federal agencies.

Target group new staff and HDR students in Science and Technology, Built Environment and Engineering, and Health faculties

Topics covered

- State and federal legislation
- Risk group classification
- Biocontainment
- QUT biosafety procedures
- IBC application processes
- Biosafety risk assessments.

Dates March, July

Duration 2 hours

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.1.2 Biosecurity: Bioterrorism in Australia

This workshop introduces participants to QUT's response to Commonwealth and State initiatives to ensure biosecurity and combat terrorist threat.

Target group senior staff and supervisors from organisational areas where security-sensitive material is used, stored and/or disposed.

Topics covered

- Select agent list
- Registration of laboratories
- Biosafety
- Biosecurity.

Dates March and July

Duration 1.5 hours

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.1.3 Drugs and poisons at QUT

This workshop introduces participants to the legislative, policy and operational requirements when dealing with scheduled drugs and poisons in laboratory, clinical and animal house environments.

Target group new staff and HDR students in research institutes and Science and Technology, Built Environment and Engineering, and Health faculties.

Topics covered

- Schedule of drugs
- QUT authorities issued by Queensland Health
- Risk assessment
- Drug storage and use.

Dates April, August

Duration 1.5 hours

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.1.4 Chemical management (including registers and manifests)

This workshop trains participants in managing various dangerous goods classes and provides additional information on Security Sensitive Ammonium Nitrate (SSAN).

Target group new staff and HDR students involved in the use of high-risk chemicals.

Topics covered

- Legislative background
- Classes of chemicals
- Security-sensitive materials
- QUT compliance requirements.

Dates June

Duration 1.5 hours

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.1.5 Chemical compliance

This workshop provides participants with an overview of the issues that need to be considered when dealing with chemical materials.

Target group staff and HDR students who use chemicals.

Topics covered

- Legislation and guidelines for chemical storage, use and jurisdiction over various classes of dangerous goods
- How to deal with a chemical spill
- Requirements for chemical registers, and manifests and the use of high-risk chemicals.

Dates February and June

Duration 1.5 hours

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.1.6 Radiation safety (Parts 1 and 2)

This workshop provides participants with an understanding of Commonwealth and Queensland legislation applying to the use of radiation material and how this affects research practices. The workshop will also provide practical experience in monitoring radiation practices.

Target group staff and HDR students using radiation materials in laboratory or external environments.

Topics covered

- State and federal legislation
- Radiation Safety and Protection Plans (RSPP)
- QUT Radiation Safety Structure
- Working safely with radiation material including safe handling of radioisotopes, storage and use of radiation material, handling a radiation spill.

Dates February

Duration 3 hours

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.1.7 Australian Quarantine Inspection Services (AQIS)

This workshop outlines requirements related to the use of quarantine material that both the University and individuals must comply with.

Target group staff and HDR students using quarantine material in Quarantine Approved Premises (QAPs).

Topics covered

- Legislative requirements
- Quarantine approved premises
- Handling quarantine material
- Disposal of quarantine material.

Dates May

Duration 1.5 hours

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.2 Safety and risk management

4.2.1 University Health and Safety Induction Program

This seminar provides an overview of the health and safety management system at QUT along with practical guidance in office, laboratory, and workshop safety.

Program 1 All QUT staff, postgraduate students, research assistants and visiting scholars are strongly encouraged to attend this general session. All QUT staff, postgraduate students, research assistants and visiting scholars who have not attended the program in the last three years should attend.

Program 2 All QUT staff, postgraduate students, research assistants and visiting scholars who are:

1. undertaking teaching/supervision/tutoring of student practical/laboratory classes
2. completing practical/laboratory-based research projects, or
3. undertaking activities in laboratory/workshop environments.

Target group All Faculty of Science and Technology and Faculty of Built Environment and Engineering staff, postgraduate students, research assistants and visiting scholars who are involved with any of the activities outlined above, and who have not attended Program 2 within the last three years, are required to attend.

Topics covered

- Workplace Health and Safety Act and Regulations
- Security
- Health Services
- Electrical safety
- Laboratory safety
- Biological and Radiological safety
- Chemical handling, disposal, labelling
- Risk assessments
- Mechanical and heavy engineering.

Dates 19 February 2009 and 16 July 2009.

Duration Program 1–4 hours
Program 2–4 hours

More information and enquiries

Program Manager Mayuri Gosalia, Phone 3138 4467,
Email m.gosalia@qut.edu.au

www.hsinduction.qut.edu.au

4.2.2 Rehabilitation in the workplace

This session provides information about workers' compensation and other illness and injury management through a greater understanding of the rehabilitation process. The provision of information to employees ensures compliance with relevant legislation, University health and safety policies and best practice management of employee injuries and illness in the workplace.

Target group Faculty Administration Managers, Divisional Administration Managers, all managers and supervisors involved in the rehabilitation or return to work of injured employees, or assisting workers with injury, disability or illness, having difficulty in completing job demands in the workplace.

Topics covered

- WorkCover process including documentation
- Return to work programs – selected duties programs
- Worker and employer rights and responsibilities
- Medical assessments and documentation
- QUT policy and procedures for rehabilitation and injury management
- Health and Safety Advisory Services role.

Dates February and July (GP and KG)

Duration 1 hour

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au
www.hrd.qut.edu.au/healthsafety

4.2.3 Computer safety

Computer safety training is provided to enable staff to acquire the skills and knowledge to make their own work practices safe and to provide advice and assistance to other staff in their work area.

Target group all staff, particularly supervisors and commencing staff.

Topics covered

- Ergonomic setting-up and adjustment of your workstation and work area
- Modifying your lap-top or home-based computer environment
- Manual handling tasks for the office-based worker.

Dates once per month and more often if required.

Duration 1.5 hours

More information and enquiries

Christine Hounslow, Phone 3138 9272,
Email c.hounslow@qut.edu.au

4.2.4 Manual tasks/back care

Manual tasks and back care training is a short course that focuses on principles for safe manual handling tasks and the importance and relevance of protecting the structures of the back.

Target group staff not considered to be office-based workers and staff who are required to perform load handling and or repetitive manual handling tasks as part of their job.

Topics covered

- Techniques to lift, lower, push, pull, carry, hold objects or loads
- Risk assessment of the manual task and load to be moved
- Basic anatomy and structures of the back
- Posture.

Dates scheduled 10 times per year and more often if required

4.2.5 Workplace Health and Safety officer course

The *Workplace Health and Safety Act 1995* requires that a 'qualified' person (holding a certificate of authority as a Workplace Health and Safety Officer under this Act) is appointed to key work areas with more than 30 employees.

This course consists of a core module (five days) and a services industry module (two days). It will equip attendees with knowledge of the legislation and competencies to manage health and safety in the workplace.

Target group management-selected staff members with a supervisory or management role, excellent communication and consultation skills and a commitment to health and safety.

Topics covered

- Health and safety legislation and standards
- Consultative arrangements
- Health and safety training
- Risk management
- Inspections, investigations and auditing
- Hazard management—including ergonomics, manual handling tasks, health, hazardous substances, asbestos, confined spaces, plant, noise, electrical, PPE, emergency procedures, first aid
- Services industry risks—equipment, high risk services, environmental and other general hazards.

Dates 5–11 February and 11–12 March

Duration 7 days (5 and 2), 8.30am–4.30pm daily (split weeks)

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.2.6 Workplace Health and Safety officer recertification course

This course is designed to update the workplace health and safety officer's knowledge of the State Government's current *Workplace Health and Safety Act*, regulations and other standards. This course must be completed on a five-year basis to maintain currency of your WHSO certificate of authority. WHSOs should not practice without a current certificate of authority.

Target group WHSOs who are within 6–12 months of certificate of authority lapsing or certificate which has lapsed up to 6 months only. (Beyond this, a full WHSO course must be completed).

Topics covered

- Current updates on the Act, regulations and standards
- Implications for changes and health and safety practice.

Dates 12–13 February and 11–12 March

Duration 2 days, 8.30am–4.30pm daily

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

Duration 1.5 hours

More information and enquiries

Christine Hounslow, Phone 3138 9272,
Email c.hounslow@qut.edu.au

4.2.7 Workplace Health and Safety representatives course

The course is designed for Workplace Health and Safety representatives who have been worker nominated and/or elected to represent a local work group on health and safety issues. This course provides the skills and knowledge to fulfil the role of WHSR as set down in section 81 (1) of the *Workplace Health and Safety Act 1995*.

Target group nominated or elected WHSRs, members of local health and safety committees.

Topics covered

- Overview of legislation and standards
- Risk management process
- Consultation and the WHSR role
- Record keeping.

Dates 2–4 February

Duration 3 days, 8.30am–4.30pm daily

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.2.8 Workplace Health and Safety representatives recertification course

This course is designed to update the Workplace Health and Safety representatives' knowledge of the State Government's current *Workplace Health and Safety Act*, Regulations and other standards. This course should be completed on a five-year basis (while not mandatory) to maintain currency of skills and knowledge.

Target group WHSRs who have completed their certificate five or more years ago and who require an update.

Topics covered

- Current updates on the Act, regulations and standards
- Implications for changes and health and safety practice.

Dates March TBA

Duration 2 days, 8.30am–4.30pm daily

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.2.9 Basic Health and Safety investigations

Participants will develop basic skills for structured and systematic analysis of Health and Safety related events. This training will enhance the University's capacity to manage Health and Safety related risk effectively, respond to formal internal and external notification and investigation requirements, and position QUT well to address medico-legal matters.

Target group All Workplace Health and Safety officers (WHSOs), selected Workplace Health and Safety representatives (WHSRs) (particularly those who participate/assist with investigations), all full-time health and safety professionals for a refresher, supervisors and managers of high risk environments where accidents, incidents and near miss events occur and they assist in the investigations and completion of Safety Problem Report Investigations (SPRIs).

Topics covered

- Casual and contributing factors
- Processes for investigating
- Fundamental tools for enquiry.

Dates Wed 5 November, Thurs 6 November, Tues 25 November, Wed 26 November, Thurs 27 November 2008

Duration 1 day, 8.00am–4.15pm

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.2.10 Health and Safety for managers

This course provides managers with an understanding of legal obligations, liabilities and the role and responsibilities of managers to support and implement a health and safety management system in the workplace.

Target group all managers particularly those in high-risk environments

Topics covered

- Legal obligations and overview of legislation
- Risk management and risk assessment
- Influencing culture and climate
- Case studies.

Dates May, September

Duration 3 hours with lunch 12.00–3.30pm

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.2.11 Health and Safety Network StaffConnect Series

This series of presentations for members of the QUT Health and Safety Network provides health and safety advice, information, tools, case examples and networking opportunities for individuals active in health and safety roles.

Target group members of the QUT Health and Safety Network and other interested individuals.

Topics covered a range including hazards, risk assessments, new tools, guest presenters.

Dates monthly (last Thursday of the month)

Duration 1 hour, 2.30–3.30pm

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

4.2.12 QUT Health and Safety management systems audit tool support auditor training

Participants will be trained as health and safety support auditors, equipping them with skills to assist the lead auditors in the local areas to plan and conduct the annual health and safety audit through review of documentation, inspection and interviews, and evaluate compliance and performance to defined health and safety standards.

Target group WHSOs, WHSRs or other persons nominated to be a support auditor for the annual QUT Health and Safety audit, existing support auditors wanting a refresher.

Topics covered

- Resources and tools
- Annual health and safety audit requirements at QUT
- Audit processes for management systems auditing including principles, plans, methodology (desktop, inspections, evidence, interviews)
- Roles of the lead auditor and support auditors
- Practical application of elements of the audit tool and supporting workbook including onsite assessments in a local work area.

Dates June

Duration 1 day, 8.30am–4.00pm

More information Health and Safety Administration Officer, Phone 3138 9271, Email j.gumbrell@qut.edu.au

5. Wellness Matters

Wellness Matters is a core strategic internal QUT employee program within Human Resources, Health and Safety Advisory Services. The workshops are designed to deliver to comprehensive health and wellness promotions that provide the motivation, knowledge and resources to help employees balance work and personal wellness leading to an improved quality of life.

More information

www.wellness.qut.edu.au

Event registration

<http://staffconnect.qut.edu.au>

5.1 Health behaviour change

This is a five-week course designed to engage staff in a health behaviour change program. Participants identify a health behaviour they wish to modify and, with the support of the Wellness Matters staff, develop and implement strategies to change this behaviour. Potential health behaviours staff may like to address include smoking cessation, high stress, life dissatisfaction, lack of physical activity, limited personal time and weight management.

Topics covered

- Identification and exploration of health issues and lifestyle change options
- Exploration of importance and motivation
- Goal setting
- Relapse prevention.

Dates

February Gardens Point and Kelvin Grove
July Gardens Point and Kelvin Grove

1 30-minute session each week for five weeks

Please bring pen and paper

5.2 Wellness@work

A workshop on what wellness is at QUT and how to implement it within your work area.

Topics covered

- What is wellness at QUT
- Benefits of wellness in the workplace
- How to create wellness within the workplace
- Managing your work/life balance with wellness.

Dates

March, June and September
Gardens Point and Kelvin Grove

30–45 minute lunchtime workshop

5.3 Musculoskeletal health

A workshop addressing the practical and theoretical applications of improving and maintaining musculoskeletal health, particularly range of movement. This workshop is ideal for those staff members interested in maintaining productive body mechanics at work and reducing the risk of injury.

Topics covered

- Introduction to musculoskeletal health
- Range of movement and flexibility
- Practical stretching session.

Dates

April, July, October Gardens Point
May, August, November Kelvin Grove

30-minute practical workshop

Please bring beach towel/yoga mat, wear comfortable clothing which allows free movement. Other equipment will be supplied.

Research development

1. Office of Research programs

The Office of Research (OR) is proactively engaged with the QUT research community and is responsible for coordinating a range of information sessions and workshops aimed at assisting academic staff to develop competitive track records, as well as sound research practices based on integrity, ethics and professionalism.

Sessions are run throughout the year and may form elective components of the ECARD and MCAD programs coordinated by Human Resources. The office works in collaboration with divisions, faculties and institutes to deliver tailored sessions across several broad areas.

Topics covered

- Preparation for major funding rounds (information sessions and strategic workshops)
- Competitive grant writing
- Managing a successful grant
- Effective collaboration
- Research ethics and integrity
- Research data management.

In addition, OR staff run one-to-one sessions with academic staff focused on grant preparation, budget development and engagement with industry partners around leveraged grant opportunities.

More information

www.research.qut.edu.au

2. Research supervision and research administration

The Research Students Centre at QUT offers a program that aims to meet the needs of newly appointed academic supervisors and to offer support to experienced supervisors of research students. The program is designed to assist supervisors in developing successful supervisory practice, and to help them achieve supervisor accreditation. In addition to face-to-face seminars offered to supervisors, the online program offered through the Supervisor Solutions program gives busy academics the freedom to choose when and where they may engage in supervisor training.

2.1 Face-to-face workshops (for academic staff)

Seminars and workshops offered by the Research Students Centre are advertised at www.rsc.qut.edu.au/studentsstaff/training/qutresources.jsp. Those specifically offered to supervisors are advertised at www.rsc.qut.edu.au/studentsstaff/supervisorsstaff/training.jsp

People interested in attending these events can register at www.rsctraining.qut.edu.au/default.aspx

The Research Students Centre will offer the following workshops in 2009. Specific dates will be confirmed later.

- QIPS 1** Quality in Postgraduate Supervision
Doing the Paperwork (February 2009)
- QIPS 2** Quality in Postgraduate Supervision
Building Partnerships (April 2009)
- QIPS 3** Quality in Postgraduate Supervision
Project Management (June 2009)
- QIPS 4** Quality in Postgraduate Supervision
Supervising the Writing Process (August 2009)
- QIPS 5** Quality in Postgraduate Supervision
Supervising International Students
(October 2009)
- QIPS 6** Quality in Postgraduate Supervision
Visiting Scholars (November 2009)

2.2 Administration forums

In addition, forum discussions will be offered to all faculty research administration officers in February, May, August and November.

3. Online research training programs

www.rsc.qut.edu.au/studentsstaff/training/index_online.jsp

These online programs provide academic staff with the freedom to choose when and where they engage in supervisor training.

3.1 Supervisor solutions (for academic staff)

This online program has been developed in response to the need for professional development in research supervision, as a result of the Commonwealth Government's Research Training Scheme and Excellence in Research for Australia (ERA). It is underpinned by an assumption that good supervision practice relies on continuing skill development and reflective practice.

Target group research supervisors or potential supervisors.

Topics covered

- What is good supervision?
- Matching students and supervisors
- Setting goals and achieving objectives
- Helping your students to write
- Supervisor etiquette
- Cross-cultural supervision
- Getting students motivated
- Ensuring an acceptable thesis
- Career support for students
- Higher education policy.

Dates Three offerings of the moderated version during the year: March, August and October 2009

3.2 fIRST (for academic staff)

fIRST (for Improving Research Supervision and Training) provides access to a range of resources including activities, tools, case studies, a bibliography and links to relevant websites.

Target group Higher degree research (HDR) students, research supervisors or potential supervisors.

Topics covered

- Building productive working relationships
- Exploring different ways of supervising
- Examining theses
- Thesis writing: teaching and genre.

3.3 ATN LEAP

The Learning Employment Aptitudes Program (LEAP) is a suite of programs offered by the Australian Technology Network (ATN) of universities and can be completed as a self-paced or moderated online training program. It is designed to improve a research student's employability after finishing a degree.

Target group HDR students and supervisors

Topics covered

- Project management
- Leadership and communication
- Research commercialisation.

3.4 ATN MORE

ATN Modules Online for Research Education (MORE) provides resources and information to help students improve the essential research skills required during their candidature.

Target group HDR students and supervisors.

Topics covered

- Risk assessment
- Ethics
- Critical and creative thinking
- Practice led research in the Arts, media and design.

4. Library programs

QUT Library provides a range of courses, services and resources to assist research students and staff in developing extensive information literacy knowledge and skills which assist in efficiently and effectively undertaking literature review, and collecting and managing their research information and data sources. Courses are scheduled throughout the year and are available to all academic and professional staff.

More information

www.library.qut.edu.au/services/research

Registration

www.kickstart.qut.edu.au/studysmart

4.1 IFN001: Advanced Information Retrieval Skills (AIRS)

This course aims to guide participants in the effective and efficient use of information resources, processes and systems to meet their current and future research needs. It is offered both on campus and online throughout the year.

Target group HDR students, researchers and academic staff.

Topics covered

- Advanced information retrieval strategies (electronic and print resources)
- Using scholarly research databases and the Internet
- Citation searching and analysis
- Current awareness strategies
- Bibliographic management (using EndNote).

Dates The on-campus mode is offered over four modules, with participants registering for each three-hour module and choosing sessions that best suit their schedules. The online version runs for 12 weeks and is semi-facilitated by the AIRS Librarian. Students can determine when to undertake their learning within this timeframe.

More information

www.library.qut.edu.au/learn/airs

Registration

www.kickstart.qut.edu.au/studysmart

4.2 SuperAIRS for supervisors (for academic staff)

SuperAIRS demonstrates to HDR supervisors the information retrieval skills taught in IFN001:AIRS to students under their supervision. It also provides supervisors with an update on the latest developments in information retrieval and management techniques. The course contributes towards Supervisor Accreditation.

Target group HDR supervisors

Topics covered

- FN001 overview
- New databases and information sources
- New developments in information retrieval and information management.

Dates Offered mid-year during teaching breaks

More information and enquiries

Kerry Kruger, Phone 3138 9240,
Email k2.kruger@qut.edu.au

4.3 Endnote essentials

EndNote is bibliographic management software designed to record, organise and use references found when searching literature for information. Specifically, it allows users to create personal libraries of references, download references from library catalogues or other remote electronic databases, link into and track references in documents and spreadsheets, and generate bibliographies in specific styles, especially for publication.

More information

www.library.qut.edu.au/services/endnote/training.jsp

Target group HDR students, researchers and academic staff.

Topics covered

- Create and manage EndNote libraries
- Insert citations into MS Word documents
- Format a bibliography in MS Word documents.

Frequency available throughout the year

Registration

www.kickstart.qut.edu.au/studysmart

Engagement and international development

1. Engagement programs

The QUT Development Office works in partnership with Human Resources to develop a program of staff development initiatives to share knowledge and information about engagement practice and to showcase and explore ideas for innovation in teaching, learning and research.

More information

www.qut.edu.au/commun/combusgov

2. Internationalisation programs

QUT International seeks to foster engagement and recruitment activities across the University. It supports this engagement by providing information and training which meets the professional needs of QUT staff involved in such activities.

2.1 Representing QUT internationally training seminar

This presentation developed and delivered by QUT International, ISS and SBS, covers all aspects of how to be effective as a QUT representative in marketing and recruitment activities overseas and in Australia and is a prerequisite for training in making offers to international students.

Target group any QUT staff member new to this responsibility

Topics covered

- Overview of QUT and its profile internationally
- Key selling points of the University and promotional tools available
- How to access market intelligence from the ISIS website
- Advice on counselling prospective international students
- Admissions information
- International Student Support services
- Legislative requirements for international students.

Dates Two sessions a year—in mid-February and in mid-August

Duration half day

More information and enquiries

Dominic Mether, Phone 3138 1699,
Email dominic.mether@qut.edu.au

2.2 Engagement and recruitment planning

This is a preparatory workshop on the development of next year's Engagement and Recruitment Plan.

Target group faculty and divisional staff directly associated with the development of international plans

Topics covered

- Environmental scan of global educational markets
- Overview of new strategies and tactics in key regions
- Opportunities for faculties and divisions.

Date 28 August

Duration half day

More information and enquiries

Geoff Edmondson, Phone 3138 4156,
Email g.edmondson@qut.edu.au

2.3 International Strategy Information System (ISIS)

ISIS is the key information and business process portal for QUT International activities. Training can be arranged for staff new to QUT to enable them to access information when required. Training is also provided when new tools are added to the system.

Target group faculty and divisional staff directly associated with the development of international plans

Topics are tailored as required

Dates as required

Duration 2 hours

More information and enquiries

Geoff Edmondson, Phone 3138 4156,
Email g.edmondson@qut.edu.au

Client service

Staff are encouraged to attend training programs, which have been developed to ensure up-to-date skills and knowledge in the processing and client support areas, including dealing with students, other areas of QUT and the general public. This training is integral to performing client service roles, and ensuring an integrated service for all internal and external clients.

1. Responding to emotional behaviour

On occasions frontline staff may be faced with the challenge of defusing strong emotional reactions in students and other staff, defusing anger and responding to distress. Managing these situations effectively and professionally requires training and refreshing of both 'interpersonal defusing skills' and 'recognition and resilience skills'.

This program is conducted in two half-day sessions (approximately two weeks apart). It focuses on practical skills for staff to:

1. recognise signs of escalation of emotional and challenging behaviours (e.g. anger, depression, at-risk students). This also includes recognising situations requiring withdrawal and potentially risky situations.
2. respond in a professional, safe and controlled manner with defusing skills, including strategies for withdrawing safely from conversations
3. refer students or staff for further help; knowing when, how, who and why.

Target group all staff of QUT

Duration 2 half days

More information and enquiries

Terry Forwood, Phone 3138 4120,
Email terry.forwood@qut.edu.au

2. Student administration

2.1 Fees@QUT

This session is designed to enable staff to better understand fee processes, student rule requirements, associated timelines and staff responsibilities to ensure accurate information is provided to students and outside parties.

Target group Student Business Services staff and Faculty administration staff.

Topics covered

- Debt management at QUT
- Payment arrangements
- Sponsored students
- Corporate programs
- Student refunds
- Written-off debt
- Understanding fees screens.

Frequency twice yearly

Duration 1 hour

2.2 International Development Scholarships' Seminar

This seminar presentation, jointly developed and delivered by QUT International, ISS and OCS, covers major Australian and other government scholarship programs targeting developing countries. These scholarships can make a big impact on our classes, our research projects and student life on campus. They bring a different kind of student/researcher to QUT and provide links to countries that we may not otherwise be engaged with.

Target group Academics wanting to strengthen their international links and networks, and progress their research agenda.

Faculty international marketing and support staff involved in the recruitment of international students.

Topics covered

- Key dates, funding, and application processes for key awards such as Australian Leadership Awards and Endeavour Scholarships
- Utilising short term (e.g. Fellowship) award opportunities to enhance institutional links and academic research
- Academic and social support for sponsored students.

Frequency one session a year – late November

Duration 2 hours

More information

Dominic Mether, Phone 3138 1699,
Email dominic.mether@qut.edu.au

2.3 Fundamentals of student problem solving

This session is designed to provide staff with information and strategies for the efficient resolution of student-related enquiries.

Target group Student Business Services staff and faculty administration staff.

Topics covered

- Working in the 'big team'
- Handling student enquiries—the basics
- Questioning and checking for understanding
- Strategies for effective problem resolution
- Student problem-solving scenarios and discussion.

Frequency twice yearly

Duration 1 hour

2.4 Integrity in student-related decision making

Helping course coordinators and faculty staff to make student-related decisions within the boundaries of academic policy and the law.

Target group course coordinators and faculty professional staff involved in making student-related decisions.

Topics covered

- Understanding statutory and legislative obligations
- Exercising academic integrity and diligence in handling student matters
- Types of issues that go to the QUT Student Ombudsman's Office and how to avoid them
- Student decision-making case study presentation highlighting challenges.

Frequency twice yearly

Duration 3 hours

2.5 Advanced Standing Precedent List—administration view

The purpose of the Advanced Standing Precedent List (ASPL) is to provide a central location for staff and students to view decisions regarding advanced standing. This course is designed to help staff become competent in adding and amending advanced standing precedents for view by the public as well as learn how to remove them from public view.

Target group QUT staff who are school and/or faculty delegates for the Advanced Standing Precedent List.

Topics covered

- Adding a precedent to the ASPL for public view
- Amending a precedent in the ASPL
- Adding a proviso, description or PDF to the a precedent
- Removing a precedent from public view.

Frequency monthly

Duration 4 hours

2.6 Advanced Standing Precedent List—advanced administration view

This course is designed to help staff already competent with the ASPL – administration view to use the advanced applications of the ASPL data base.

Target group QUT staff who are school and/or faculty delegates for the Advanced Standing Precedent List who are already competent users of the ASPL.

Topics covered

- Running reports
- Drawing reports from ASPL
- Adding more complex precedents.

Frequency monthly

Duration 3 hours

2.7 Advanced Standing Precedent List—public view

This course is designed to help staff interpret information presented in the ASPL public view and provide advice to students accordingly.

Target group front counter or enquiry staff, staff who facilitate in-person advanced standing sessions and academic staff who make decisions regarding advanced standing.

Topics covered

- Interpreting and processing advanced standing outcomes, as viewed by the public.

Frequency monthly

Duration 1 hour

2.8 Advising prospective students

This course is designed to prepare staff to advise prospective students via email, in person or over the phone.

Target group staff who advise prospective students via email, in person or over the phone and staff who have signed up to work at recruitment events, to increase their confidence when using the undergraduate discipline guides.

Topics covered

- Explanation of each of the undergraduate discipline guides
- How to use the guides in the field when speaking to prospective students.

Frequency twice yearly

Duration 2 hours

Finance training

The Division of Finance and Resource Planning provides a wide range of services and business activities across the University. The Training Schedule is aligned with the core activities of the Division and the needs of University staff for responsibilities spanning planning and financial management.

For more information www.frp.qut.edu.au/frptoolkit/frptraining/index.jsp

Event Registration <https://qutvirtual.qut.edu.au> (log into Staff Connect)

1. General finance

This training is aimed at assisting QUT staff with the knowledge and skills necessary to undertake all QUT finance-related duties.

1.1 Finance essentials—part 1 (finance structure, procurement, general ledger/journals and taxation)

By the end of this training session staff should have an understanding of the finance structure, procurement, general ledger/journal, and taxation issues relating to receivables, payables, and reporting.

Target group QUT staff responsible for finance duties involving taxation, procurement and/or general ledger

Topics covered

- Finance structure
- Procurement
- General ledger/journals
- Tax issues for receivable and payable, and reporting.

Frequency every 2 months

1.2 Finance essentials—part 2 (payables)

Participants will have a basic understanding of the invoices and invoice IT function. Gain knowledge and understanding on a range of Invoice IT matters, including how to submit claims, code, and approve invoices, query payments, look up suppliers as well as gain an understanding of the policy and procedures for confidential invoices.

Target group QUT staff who are responsible for the payment of goods and services on behalf of QUT.

Topics covered

- Functions of Invoice IT
- How to submit claims
- How to code claims
- How to approve invoices
- Query payments
- Look up suppliers
- Understanding the policy and procedures for confidential invoices.

Frequency every 2 months

1.3 Finance essentials—part 3 (receivables)

Participants will have a basic understanding of how to enter AR invoices. Gain knowledge and understanding on the debt management process, reporting requirements and capabilities, AR invoice rules and QUT Pay.

Target group QUT staff responsible for the collection/receipt of income to QUT

Topics covered

- How to enter AR invoices
- The debt management process
- Reporting requirements and capabilities
- AR invoice rules
- QUT Pay.

Frequency every 2 months

1.4 One-stop cashiers

This course is aimed at helping QUT cashiers undertake daily duties; it can also be used for staff as a refresher course.

Target group QUT cashiers responsible for the collection/receipt of funds to QUT.

Topics covered

- How to use one-stop cashiering system
- How to manage and finalise end-of-day reporting requirements per QUT policy and procedures.
- Refresher trainer for long term staff.

Frequency quarterly

1.5 QUT corporate card

Corporate card training provides participants with the framework for procuring goods and services in accordance with QUT policy and procedures. The course highlights the procedural guidelines and responsibilities for cardholders as well as providing a step-by-step demonstration of the Flexipurchase system and the monthly reporting requirements for reconciling and managing card transactions.

Target group QUT staff responsible for procuring goods and services on behalf of the University. Staff must be employed by QUT either as ongoing or on a 12-month (or more) fixed-term contract.

Topics covered

- Purchasing guidelines
- Breaches for non-compliance
- Compliance Requirements (e.g. conditions of use, documentation, tax issues)
- Hospitality issues on corporate card
- Cardholders' responsibilities
- Credit limit increase process
- Step-by-step demonstration in the use of the Flexipurchase system
- Reporting requirements and procedures.

Frequency Monthly, except January and December

2. Course reporting

This training involves assisting staff with the use of University data that can be accessed through the QUT Corporate Reporting (QCR) website.

2.1 Course performance reporting

The purpose of this training session is to assist course coordinators in obtaining the data/statistics they will require to complete course reports. Data will be available from the QCR site.

Target group course coordinators and faculty administration staff.

Topics covered

- Student enrolment
- Student load (EFTSL)
- Course performance (attritions; completion; progress)
- CEQ and GDS data.

Frequency biannually, usually in November and February.

Please note: Pivot tabling training can be provided if requested through Anne Griffiths on extension 82396.

3. Stocktake

To assist QUT staff with the stocktaking process that occurs annually.

3.1 2009 annual stocktake information session

The objective of the information session is to provide nominated officers with the knowledge to coordinate the stocktake process within their responsibility centre.

Target group any QUT staff member involved in the stocktaking process.

Topics covered

- Roles and responsibilities
- 2009 stocktake process
- Additional instructions.

Dates Tuesday 17 March 2009 (GP campus), and Wednesday 18 March 2009 (KG campus).



Queensland University of Technology
Brisbane Australia