Teaching & Educational Development Institute

Website: www.tedi.uq.edu.au/sdh
Phone: (07) 336 53019 or (07) 336 52666
Email: StaffDev@tedi.uq.edu.au

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**Staff Induction**

**Aim:** To welcome new staff, introduce them to the context and environment in which they will work, as well as develop their interest and commitment to UQ.

- **University Staff Induction Seminars**
  9 February, 15 March, 10 May, 6 July, 6 September, 15 November

  Academics new to UQ *should attend both* the University Staff Induction Seminar and the following:

- **Induction and Developing your Role as a UQ Academic**
  9 February, 6 July

**Career Advancement**

**Aim:** To assist staff in advancing their careers within the University, by preparing them to accept responsibility and operate at a higher level, thereby increasing their competitiveness in the selection process and ultimate contribution to the University.

**Career Advancement for Academics (including Research Academics)**

- **Research Academic Promotion**
  16 March

- **Mid-Term and Final Review of Continuing Appointment and Promotion (Teaching and Research Academic)**
  June (St Lucia, Ipswich and Gatton)

See Staff Development website [www.tedi.uq.edu.au/sdh](http://www.tedi.uq.edu.au/sdh)

- **Promoting Women Fellowships**

  This initiative enables academic women staff to be released from teaching and administrative duties to complete research and/or to undertake a special project. In the case of research, the fellowships will generally support the completion of work which is already underway.

  Promoting Women Fellowships is designed to:
  - increase the proportion of women at Lecturer level and above; and
  - facilitate the career progression of women academics.

  For further information on how to apply, please contact the Equity Office on 336 53052 or email [equity@uq.edu.au](mailto:equality@uq.edu.au). Applications are typically called for in November of each year.
• Women and Mentoring

This program provides academic and general staff women at Levels A-C and HEW 5-9 respectively, with an opportunity to be mentored by another University staff member.

For further information on how to apply, please contact the Equity Office on 336 53052 or email equity@uq.edu.au. Closing Date: 4 March 2004

Career Advancement for Women (General Staff)

• Career Horizons

This program is a comprehensive career advancement program to assist general staff women (including ‘research only’) in their skill development and career progress. Career Horizons consists of 10 half-day workshops on:

- 12 March, 26 March, 27 April, 18 May, 15 June
- Habit 1 - 13 July, Habits 2 & 3 - 2 August, Habits 4 & 5 - 3 September, Habits 6 & 7 - 1 October

• Closing Workshop

The closing date for applications is 20 February 2004. For further information on how to apply, please contact the Equity Office on 336 53052 or email equity@uq.edu.au

Leadership and Resource Management

**Essentials for UQ General Staff Supervisors Series**

This series is designed to give supervisors crucial information that will aid them to effectively manage their general staff. Upon completion of the five modules in the series, participants will receive a staff development certificate. This is mandatory training for all General Staff supervisors and managers.

(Senior staff who have completed the course Staff Management Issues for General Staff Senior Managers only need to attend Module 2 - Managing Your Workforce and Workloads and Module 4 - Recruitment and Selection.)

• Leading and Managing Staff

- 4 February, 11 March, 13 May, 21 July, 2 September, 20 October

• Managing your Workforce and Workloads

- 2 February, 18 March, 20 May, 10 August, 9 September, 28 October

• Recognition and Development (Performance Review Skills)

- 17 and 18 February, 24 and 25 March, 27 and 28 July, 5 and 6 October, 4 and 5 November

• Recruitment and Selection

- 25 February, 23 March, 3 June, 19 August, 14 September, 16 November

• Legislative and Policy Context for Managing Staff

- 3 March, 6 April, 9 June, 24 August, 14 October, 17 November
**Fundamentals of Management Series (HEW 4-6)**

This series is designed to develop and enhance the supervisory skills of staff at or aspiring to HEW levels 4-6 who are either in supervisory positions or who seek to gain such a position.

*The series includes all of the Essentials for UQ General Staff Supervisors Series plus the additional courses as listed below.*

- **Communication Skills**
  
  ................................................................. 30 and 31 March, 4 and 5 August

- **Delegation**
  
  ................................................................. 5 May, 12 October

- **Developing Your Team**
  
  ................................................................. 22 June, 11 November

- **Practical Industrial Relations**
  
  ................................................................. 28 April, 7 September

- **Performance Management, Discipline and Termination**
  
  ................................................................. 10 June, 17 August

- **Leading and Managing Staff**
  
  ................................................................. 4 February, 11 March, 13 May, 21 July, 2 September, 20 October

- **Managing your Workforce and Workloads**
  
  ................................................................. 2 February, 18 March, 20 May, 10 August, 9 September, 28 October

- **Recognition and Development**
  
  17 and 18 February, 24 and 25 March, 27 and 28 July, 5 and 6 October, 4 and 5 November

- **Recruitment and Selection**
  
  ................................................................. 25 February, 23 March, 3 June, 19 August, 14 September, 16 November

- **Legislative and Policy Context for Managing Staff**
  
  ................................................................. 3 March, 6 April, 9 June, 24 August, 14 October, 17 November

**Leadership and Management Development Series (HEW 7-9)**

This series is designed to develop and enhance the leadership skills of staff who are either in management positions at HEW levels 7-9 or who aspire to gain such a position.

*This series includes all of the Essentials for UQ General Staff Supervisors Series plus the additional courses listed below.*

- **Advanced Communication**
  
  ................................................................. 18 and 19 May, 25 and 26 August

- **Approaches to Problem Solving in Management**
  
  ................................................................. 6 May
• Financial Management .................................................................................................................................................. 24 June

• Introduction to Project Management ............................................................... 9 November (refer to page 23 for further information on Database use in Project Management)

• Management Styles and Preferences ............................................................................................................................................... 5 February

• Managing Change ....................................................................................................................................................... 1 April

• Management of Work Groups ............................................................................................................................................... 21 October

• Presentation Skills ....................................................................................................................................................... 7 June, 18 October

• Writing Effective Management Reports ....................................................................................................................................... 7 April, 3 August

• Practical Industrial Relations ................................................................................................................................................... 28 April, 7 September

• Performance Management, Discipline and Termination .................................................................................................................................. 10 June, 17 August

• Leading and Managing Staff .......................................................................................................................... 4 February, 11 March, 13 May, 21 July, 2 September, 20 October

• Managing your Workforce and Workloads ........................................................................................................................................... 2 February, 18 March, 20 May, 10 August, 9 September, 28 October

• Recognition and Development ............................................................................................................................................... 17 and 18 February, 24 and 25 March, 27 and 28 July, 5 and 6 October, 4 and 5 November

• Recruitment and Selection .................................................................................................................................................. 25 February, 23 March, 3 June, 19 August, 14 September, 16 November

• Legislative and Policy Context for Managing Staff ........................................................................................................................................... 3 March, 6 April, 9 June, 24 August, 14 October, 17 November

**Human Resources Series**

This series is designed to give Human Resources (HR) Practitioners generalist training in HR operations and functionality as applied at the University. The series is mandatory and exclusive to all HR Personnel Administrative staff in the Faculties, IMB and Central Administration, and will be used as a determinant for progression to higher levels.

Completion of the series will not provide automatic progression. Upon completion of the series, participants will receive a staff development certificate. Although the series is exclusive to the staff mentioned, many modules are available in other series or will be offered on an invitation basis to appropriate staff.
• Leading and Managing Staff .......................................................... 4 February, 11 March, 13 May, 21 July, 2 September, 20 October

• Managing your Workforce and Workloads .......................................................... 2 February, 18 March, 20 May, 10 August, 9 September, 28 October

• Recognition and Development .......................................................... 17 and 18 February, 24 and 25 March, 27 and 28 July, 5 and 6 October, 4 and 5 November

• Recruitment and Selection .......................................................... 25 February, 23 March, 3 June, 19 August, 14 September, 16 November

• Legislative and Policy Context for Managing Staff .......................................................... 3 March, 6 April, 9 June, 24 August, 14 October, 17 November

• Practical Industrial Relations .......................................................... 28 April, 7 September

• Train the Trainer .......................................................... 22, 23 & 26 July

• Communication Skills .......................................................... 30 and 31 March, 4 and 5 August

• Managing Time .......................................................... 4 May, 8 September

• Introduction to Excel .......................................................... See Staff Development Web (www.tedi.uq.edu.au/sdh/)

• Introduction to Access .......................................................... See Staff Development Web (www.tedi.uq.edu.au/sdh/)

• Business Objects Basic Training .......................................................... 14 January, 4 February, 11 February, 3 March, 10 March, 11 March (Ipswich), 17 March, 31 March, 14 April, 28 April, 12 May, 26 May, 9 June, 23 June, 21 July, 4 August, 18 August, 1 September, 15 September, 29 September, 13 October, 27 October, 10 November, 24 November, 8 December

• Business Objects Intermediate .......................................................... 21 January, 24 March, 25 March (Ipswich), 7 April, 20 May, 30 June, 28 July, 25 August, 23 September, 19 October, 17 November

• Aurion Operator Training - (3 day course plus a competency test) .......................................................... Contact Mark Martin - Personnel Services, ph 336 51146

• Advanced Aurion User Training .......................................................... 9 March, 5 May, 7 July, 8 September

• Hay Job Evaluation .......................................................... 6 February, 4 June

EO Online: www.uq.edu.au/equity refer to page 19 for further information.
Performance Enhancement

Aim: To enable staff to develop their expertise and better perform in their current position, thereby enhancing their contribution to the University.

For Teaching and Learning

Academics New to UQ

• Induction and Developing your Role as a UQ Academic
  9 February, 6 July

• Introduction to Teaching and Learning for The University of Queensland
  11, 12 and 13 February and 21 June or 7, 8, 9 July and 15 November

Becoming a UQ Academic

• Developing your Role as an Academic at UQ
  24 February (Ipswich)

• Starting your Portfolio: Focus on University Teaching
  10 February, 24 February (Ipswich), 19 July

• Writing your Portfolio: Focus on Evidencing Teaching Achievement
  19 April, 28 April (Ipswich)

Developing Academic Leadership

• Educational Leadership
  23 March

Teaching and Learning Enhancement Series

Curriculum Development

• Sharing and Developing Innovative Approaches to Program Focused Curriculum Design
  17 August (Gatton), 24 September (Ipswich), 15 October

Assessing Students

• Assessment Quickbites
  18 March, 25 March, 19 April

• Assessment: Writing Criteria and Standards for Assessment Programs and Tasks
  20 July
Large Classes

• Issues in the Teaching and Learning of Large Classes ........................................................................................................... 8 March

Applying for Teaching Awards and Funding

• Writing Effectively for Criteria on Excellence in Teaching Awards .................................................................................................................. 12 July

• Responding Effectively to Criteria for the Enhancement of Student Learning Awards ........................................................................................................... 12 July

• Postgraduate Coursework Funding Scheme Workshops ................................................................................................................................. 19 February, 11 November

Flexible Teaching and Learning Online

Online Learning (Using WebCT): These courses are also offered for School Based Staff Development by arrangement. Please contact TEDI for further information.

• WebCT: Assessment in an Online Environment .......................................................................................................................... 16 March, 23 March (Ipswich), 20 April

• WebCT: Building a Basic Site ........................................................................ 11 February and 3 March (Ipswich), 17 February and 2 March, 1 April and 22 April

• WebCT: Effectively Including Online Resources ........................................................................ 9 March, 7 April (Ipswich), 29 April

Evaluating and Evidencing Teaching Effectiveness

• Building Effectiveness as a Teacher: Targeted Evaluation and Response (BETTER) ........................................................................................................... 1 March, 23 April, 31 May, 21 June

• What Student Evaluation of Teaching (Including TEVAL) Can Tell Us About Our Teaching? ........................................................................................................................................... 27 August

• What Self Reflection Can Tell You About Your Teaching Effectiveness? ................................................................................................................................. 22 October

• What Student Learning and Classroom Assessment Can Tell You About Your Teaching Effectiveness? ................................................................................................................................. 15 November

• What Colleagues and Peers Can Tell Us About Our Teaching? ........................................................................................................................................... 29 October
Visiting Scholars

• Visiting Scholars in Teaching and Learning
  Contact TEDI - (if you have a visiting Scholar willing to present a Seminar/Workshop)

School Tailored Staff Development

• School Tailored Staff Development Sessions
  Contact TEDI, 336 52666

• TEDI Affiliates Program
  Contact TEDI, 336 52666 - 27 February, 15 April

• Teaching and Learning with International Students
  Contact TEDI, 336 52666

• Curriculum Review Clinics
  Contact TEDI, 336 52666

EO Online: www.uq.edu.au/equity refer to page 19 for further information.

Sharing Good Practice

• Sharing Good Practice Lunchbox Forum Series
  29 March, 14 May (Ipswich), 17 September (Gatton) to be advised

• Teaching and Learning Innovation Showcase
  Contact TEDI, 336 52666 - in UQ Teaching and Learning Week 2004

Postgraduate Advising and Coordination

Postgraduate Advising (Supervision)

• UQ Postgraduate Advising Policy
  25 February, 28 July

• Honours Advising
  5 February

• Learning Circle on Postgraduate Advising
  27 February, 4 May, 6 August, 23 November

• Convening and Chairing RHD Oral Exams
  8 June

Postgraduate Coordinators’ Series

• Postgraduate Coordinators Induction Workshop
  20 February

• Policy Discussions for Postgraduate Coordinators
  20 May, 12 August, 7 October
• Convening and Chairing RHD Oral Exams ........................................................................................................... 8 June

• Recruiting, Selecting and Supporting New Graduate Students .................................................................................. 20 July

• Open Forum ......................................................................................................................................................... 3 December

Becoming an Effective Advisor Series

• Helping Research Students Negotiate the System (Session 1) .................................................................................. 19 March

• Helping Your Research Students Focus and Finish (Session 2) .............................................................................. 19 March

• Getting the Balance Right in Advisory Relationships (Session 3) ........................................................................ 1 April

• Emerging Issues in Postgraduate Advising (Session 4) .......................................................................................... 8 April

For Research and Research Education

Cybrary/Library Research Skills

• Don’t Just Google! Find It @ the Cybrary .................................................................................................................. 9 February, 4 August

• Save Time Searching Databases! .......................................................................................................................... 11 March, 12 May, 12 August

• Statistics: On Life, Death & Taxes - Simple ways to Find Australian Statistics on Nearly Everything ................................................................. 19 May, 14 October

• Medline Clinic ......................................................................................................................................................... 19 May, 19 August

• Find Patents: Patently Obvious? .............................................................................................................................. 5 May, 25 August

• EndNote Workshop: Beyond the Basics .................................................................................................................. 4 February, 5 April, 24 June, 6 August, 27 October, 6 December

Research Management

• Essential Knowledge for Research Management ....................................................................................................... 6 April, 7 September
Publications Collections

• Bibliographic Collection Using RM for New Users
  3 February, 10 February (Herston), 12 February, 18 February (Ipswich), 19 February (PAH), 26 February, 4 March, 25 March

• Bibliographic Collection Using RM Refresher
  3 February, 12 February, 25 March

• Bibliographic Collection Category and Verification
  2 February, 10 February (Herston), 16 February, 18 February (Ipswich), 20 February, 19 February (PAH)

SPIN Database Usage

• Finding Funding Opportunities using Online Databases
  8 March, 6 April, 5 August, 9 November

ARC Courses

• ARC Discovery - Projects Information Session
  Early December

• ARC Linkage - Projects Information Session
  Early December

• Rejoinder Writing Workshop for ARC Discovery - Projects and Linkage - Project applicants
  July

NHMRC Courses

• NHMRC Project Grants Information Session
  Early December

• Rejoinder Writing Workshop for NHMRC Project Grants Applications
  July

For further information on the ARC and NHMRC courses contact the Office of Research and Postgraduate Studies, phone 336 53560.

Postgraduate Advising and Coordination

Postgraduate Advising (Supervision)

• UQ Postgraduate Advising Policy
  25 February, 28 July

• Honours Advising
  5 February

• Learning Circle on Postgraduate Advising
  27 February, 4 May, 6 August, 23 November
• Convening and Chairing RHD Oral Exams ................................................................. 8 June

Postgraduate Coordinators’ Series

• Post-Graduate Coordinators Induction Workshop ...................................................... 20 February
• Policy Discussions for Post-Graduate Coordinators ................................................ 20 May, 12 August, 7 October
• Convening and Chairing RHD Oral Exams ................................................................. 8 June
• Recruiting, Selecting and Supporting New Graduate Students ................................. 20 July
• Open Forum .................................................................................................................. 3 December

Becoming an Effective Advisor Series

• Helping Research Students Negotiate the System (Session 1) ................................ 19 March
• Helping Your Research Students Focus and Finish (Session 2) .............................. 19 March
• Getting the Balance Right in Advisory Relationships (Session 3) ............................. 1 April
• Emerging Issues in Postgraduate Advising (Session 4) ............................................. 8 April

For Understanding Equity and Diversity

Diversity Soapbox Seminar Series

This series is designed to increase the understanding of equity and diversity issues at the University. Each forum will enable staff to hear the perspectives of others and to engage in discussion about these interesting and complex issues in a respectful environment.

• ‘Out’ Today - a discussion of issues related to sexuality and gender identity ................................................................. 12 May
• Reflecting on Reconciliation .................................................................................... 7 July
• Our University and Multiculturalism - What does it mean for us? ............................... 15 September
• Discrimination and Harassment Contact Officer Training
......................................................................................................................... 26 February, 17 August, 3 November

• Cross Cultural Awareness for Client Service Staff
......................................................................................................................... 11 May, 5 July, 6 August, 8 October

EO Online

This is an interactive equity and diversity training program, developed especially for Australian Universities. It has been customised for Queensland legislation and the policies and procedures of The University of Queensland. All staff are encouraged to complete the relevant modules. To begin, go to The Equity Office website at www.uq.edu.au and follow the links and prompts.

For Leadership and Management

Heads and Academic Supervisors

• Staff Management Issues for Heads and Academic Supervisors
......................................................................................................................... 19 and 20 February, 29 and 30 April, 29 and 30 June

• Vice-Chancellor’s Workshop for Heads of Schools
......................................................................................................................... 18 August

• The Role of Senior Staff in Managing Staff and Student Grievances for Heads of Schools, Senior Academic Managers and Academic Supervisors
......................................................................................................................... 17 March, 27 September

Senior Staff

• Staff Management Issues for General Staff Senior Managers
......................................................................................................................... 22 and 23 April

• The Role of Senior Staff in Managing Staff and Student Grievances for Supervisors and Managers (General staff)
......................................................................................................................... 18 March, 28 September

• Skilled Chairperson
......................................................................................................................... 1 June

• Selection Policy and Process
......................................................................................................................... 17 May, 1 September

For other Leadership and Management courses see -

• Essentials for UQ General Staff Supervisors Series
......................................................................................................................... page 11

• Fundamentals of Management Series
......................................................................................................................... page 12

• Leadership and Management Development Series
......................................................................................................................... page 13
External Management Programs

• AVCC Programs
  ............................................................................. Contact Margaret Scott, TEDI (m.scott1@uq.edu.au)

• ATEM Programs
  ............................................................................. Contact Margaret Scott, TEDI (m.scott1@uq.edu.au)

For Finance, Admin, IT and Tech Support

University Administration

• Aurion Pre-Budgeting Module Training (mandatory for Finance Officers)
  ............................................................................. 19 March, 25 May, 24 June, 19 July, 14 September, 26 October

• Aurion Human Resources Budgeting Module
  (mandatory for Finance Officers)
  .................. 22 and 23 March, 27 and 28 May, 22 and 23 July, 16 and 17 September, 3 and 4 November

• Business Objects Basic Training
  ............................................................................. 14 January, 4 February, 11 February, 3 March, 10 March, 11 March (Ipswich),
  17 March, 31 March, 14 April, 28 April, 12 May, 26 May, 9 June, 23 June, 21 July,
  4 August, 18 August, 1 September, 15 September, 29 September, 13 October,
  27 October, 10 November, 24 November, 8 December

• Business Objects Intermediate
  ............................................................................. 21 January, 24 March, 25 March (Ipswich), 7 April, 20 May, 30 June, 28 July,
  25 August, 23 September, 19 October, 17 November

Financial Procedures

• DA Link Basic 1: 
  Purchase Orders(PO), Accounts Payable(AP) and Asset Additions(AA)
  ............................................................................. 18 February, 19 April, 16 June, 16 August, 20 October

• DA Link Basic 2: 
  Casual Salaries (CS), Invoicing (IV) and Equipment Register (ER)
  ............................................................................. 19 February, 20 April, 17 June, 17 August, 21 October

• DA Link Basic 3: Edit Transactions (ET), Download File (DL), Budgeting
  (BD), Reporting (Rep), Journal Writer (JW) and Internal Requisitions (IRR)
  ............................................................................. 20 February, 21 April, 18 June, 18 August, 22 October

• DA Link Advanced 1: PO, AP, AA and ER
  ............................................................................. 16 March, 17 May, 13 July, 20 September, 10 November

• DA Link Advanced 2: CS, IV, JW and IRR
  ............................................................................. 17 March, 18 May, 14 July, 21 September, 11 November

• DA Link Advanced 3: Desktop, BD, Rep and Access Queries (AQ)
  ............................................................................. 18 March, 19 May, 15 July, 22 September, 12 November
• DA Link: End of Year Rollover

• Masterpiece/Net - SmartVision/Web Training Session
......................................................... 15 January, 17 February, 12 March, 14 April, 14 May, 15 June, 20 July, 19 August, 15 September, 15 October, 15 November

• University Printery Facilities
........................................................................................................... 11 February, 18 June, 14 September

• University Financial Systems - An Overview
................................................................................................................... 2 March, 14 July, 28 October

• Understanding University Budget Processes
.......................................................................................................................... 11 March

• University Payment Procedures
.......................................................................................................................... 14 April

• University Insurance Issues
.......................................................................................................................... 17 June

• Accounts for Research, Scholarships and Other University Funds - Guide to Effective Management
.......................................................................................................................... 20 May

• Insight into Superannuation Issues
.......................................................................................................................... 11 May

• University Revenue Procedures
.......................................................................................................................... 17 May

• E-Crow Training
.......................................................................................................................... 10 February, 15 April, 8 June, 12 August, 12 October

• Insight into Salaries Issues
.......................................................................................................................... 13 May

**SI-net Training**

For technical support, training requirements and further information regarding eligibility for these courses please contact the SI-net Help Line phone 336 58844. Please see the Staff Development Website [www.tedi.uq.edu.au/sdh](http://www.tedi.uq.edu.au/sdh) for registration, dates and times.

• SI-net Fundamentals
• SI-net Admissions 1-5
• SI-net Admissions 6-8
• SI-net Enrolments/Tracking Student Progress
• SI-net Maintaining Student Grades
• SI-net Change Program/Plan/Program Discontinuation/Term Withdrawal
• SI-net Course Catalogue & Scheduling Classes Part A & Part B

**Information Technology**

See the Staff Development website [www.tedi.uq.edu.au/sdh](http://www.tedi.uq.edu.au/sdh) for further information on the following courses:

• ACCESS - Stage II
• Introduction to SAS
• SPSS - Stage II
• Introduction to Building Web Pages
• Excel - Stage II
• Introduction to ACCESS
• Introduction to Adobe Acrobat
• Introduction to EXCEL
• Introduction to POWERPOINT
• Introduction to UNIX
• Introduction to Word
• Introduction to NUDIST
• SAS - Stage II
• Introduction to SPSS
• Introduction to Windows
• Word - Stage II

**Scientific and Technical**

A website for scientific and technical staff has been developed [www.tedi.uq.edu.au/sdh/links.asp#scientific](http://www.tedi.uq.edu.au/sdh/links.asp#scientific)

**For Workplace Skills Development**

**Preparing for Performance Appraisal**

• Preparing for your Own Performance Review (General Staff) ................................................................. 16 September
**Project Management**

- Database use in Project Management*  
  18 and 19 November

*Acceptance into this course will be for continuing academic staff and general staff from HEW 6. To register for this course a letter of recommendation from the Head of School/Org Unit must accompany your application.

This course can only be undertaken if *Introduction to Project Management* has been completed (see *Leadership & Management Development Series*).

**Better Work Life Series**

- Module 1: Looking After Yourself  
  18 March, 6 August

- Module 2: Positive Workplace Communications  
  20 April, 18 August

- Module 3: Managing Time  
  4 May, 8 September

- Module 4: (5 x 1 hour lunchbox sessions)
  - Listening Skills  
    22 March, 6 September
  - Fun and Humour at Work  
    9 March, 30 July (Ipswich), 22 September
  - The Bigger Picture  
    2 April, 24 November
  - Change and Uncertainty  
    26 May, 27 October
  - Teamwork  
    16 June, 13 October
  - Stress Busters  
    16 April (Ipswich), 12 May, 10 November

**Customer Service**

**Customer Service Series**

- Module 1 - Improving Customer Service over the Telephone  
  16 March

- Module 2 - How to Deal with Difficult People (phone & face-to-face)  
  8 June

- Module 3 - Understanding the Importance of Internal Customer Service (respecting workmates)  
  15 September
• Module 4 - Customer Service Communication Skills Designed to Get Results ................................................................. 3 November

Media Awareness

• Handling the Media ............................................................................................................................................. 19 February, 8 April, 23 June, 20 August, 19 October

Support for Trainers

• Train the Trainer ...................................................................................................................................... 22, 23 & 26 July

• One to One Training ................................................................................................................. 2 June

Writing Skills

• Writing at Work ................................................................................................................ 4 and 5 March, 27 and 28 May

Office and Secretarial Support

• Records Management at UQ ........................................................................................................ 2 September

• Corporate Identity Guide and Branding .............................................................................................. 16 March, 6 April (Gatton), 8 June (Ipswich)

• The Role of the Committee Secretary ................................................................................................. 19 August

• Telephone Etiquette ..................................................................................................................................... 21 May

• Minute Writing and the Role of the Committee Secretary -
  In collaboration with the University of Queensland Secretaries and Office Professionals
  Association (UQS&OP) ................................................................................................................................. 2 August

For Internationalisation - Marketing and Education

• International Marketing .............................................................................................................. Contact the International Education Office, phone 336 57941

• Teaching and Learning with International Students ...................................................................... See Staff Development Website www.tedi.uq.edu.au/sdh

• Cultural Sensitivity and Visit Protocol ............................................................................................. Contact the International Education Office, phone 336 57941
For Occupational Health and Safety

Biological Safety

• Gene Technology Regulations and AQIS requirements
  .............................................................................................................................. 26 May, 24 November

• Transport of Biological Material
  ......................................................................................................................... 9 March, 25 June, 13 July, 13 October, 10 November

• Biosafety - General Biosafety
  .............................................................................................................................. 2 April, 6 September

Fire Safety Training

• Fire Safety and Evacuation Training
  ............................................ 10 March, 15 March, 10 May, 24 May, 9 June (Gatton), 14 July (Ipswich),
  9 August, 23 August, 30 September, 11 October

Managing OH&S

• Responsibility for OH&S - Obligations for Managers
  .............................................................................................................................. 12 March, 20 August

• OH&S on Fieldwork Trips
  .............................................................................................................................. 16 July

Occupational Health

• Senior First Aid
  ...... 23 and 24 February, 21 and 22 April, 29 and 30 July, 23 and 24 September, 25 and 26 November

• Senior First Aid Recertification
  .............................................................................................................................. 3 February, 14 May, 15 July, 18 November

• Resuscitation/Recertification
  .............................................................................................................................. 16 February, 29 March, 21 May, 16 July, 19 November

Workplace Safety

• Risk Assessment Management
  ............................................ 5 February, 26 February, 11 March, 30 March, 8 April, 23 April, 4 May, 24 May, 10 June,
  15 June (Gatton), 29 June, 1 July, 13 July (Ipswich), 29 July, 3 August, 24 August, 2 September,
  28 September, 5 October, 20 October (Herston), 28 October, 5 November, 26 November

• Managing Safety in the Laboratory
  .............................................................................................................................. 5 April, 29 September

• Working Safely in a Confined Space
  .............................................................................................................................. Contact OH&S, phone 336 52365

• Chemicals Management
  .............................................................................................................................. 18 August
• Setting up Chemicals Inventory ........................................................................................................... 3 March, 27 October

• Personal Protective Equipment ............................................................................................................. 31 May

• Manual Tasks Risk Assessment and Control ...................................................................................... 7 May, 16 August

• Office Ergonomics .................................................................................................................................. 25 May, 16 September

• Managing Noise in the Workplace ...................................................................................................... 21 October

• Diving Operations .................................................................................................................................. Contact OH&S

• Indoor Air Quality .................................................................................................................................. Contact OH&S

• Radiation Safety with Unsealed Sources (An Introductory Course) .................................................... 22 March, 23 April, 7 May, 16 June, 12 August, 22 September

• Safe Use of Soil Moisture and Density Gauges (Nuclear Moisture Meters) ........................................ 25 May, 16 August

• Safety with Analytical X-Ray Equipment ............................................................................................ 18 June, 17 September

**WHSO and WHSR Training**

• Workplace Health and Safety Representatives Training ...................................................................... 29 and 30 April, 25 and 26 October

• Workplace Health and Safety Officers Training .................................................................................. 28, 29, 30 July, 2, 3 August and 9, 10 September

Refer to the following website for dates and conditions www.uq.edu.au/ohs/teachingwhsos.html

**For Environmental Management**

• Environmental Management System Internal Auditor Training ............................................................ 14 and 15 April

• Overview of the University’s Environmental Management System (EMS), Classifying Waste, and Hazardous Substance Management and Risk Assessment ........................................................................................................... 20 April, 17 August

• Emergency Procedures and Spill Kits for Hazardous Materials ......................................................... 17 March, 21 July
Self Development

Aim: To assist staff in their personal growth by developing skills and knowledge of particular relevance to them as individuals.

Pre Retirement

• Pre-Retirement Planning Seminar

ICTE Programs

Community Education short courses have been offered to the wider community since 1983 by The University of Queensland. The Community Education division is part of the Institute of Continuing & TESOL Education (ICTE) of the University of Queensland. Community Education courses are self-funding and charge fees to cover the costs of all activities. Some work related courses are offered to staff at a reduced price.

For further information please contact:

Community Education
The Institute of Continuing & TESOL Education
Fax: (07) 336 57099  Phone: (07) 336 57100
Email: icte.enrol@icte.uq.edu.au
Internet: www.icte.uq.edu.au/continuingeducation/domestic.htm

UniFit Program

UniFit is an adult health and fitness program designed to encourage University staff to adopt a safe and enjoyable exercise routine as part of a healthy lifestyle. UniFit’s primary aim is to provide personal attention and group support in an affordable, high quality program.

For further information please contact:

Melina Simjanovic, Centre for Physical Activity and Sport Education
Fax : (07) 336 56172 Phone: (07) 336 56851
Email : cpase@hms.uq.edu.au
Internet: www.hms.uq.edu.au/comprofserv/cpase
Recognition of Excellence

Awards for Excellence in Teaching 2004

TEDI provides support for the University’s Awards for Excellence in Teaching. Advice on preparing reflective essays, responding to criteria and developing submissions is provided in the following workshop:

• Writing Effectively for Criteria on Excellence in Teaching Awards..................................................................................................................................................... 12 July

The guidelines are available at:
Website: www.admin.uq.edu.au/AcadBoardOffice/policy/awards_excell.html

The Guidelines and nomination form are available from Jenny Bjarnesen, Academic Policy Unit, email j.bjarnesen@admin.uq.edu.au or phone (07) 336 53206 and from the Teaching and Learning website: www.uq.edu.au/teaching_learning/awards

Nomination forms are also available from UQ Student Centre, and are distributed to School and Faculty offices in February of each year.

Awards for the Enhancement of Student Learning

In 2001, the Academic Board of the University of Queensland established the annual Awards for the Enhancement of Student Learning (AESL) to recognise and promote excellence in learning environment and the provision of student services at The University of Queensland.

These Awards are open to projects or services relating to teaching and learning which have been initiated by curriculum teams, groups or organisational units within support services, administrative units, centres, schools, programs of study or University wide initiatives. Nomination forms are available from Jenny Bjarnesen, Academic Administrative Support Office, email j.bjarnesen@admin.uq.edu.au or phone (07) 336 53206 and the Student Centre.

TEDI provides support for the University’s Awards for the Enhancement of Student Learning. Advice on responding to criteria and developing a submission is provided in the following workshop:

• Responding Effectively to Criteria for the Enhancement of Student Learning Awards..................................................................................................................................................... 12 July

The Guidelines and nomination form are available from Jenny Bjarnesen, Academic Policy Unit, email j.bjarnesen@admin.uq.edu.au or phone 336 53206 and from the Teaching and Learning website: www.uq.edu.au/teaching_learning/awards

Nomination forms are also available from UQ Student Centre, and are distributed to School and Faculty offices in February of each year.
University Staff Development Program 2004

The aim of staff development is to assist the development of each individual and thereby enhance the University’s performance through improved organisational efficiency and effectiveness.

The activities outlined in this program support the development and enhancement of staff performance. They are consistent with the University Staff Development policy and are structured to reflect a cyclic framework of personal and professional growth as described in the University Staff Development Framework. The program is primarily funded by the University Staff Development Committee (USDCC) and its delivery and administration are coordinated by the Teaching and Educational Development Institute (TEDI).

This brochure contains brief details of the University’s staff development services, workshops and seminars as well as contact information.

How to enrol
You may enrol by:
- Accessing the Staff Development Web Site: www.tedi.uq.edu.au/sdh
- Sending an email to: StaffDev@tedi.uq.edu.au
- Calling TEDI - phone: (07) 336 53019 or (07) 336 52666

Consultancy Service
TEDI’s consultants work with individual teaching staff, schools, faculties and committees to enhance the quality of teaching and learning in the University, and provide assistance to staff in evaluation to help them to achieve this end. They can help staff to address specific issues or take advantage of opportunities and, in the process, can help them to enhance the quality of their teaching and students’ learning. More information on these activities and services may be found on the web site www.tedi.uq.edu.au/teaching.

UQ Foundation Research Excellence Awards
The UQ Foundation Research Excellence Awards, which are a joint initiative of The University of Queensland Foundation Limited and the Office of the Vice-Chancellor, recognise outstanding performance and leadership potential amongst early career research staff. The guidelines and application forms are available from the Office of Research and Postgraduate Studies.

Supervision Excellence Awards
The Award scheme is established to recognise, encourage and reward sustained excellence in postgraduate supervision at the University of Queensland. Guidelines and nomination forms are available from: www.uq.edu.au/grad-school/index.html?id=11409
Teaching & Educational Development Institute

Website: www.tedi.uq.edu.au/sdh
Phone: (07) 336 53019 or (07) 336 52666
Email: StaffDev@tedi.uq.edu.au