### Campus tour and familiarization

- Ensure Team Leader has all relevant keys and access codes to the Student Centre and building (if applicable)
- Provide campus map and conduct campus tour including informal introductions. Include staff facilities such as the canteen, toilets, lunch room areas as well as information on campus arrangements for tea/coffee/milk.
- Should also include
  - location of public and internal telephones available to students
  - location of Student Association
  - location local Doctors and Dentists,
  - location of Co-op Bookshop
  - location campus based First Aid Officers
  - Note campus arrangements for lost property.
- Provide instruction re office equipment, such as fax; photocopier; scanner; printers. Include access numbers, if required, and who to contact if problems occur.

<table>
<thead>
<tr>
<th>TRAVEL AREAS</th>
<th>COMMENTS</th>
</tr>
</thead>
</table>
| Campus tour and familiarization | Is follow up training required?  
Yes | No |
Trainer to sign |
| | TL to sign |
| | Comments: |

### Work station/desk setup

- Ensure workstation is set up and operational via Helpdesk request email. Allow 2 weeks for access; logins and passwords to be installed.
- Desktop should have the following programs installed. Note: All Student Administration Staff will not have access to MSN Messenger on their work computers.
  - Network Access – login and password required
  - Banner5 – login and password required
  - Knowledge Manager - access required
  - Lotus Notes – password required
  - Lotus notes for student centre emails
  - Access to campus shared drive
  - Personal folder on campus drive
  - ZyFIND Archives
  - Ben_hur3.mdb
  - putty.exe
  - WS_FTP(95)
- Ensure flipper includes Student Administration

<table>
<thead>
<tr>
<th>TRAVEL AREAS</th>
<th>COMMENTS</th>
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</thead>
</table>
| Work station/desk setup | Is follow up training required?  
Yes | No |
Trainer to sign |
| | TL to sign |
| | Comments: |
- Ensure TL has copies of
  a. current TAC Guide
  b. HECS-Help and FEE-Help booklets
  c. Education Access Scheme booklet
  d. International student guide
  e. UG/PG course information [located MyACU Future Students – Study Options]
  g. Location of SA and SC Weekly Reports on local shared drive or folder.

### Professional and customer service standards

- Ensure TL is provided with the opportunity to read the following documents:

- Ensure TL understands the expectations in relation to professional and customer service standards and confidentiality of student records and in their role as a supervisor they are to ensure that the principles and guidelines outlined in the PCSS document are adhered to by CSOs.

### Is follow up training required?

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<thead>
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<th>Yes</th>
<th>No</th>
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<td>Trainer to sign</td>
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</table>

### Comments:

### Formal introductions

- Ensure TL is formally introduced (make appointments if necessary) to all
  a. Course Coordinators
  b. Heads of Schools
  c. Campus Manager and their staff
  d. Printery staff
  e. Rector/PVC
  f. International Education staff include ACUcom and ELicos staff
  g. Student Services includes Academic Skills Unit; Counselling Unit & Equity & Disability officers.
  h. ITCS staff
  i. Finance staff
  j. PREOD staff
  k. Library staff

- Send email to all campus staff introducing your new staff member.

### Is follow up training required?

<table>
<thead>
<tr>
<th>Yes</th>
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<td>Trainer to sign</td>
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### Comments:
### Cisco phone system and email

- Advise staff member of their telephone extension and request through Helpdesk to have name attached in the University’s web staff directory.
- Ensure access to CISCO help card [located: http://my.acu.edu.au/35059]
- Provide an overview of the CISCO (VOIP) telephone system and training as required. Include the following:
  a. Standard student centre response
  b. Daytime voicemail pre-recorded message
  c. After hours voicemail pre-recorded message
  d. How to set up/dial into to meet-me line
- Provide an overview of Lotus Notes and training as required. Ensure new TL reads and understands the University’s Electronic messaging Email policy [located: http://my.acu.edu.au/34915]
- Provide instruction on use of templates when responding to student enquiries; procedures for communicating with SA functioning units and explanation of SA generic email mailboxes.
- Provide clear instructions and ongoing guidance in relation to the professional expectations of answering emails [ie correct spelling, grammar, punctuation] and accuracy of information.
- Provide information on the role of the Helpdesk. Information located at http://my.acu.edu.au/35027 will assist you in this task.

### Overview of the Student Centre roles, responsibilities and major tasks

- Explain the Student Administration Directorate Organisational Structure [refer to last item listed in KM] and outline the roles and responsibilities of each functional area within this structure.
- Include a clear description of the separation of responsibilities and exactly what each of the functional areas is responsible for and how the Student Centre supports their role.
- Provide thorough advice and information on the role and responsibilities of the Student Centres and duties of the TL.
- Provide information and advice on reporting lines for Student Centre staff:
  a. CSO report to Team Leader
  b. Team Leader reports to National Manager, Student Centre (located Melbourne campus)
  c. Manager reports to Head of Client Services (located Brisbane campus)

Is follow up training required?

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<thead>
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Trainer to sign

Is follow up training required?

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TL to sign

Comments:
d. Head of Client Services report to Academic Registrar
   (located Brisbane campus)

- Ensure TL is provided with a copy of the monthly
counter/telephone roster (if applicable) and has an
understanding of why and how it is used.
- Provide copy of the Student Centre Daily Tasks and
advise expectations in relation to these duties.
- Advise on responsibilities of printing of Student
Administration forms to maintain adequate stock.
- Explain the role of liaison with both Academic and
General staff regarding any Student Administration
issue and importance of referencing, where necessary,
to relevant SA staff member or functioning area.
- Outline the role of the TL as the Student Administration
representative (or delegate) at School and/or campus
meetings.
- Work through the Student Centre manuals and all
supporting documentation and procedures set up in
Knowledge Manager in order to more thoroughly
explain procedures and responsibilities.

### Ensure availability and understanding of how to access and use web-based resources.

Explain the layout and content of the ACU Corporate web
site. Ensure the following areas are covered thoroughly:

- Undergraduate and Postgraduate Course Information
- University Handbook, including Academic Regulations and
  relevant policies such as Academic Honesty Policy, Student
  and Staff Codes of Conduct etc.
- Explain the use and reason for the regular functional area
  reports.
- Prospective/Future Student Information Sites located
- Current Student Information Site located
- Advise how/when to use above as a resource for current
  and prospective student enquiries and go through the
  standard type of responses to frequently asked questions.
- Ensure the TL understands the Student Centre’s role and
  the importance of keeping these resources accurate and
  up-to-date and provide with appropriate content editor
  contact information.

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<th>Is follow up training required?</th>
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Trainer to sign

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Comments:
### Overview of Knowledge Manager

- Ensure TL is thoroughly trained in the use of Knowledge Manager and all procedures related to the Student Centre.
- Ensure TL understands their role and responsibility in contributing to the continual currency of Knowledge Manager by providing feedback and suggestions for improvement.
- Responsibility has been assigned as follows for 2007/2008:
  a. Appeal Procedures  Manager  Brisbane
  b. Admissions  Brisbane
  c. Enquiries-Student Email Account  Canberra
  d. Enrolments  Melbourne
  e. Examinations  Strathfield
  f. Filing and Archiving  Strathfield
  g. Graduating  Strathfield
  h. GPA Enquiries  North Sydney
  i. New Staff Induction Schedules  Strathfield
  j. Overseas Nursing Registration  North Sydney
  k. Payments to Student Centres  North Sydney
  l. Recording Enquiries and Statistics  Canberra
  m. Student Fees  Ballarat
  n. Student ID Card  Ballarat
  o. Student Travel Concessions  Ballarat
  p. Transcripts and Unit Descriptions  Melbourne
  q. Unit Results and Change of Grade/s  Brisbane
  r. Network Access Enquiries  Canberra
  s. WebCT Enquiries  Canberra
- TLs have to be constantly aware of changes within their portfolios and update information immediately. CSOs and functioning unit staff to be involved in the process to ensure that procedures are exactly what Student Centres are doing. The reporting process to be:
  a. Team Leader of campus responsible in conjunction with CSOs downloads relevant document from KM and amends using track changes.
  b. Amended document is emailed to all TLs for comments and checking within set timeframe.
  c. Updated document is emailed to Manager of functioning unit for further checking.
  d. Document emailed to Manager Student Centres for final checking and approval.
  e. Manager Student Centre emails final document to IRM for inclusion on Knowledge Manager with cc to TLs.

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Comments:
Overview of Ben Hur and the collection/maintenance of statistics.

- Provide procedure for daily and monthly collection, collation and maintenance of statistics which include:
  a. Telephone enquiries
  b. Email enquiries
  c. Counter visitations
  d. Change of Name/Grade data processing
  e. Confirmation of Enrolment forms or letters
  f. Mail outs ie former student provision of transcript
- Ensure TL understands the importance of accurate statistics and the timely monthly delivery to National Manager, Student Centre.

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Cash register

- Go through procedures outlined on Knowledge Manager.
- Train TL to undertake the regular reconciliation of monies collected and method of delivery to Finance Department. Include any procedures specific to your campus.
- Go through the operation and programming of the register, troubleshooting and how to deal with any problems.

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Banner training

- Arrange for SSSO (Student Systems Support Officer) to provide Banner training. Email request to systems@mary.acu.edu.au
- Ensure TL has a copy of the current Banner Procedures Manuals including Admissions, Fees and Enrolments.
- Provide continual follow-up especially when investigating issues.
- Provide a good overview of Banner reports.

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<th>Is follow up training required?</th>
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Comments:
Overview of on-line student administration tools

- Provide thorough training in *Student Connect – Managing Your Studies* and *Apply for Admissions* and Tutorial Direct particularly in areas of FAQs and problem shooting.
- Set up dummy log-ins, if applicable.

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Comments:

Personnel policies and procedures including staff flex arrangements and timesheet procedures

- Ensure TL has a copy of and works through the Personnel Induction Program [currently a folder issued by PREOD but will soon be web-based]. Upon completion and full understanding ensure last page is signed and returned to Personnel with a copy to the National Manager, Student Centres.
- Ensure access to Staff Connect is available and that TL undertakes the online training provided on its usage.
- Ensure TL knows how to locate current policies relating to personal leave; annual leave; recruitment and procedures related to appointment of temporary and permanent staff.
- Ensure TL knows how to complete and provide in a timely manner electronic timesheet and collate staff timesheets and collate monthly flex summary.
- In particular ensure an understanding of flex accumulation and leave arrangements are clearly understood.
- Ensure an understanding of the TL’s role and responsibility to manage staff annual leave including Leave Embargo restrictions.

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Comments:
## Finance policies and procedures

- Include purchasing conventions such as; the ordering of stationery etc and approvals for orders and payment.
- Explain levels of authority and who authorises each level.

### Follow up training required?

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<td>![Select No]</td>
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**Trainer to sign**

**TL to sign**

**Comments:**

## Campus operations and mail

- Explain the role of Campus Operations and relevant procedures such as:
  - a) internal/external mail
  - b) office cleaning
  - c) office maintenance
  - d) fire/security alarms
  - e) duress buttons, if available
  - f) explain the daily Student Centre/Student Administration mailing procedures.
  - g) include the role of receptionist and how SC may need to advise them at various times of such items as SC closure for SA meeting; an expectation of extremely busy period or that calls are not being returned due to unexpected staff shortages
  - h) role of security personnel.

### Follow up training required?

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**Trainer to sign**

**TL to sign**

**Comments:**

## Admissions policies and procedures and the role of the State Tertiary Admission Centres

- Provide an explanation of function of **Student Connect - Apply for Admission**
- Provide Banner training related to admission screens using Admissions Banner Procedures for Student Centre Staff located at [http://my.acu.edu.au/37611](http://my.acu.edu.au/37611)
- Provide explanation of the TAC application process and related procedures.
- Provide procedural details for supplementary forms received in the Student Centre.
- Ensure any training sessions offered by Admissions for new staff are scheduled.

### Follow up training required?

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<td>![Select Yes]</td>
<td>![Select No]</td>
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**Trainer to sign**

**TL to sign**

**Comments:**
### ID Card system

- Provide thorough training related to the production of ID cards.
- Provide training in the maintenance of ID Card printer ie inserting new ribbons.
- Advise who to call for help if there is a problem with either the ID computer or the ID card printer.
- Explain the library usage of the ID card as a means of borrowing and/or printing documents in the library area.
- Explain thoroughly the procedures relating to the provision of travel concession stickers as per documents located at [http://my.acu.edu.au/37567](http://my.acu.edu.au/37567)

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### Office administrative procedures includes filing, scanning, Zyfind Archives and maintenance of equipment

- Provide instruction on importance of maintaining accurate records of result lists/change of grades and the protocol surrounding their destruction.
- Provide training in scanning procedures and emailing attached documentation.
- Provide training to enable TL to locate archived student records from Zyfind Archives.
- Ensure TL understanding the protocols of maintaining all equipment provided to them by the University.
- Ensure TL understands the necessity of maintaining a clean, uncluttered workstation to ensure no documentation is mislaid or forgotten.

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<tr>
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### Reports and meetings

- Explain reason for and duty of providing campus weekly reports to SC Manager and other TLs which results in the weekly SA reports.
- Explain procedures for fortnightly TL teleconference and ensure access to schedule, minute taker roster and previous minutes outlining the need for teleconference minutes to be provided to CSOs.
- Provide information and/or notes of weekly SC staff meeting with CSOs ensuring the TL understands the purpose of these meetings.
- Provide information and previous notes in relation to local SA staff meetings.
- Provide information and previous notes regarding campus administrative officers meetings.

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</table>
### Performance development plan (PDP)

- Discuss PDP and Key Performance Indicators (KPIs) with TL to ensure an understanding of related responsibilities for both the TL and CSOs.
- Provide signed PDP to Manager.
- Also provide information on any staff development plans that are currently in place for TLs, including due dates and the process of PDP Review meetings.

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<tr>
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### Campus presence roles and responsibilities

- Provide an overview of responsibilities of the Student Centre Campus Presences, leading up to and during the examination period and data entry of results; graduation ceremonies and ongoing campus enrolment sessions.
- Ensure TL is aware of their role as support to the Campus Presence.
- Ensure an understanding of the procedures related to the organisation and hands-on role of the TL as the Exam Presence for on-campus examinations and the role of the TE&R section.

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### State specific events ie Open Day, ‘O’ Week, Graduation Ceremonies

- Provide an outline of how events such as Open Day, Graduation and ‘O’ week are organised and staffed.
- Advise TL that they would normally be required to work at such events and outline the basic duties.

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## Training

<table>
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<tr>
<th>Training</th>
<th>Is follow up training required?</th>
<th>Comments</th>
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<tbody>
<tr>
<td>• Ensure TL is provided with the opportunity to watch and discuss the Telephone Techniques training videos.</td>
<td>Yes ○ No ○</td>
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<tr>
<td>• Practice implementing ideas from the videos for Student Centre telephone queries.</td>
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<tr>
<td>• Ensure TL is aware of their own professional development responsibilities and their staff.</td>
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## Higher Education Support Act (HESA)

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<tr>
<th>Higher Education Support Act (HESA)</th>
<th>Is follow up training required?</th>
<th>Comments</th>
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<tbody>
<tr>
<td>• Ensure TL has an understanding of the 2003 Higher Education government reforms.</td>
<td>Yes ○ No ○</td>
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<tr>
<td>• Explain what a HEP is.</td>
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<td>• Refer TL to read the FAQs listed in Knowledge Manager under Banner.</td>
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<td>• Explain the difference between pre-1997; pre-2005 and subsequent enrolled students.</td>
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<tr>
<td>• Ensure the TL is fully aware of the website <a href="http://www.goingtouni.gov.au">www.goingtouni.gov.au</a> and allow them time to peruse and digest.</td>
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## University wide compliances ie Workplace Discrimination; Sexual Harassment etc

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<thead>
<tr>
<th>University wide compliances ie Workplace Discrimination; Sexual Harassment etc</th>
<th>Is follow up training required?</th>
<th>Comments</th>
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<tbody>
<tr>
<td>• Ensure TL has the opportunity to complete all ACU On-line Compliance Training listed in Staff Connect.</td>
<td>Yes ○ No ○</td>
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<tr>
<td>a. Workplace Behaviour – Bullying</td>
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<td>b. Workplace Harassment and Discrimination</td>
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<tr>
<td>c. Trade Practices</td>
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<tr>
<td>d. OH&amp;S – Legal Compliance (to be implemented in late 2007)</td>
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</table>
**PLEASE FORWARD THIS SIGNED DOCUMENT TO THE NATIONAL MANAGER, STUDENT CENTRES AFTER COMPLETION (approx. 12 weeks from TL commencement date).**

<table>
<thead>
<tr>
<th>Date Training Commenced:</th>
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<tr>
<td>Date Training Completed:</td>
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<tr>
<td>Signature Client Service Officer:</td>
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<td>Signature Team Leader:</td>
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Agreed areas that require further training (if follow-up training is required, ensure relevant notes are attached).

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Original to Client Service Officer:

Date Copy Sent to National Manager:

Date Copy Held by Team Leader: