

Organisational Learning & Development Manual

2000



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Introduction

Part A

Introduction

The Training and Development Manual is intended to serve as a reference to assist all personnel seeking to improve their performance and develop their careers. The courses outlined in this manual should not be considered as exhaustive. There are many additional courses available to personnel wanting training and development. The Training Centre at Dwellingup now has an electronic register, called the Australian Training Register (ATR), which lists over 32,000 public access training programmes, courses, conferences and seminars. On the job training, job rotation, transfers, and acting positions are all also additional ways of achieving training and development. The need to successfully train and develop personnel is recognised within the Department and is aimed at achieving the most efficient use of people while maximising the economic and administrative efficiency of the Department.

All personnel should consult regularly with their supervisors in establishing a development plan and seek out training courses, which allow development to occur. The performance appraisal system forms an important, integral part of the process of establishing a developmental plan and should be used to ensure training needs are met.

Should any member of this Department require further assistance with establishing a development plan, attending training courses, or clarification of the material in this manual, they should contact the training staff at the CALM Training Centre, Dwellingup.

It will be necessary to update information about courses throughout the year; as this becomes available information sheets will be provided for attachment to the manual.

To maintain an accurate training register it is imperative that all training completed by CALM people is recorded and entered into CONCEPT. When completing courses external to CALM it is the responsibility of the individual to forward their details and course information for entry into CONCEPT to Peter Hill, Learning Programs Consultant C/o Training Centre, Dwellingup. Contact Peter for details of required course information.

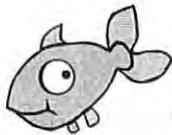
Not all courses are currently accredited as meeting the required standards. Those courses which are accredited and registered with the Training Accreditation Council of WA. have an asterisks (*) alongside the title. Double asterisks (**) indicate international accreditation.

Introduction

*** NEW ***

A Training Notice Board is now online on the CALMWeb. It is available for staff to add any internal or external training courses, workshops, seminars and/or conferences that are work related and of interest to other staff. Staff can then access the Training Notice Board to view the most current courses available. The notice board is now up and running and can be found at

<http://calmweb.calm.wa.gov.au/drb/csd/hrb/cgi-bin/courses.cgi>



Well worth a look!!!

*** NEW ***

Procedures

Part B

Procedures

All personnel are encouraged to seek out training courses consistent with the goals set within the context of the performance appraisal. When agreement has been reached with the supervisor as to a proposed training programme for the year, the following procedures should be followed:

1. Training budgets are to be prepared in accordance with budget preparation guidelines. It is necessary to distinguish between training for development and training to overcome a performance gap.
 - 1.1. ***It will be the responsibility of District, Branch and Section managers to prepare and monitor their own training budgets with respect to: fees and travelling and accommodation expenses associated with 'performance gap' training, travelling and accommodation expenses associated with 'development' training.***
 - 1.2. The CALM People Services Branch has responsibility for budgeting for the payment of: fees associated with 'development' training.
 - 1.3. When preparing budget flexfields the activity code 682 must be used for all training expenditure.
2. Nomination to attend a training course should only be made after careful consideration of the training need and the development plan.
 - 2.1. There must be a clearly identified need for training.
 - 2.2. The purpose of the training must be clearly identified, ie. to solve a performance gap or for development, as this impacts on the budget allocation.
 - 2.3. As some training courses are offered more than once during the year, the specific dates for attendance must be included in the nomination.
 - 2.4. Supervisors must ensure that leave programmes, the number of training courses attended by the nominee, the work priorities and programme, cost to the Department, benefit to the person/Department are all duly considered prior to nominating any personnel.

Procedures

- 2.5. All nominations should be forwarded to the Coordinator Organisational Learning and Development, Mr Alan Byrne through the Regional Manager who will review the nomination relative to Regional priorities.
- 2.6. When a number of nominations are made for the same course, they should be given a priority by the Regional/Branch manager before forwarding to the Coordinator Organisational Learning and Development.
- 2.7. Nominations must reach the Coordinator Organisational Learning and Development six weeks prior to commencement of the course.
3. The Coordinator Organisational Learning and Development, will then forward nomination details to the relevant training course coordinating officer, or the external agency involved.
4. Following approval to attend a course, the supervisor responsible, and the person attending will be notified of the success of the application along with any further information about attendance.
5. It is the responsibility of the supervisor to authorise and arrange travel. Accommodation arrangements will usually be made by the officer conducting a course and participants notified accordingly. Costs incurred in travel and accommodation will be paid from District, Section or Branch budgets as appropriate.
6. There is a requirement for all course participants to complete the course evaluation form - included in this manual, at the completion of the course.

The aims of this process are as follows:

- (a) to ensure satisfactory course standards are maintained.
- (b) to ensure course material is relevant.
- (c) to monitor attendance at courses.

It is the **responsibility of all course participants** to complete and forward this information to the Coordinator Organisational Learning and Development.

It will often be possible for the **Conducting Officer** to ensure that the course evaluation forms are completed in the final segment of a course.

Officers conducting courses will have access to this information for their own evaluation of course effectiveness and modification as necessary.



CLM 90

DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT
NOMINATION TO ATTEND PERSONAL DEVELOPMENT ACTIVITY

APPLICANTS NAME: _____
Christian Names Surname

POSITION: _____

LOCATION: _____

NAME OF COURSE: _____

COURSE CONDUCTED BY: _____

DATE: _____ VENUE: _____ FEE: _____

REASON FOR ATTENDANCE: _____

PERFORMANCE GAP: _____

DEVELOPMENT: _____

OTHER: _____

SIGNATURE: _____ DATE: _____
Applicant

ENDORSED: DIST/SECT. MGR _____ DATE: _____

REG/BRANCH MGR _____ DATE: _____

COURSE FEES A/C NO: _____

ACCOMMODATION A/C NO: _____

TRAVELLING A/C NO _____

Forward to:
Coordinator Organisational Learning and Development Alan Byrne, Dwellingup (E-mail:
alanby@calm.wa.gov.au or FAX:08 95381244)

Application

Approved

Not Approved

SIGNATURE: CALMPeople Services _____ DATE: _____

Short Courses

Part C

Courses in Field Operations

(*) Accredited Nationally

(**) NFROT or Accredited International

Basic Chainsaw Maintenance and Handling *

A two day course to teach the correct use of chainsaws (up to 60cc capacity) for trimming, docking, dressing & squaring timber with emphasis on safety & maintenance.

Contact:

- William Towie
Mandurah
- Tom Wood
Harvey
- Merv Smith
Walpole
- Brian Smith
Dwellingup

Venue: Districts

Dates: As required

Cost : CALM - \$400/Course
NON CALM - \$250/Person

Driver Training (Light Vehicles 4x4) *

A 4.5-day course. All personnel must demonstrate good knowledge of the Traffic Act, high level of skill in cab drill steering, acceleration sense, skid control, driving light 4 x 4 vehicles. The course includes:

- maintenance checks
- stall out & recovery
- mud & sand obstacles
- ascents & descents
- wheel placement
- transmission wind-up.

Contact: Alan Byrne
Dwellingup

Venue: Dwellingup Training Centre

Date: June/July

Driver Training (Heavy Duty 4x4) *

This three-day course is to provide new & inexperienced drivers with the necessary skills. B class licence an essential prerequisite.

Contact: Alan Byrne

Venue: Dwellingup Training Centre

Date: As Required

Law Enforcement Training *

All CALM personnel are required to know the relevant parts of the CALM & Wildlife Conservation Acts and Regulations, powers and limitations to powers, procedures of a law court, taking and presenting evidence, making a statement, role of Crown Law.

Contact: Kevin Morrison
Como

Venue: Dwellingup Training Centre and Como SOHQ

Date: 8-12 March Trainees only
25-29 October open to all staff

Search Technique *

The aim of this course is to provide personal with knowledge and skills required in operation searches for lost persons or property.

Contact: Alan Byrne
Dwellingup

Venue: Bunbury

Date: August

Courses in Field Operations

Field Engineering *

This three-day course will provide officers with the knowledge & skills necessary for them to design select & maintain roads. Topics include:

- authority
- procedure
- map reading
- area calculation
- visual impact
- environmental impact
- road selection & design

Contact: Alan Byrne
Dwellingup

Venue: CALM Training Centre
Dwellingup

Date: February & October

Advanced Recreation Planning & Management *

The course will cover a range of topics including:

- Leisure, visitor services & marketing
- Recreation resource planning
- Site planning, preparation & implementation
- Visitor management through information & interpretation
- Visitor safety & risk management

Contact: Wayne Schmidt Como
Venue: Point Walter - Ministry of Sport & Recreation's Conference Centre

Date: 11-16 June

Interpretive Activities Design Workshop *

This four-day workshop empowers you to design your own interpretive activity with professional guidance. You will gain experience in planning & interpretive activities programme or ecotour that enriches the experiences of visitors to natural & cultural areas. The Workshop includes a demonstration ecotour, a Participant Workbook is provided. Units of this workshop meeting National Tourism Industry competency standards & are recognised by the Australian Travel & Tourism Review Panel.

Contact: Gil Field Como

Venue: University of Nortre Dame

Date: End of June Early July

Cost: \$300

***Phytophthora cinnamomi* Management Course ***

The course contents include:

- History
- Policy
- Biology
- Disease distribution, symptoms & interpretation
- Mapping
- Planning
- Hygiene tactics

Contact: Kevin Vear
Como

Venue: As required

Date: As required

Courses in Field Operations

Phytophthora cinnamomi **Detection, Diagnosis & Mapping** **(Interpretation) Course ***

Course content includes:

- History
- Policy
- Biology
- Disease distribution, symptoms & interpretation
- Mapping
- Planning
- Hygiene tactics
- Field demarcation
- Identification of susceptible plants
- Soils/Landforms
- Sampling Techniques/recording
- Phosphite application

Contact: Alex Moylett

Venue: TBA

Date: TBA

Phytophthora cinnamomi **Hygiene Course for Operators ***

Course content includes:

- History
- Policy
- Biology
- Field demarcation
- Hygiene Measures and Guidelines
- Protectable Areas

Contact: William Towie

Mandurah

Venue: As required

Date: As required

Phytophthora cinnamomi **Phosphite Operators Course ***

Course content includes:

- Biology of *P.cinnamomi*
- The chemical phosphite & its mode of action
- Health & safety aspects associated with using & handling
- Application using the Backpack Mister & truck injection method
- Aerial application

Contact: Russell Smith

Bunbury

Venue: As required

Date: As required

Dieback Interpretation Skills: **Levels 1,2 &3 ***

These courses focus on the detailed knowledge & skills required for the interpretation & mapping of disease occurrence, impact, risk & hazard.

Contact: Alex Moylett

Bunbury

Venue: Bunbury, Kensington

Date: As Required

Firearms Safety *

The aim of this course is to enable personnel to use firearms safely & effectively & to be able to make any firearm safe. Training is given on a variety of firearms including pistols, low-powered & high-powered rifles.

Contact: Leon Price

Collie

Venue: As required

Date: As required

Courses in Field Operations

Introductory Course for Volunteer Management *

This two-day course is aimed at providing volunteer coordinators & supervisors of volunteers with an introduction to volunteering, & to provide the fundamental skills & knowledge essential to the development & management of volunteer programmes.

Contact: Margaret Buckland
Como

Venue: Como Training Centre

Date: TBA

Bulldozer Operators *

To provide course participants with the skills & knowledge to enable them to operate a track dozer competently, safely & efficiently in a forest environment. Theory 3 days, practical yet to be advised.

Contact: CALM Walpole

Venue: As required

Date: As required

Statutory Investigation & Law Enforcement *

This course is designed to meet the needs of all those involved in investigating possible breaches of legislation. It suits a wide range of legislative environments & powers, including field enforcement & desk investigations. This certificate course comprises a number of modules which will be made available to staff throughout the year.

Contact: Alan Byrne
Dwellingup

Venue: TBA

Date: TBA

Fauna Management *

This five day live-in course is designed to provide participants with an appreciation of fauna management & the competence required to plan & implement operational fauna management programmes. It includes five half-day field sessions on fauna survey techniques & animal handling.

- Lectures are presented by staff from Nature Conservation Division & Science & Information Division.

Lecture topics include:

- CALM's role & responsibilities in fauna management
- Conservation status of WA fauna & Recovery Plans
- Impacts of introduced animals & land management practices
- Ecology & management of WA fauna
 - mammals
 - birds
 - reptiles & frogs
- Fauna management plans
- Survey & monitoring techniques
- Collection & identification of fauna specimens
- Working with the media
- Management of derelict, displaced & damaging fauna.
- Displaced & damaging fauna.

Contact: Peter Orell

Venue: Batalling Field Study Centre, Mornington District

Date: 18-22 October

Cost: \$250 per person for CALM staff (covers food & accommodation)

\$500 per person for external participants

Courses in Field Operations

CALM Outback Safety & Bushcraft Course *

The course provides visitors to CALM managed areas with the attitudes & skills to protect themselves from the harmful aspects of the environment & the environment from the harmful aspects of people. The course includes:

- Planning a safe trip
- Minimal impact camping methods
- Map reading & navigation
- Water procurement & management
- Alternative firelighting
- Edible vegetation
- Avoiding poisoning by toxic vegetation
- Stellar & solar navigation
- Survival techniques
- Aboriginal bush living skills
- Useful & harmful sea coast creatures plus many more subjects

Contact: Wayne Schmidt
Como or Bob Cooper 93771767

Venue: Como (theory session)
and Icy Creek, Lane Poole Reserve (practical field weekend)

Date: TBA Four courses 2 in Spring 2 in Autumn

Cost: \$260 which includes a comprehensive survival kit.

Cave Guiding Course *

This course is designed to provide participants with the skills & knowledge required to be able to provide visitors with quality, informative & enjoyable cave tours whilst minimising the impacts on the caves themselves.

Contact: Yanchep National Park

Venue: Yanchep National Park

Date: As required

South Coast Regional Seminar

Contact: Laura Beck

Albany

Venue: TBA

Date: TBA

Soil Conservation Course - Level 1

This is a half-day course for CALM & contractor personnel. Participants will be taught how soil damage occurs & the factors that contribute to its severity. Basic work practices to avoid & rehabilitate soil damage & erosion will be presented. Courses will be held at District centres & include a field demonstration component.

Contact: Roger Armstrong
Bunbury

Venue: As required

Date: As required

Verbal Judo

This 2-day course provides officers involved in regulatory duties to generate voluntary compliance.

Contact: Bill King
Verbal Judo Australia

Venue: As required

Date: As required

Cost: \$400 per person

Courses in Health & Safety

CALMSafe *

The aims of the course are to provide knowledge & understanding of Departmental Safety Policy & to develop a high degree of safety awareness. The course includes:

- Accident investigation
- Use of Chemical Users Manual
- Hazchem system
- Lifting & carrying
- Hearing protection
- Workers compensation.
- Manual handling

Minimum number of 8.

Contact: Tom Wood

Venue: As Required

Date: As required

Health & Fitness *

The one-day course contains personal fitness, effective exercise programmes, effect of alcohol, smoking & environmental stress & identifying a healthy lifestyle.

Contact: Linda Gilbert

Como

Venue: Districts/Regions

Date: As required

First Aid Training *

A basic first aid course for all personnel. Minimum number of 8.

Contact: Tom Wood

Como

Venue: As required

Date: As required

Occupational Health & Safety for Managers

This course aims to provide up-to-date information on health & safety programmes for managers

Contact: Tom Wood

Como

Venue: As required

Date: As required

Visitor Risk Management *

A two day course to provide participants with the knowledge & skills that will: minimise the risk of injury to visitors to the CALM Estate &, demonstrate a professional approach to upholding our duty of care in a manner, which enhances CALM's reputation for caring & efficient stewardship of lands, water & wildlife resources.

Contact: John Ireland

Como

Venue: As required

Date: As required

Occupational Health & Safety for Supervisors/ Safety

Co-ordinators

This course covers health & safety legislation, how it applies to workers & contractors. Provides the necessary detail to allow supervisors to establish effective prevention programmes in their area of responsibility.

Contact: Tom Wood

Como

Venue: As required

Date: As required

Occupational Health & Safety Representatives:

5 day training for elected health & safety representatives provided by external organisations, such as IFAP, TLC.

Contact: Tom Wood

Como

Venue: Various

Date: Various

Cost: \$595

Courses in Health & Safety

Pesticides Application & Safety Course

All CALM staff dealing with pesticides will receive instruction in the uses, application methods & safety aspects.

Minimum number of 10.

Contact: Tom Wood

Como

Venue: As Required

Date: As Required

Cost: \$150 per person

Occupational Procedures

This 2-day course presents information on the use & handling of 1080 products used in pest animal control. Successful completion of this course is a legal prerequisite for holding a certification to use 1080 products. Holders of 1080 certifications must attend this course once every three years to maintain their accreditation.

Contact: Roger Armstrong
Bunbury

Venue: As required

Date: As required

Cost: \$50 per person

Health & Fitness Leaders (annual review)

A 6 monthly review & training session for Peer Support Team Members.

Contact: Linda Gilbert or Tom Wood at Como

Venue: Bunbury

Date: March & September

Health & Fitness Leaders

Individuals who have a strong interest in health & fitness, who would like to become advocates for health & fitness in their workplace are invited to nominate for 2.5 day programme. Non-smokers only. This course covers health issues & resources available, fitness leadership & personal exercise plans.

Contact: Linda Gilbert

Como

Venue: Perth

Date: July

Health & Fitness Leaders (annual review)

Annual training for Health & Fitness Leaders

Contact: Linda Gilbert

Venue: Bunbury

Date: September

Conversing with Community

A workshop designed to help CALM people & their families deal positively with extreme views & criticism in their community.

To develop:

- Skills in self-protection during social discussions with local people about conservation issues, including the ability to de-personalise extreme views.
- Strategies & practice skills for defusing aggression & facilitating reasoned discussion rather than confrontation.

Contact: Tammie Reid
Community Education Officer

Venue: Local

Date: As required

Courses in Marine Qualifications

Open Water Diver **

This course is intended for CALM personnel who are required to use compressed air in underwater operations. Participants must have a current medical clearance & provide their own dive equipment, including scuba.

Contact: Alan Byrne
Dwellingup

Venue: As required

Date: As Required

Certificate of Proficiency in Small Vessel Handling *

The aim of this four-day course is to teach the skills & knowledge to operate small vessels (less than 8m) safely & efficiently on closed & open waters, not exceeding five nautical miles off shore.

Contact: Alan Byrne
Dwellingup

Venue: As required

Date: As Required

Rescue Diver **

This course is intended for CALM staff involved in underwater operations using compressed air, or those likely to be involved in diver rescue in coastal areas.

Prerequisites for this course are to have a current First Aid Certificate, listed on CALM Diver register, & have current medical clearance.

Contact: Alan Byrne
Dwellingup

Venue: As required

Date: As Required

Coxswain's Certificate **

This certificate is the basic requirement for any employee of this Department who is required to use a boat in the course of his/her duties.

Contact: Alan Byrne
Dwellingup

Venue: As required

Date: As Required

Courses in Forest Resources

Coupe Demarcation - 1 Day *

To provide CALM staff & harvesting Contractor personnel in particular, with the knowledge & skills necessary to be able to assess, plan & complete necessary demarcation of logging coupes prior to commencement of operations.

Contact: William Towie
Mandurah

Venue: As Required

Date: As Required

Log Grading - 1 Day *

To provide Contractor personnel & CALM staff with the knowledge & skills to prepare & segregate log products according to relevant rules, specifications & Contracts.

Contact: William Towie
Mandurah

Venue: As Required

Date: As Required

Coupe Certification - 1Day *

To provide CALM & Contractors staff with the knowledge & skills to ensure Coupe Inspection & Coupe Certification requirements are completed in accordance to Contracts & Timber Harvesting Manual requirements.

Contact: William Towie
Mandurah

Venue: As Required

Date: As Required

Logging Operation Information Systems LOIS - 1 Day

To provide relevant Forest Resource Division staff with one to one coaching & assistance with general use of LOIS & problem solving.

Contact: Merrilyn Kearney
Bunbury

Venue: As required

Date: As required

Logging Operation Information Systems LOIS - 2 Days *

To provide relevant Forest Resource Division staff with the necessary skills & knowledge to operate & use LOIS. The course covers: use of the 709 form, contracts, delivery notes, enquiry screens, solving error messages, reports, TWR & FPLs.

Successful participants will be eligible for a personal LOIS security password.

Contact: Merrilyn Kearny

Venue: As required

Date: As required

Level One (Basic) Faller Course*

This course provides four-days training in techniques & working methods necessary to safely fall "sound" trees up to 0.5 metre butt diameter and 20 metres in height.

Pre-Requisite: Chainsaw Operator's Qualifications.

Contact: William Towie

Venue: As required

Date: June - October

Cost: CALM: \$1000/Course

Non CALM: \$400/Person

Courses in Forest Resources

Level Two (Intermediate) Faller Course *

This course provides four-days training in techniques & working methods necessary to safely fall "sound" trees up to 1 metre butt diameter and 40 metres in height.

Pre-Requisite: Chainsaw Operator's Qualifications.

Contact: William Towie

Venue: As required

Date: June - October

Cost: CALM: \$1500/Course

Non CALM: \$550/Person

Level Three (Advanced) Faller Course *

Provides participants with the necessary skills & knowledge to make appropriate assessment & felling cuts for difficult or/& hazardous trees including:

- heavy forward lean
- hollow butt
- multi legged trees
- trees greater than 2.2x bar length
- planning systems
- hazards in fire situations

Pre-Requisite: Chainsaw Operator's Qualifications and Intermediate Faller Course

Contact: William Towie

Venue: As required

Date: June - October

Cost: CALM: \$1500/Course

Non CALM: \$550/Person

Safety Certificate Course Management & Supervisors

3-day course customised for SFRBU unit staff. Covers 6 modules including:

1. Safety & Health Regulations.
2. Identification & control of hazards in the workplace.
3. Prevention of manual handling injuries.
4. Plant, machinery & equipment
5. Accident investigation.

Managing Safety.

Contact: William Towie

Venue: As required

Date: As required

Timber Drying Course *

Is designed to cover all aspects of timber drying, from the care of timber in log form, through the drying of timber under controlled conditions, to the care of dried timber. The course is presented as 19 units, plus related practical exercises & field visits.

Course participants are assessed by a half-hour written test each morning & a take home assignment each week.

Contact: Judi Pitcher

Timber Technology Harvey

Venue: CALM Timber Technology - Harvey

Date: As required

Courses in Forest Resources

SFRBU Conference

Annual Conference based around the following objectives:

- Review business achievements & set new goals.
- Information updates.
- Develop team spirit & relationships.

Celebrate achievements & success.

Contact: William Towie

Venue: TBA

Date: TBA

Softwood Tree-marking *

A two-day course to provide CALM staff & selected AWU employees with the necessary knowledge & skills to carry out tree-marking.

Contact: Ron Newman

Busselton

Bryan Doust - Bunbury

Venue: Districts

Date: April/May

Hardwood Silviculture

On-the-job training covering silviculture specifications & includes training in visual resource management.

Contact: Alan Seymour

Venue: Districts

Date: As requested

Plantations Group Courses

Plantation Establishment

This course aims to provide participants with sufficient knowledge & skills to meet the requirements for successful plantation establishment (pine & eucalypt). It will concentrate on the contract system, liaison with property owners, site evaluation, site preparation, weed control, planting & insect control.

Contact: Ray Fremlin

Bunbury

Venue: TBA

Date: February

Further Courses

The Plantations Group has developed the following training courses:

- Site Preparation for the Establishment of Plantations.
- Weed Management
- Site Evaluation for Reafforestation
- Pest & Disease Management

These courses will eventually form the basis of complete training programmes suitable for the following groups:

- Contractors & operators
- CALM personnel aspiring to join the plantations group
- Field assistants & assistant area coordinators
- Area coordinators
- Scheme managers
- Senior management
- External agencies

Contact: Ray Fremlin

Bunbury

Venue: TBA

Date: TBA

Courses in Fire Management

Incident Control System *

This 2.5 day course is to provide the participant with working knowledge of the Incident Control System used by the agency

Contact: David Rawet
Bunbury

Venue: TBA

Date: TBA

Operational Management *

This course provides the participant with the skills and knowledge to be able to manage the operational aspects of an incident. It follows on from the Sector Commander course. Duration is 5 days.

Contact: David Rawet

Venue: Mandurah Gates Resort

Date: 12th - 17th June

Logistics Management *

This course provides the participant with the skills and knowledge to manage the logistical arrangements of an incident. Duration is 5 days.

Contact: David Rawet

Venue: Broadwater Resort
Busselton

Date: 26th - 30th June

Incident Planning *

This course provides the participant with the skills and knowledge to manage the planning functions of an incident. Duration is 5 days.

Contact: David Rawet
Bunbury

Venue: Geographe Bayview
Resort Busselton & Broadwater
Hotel Como

Date: 14th - 18th February
31st July - 4th August (Como)

Sector Commander Course *

The purpose of this course is to provide experienced crew leaders with the skills and knowledge to manage a small incident, or to command a Sector on a larger incident. Expected course duration is 5 days

Contact: David Rawet
Bunbury

Venue: 1 Course each in
Manjimup, Bunbury and Perth

Date: TBA

Fire Control Line Construction Using Machines *

This provides experienced plant operators with the knowledge and skills to work at fires and construct fire control line with machines.

Contact: David Rawet

Venue: As Required

Date: TBA

Fire Management within CALM *

The purpose of this 5 day course is to provide participants with knowledge, skill and understanding of the systems, procedures, requirements and legal matters that CALMfire deals with and operates within.

Contact: David Rawet
Bunbury

Venue: Geographe Bayview
Resort Busselton

Date: 15th - 19th March

17th - 21st July

28th August - 1st September

Courses in Fire Management

Incident Control *

The purpose of this course is to provide the participant with knowledge and skills relevant to controlling a large incident.

Course duration is 5 days

Contact: David Rawet

Venue: Broadwater Hotel Como

Date: 18th - 22nd September

Level 1 Fire Fighter *

The purpose of this is to provide an introduction to fire fighting for newly employed personnel. It contains modules on personal safety and well being, fire behaviour, fire suppression, communications, map reading and CALM's incident control system

Contact: David Rawet

Venue: As Required

Date: TBA

ICS Unit Leader Course *

These courses will provide the participant with the knowledge and skills to lead Units in the Logistics and Planning Sections of an ICS structure.

Contact: David Rawet

Venue: TBA

Date: TBA

Level 2 Fire Fighter *

The purpose of this is to expand on the development commenced in the Level 1 Fire Fighter course. It contains modules on fire behaviour, fire suppression, prescribed burning and fire prevention.

Contact: David Rawet

Venue: As Required

Date: TBA

Costs: CALMfire does not charge participants for course content. Participant's cost centre carry travel and accommodation expenses where applicable.

Courses in Corporate Training

Simple Procurement *

This 2-day course covers the purchasing process & application of Government policy. It meets the competency for simple procurement in the State Public Sector & covers purchasing documentation & procedures, specifications, legal & ethical aspects of purchasing, QA & customer service.

Contact: State Supply Commission

Venue: As required

Date: TBA

Risk Management Introduction to T1 109

A full one day course for managers & supervisors that will enable them to understand the wider implications of risk management & its applications.

The course content covers:

- Identification of assessment & treatment of risk
- Control & minimisation of risk
- Application to management practices at strategic & operational levels
- Links with other Legislation EEO, Disabilities Act Public Sector Standards & compliance issues
- Benefits to the organisation through increased organisational effectiveness

**Contact: John Ireland
Como**

Venue: TBA

Date: As Required

Cost: \$40

Risk Management

T109 & Linking with the Aus/NZ National Standard 4360

This half day course is for all employees. It is to assist interpreting & applying the legislation in a wider context more effectively. This covers:

- An overview of the TI 109
- Its relevance & links with the national standard
- Its application to CALM operations

**Contact: John Ireland
Como**

Venue: TBA

Date: As required

Cost: \$20

Human Resource Management The Role and Responsibilities of Members of Selection Panels.

This one day course is available to all employees. This would increase the effectiveness of selection panels & ensure continued compliance with legislative obligations. The content of the course includes:

- An overview of the process
- Information regarding legal requirement including the public sector standards & EEO legislation
- Issues associated with the shortlisting of applicants
- Interview techniques
- Documenting interviews
- Practical session

Contact: Alan Byrne

Venue: TBA

Date: TBA

Cost: \$85 with maximum of 15

Courses in Corporate Training

Convenors of Selection Panels Roles & responsibilities

A one day course for all employees & particularly for supervisors & managers. Course content includes:

- Legal obligations & compliance
- Shortlisting of applicants
- Setting up panels & briefing panel members
- Formulating interview questions
- Making a decision & documenting the report
- Providing feedback to applicants
- Practical session

Contact: Alan Byrne

Venue: TBA

Date: TBA

Cost: \$100 with maximum of 15

Job application & Interview Skills

This course is designed to provide employees with an awareness of current job application & interview techniques & understanding of the requirements for effectively addressing job related selection criteria. Content includes:

- Current requirement in the public sector
- Skills & competency analysis
- Writing a resume
- Addressing selection criteria
- Behavioural interview & the interview process

Contact: Alan Byrne

Venue: TBA

Date: TBA

Purchasing Environment Course

A half day course that familiarises staff with current State Supply Commission policy & associated legislation. Address Element 1.1 of the Public Sector Procurement Competency Standards. It covers:

- Introduction to Procurement Competency Standards
- Purchasing Legislation, Policies & Guidelines
- Procurement concepts & terminologies
- Sources of assistance

Contact: External Consultants
Glenn Giudicci 93340118

Venue: Perth

Date: TBA

Cost: \$85, lower cost if there are sufficient participants for programme to be conducted in-house

Courses in Corporate Training

Procurement Planning

This three day course will enable participants to research, plan & recommend strategies for procurement planning. Meets Australian Qualification level AQF4. Course contents cover:

- Development of a process map
- Definition of required market research, conducting & analysing market research.
- Analysis of contract requirement.
- Identification of commercial opportunities.
- Evaluation of tendering methods.
- Establishment of output measures.
- Planning tendering & contract management process.
- Development & presentation of strategy reports.
- Review & identification of improvement to the planning process.

Contact: External consultants
Glen Giudici 93340118

Venue: Perth

Date: TBA

Cost: \$600 lower cost if there are sufficient numbers for in-house programme

Introduction to Contract Law

This two day course is presented by PACCER & it is accredited (AQWF4). Completion of the purchasing environment & operational purchasing courses is desirable as a pre-requisite. This programme identifies the elements of a contract & explains the legal framework. It covers:

- Functions of a contract
- Contract management
- Legal frameworks of a commercial sector & sources of legal advice
- Discharge & breach of contracts

Contact: External consultants
Glen Giudici 93340118

Venue: Perth

Date: TBA

Cost: \$400 lower cost if there are sufficient numbers for in-house programme

Specification Writing & Tender Preparation

A practical two day course that will enable participants to interpret, check, critique & prepare tender specifications. Content includes:

- Description of the tender process
- Specification methods
- Describe requirement & plan tender document
- Check quality & evaluate tender document

Contact: External Consultants
Glen Giudici

Venue: Perth

Date: TBA

Cost: \$400 lower cost if there are sufficient numbers for in-house programme

Courses in Corporate Training

Contract Management

This two day course teaches participants how to prepare a contract management plan & to facilitate management of service contracts. It meets Australian Qualification Framework level AQF

4. Content includes:

- Identifications of differences between managing services & managing good contracts
- Identify outputs monitor & measure performance
- Negotiate & maintain performance levels contractor
- Probity requirements establish & maintain management systems
- Customer satisfaction
- Strategic relationships with contractor
- Legislative compliance & best practice procedures

Contact: External consultants
Glen Giudici 93340118

Venue: Perth

Date: TBA

Cost: \$400 lower cost if there are sufficient numbers for in-house programme

*Courses in
Effective Management*

Part D

The Effective Manager Programme

CALM has been among the first organisations in Australia to take part in a nation wide initiative aimed at developing and supporting those people at the coalface of managing teams and projects. The training programme is called the Certificate IV of Management "Effective Manager". Since 1998, thirty-eight CALM people have complete the Effective Manager programme and a further eight people have completed the Diploma.

The programme is aimed at frontline managers which includes office managers, team leaders, supervisors, leading hands, first line managers, co ordinators, supervisors, forepersons.

Frontline management is about the responsibilities of leading, managing and influencing a group of workers. These responsibilities include the number of people they manage, the environment in which they work the resources they are accountable for and the sort of daily tasks they carry out. The eleven modules include;

1. Managing Yourself
2. Communication
3. Decision Making
4. Motivation and Job Design
5. Recruitment and Selection
6. Development and Appraisal
7. Leadership and Power
8. Managing Difference
9. Structures and Networks
10. Culture and Quality
11. Managing Change

The South Metropolitan College of TAFE delivers the Effective Manager programme over an intense six-month period. The Effective Manager programme is a world class and competitively priced programme, which includes material, that has been developed specifically for open/distant learning. On successful completion of the programme learners will be awarded the Certificate IV of Management (Effective Manager).

The programme caters for the continuous learner as successful completion of the Certificate IV allows the learner to articulated directly into the Diploma of Management. The Diploma requires an additional three units as follows;
Marketing for Managers.
Budgeting and Finance,
Occupational Health, Safety and Welfare.

Murdoch University will then recognises unit's from both courses to articulate into undergraduate or post graduate management courses.

Some of the pro's and con's of the programme are as follows;

Pros

- Materials are designed specifically for open/distant learning.
- The course has been delivered to more than 20,000 students. Therefore it has been tried and tested over time.
- The materials are current and work-related. The competencies that participants learn can be applied immediately to the work environment.
- The assignment work is specific and applicable to the individual's employment.
- Assignments can be customised to meet CALM's specific training goals.
- The Effective manager is a nationally recognised Certificate level IV and will be recognised as an equivalent of the Certificate IV of Management (which is a 441-hour course).
- Articulation is available, Murdoch University for example, will grant 12 points of credit.
- The majority of work is done in the participant's own time, with minimum face-to-face contact. One half day orientation, three half day tutorials and one final day. These are essential. In the event the learner is unable to attend a tutorial CALM will negotiate with the provider other dates for providing these sessions.
- The course can be completed within a six-month time frame.
- Participants have telephone; facsimile and electronic mail access with their tutor throughout the course.
- The course is reasonably priced approximately \$2000 and includes excellent learning material. Corporate funds are available for the programme which subsidise the course fees.
- Mentoring is encouraged from internal and external sources.

Cons

- The participants will need to set aside approximately 10 – 12 hrs per week for study and assignment work.
- Currently if participants are working in isolated work environments it may be more difficult to work with mentors. CALM will ensure that this is overcome by consultation with the tutor.

The Effective Manager programme is one of many "Management" programmes available for CALM people. For Further information on the Effective Manager or other Management programmes please contact the Training Centre, Dwellingup.

*Accessing the
Australian Training
Register*

Part E

Accessing the Australian Training Register

The Australian Training Register

The system is an electronic register for training courses and resources available for all CALM staff to access through contacting the Training Staff, at Dwellingup.

Background Information

The ATR is a computer database listing 32,000 public access training programmes, courses, conferences and seminars that is updated every month. The system also has the capacity to reference over 10,000 training resources eg films, videos, training packages and calenders. Considering the extensive range of the system, CALM staff should begin to think of this as their source of information on the various courses offered by external providers in the conjunction with the Training and Development Manual.

Course Categories

The number of courses, seminars, workshops and conferences across Australia contained within the ATR varies from month to month. Courses are divided into different categories. The categories are as follows;

- Communications
- Engineering
- Finance
- General Management
- Human Resource Development
- Information Technology
- Law
- Marketing Management
- PC Productivity
- Personal Development
- Public Sector
- Special

Training Register Search

The operator can select courses by category, key word, title, provider, date, and location or any combination of these search parameters. The ATR system searches the register for all the courses seminars, workshops and conferences that meet the identified selection criteria.

Information about courses is displayed initially with;

- Course Title
- Duration
- Cost
- Location
- Date

Accessing the Australian Training Register

Training Details

The ATR system can present a full screen of details about a particular course, seminar, workshop or conference. Details, which are displayed, include;

- Title
- Presenter Methodology
- Course aims / description
- Course outline / outcomes
- Who should attend
- Duration
- Cost
- Availability of discounts
- Course provider
- Contact phone numbers
- Location
- Venue
- Date

These details can be printed for distribution. The system can also print a facsimile form to either request additional information on a course or to reserve places.

Updates

The ATR is updated every month via computer discs. The system has a default capacity which ensures the system collapses if CALM does not renew the subscription annually

Additional features

The system also has the following features;

- Database of Training Consultants
- Facility to add CALM's in-service training
- Optional specialised databases
- Locate Industry Training Authorities
- Pop up calender
- Links to Staff Management Systems
- Facility to add your own notes / comments on selected courses

Staff are encouraged to contact the training officers at the Dwellingup Training Centre for further information on accessing any of the 32,000 courses or 10,000 training resources available on the register.

*Undergraduate &
Post Graduate
Courses*

Part F

Undergraduate & Post Graduate Courses

Undergraduate Courses

Undergraduate courses are available in a range of diverse disciplines. Many of these programmes can be accessed through Distance Education and Open Learning. Below is a sample of the programmes available in natural and cultural resource management. However, information on a range of diverse programmes in a variety of disciplines (eg. management, information technology, tourism and leisure studies) can be accessed via the Training Centre, Dwellingup. Please contact the Training Staff for information regarding any of the undergraduate courses available.

Associate Degree of Park Recreation and Heritage

Charles Sturt University

The aims of the course are to provide vocationally oriented management studies suitable for those working or intending to work in national parks. The course offers streams in National Parks and wildlife management, outdoor recreation management, and cultural resource management.

The course is based on four years (eight semesters) of part time external study. It is a nationally accredited award.

Some of the units require attendance at two-day residential schools (at Riverina).

For further information contact:

***Admissions Office
Charles Sturt University
Locked Bag 676
WAGGA WAGGA NSW 2650
Telephone: (02) 69332287***

Bachelor of Applied Science (Environmental Management)

Edith Cowan University - Joondalup Campus.

The three-year Bachelor of Applied Science award is designed to be relevant to a wide range of occupations. Studies are either generally vocational or of direct relevance to a particular type of employment.

In general it is designed to

- (i) Prepare individuals for occupations as field staff including wildlife, park management, and forest operations.
- (ii) Provide a suitable basic award for people seeking employment in environmental management.

Undergraduate & Post Graduate Courses

- (iii) Cater for individuals currently employed in environmental management who wish to enhance their understanding and practical skills in this area and upgrade their qualifications.

For further information contact:

Student Services
Edith Cowan University
Joondalup Campus
JOONDALUP WA 6027
telephone: (08) 9404 5510

Bachelor of Science, Bachelor of Environmental Science

Murdoch University.

Students involved in these Programmes are trained in the scientific approach to environmental assessment and management. They also are expected to acquire the wide perspective to appreciate the human factors involved in the administration and implementation of environmental policy.

The course is a three or four year full-time course or the equivalent part-time or external studies.

For further information contact:

The External Studies Unit
Murdoch University
MURDOCH WA 6150
telephone (08) 9360 2493

Associate Diploma in Land Management - UNE - Orange, NSW.

A course which provides practical training in the management of the environment with special emphasis upon the management of land for conservation and sustainable use.

Two years full-time - available in external study mode.

For further information contact:

Dennis Hodgkins
Course leader
UNE - Orange Agricultural College
PO Box 883
ORANGE NSW 2800

Associate Diploma of Applied Science (Nature Conservation)

Associate Diploma of Applied Science (Wilderness Reserves & Wildlife)

Undergraduate & Post Graduate Courses

Associate Diploma of Applied Science (Forestry) - University of Queensland, Gatton College.

For further information contact:

Enrolment Officer
University of Queensland, Gatton College
LAWES QLD 4343
telephone: (07)54601111

Certificate IV of Conservation and Land Management

This course is designed to develop the skills to conduct daily activities to maintain and upgrade forest, reserves and parks. It also aims to provide a discrete service in consultancy in one of the following areas: revegetation, park customer relations, land rehabilitation and natural resource.

Total course hours - 600

Enrolments in external subjects can be done at any time of the year.

Postgraduate Courses

With more and more private enterprise managers undertaking Master of Business Administration (MBA) and other business courses, management education is becoming an essential companion on the management career path. CALM managers and staff aspiring to fulfil middle to senior management roles should seriously consider enrolling in Post Graduate Management studies.

Perhaps the most important message about management education is the need to shop around for the course that really suits the individual, and the individual's career aspirations. This is especially true in these times of uncertain budgetary climate for higher education, with costs of courses likely to increase. CALM staff wishing to pursue the management field of study should contact the Training Staff at Dwellingup for information on the programmes available for both on campus and Distance Education modes.

The training staff can also access up to 6,000 postgraduate programmes, in a range of diverse disciplines (eg. science, information technology) that are available throughout Australia.

Scholarships

Part G

Scholarships

Executive Director's Scholarship

The Executive Director's Scholarship is made available to all permanent AWU people to financially assist them in their post secondary education studies to enter into field Officer positions throughout the state.

Background

Since the closure of the Field Cadet Training Programme in December 1991, AWU personnel have limited opportunities to enter field officer positions. Prior to the closure the Executive Director would offer one position per year to an AWU staff member to enter the second year cadetship study at the Dwellingup Field Officer Training Centre. Applicants were interviewed and assessed for suitability to complete both the second year of the two-year cadet programme and approximately four units of the first year TAFE studies via external studies. In 1996 the scholarship was reintroduced and since then six people have been successful and are currently studying the Certificate IV in Conservation and Land Management offered by TAFE.

Process:

The Scholarship is again offered in 2000 to allow AWU personnel to enter a range of Field Officer positions. The process for award of the scholarship is as follows:

- The Executive Director's Scholarship will be advertised annually in October, inviting interested AWU personnel to apply in writing.
- Applicants will be interviewed and assessed via the Australian Council for Educational Research (ACER) aptitude tests to ascertain the applicant's suitability to study at either the certificate or tertiary level.
- The successful applicant is provided with quarterly instalments of \$250 over the four year TAFE course of study or \$333 over the six year tertiary course of study, that is a total of \$8000 for the tertiary programme and \$4000 for the TAFE course. These instalments should adequately cover, campus fees, book, stationery, stamps and incident costs associated with external study and contribute towards the cost of Higher Education Contribution Scheme (HECS).
- The successful applicant will receive the support of the District/Branch Manager in approving five hours per week for study leave during college semesters. Office space and access to a departmental computer will be provided, if available.

- For further information on the Executive Director's scholarship, interested people should contact Coordinator Organisational Learning and Development, Alan Byrne, on 08 95381200 or Fax 08 95381244.

Scholarships

Post Graduate studies and study grants

CALM people with under-graduate qualifications are welcome to apply for the following Post-Graduate Scholarships:

The Dr George Malajczuk Post Graduate Scholarship

The Scholarship is in memory of the late Dr. George Malajczuk who passed away in January 1997. George Malajczuk had a distinguished career with both the Forests Department and CALM. His Doctorate in applied mathematical programming techniques relating to plantation planning, set the standard for many subsequent developments in this field.

George was the technical excellent underpinning many of the Department's initiatives. It is this technical excellence that is to be fostered and nurtured with the scholarship. The Scholarship is designed to provide continuing education opportunities in a range of science disciplines and has a monetary value of up to \$20,000.

The Seamus Mulholland Post Graduate Scholarship

The Scholarship is in memory of the late Seamus Mulholland who passed away in January 1997. Seamus Mulholland, at the relatively young age of 32, was a brilliant economist and was heading the important plantation strategy aimed at fighting the state's salinity problem.

Seamus was a well-respected leader who demonstrated a delicate balance of courage, wisdom and integrity. It is this leadership quality that is to be fostered and nurtured with the Scholarship. The scholarship is designed to provide continuing education opportunities in a range of management/leadership disciplines and has a monetary value of up to \$20,000. Candidates can either enrol in post-graduate studies or enrol in Executive Development programmes that are approved by the Executive Director.

Applicants should follow Policy 36 of 1991 for details on applying. Further information can be obtained from Coordinator Organisational Learning and Development Alan Byrne on the above number.

UNDERGRADUATE SCHOLARSHIPS

All CALM People are encouraged to study and complete formal qualifications relevant to their position within CALM. To assist CALM People to enter post secondary education qualifications, Corporate Executive has allocated funds totaling \$20,000 to be made available annually for undergraduate study assistance. Administration of the funds and the scholarship scheme is the responsibility of CALMpeople Services Branch.

Scholarships

Interested CALM people can contact Coordinator Organisational Learning and Development Alan Byrne at the Training Centre on (08)95381200.

C. E. Lane Poole Memorial Trust Award – 1999

Purpose of Trust

The Trust was established to commemorate the name of Charles Edward Lane Poole (1885-1970) who was the first Conservator of Forests appointed under the 1918 WA Forest Act.

Lane Poole was born in Sussex, England and received his forestry education at Nancy, France.

He worked in the Transvaal and Sierra Leone before arriving in WA in 1917.

In W.A., his work laid the foundation for forest management. Later Lane Poole became the first principal of the Australian Forestry School in Canberra and the first Inspector General of the Commonwealth Forestry Bureau. He filled this latter post with distinction for 18 years.

History of the Trust

The Trust was established and formally announced by the then Premier of WA, Sir Charles Court, at the opening of the former Forests Departments (now CALM) State Headquarters on 30 October 1981.

It was made possible by initial funding by Mr. Denis Cullity of Westralian Forest Industries, Lane Poole first employed Mr. Cullity's father (the late Tom Cullity).

Objectives of the Trust Award

The Lane Poole Memorial Trust Award aims to provide financial assistance toward travel or study opportunities for officers of the Department of Conservation and Land Management.

Preference is given to practising foresters of at least 4 years experience and who are under 45 years of age at the time of the award.

Past Awards

1983: Paul Marsh and Ray Fremlin	1998 Murray Carter
1985: Graeme Hutchison	
1987: Gerard Van Didden and Tony Brandis	
1988: Peter Keppel	
1989: Greg Voigt	
1990: Andy Rynasewycz	
1991: Greg Muir	
1993: Alan Hordacre	
1994: Michael Cully	
1995: Tim Birmingham	
1996: Bob Hingston	

Scholarships

The 2000 Award

The 2000 Lane Poole Memorial Trust award will be advertised in March 2000. For further details please contact Hamish Crawford on 08 94420300.

The June Craig Scholarship for CALM Women

In 1999 Western Australia celebrated one hundred years of women's suffrage. At the same time, equally to be celebrated is the achievement of women in the environment - the story of conservation ethics in this state belongs as much to women as to men. As the fight went on to bring true representation to the Western Australian people, women continue to live and care for the environment as they always have done.

The trust was established to honour the work of June Craig who was the first female minister with a forestry related portfolio and second ever female cabinet Minister.

The June Craig Scholarship Award aims to provide financial assistance towards travel or career development opportunities for women in the Department of Conservation and Land Management.

The Trust Award has a monetary value of \$20,000 per year and can be awarded to an individual or a number of CALM women whom wish to further their career development opportunities. Applications shall be accepted for the following areas;

- Continuous learning via undergraduate or post graduate studies
- Study or sabbatical leave
- Attending professional development programmes such as the Leadership Development programme conducted at Monash University in Mt Eliza Victoria
- Research funding
- Participating in seminars or workshops
- Participating in exchange programmes at the national and international level

All women in CALM shall be encouraged to apply for the Trust Award regardless of their academic background or current position with CALM. To encourage women in CALM to develop their careers corporate funds totaling \$20, 000 will be made available annually for the June Craig Trust Award

*Self-directed
Education & Training:
Video Training
Programme*

Part II

Self-directed Education & Training

CALM supports progressive educational concepts, such as self-directed learning, particularly when distance, time and cost do not allow CALM people to attend metropolitan or regional training Programmes. To this end, CALM has been looking for ways to bring training courses to as many CALM people as possible. This is accomplished by the purchase of a library of training videos and manuals for distribution to CALM centres.

District or Regionally based facilitators/trainers will be used to run programmes. The videos and manuals will not be sent unless a facilitator/trainer is available.

The video titles are listed below:

1. The Power of Assertive Behaviour.
2. How to Successfully manage your Time.
3. Effective Meeting Participation.
4. Team Building - a Positive Approach.
5. Courtesy, Etiquette and Attitude in the Workplace.
6. Managing Stress in the Workplace.
7. Effective Report Writing.
8. Performance and Development Review
9. Coaching for Improved Performance

To order the above videos, please contact the training staff on (08) 9538 1200, FAX (08) 9538 1244 or E-mail address alanby@calm.wa.gov.au
Videos will be loaned for a two-week period.

Feedback Sheet

Part I



Feedback Sheet

Title of session _____ Date _____

What were the key ideas in this session?

What aspects of this session worked best for you and why?

What aspects of this session would you have changed? What would have you added?

Have you any further comments that you would like to address to the individual presenter(s)

Please use this scale to give your overall view of the session. Please block out one circle for each answer

	1	2	3	4	5
	Not at all				
Excellent					
1. Was the subject matter relevant to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How effect was the style of the session?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How useful were the teaching aids, overheads, handouts, exercises, props?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Did the presenter(s) encourage an interactive exchange with the participants?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you any comments that you would like to make to express to the organisers?

Your name (optional) _____