

One-day event for administrative professionals



Lower North Island **School Office** **Administrators'** **Conference**

8.45am-4.30pm
Thursday
6 August 2015

Westpac Stadium
Downtown Wellington

Who will benefit:

- Administrative assistants
- Support staff
- Anyone who is responsible for coordinating, managing or being an effective member of an office team

- Interesting topics
- Expert Speakers
- Personal development
- Networking
- Trade displays

register online: www.cessl.org.nz fax free: 0800 205 762
email: wayne@cessl.org.nz phone free: 0800 205 267

REGISTRATION 8.15am-9.00am

INTRODUCTION 9.00am

Welcome to delegates, housekeeping

✱ **Wayne Jamieson**
Marketing Manager, CES

KEY SPEAKER 9.15am

Kevin Biggar
✱ **Extreme Adventurer**

If you ever thought that you couldn't do it Kevin is living proof of whatever the mind can believe, it can achieve. From the comfort of his couch, Kevin dared to dream and set himself some goals that for most of us would be outrageous. Described as adventurous determined and goal driven, his journey proves that he is all that and – and more! You'll be amazed at his story and come away believing that anything is possible.

1 SESSION ONE 10.30am-11.45am

Fundraising ... Beyond the Sausage Sizzle

✱ **Heather Newell**
Foresee Communications

Tired of spending effort and energy bringing in the small dollars? Want to know how to find real supporters and contributors who can address your needs?

We've all heard the story about the parent who, after spending three hours at the barbecue, says, "Why didn't you tell me you needed \$400,999 for the laptops? I could have just given them to you!"

Hear how to find the person who can give your school what it needs, and how to keep this person coming back with more and more.

- learn about sustainable fundraising;
 - keep volunteers enthusiastic and loyal;
 - how to fund major and minor projects;
 - 5-step plan to use for fundraising;
 - examples of successful school fundraising.
- And finally, if you really love the sausage sizzle, Heather has tips on how to make it profitable.

Maximise Your Intuition to Solve Problems and Make Better Decisions

✱ **Robyn Bennett**
Director, Teamlink Training

Tapping into your intuition will help you not only anticipate the needs of others but help you make more effective decisions on the job.

In this workshop you will learn to:

- assess your intuition style;
- read give-away body language signs;
- answer questions before they're asked
- develop effective solutions.

NOVOPAY – Recent Developments

✱ **Ministry of Education**

An update of current issues and solutions. Time will be allocated for questions.

Retirement or Reworking? Practical Considerations

✱ **Rosita Guy**
Rosita Guy Associates

This workshop will provide a checklist of considerations to help you to decide whether to continue your career in the same, or a different capacity. Rosita will also cover how to plan your Exit Plan for full retirement from the workplace.

Does Your Body Shape Up?

✱ **Stephanie Rumble**
Stylist, Bright Red

In this hands-on session you will learn how to determine your body shape and which is the correct length and width for your stature and build. Discover which style of dresses, skirts, trousers, tops and jackets look best on your body type and make you look taller and slimmer. This knowledge will give you the confidence to make informed buying decisions and how to dress to look your best.

A Commissioner's Role in Schools

✱ **Michael Rondel**
Partner, BDO Christchurch

Michael has been appointed to a number of statutory roles on behalf of the Ministry of Education, and has recently been involved in the high-profile merger of several Christchurch schools. This session is a unique opportunity to get an insider's view of these controversial roles.

Microsoft Excel: Everyday (Part One)

✱ **Liz Todd**, Cyberkeys
Hands-on Training

If you've never had any formal training in Microsoft Excel you'll find this double length workshop invaluable. Like many other applications, Excel has a few quirks. Liz's explanation of those quirks will enable you to work more confidently, and by the end of the workshop you will be creating your own formulas, sorting and filtering lists and creating charts with ease. **Limited to 20 people.**

Please note: this workshop is a double session which runs from 10.30am-1.00pm.

2 SESSION TWO 11.45am-1.00pm

Organising a Small Event

✱ **Robyn Bennett**
Director, Teamlink Training

Administrators are often required to organise events. To ensure your event goes off without a hitch and stress levels are kept to a minimum, **this workshop will help you to:**

- identify the four stages of event management;
- use a simple tool to quickly organise an event;
- create a WOW factor;
- keep your event environmentally friendly;
- identify risks;
- ensure effective implementation on the day;
- evaluate your event.

Managing School Payroll with Toolkit Reporting Software

✱ **David Reeve**
Director, Vitrescent Limited

David will demonstrate how the Payroll Software Toolkit will make your job easier - giving you, your school's staff and school administration renewed confidence in your payroll numbers. Just upload your payroll data files to immediately have quick and accurate access to vital school data in a series of Excel-based reports.

Banked Staffing – Squeezing the Most from your Precious Resources

✱ **Wayne Facer**
Education Enterprises

It is vital that schools manage banked staffing wisely as there are considerable savings that can be made. In this session Wayne will go through practical and advanced strategies within banked staffing – and avenues for considerable discretionary funding. Many schools have already saved tens of thousands of dollars by implementing this advice.

Customer Service Techniques

✦ **Rosita Guy**
Rosita Guy Associates

This workshop will enhance your interactions with the public and work colleagues during your day-to-day duties.

Tips for customer service will include:

- non-verbal communication (body language);
- dealing with upset customers;
- communication skills – clarifying questions, probing questions, listening skills;
- the importance of keeping promises and following up;
- how to say “no” to a customer;
- dealing with conflict;
- dealing with the issue – not personalities;
- staying calm under pressure/ calming others;
- where to find help.

Selecting Clothing that Suits Your Age, Lifestyle and School

✦ **Stephanie Rumble**
Stylist, Bright Red

There is a tricky age where you still want to look up-to-date, but some fashions are better left to your teenage daughter. After nine years of working with women of all shapes and sizes and ages, Stephanie knows all the tricks to help you present yourself in an age-appropriate and professional way so you always look and feel right. Learn how to make on-trend choices that flatter you. Distinguish between what is suitable for work, home and special events. You will never feel like ‘mutton’ or ‘lamb’ again if you follow the guidelines in Stephanie’s presentation.

ASA: Attendance Service Application

✦ **Teresa Ross**
Ministry of Education

The Attendance Service Application (ASA) records unjustified absence referrals and non-enrolment notifications. If a student has been absent without satisfactory explanation and the school has been unable to return the student, then the school can log on to ASA and lodge an unjustified absence referral. Once lodged, the referral is sent directly to the Attendance Service Provider who will allocate the referral to the appropriate Attendance Advisor / Kaiāwhina for action.

Microsoft Excel: Everyday (Part Two)

✦ **Continues from Session One**

3 SESSION THREE 2.00pm-3.15pm

Effective Email Writing

✦ **Robyn Bennett**
Director, Teamlink Training

Are you frustrated with your email inbox? Do your emails go unanswered? Do emails that you receive take too long to get to the point?

This session will ensure emails you send are:

- well-written;
- use appropriate style and language that will guarantee a prompt response.

NOVOPAY Payroll Training

✦ **John Brinkmann**
Consultant, Pay Resources Ltd

Topics will include:

- the SUE report and its calculations
- the payroll cycle and the implications on school processing deadlines;
- how to document, report and escalate issues
- a review of key items found on the website
- extracting and manipulating information from NOVOPAY
- part-time teachers working as day relief vs day relief teachers’ correct treatment

Dealing with Difficult Situations

✦ **Rosita Guy**
Rosita Guy Associates

Today school employees are having to deal with more and more difficult situations. As a representative of your school, you need techniques to achieve appropriate outcomes for all concerned.

This workshop will prepare you for difficult situations in relation to:

- one’s personal perspective;
- the customer’s perspective;
- your school’s perspective;
- dealing with the source of the problem;
- REBELS Model communication techniques for difficult situations;
- challenging conversations – strategies for turning conflict into creativity;
- the importance of listening and questioning.

Microsoft Word: Shortcuts, Tips & Tricks

✦ **Liz Todd**, Cyberkeys
Hands-on Training

This workshop will put you in control of Word. Learn how to control multi-level numbering, page breaks, tables and manage images which you use in your Word documents. Also find out how to re-use headers and footers, graphics and other elements. When you return to work, you’ll be able to do more with less stress.

How to Look Fabulous on a Shoestring Budget

✦ **Stephanie Rumble**
Stylist, Bright Red

Unless you have won Lotto chances are you have a limited amount of money to spend on yourself. Working in a school office requires a certain standard of personal presentation – which costs money. Stephanie will teach you how to look fantastic for next to nothing. All aspects of personal grooming, dress, shopping tips and trade secrets will be covered. Learn how to make your haircut last 10 weeks, revamp old pieces, add cheap and cheerful accessories to complete your look and make strategic, inexpensive purchases that will have parents paying you compliments on how you look. Clothing examples from inexpensive retailers will also be featured.

ENROL – Question & Answer Forum

✦ **Odile Stotzer**
Ministry of Education

Bring all your questions about ENROL for the MoE to address. **Suggested topics to be discussed during the workshop may include:**

- stand-downs and suspensions;
- searching for students who had NSN created by early childhood services;
- verifying paperless visas;
- students gone overseas;
- vision and hearing test results;
- enrolments and withdrawals.

How to Run a Trouble-free Board of Trustees Election

✦ **Victoria Innes**
NZSTA

As a returning officer you will be running board elections and need to be familiar with the process of Triennial and mid-term elections, board vacancies and student elections.

This workshop will:

- take you through the election process step-by-step;
- cover frequently asked questions and common pitfalls;
- give you information on how to access resources and support;
- provide a forum to ask lots of questions!

Heather Newell

✦ Professional Fundraiser
Foresee Communications Ltd

Heather has worked for over 25 years in the communications industry and set up her own consultancy in 1992.

Heather enjoys working with clients in both the non-profit and corporate sectors and is an accomplished speaker and presenter.

Robyn Bennett

✦ Director, Team Link Training Ltd

Robyn has run courses providing training in office administration for over ten years.

She is known for her interactive and fun training style while ensuring participants are increasing their skills and knowledge.

Robyn is a popular conference presenter and speaks regularly at conferences in both New Zealand and Australia.

Rosita Guy

✦ Rosita Guy Associates

Rosita has an extensive background in human resource management, industrial relations, staff development training/coaching and SME business experience. She specialises in retirement planning, conflict resolution, communication skills, leadership techniques, smart work practices, self-organisation and self-improvement. Rosita is an advocate for the NZ School Executive Officers' Association, an Associate Fellow of the Human Resource Institute of NZ and founding member of Women Who Mean Business. She has also been a guest tutor at the NZ Institute of Management, Canterbury, Lincoln and Otago Universities and lecturer at Christchurch Polytechnic.

Stephanie Rumble

✦ Stylist, Bright Red

Stephanie founded Bright Red – a personal and corporate styling consultancy – with the aim of changing the way we view ourselves.

She is passionate about changing people's lives for the better by providing them with the tools to foster a positive self-image.

Stephanie has a strong public profile and regularly contributes image-related articles to many magazines and newspapers, including Metropolis and Cleo. She is also well-known as the founder and presenter of 'Style in Schools', the education initiative delivered to secondary schools nationwide.

Michael Rondel

✦ Partner, BDO Christchurch

Michael has extensive experience in providing professional services with a particular focus on education in both New Zealand and overseas. His areas of expertise are internal and external audits, governance, due diligence, systems review, project management, risk management and business valuations.

Michael is a member of the NZ Institute of Chartered Accountants, Chair of NZICA's Public Practice Committee (Canterbury/Westland) and member of NZICA National Public Practice Advisory Group.

Liz Todd

✦ Trainer, Cyberkeys Ltd

Liz is an experienced trainer who develops and delivers Microsoft Office computer training to a wide range of users including CEOs, administrative staff, sports professionals, students and middle managers. She also writes self-paced training manuals and produces training videos for Microsoft Office and MYOB. Liz has great insight into the tasks that computer users perform every day which adds a real-world richness to her training.

David Reeve

✦ Director, Vitrescent Limited

David has always had a knack for using technology to solve problems. His career started as the go-to guy in the office when people needed help troubleshooting IT challenges. Eventually, he turned this knack into a career and has since gone on to establish several successful businesses where he used his ability to find innovative solutions. When David heard about schools' struggles to manage NOVOPAY, he knew he'd found his next challenge. The Payroll Toolkit was introduced in 2013 and David continues to work closely with schools to hone in on what payroll professionals really need.

Wayne Facer

✦ Education Enterprises

Wayne was a school principal before resigning to become a consultant in banked staffing. During the last six years he has assisted over 100 schools nationwide to accumulate more than \$10m in extra staffing resources which enables these schools to employ more teachers and extend staffing hours for the benefit of both staff and pupils.

John Brinkmann

✦ Pay Resources Ltd

John is a Chartered Accountant with over 20 years experience working in the payroll and financial areas of public and private sectors including hospitality, manufacturing, health-care, retail, distribution and education.

He specialises in implementing, training and auditing HRIS solutions.

For the last six months John has been conducting NOVOPAY seminars for principals and payroll administrators on behalf of the NZPPA.

Victoria Innes

✦ Help Desk, NZSTA

NZSTA provides support to Boards of Trustees and Returning Officers through the election process. Victoria has been an adviser on the NZSTA Helpdesk since 2009, advising on a broad range of trusteeship queries and legal matters. As the Helpdesk is the primary source of guidance, Victoria has extensive experience in issues related to board composition, vacancies and the election process.

Kevin Biggar

✦ Extreme Adventurer

Kevin was a strategy consultant with The Boston Consulting Group before he left the corporate world to take part in the world's toughest test of endurance – the trans-Atlantic Rowing race. An unusual choice for anyone but particularly for someone who hadn't rowed before – and was prone to sea-sickness. Nevertheless, applying skills from his business career he took on the challenge and over two years transformed himself into a world record-beating endurance athlete.

Together with his rowing partner Jamie Fitzgerald he went on to undertake a much tougher challenge – the first ever unsupported trek from the coast of Antarctica to the South Pole and back.

Since then, Kevin has been the CEO of a software start-up and has written/co-written three books. He is currently the host of the TVNZ series 'First Crossings' recreating historic adventures in NZ.

Lower North Island School Administrators' Conference 2015

Professional Development Workshops

8.45am-4.30pm, Thursday 6 August 2015

Choose **one** workshop from each of the two morning sessions and **one** from the afternoon session.
(Note: each dot indicates a workshop session)

● **Session One:** 10.30am-11.45am ● **Session Two:** 11.45am-1.00pm ● **Session Three:** 2.00pm-3.15pm

| Workshops | Presenters | 10.30-11.45am | 11.45am-1pm | 2pm-3.15pm |
|--|-----------------------|---------------|-------------|------------|
| Fundraising – Beyond the Sausage Sizzle | Heather Newell | ● | | |
| Maximising Your Intuition to Solve Problems | Robyn Bennett | ● | | |
| NOVOPAY – Recent Developments | Ministry of Education | ● | | |
| Retirement or Rewirement | Rosita Guy | ● | | |
| Does Your Body Shape Up? | Stephanie Rumble | ● | | |
| A Commissioner's Role within Schools | Michael Rondel | ● | | |
| EXCEL: Everyday (<i>Double session – 10.30am-1.00pm</i>) | Liz Todd | ● | ● | |
| Organising a Small Event | Robyn Bennett | | ● | |
| Managing School Payrolls with Toolkit Software | David Reeve | | ● | |
| Customer Service Techniques | Rosita Guy | | ● | |
| Banked Staffing | Wayne Facer | | ● | |
| Dressing to Suit your Age, Style – and School | Stephanie Rumble | | ● | |
| ASA: Attendance Service Application | Teresa Ross | | ● | |
| Effective Email Writing | Robyn Bennett | | | ● |
| NOVOPAY Payroll Training | John Brinkmann | | | ● |
| Dealing with Difficult Situations | Rosita Guy | | | ● |
| How to Look Fabulous on a Shoestring Budget | Stephanie Rumble | | | ● |
| WORD: Shortcuts, Tips & Tricks: <i>hands-on training</i> | Liz Todd | | | ● |
| ENROL: Question & Answer Forum | Odile Stotzer | | | ● |
| How to Run a Trouble-free BoT Election | NZSTA | | | ● |

Programme of Events

| | |
|-------------------|---|
| 8.15am - 9.00am | Registration and refreshments |
| 9.00am - 9.15am | Introduction and welcome |
| 9.15am - 10.00am | Keynote Speech (Kevin Biggar) |
| 10.00am - 10.30am | Morning Tea |
| 10.30am - 11.45am | Session 1 (choose one workshop) |
| 11.45am - 1.00pm | Session 2 (choose one workshop) |
| 1.00pm - 2.00pm | Buffet Lunch |
| 2.00pm - 3.15pm | Session 3 (choose one workshop) |
| 3.15pm - 4.30pm | Conclusion: Prize draws, complimentary drinks |

Register online: www.cessl.org.nz **fax free:** 0800 205 762 **phone free:** 0800 205 267

89 Nazareth Avenue, PO Box 414, Christchurch 8140. Phone 0-3-338 4444. Fax: 0-3-338 4447. Email: wayne@cessl.org.nz. www.cessl.org.nz

Registration Form

5 WAYS TO REGISTER: (Please photocopy this form for multiple registrations if responding by fax or post)

1. Online: go to www.cessl.org.nz **2. Email:** scan this registration form and send to wayne@cessl.org.nz

3. Phone free: 0800 205 267 **4. Fax free:** 0800 205 762 **5. Post-free:** PO Box 414 Christchurch 8140.

Name

Position

School

Postal address

Email Address

Name to appear on Name Tag:

DIETARY INFORMATION (if applicable)

- ☐ I am a vegetarian (tick if vegetarian)
- ☐ I have special dietary requirements (please supply details)

WORKSHOPS:

Choose one workshop from each of the two morning sessions (10.30am and 11.45am), and one from the afternoon session (2.00pm). Bookings are allocated on a first-come, first-served basis, so although every effort will be made to accommodate your choice, CES reserve the right to select an alternative. Register early to secure your preferred place. Please decide now which workshops you want to attend and tick the Session Code in the relevant square.

| SESSION ONE: 10.30am (choose one) | SESSION TWO: 11.45am (choose one) |
|---|--|
| <input type="checkbox"/> Fundraising: Beyond the Sausage Sizzle | <input type="checkbox"/> Organising a Small Event |
| <input type="checkbox"/> Maximising your Intuition to Solve Problems | <input type="checkbox"/> Managing School Payroll with Toolkit Software |
| <input type="checkbox"/> NOVOPAY – Recent Developments | <input type="checkbox"/> Banked Staffing |
| <input type="checkbox"/> Retirement or Reworkment? | <input type="checkbox"/> Customer Service Techniques |
| <input type="checkbox"/> Does Your Body Shape Up? | <input type="checkbox"/> Dressing to Suit your Age, Style and School |
| <input type="checkbox"/> A Commissioner's Role in Schools | <input type="checkbox"/> ASA: Attendance Service Application |
| <input type="checkbox"/> EXCEL: Everyday – hands-on training (Note: double session, runs from 10.30am-1.00pm) | |
| SESSION THREE: 2.00pm (choose one) | |
| <input type="checkbox"/> Effective Email Writing | <input type="checkbox"/> How to Look Fabulous on a Shoestring Budget |
| <input type="checkbox"/> NOVOPAY Payroll Training | <input type="checkbox"/> ENROL: Question and Answer Forum |
| <input type="checkbox"/> Dealing with Difficult Situations | <input type="checkbox"/> How to Run a Trouble-free BoT Election |
| <input type="checkbox"/> WORD: Shortcuts, Tips & Tricks | |

PAYMENT: Registration fee includes workshops, speakers, morning tea and buffet lunch. **\$305.00 + GST per person.**

Places are strictly limited and final confirmation is subject to availability, so please register early.

Do not send money now: CES will confirm your registration/s and invoice your school.

Cancellation Policy: You may send a substitute in your place. Cancellations received seven days prior to the event will receive a full refund. Regrettably no refunds can be made for cancellations received after this date.

VENUE: Westpac Stadium, Downtown Wellington

Pay & Display parking is available on the Mezzanine Carpark (access is half way up the main vehicle ramp). \$9.00 flat rate. Payment is by coins or credit card. From the Mezzanine Carpark, use the central staircase to access the walkway which will take you to the main entrance of the Stadium, and our function room. Mobility parks are available on the ground floor in designated parks outside reception.

For further information contact the conference organiser: Wayne Jamieson, freephone 0800 205 267 or wayne@cessl.org.nz

Register online: www.cessl.org.nz **fax free:** 0800 205 762 **phone free:** 0800 205 267

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