

Applic. type	Course title	Course content	Pre-requisites	Target audience	Duration
	UO Business Education Program	To be determined by the UO, will include (for example only): 1. Records management 2. Overview of Business Decisions made during transition planning 3. Existing systems/process which will remain once transitioned		. All end-users	TDB
Train-the-Trainer	Train-the-Trainer: Conducting the PlanBuild Training Session	1. Training Curriculum Overview 2. Introduction to Day-In-The-Life (DILo) Scenario based training 3. Running the training sessions 4. Where to find support & resources	Courses: 1. UO Business Education Program	Council Trainers	1 hour
Global	Getting Started with PlanBuild Application Services	1. User registration 2. Dashboard Navigation 3. PlanBuild Hierarchy and Navigation 4. Searching and References 5. PlanBuild Statuses 6. Managing Clocks 7. Document Management 8. Notes and Attachments 9. Upfront Payments 10. Allocating Tasks 11. Understanding Enquiries (include Request Advice, Enquiry Reports and NPR for planning)	Courses: 1. UO Business Education Program	. All end-users . Council PlanBuild System Administrator	2 hours
Planning	Planning Application - Administration	Overview of available applications for planning context 1. Administer a planning application <i>1.1 that requires no action to be moved to Assessor</i> <i>1.2 that requires a payment & RFI</i> <i>1.3 that requires to be rejected</i> <i>1.4 for a subdivision</i> 2. Overview of assessment process to progress applications to Advertising (Assessor Role) 2. Action an advertising request from the Assessor for a Discretionary Planning Application 2.1 generate advertising templates 2.2 generate adjoining properties report 2.3 manually add a representation 3. Overview of finalising assessment and permit issue (Assessor role) 4. Administrative amendments of a permit 5. Record a Notice of Appeal 6. Receive a Planning Condition Endorsement 7. Receive and approved withdrawal request (Optional)	Courses: 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services Role(s): Admin Officer Department(s): Permit Authority; Permit Authority - Planning	. Planning Admin Officer	4 hours (Half day)

Applic. type	Course title	Course content	Pre-requisites	Target audience	Duration
Planning	Planning Application - Assessment	<p>Overview of available applications for planning context</p> <ol style="list-style-type: none"> 1. Review a planning application <ol style="list-style-type: none"> 1.1 where no further action is required to progress to assessment 1.2 that requires an additional payment & RFI 1.3 that requires Heritage review (Interest/No Interest) 2. Assess a Permitted planning application that needs an internal DE referral 3. Assess a Discretionary application <ol style="list-style-type: none"> 3.1 that needs to be referred to Heritage Tasmania 3.2 that needs to be referred to TasWater 3.3 with advertising request, review advertised applications 3.4 receive a representation 3.5 request an extension of time 4. Issue a Planning Permit approval with conditions <ol style="list-style-type: none"> 4.1 with external referral authority conditions 5. Issue a Planning Permit refusal with reasons (optional) 8. Administrative amendments 10. Record Appeal outcome and generate Permit 7. Assess a Planning Condition Endorsement 6. Issue a Subdivision Determination (optional) 	<p>Courses:</p> <ol style="list-style-type: none"> 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services <p>Role(s): Assessing Officer</p> <p>Department(s): Permit Authority; Permit Authority - Planning</p>	. Planner	8 hours (One day)
Building	Building Application - Administration	<p>Overview of available applications for building context</p> <ol style="list-style-type: none"> 1. Administer a Building Application that is for a Building Permit <ol style="list-style-type: none"> 1.1 requires a RFI 2. Administer a Notifiable Work Building Application <ol style="list-style-type: none"> 2.1 payment required 3. Receive post Permit Authorisation Certificates & Permits from the Building Surveyor 4. Issue a Certificate of Completion 5. Administer Notification of Low Risk Work (Building) <ol style="list-style-type: none"> 5.1 payment is required 6. Receive and approve withdrawal request (Optional) 7. Administrative Revision of a Building Permit 8. Application for Permit Substantial Compliance (Optional) 	<p>Courses:</p> <ol style="list-style-type: none"> 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services <p>Role(s): Admin Officer</p> <p>Department(s): Permit Authority; Permit Authority - Building</p>	. Building Admin Officer	4 hours (Half day)

Applic. type	Course title	Course content	Pre-requisites	Target audience	Duration
Building	Building Application - Assessment	Overview of available applications for building context 1. Assess Application for Building Permit 1.2 that requires an RFI 1.3 that requires an internal referral 2. Issue a Building Permit approval with council conditions & documentation 3. Issue a Building Permit Refusal with reasons (Optional) 4. Administrative Revision of a Building Permit 5. Assess an application for amended Building Permit 6. Receive post Permit Authorisation Certificates & Permits from the Building Surveyor 7. Issue a Certificate of Completion	Courses: 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services Role(s): Assessing Officer Department(s): Permit Authority; Permit Authority - Building	. Building Permit Authority	4 hours (One day)
EHO (Building Application)	Building Administration - EHO Reports	1. Assess and Issue Environmental Health Officer Report request 1.1 Generate RFI Request 1.2 Generate EHO Report 2. Assess and Issue Environmental Health Officer Occupancy Report	Courses: 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services Role(s): Assessing Officer Department(s): Permit Authority; Permit Authority - Environmental Health Officers	. Internal Environment Health Officer	2 Hours
Planning	Internal referral authority	Overview of available applications for planning context 1. Receive a referral of a planning application 1.1 View parent application and documents 1.1 Generate an RFI request 1.2 Receive RFI response 2. Generate a Referral Report (DE, Heritage etc) 2.1 Refer to planner with referral conditions	Courses: 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services Role(s): Assessing Officer Department(s): Permit Authority - Planning	. Internal Referral Authorities (not EHO)	2 hours

Applic. type	Course title	Course content	Pre-requisites	Target audience	Duration
Plumbing	Plumbing Application - Administration	<ol style="list-style-type: none"> 1 Administer a plumbing application that is for CLC-Plumbing (Permit Work) <ol style="list-style-type: none"> 1.1 with payment required 2. <i>Overview of assessment process to progress applications to Advertising (Assessor Role)</i> 3. Issue Certificate of Completion 4. Receive and approve a request to withdraw an application with a refund request 5. Administer a Plumbing Application that is for CLC-Plumbing (Notifiable Work) (Optional) 6. Amend a previously issued Permit or CLC - Plumbing (Optional) 	<p>Courses:</p> <ol style="list-style-type: none"> 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services <p>Role(s): Admin Officer</p> <p>Department(s): Permit Authority; Permit Authority - Plumbing</p>	. Plumbing Admin Officer	4 hours (Half day)
Plumbing	Plumbing Application - Assessment	<ol style="list-style-type: none"> 1. Assess a plumbing application that is for CLC-Plumbing (Notifiable Work) 2. Assess a Plumbing Application that is for CLC-Plumbing (Permit Work) & requires a RFI <ol style="list-style-type: none"> 2.1 with payment required 3. Issue a Plumbing Permit with Conditions 4. Receive a Start Work Notification - Plumbing 5. Receive Mandatory Stage Notification - Plumbing 6. Issue an Inspection Direction 7. Receive Standard of Work Notice 8. Issue Certificate of Completion 9. Refuse a Plumbing Application with reasons (Optional) 	<p>Courses:</p> <ol style="list-style-type: none"> 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services <p>Role(s): Assessing Officer</p> <p>Department(s): Permit Authority; Permit Authority - Plumbing</p>	. Plumbing Permit Authority	8 hours (One day)
System Admin	Organisation Administration	<ol style="list-style-type: none"> 1. Edit organisation details 2. Update logo 3. Update contact information 4. Edit fee rates 5. Invite or retire users to the organisation 6. Edit user permissions 7. Add and update electronic signature 8. Maintain condition and RFI library 	<p>Courses:</p> <ol style="list-style-type: none"> 1. Getting Started with PlanBuild Application Services <p>Role(s): Organisation System Admin</p> <p>Department(s): Permit Authority</p>	. Council PlanBuild System Administrator	2 hours

Applic. type	Course title	Course content	Pre-requisites	Target audience	Duration
Surveying Services	Surveying Services	<ol style="list-style-type: none"> 1. Receive & assess a Lodgement of Final Plan for a Subdivision 2. Receive & assess a Strata Title Application 2.1 Generate an RFI 	<p>Courses: 1. Getting Started with PlanBuild Application Services</p> <p>Role(s): Admin Officer; Assessing Officer</p> <p>Department(s): Permit Authority; Permit Authority - Strata Plan</p>	. Surveying Services	2 hours
Finance	Finance Processes	<ol style="list-style-type: none"> 1. Receive remittance advice from PlanBuild 2. Search and view payments in PlanBuild 3. Record details of payments/refunds 	<p>Courses: 1. Getting Started with PlanBuild Application Services</p> <p>Role(s): Viewer</p> <p>Department(s): Permit Authority</p>	. Finance Officers	1 hours
Reporting	Organisation Reporting	<ol style="list-style-type: none"> 1. Understand the 'Organisation Reporting' role 2. Generate a report from a Data Source 3. Generate a CSV from the application search functions 	<p>Courses: 1. Getting Started with PlanBuild Application Services</p> <p>Role(s): Organisation Reporting</p> <p>Department(s): Permit Authority</p>	. Organisation Reporting Role	30 mins

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Building	Building Application - Assessment - (Internal Building Surveyor)*	1. Assess Application for Certificate of Likely Compliance: <ul style="list-style-type: none"> 1.1 that requires a RFI 1.2 referral to Tasmania Fire Service 1.3 Environmental Health Officer (set conditions, nominate mandatory stages and stamp documents). 2. Issue Building Permit with conditions and stamped documentation 3. Assess Application for Building Permit. 4. Receive and Authorise a Request to Start Work 5. Issue a Building Permit Refusal with reasons 6. Amend a previously issued Permit and/or Certificate (administrative Amendment) 7. Receive post Permit Authorisation Certificates & Permits from the (non-council) Building Surveyor 8. Issue Building Inspection Direction 9. Issue Occupancy Permit	Courses: <ul style="list-style-type: none"> 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services Role(s): <ul style="list-style-type: none"> Assessing Officer Department(s): <ul style="list-style-type: none"> Permit Authority; Permit Authority - Building; Surveyor 	. Building Permit Authority	8 hours (One day)
Building - Compliance Plumbing Compliance	Building Administration - Compliance	1. Generate a Compliance Project <ul style="list-style-type: none"> 1.1 Generate and Issue a Building Notice 1.2 Generate and Issue a Building Order 	Courses: <ul style="list-style-type: none"> 1. UO Business Education Program 2. Getting Started with PlanBuild Application Services Role(s): <ul style="list-style-type: none"> Compliance Officer Department(s): <ul style="list-style-type: none"> Permit Authority; Permit Authority - Building 	. Plumbing Permit Authority . Building Permit Authority . Compliance Officer	1 hour

Delivery method	Learning Outcomes
TBD	Key learning outcomes: (example only) <ul style="list-style-type: none"> . Where to find historic documents . External processes of PlanBuild
Train-the-trainer training	Key learning outcomes: <ul style="list-style-type: none"> . How to deliver the required courses to end users within your organisation . How to learn the necessary content and facilitation skills to confidently and accurately train others in the use of the PlanBuild Tasmania Application Services functionality . How to use Day-In-The-Life Scenarios for training
Train-the-trainer training	Key learning outcomes: <ul style="list-style-type: none"> . Understanding of the PlanBuild architecture, basic navigation & workflow . Ability to assign tasks, use workflow & save records . How to use the help & support functionality and tools . How to manage documents including revisions and document control . How to assign & manage task allocation (for specific roles only)
Train-the-trainer training	How to: <ul style="list-style-type: none"> . Receive a Planning Application . Review a submitted Planning Application . View, download & edit documents . Request and accept a payment . Request further information & internal/external referrals . Find & acknowledge a referral response . Reject an Application . Check Planning Application is complete & generate task to assessing officer for validation . Receive and complete tasks . Find & view a completed Planning Permit . Complete condition endorsement . Amend a Planning Permit . Manage Appeals

Delivery method	Learning Outcomes
Train-the-trainer training	<p>How to:</p> <ul style="list-style-type: none"> . Review the Planning Application . View, download & edit documents . Request further information and internal/external referrals . Request & accept an additional payment . Move application from submitted to assessment . Manage the clock . Request an advertisement of a Discretionary Application . Complete a Planning Application assessment in PlanBuild . Stamp and sign documents . Add conditions . Request an extension of time . Approve & issue a Planning Permit . Refuse an Application . Find & view a completed Planning Permit . Review and approve a condition endorsement . Amend a Planning Permit . Manage Appeals
Train-the-trainer training	<p>How to:</p> <ul style="list-style-type: none"> . Receive a building application . Review a submitted building application . View, download & edit documents . Request further information & internal/external referrals . Find & acknowledge a referral response . Request & accept a payment . Check building application is complete & generate task to assessing officer for validation . Receive & complete tasks . Find & view a completed building permit . Receive start work notifications . Amend a building permit . Issue a completion / occupancy certificate . Receive a notification of low risk building work

Delivery method	Learning Outcomes
Train-the-trainer training	How to: <ul style="list-style-type: none"> . Receive a submitted Building Application . Review the Building Application . View, download & edit documents . Request further information & internal/external referrals . Request & accept an additional payment . Manage clocks . Complete a Building Application assessment in PlanBuild . Review licence service providers . Review CLC, CRD, CQP . Stamp & sign documents . Add conditions . Approve & issue a Building Permit . Reject or refuse an Application . Find & view a completed Building Permit . Amend a Building Permit . Issue a completion certificate
Train-the-trainer training	How to: <ul style="list-style-type: none"> . Assess a request for EHO Report . Request information . Issue a EHO Report . Assess a request for EHO Occupancy Report . Issue a EHO Occupancy Report
Train-the-trainer training	How to: <ul style="list-style-type: none"> . Receive a referral . Request information . Issue a Referral Report

Delivery method	Learning Outcomes
	<p>How to:</p> <ul style="list-style-type: none"> . Receive a Plumbing Application . Review a submitted Plumbing Application . View, download & edit documents . Request further information & internal/external referrals . Find & acknowledge a referral response . Request & accept a payment . Receive & complete tasks . Find & view a completed Plumbing Permit . Amend a Plumbing Permit . Receive a Notification of Low Risk Plumbing Work
Train-the-trainer training	<p>How to:</p> <ul style="list-style-type: none"> . Receive a submitted Plumbing Application . Review the Plumbing Application . View, download & edit documents . Request further information and internal/external referrals . Request & accept an additional payment . Manage clocks . Perform the Plumbing Application assessment in PlanBuild . Review licence service providers . Issue CLC . Stamp and sign documents . Add conditions . Request an extension of time . Approve & issue a Plumbing permit . Reject or refuse a Plumbing Application . Find & view a completed Plumbing Permit . Request Plumbing Inspections . Issue plumbing orders / notices . Amend a Plumbing Permit
Direct Face-to-Face	<p>Key learning outcomes:</p> <ul style="list-style-type: none"> . Ability to complete the tasks assigned to the PlanBuild Application Services organisational administrator role

Delivery method	Learning Outcomes
Direct Face-to-Face	Key learning outcomes: How to: <ul style="list-style-type: none"> . Validate a submitted Application . Review the Application . View, download & edit documents . Request further information and internal/external referrals . Move application from submitted to assessment . Manage the clock . Complete an Application assessment in PlanBuild . Stamp and sign documents . Add conditions . Reject an Application . Refuse an Application
Direct Face-to-Face	Key learning outcomes: How to: <ul style="list-style-type: none"> . Receive and review the remittance advice from PlanBuild . Search and view details . Record details of payments/refunds
Direct Face-to-Face	Key learning outcomes: How to: <ul style="list-style-type: none"> . Generate reports using PlanBuild Tasmania

Delivery method	Learning Outcomes
Train-the-trainer training	<p>How to:</p> <ul style="list-style-type: none"> . Receive a submitted Building Application CLC and BP . Review the Building Application . View, download & edit documents . Request further information & internal/external referrals . Request & accept an additional payment . Manage clocks . Complete a Building Application assessment in PlanBuild . Review licence service providers . Review CLC, CRD, CQP . Stamp & sign documents . Add conditions . Approve & issue a Building Permit . Reject or refuse an Application . Find & view a completed Building Permit . Receive Start Work Notifications . Amend a Building Permit . Issue a completion / occupancy certificate
Train-the-trainer training	<p>How to:</p> <p>Issue building orders / notices, incl. demolition</p>