

Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

Additional Estimates 13 February 2007

Question: F14

Outcome 3, Output 3

Topic: Domestic On-line Travel Booking System – Training for MOP(S) Act employees

Hansard Page: F&PA 86

Senator Ray asked:

I mentioned last time about training. Have you given that any more thought? Have you trained staff to book these tickets online? About when?

Answer:

Two forms of training will be available to MOP(S) Act employees for the domestic on-line travel booking system.

During the period of 20 – 29 March 2007 face to face training sessions will be available for employees at Parliament House. Employees will be able to book a face to face training session at a time that suits them. The training session will cover the basics of making a travel booking on line and will also explore some of the greater functionality of the system, for example, how to manage a difficult booking.

For staff unable to attend training sessions at Parliament House and those based in regional locations, online training sessions will be arranged. A programme of sessions will be advised with staff registering to join. Ongoing refresher courses will be available on request. To complete this training an employee logs onto the website and is simultaneously contacted by telephone by a consultant who talks them through what they are seeing on the screen. This training will cover the same system functionality as the face to face training.

One hour has been scheduled for each participant. Approximately 30 minutes would be required to explore the full functionality of the system and the remaining 30 minutes can be used by the employee to ask any specific questions they may have.