

**Name:** Mark Alan Martin  
**Contact:** 0411 536 733, 9279 9779 or [mark@helpdesk.net.au](mailto:mark@helpdesk.net.au)  
**Schedule:** <http://www.helpdesk.net.au/schedule>  
**Address:** 32 Hardaker Street, Eden Hill, WA 6054  
**Partnerships:** Helpdesk, WillHelp  
**Licences:** HC, HC-X, R, Classes 1 & 4.  
**Insurers:** Aon Insurance (PI 1M | PL 20M)  
**Clearances** National Police Certificate, Working with Children Check

## Work Summary

---

- Authoring (documents, training resources, business processes and procedures)
- Compliance (AQTF quality management, auditing, scoping and consulting)
- Design (corporate identity, desktop publishing and web design)
- Finance (general, payable and receivable)
- Management (design, quality, records, training)
- Road Transport (training, assessment and consulting)
- Technology (desktop applications' training, support and custom solutions)
- Training (needs analysis, delivery and development; accredited and non-accredited)

## Employment Highlights

---

<b>Helpdesk</b>	<b>CEO</b>	1996-2012
✧ Training, assessment, training program development and resourcing, quality compliance, web design, hosting, authoring, management, administration and finance. Clients include:		
<ul style="list-style-type: none"> <li>▪ Apprenticeships Australia</li> <li>▪ BHP Billiton</li> <li>▪ Commonwealth Rehabilitation Services</li> <li>▪ Department of Education</li> <li>▪ Drake Training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Edith Cowen University</li> <li>▪ Fremantle Education Centre</li> <li>▪ Honda Australia Rider Training</li> <li>▪ Institute of Driver Development</li> <li>▪ Komatsu Australia</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mills &amp; Wares</li> <li>▪ MinePro</li> <li>▪ Mobile MOUSe</li> <li>▪ Pfizer</li> <li>▪ The University of Western Australia</li> </ul>
<b>Breakthrough Training Services</b>	<b>Manager</b>	1993-1995
✧ IT training		
<b>StaRRider</b>	<b>CEO</b>	1984-1993
✧ Corporate and public motorcyclist training. Developing training programs, resources and assessment systems. Staff training. Design, marketing, management, admin, bookkeeping.		
<b>Martin Consultancy</b>	<b>Commercial Designer</b>	1981-1983
✧ Exhibitions, Corporate Identity and graphic design.		

## Experience

---

- ✧ 35 years    Training and assessment
- ✧ 30 years    Commercial Design
- ✧ 25 years    Frontline management & leadership

## Qualifications

---

<b>ACT Training</b>	TLI41410 Certificate IV in Transport and Logistics (Road Transport - Motorcycle Riding Instruction)	2012
	TLI41210 Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction)	2012
<b>Central Institute of Technology</b>	BSB50407 <u>Diploma of Business Administration</u>	2011
	BSB50207 Diploma of Business	2011
<b>Skills HQ</b>	BSB51107 <u>Diploma of Management</u>	2011
	TAE40110 Certificate IV in Training and Assessment	2011
	BSB40807 Certificate IV in Frontline Management	2011
<b>Gold Security Group (International) Pty Ltd</b>	TAA40104 Certificate IV in <u>Training and Assessment</u>	2006
<b>St John Ambulance</b>	HLTFA1A Senior First Aid	2005, 08
<b>MTA-WA (Inc)</b>	Motor Vehicle Yard Manager and Dealer	2004
<b>Edith Cowan University</b>	<u>Bachelor of Arts Masters of eBusiness (partial)</u>	2002
	<u>(Training and Development)</u>	2002
	Bachelor of Arts ( <u>Special Religious Education</u> )	1994-95
	Bachelor of Arts ( <u>Information Processing, partial</u> )	1984
<b>Institute of Driver Development</b>	Certificate III in <u>Road Transport (MV Driving Instruction)</u>	1998
<b>3CM</b>	Certificate IV in <u>Workplace Trainer (Category 2)</u>	1997
<b>Perth ITeC Pty Ltd</b>	PC <u>Hardware and Software, Support and Office Skills</u>	1995
<b>Christian Counsellor Training College</b>	Certificate in Christian Counselling	1992, 94
<b>Motorcyclist Education Training &amp; Licensing</b>	Motorcycle Rider Instructor level II	1989
<b>St John Ambulance Association</b>	Basic Life Support (road trauma)	1988
<b>Star Rider</b>	Motorcycle Rider Instructor Trainer	1987
	Motorcycle Rider Training Instructor	1985
<b>National Safety Council WA</b>	Motor Vehicle Driver Instructor	1984
<b>Chartered Society of Designers</b>	Graduate Member (Exhibition Design, extension year)	1981
<b>The National Motorcycle Training Scheme</b>	Approved Motorcycle Instructor (training and testing)	1980
<b>National Motorcycle Training Scheme</b>	Motorcycle Instruction (intermediate)	1980
<b>Hastings College of Arts and Technology</b>	Credit Diploma in <u>Exhibition Design</u>	1980
	Advanced level GCE in Art	1980
	National Certificate in <u>Engineering</u> (2nd year)	1977
	Part 1 Certificate in <u>Basic Engineering Craft Studies</u>	1976
	Certificate in <u>Broad Based Training &amp; Fabrication Engineering</u>	1976
	General Course in <u>Engineering</u>	1976
	Ordinary level GCE's in English and Mathematics	1975
<b>City and Guilds of London Institute</b>	General Course in <u>Engineering</u>	1976
	Part 1 Certificate in <u>Basic Engineering Craft Studies</u>	1976
<b>Engineering Industry Training Centre</b>	First Year Training Certificate	1975
<b>Downs County Secondary School</b>	Various <u>CSE's</u>	1974

## Professional Development

<b>Recordkeeping:</b>	Records Management, Records Awareness and TRIM trainer training (DET)	2008
	Recordkeeping Awareness Training and TRIM systems training (Main Roads)	2005
<b>Quality Systems:</b>	Quality Management Systems (CMS, PowerPro RTO, TRIM)	2002-2010
	AQTF (TADA)	2005
	How the AQTF can be used to underpin good business practices (DET)	2004
	AQTF Risk Management and AQTF Internal Audit / Self Assessment (DET)	2003
<b>Training:</b>	Consistency of Assessment (DET)	2010
	Teaching Toolbox and Introduction to Competency Based Assessment (CIT)	2010
	Member (Professional Development Consortium)	2004-09
	Professional Development Meetings (AWTN, TAN)	2002-09
	TAA Assessment Cluster (observation of & mentoring by author of 7 Master Keys)	2009
	Advanced Facilitation (Meerilinga)	2005
	Apprenticeships and Traineeships (TADA)	2005
	Action Learning (Department of Training and Education)	2005
	Clustering units of competency for delivery and assessment (DET)	2005
	Competency Based Assessment - Advanced (Department of Education and Training)	2003
	Introduction to Competency Based Assessment (Department of Training and Education)	2003
	Training Packages - Advanced (Department of Training and Education)	2003
	An Introduction to Training Packages (Department of Training and Education)	2003
	Flexible Learning (West One)	2003
Apprenticeships and Traineeships in WA (DTE A&T Support Network)	2002	
<b>Business:</b>	Influencing and Negotiating Skills (ATI-Mirage)	2005
	E-Business Professional Development Series (BST)	2002
	Basic Life Support Course (Customised, St John Ambulance Assoc)	2002
<b>Technology:</b>	Adobe eSeminars & Roadshows: Acrobat, Dreamweaver, In-Design & Photoshop	2008-11
	Microsoft Office Specialist (Outlook 2003)	2005
	Corel Draw, FrontPage, In-Design, Photoshop (ATI-Mirage)	2005
	Spreadsheet Fundamentals and Word Processing Functions (Midland TAFE)	1999
	Internet Advanced Web Page Design and Construction (Commercial Training Services)	1998
	Microsoft FrontPage (MTE)	1996
	Single and multi user operating systems (Central TAFE)	1995
	Excel 5 Advanced (Edcom)	1995
<b>Cultural:</b>	ABC of Two-Way Literacy and Learning (DET)	2010
	Tjukurrpa Aboriginal Cultural Awareness Course (Midland TAFE)	2005
<b>Road Transport:</b>	Rider and Driver Instructor Training (ACT Training)	2012
	Australia Post Instructor Course (Honda Australia Rider Training)	2011
	RAC Rider and Driver Training Accreditation (Royal Automobile Club of WA)	2008
	Driving Instructor's Vehicle On-Road Test (Institute of Driver Development)	1996
	Advanced Riding Skills and Instructor Workshops (Stay Upright)	1991
	Motorcycle Skills Enhancement Course (WA Police / H.A.R.T.)	1989-91
	Racing courses and stewarding at Barbagello Raceway and field circuits	1988-89
	Instructor workshops and Defensive Riding courses (National Safety Council of WA)	1985-88
	Motorcycle Rider Training Instructor Trainer's Course (StarRider)	1987
	Pre-selection course [patrol] (Tasmania Police Academy)	1987
	Motorcycle Rider Training Instructor's Course (StarRider)	1985
Advanced Motorcycling Test (Institute of Advanced Motorists)	1981	

At: Breakthrough Training Services, BHP Billiton, Central Institute of Technology, Challenger TAFE, Community and Youth Training Services, Edith Cowen University, Helpdesk, Honda Australia Rider Training, ITeC, Mobile MOUSe, NovaCore, Star Rider, Swan TAFE, Technology Assisting Disability WA, University of Western Australia and West Coast College of TAFE.

	<b>Accredited Delivery</b>	<b>Non-accredited Delivery</b>
<b>Business</b>	Keys to Employment (accredited course) Certificate I & II in Business Certificate IV in Frontline Management Diploma of Business Diploma of Recordkeeping	Bookkeeping, clerical, OH&S, quality systems, records management, staff development & technical documentation.
<b>Training</b>	Certificate IV in Assessor and Workplace Trainer Certificate IV in Training and Assessment Advanced Diploma BA of Training and Development	Train the trainer
<b>Software</b>	Certificate I in IT (special needs) Diploma of Internet and Networking Technologies	Access, Acrobat, Autocad, Corel Draw, CMS, Desktop publishing, Dreamweaver, DMS, Excel, First Click, FrontPage, Graphic design, GroupWise, InDesign, Internet software, Lotus 1-2-3, Outlook, MYOB, Networks, Pagemaker, PC' and server support, Photoshop, PowerPoint, Pronto, Project, Publisher, QA4, QuickBooks, TRIM, TMS, Visio, Web design, Windows & Word.
<b>Transport</b>	Certificate III in Road Transport (Motor Vehicle Driving Instruction).	Rider training, Australia Post rider training, Rider Instructor training, Riding Instructor trainer training.

## Software Skills

	<b>Intermediate</b>	<b>Advanced</b>	<b>Expert</b>	<b>Trainer</b>
<b>Bookkeeping</b>				
Quicken, QuickBooks, MYOB		✓		✓
<b>Design, graphics</b>				
Acrobat Pro, PowerPoint, Publisher, Visio			✓	✓
In-Design, Photoshop	✓			✓
<b>Information Managers</b>				
Outlook, Project, SAP (Oracle, Presto, Pick) TRIM			✓	✓
CMS, PowerPro RTO, RTONet		✓		✓
<b>IT</b>				
Windows, Microsoft Office (Access, Excel, Word; 2002, 2003, 2007, 2010 & 2011)			✓	✓
Web Design (CSS, Dreamweaver, FrontPage, HTML)	✓			✓

## Publications

---

A native English speaker with an understanding of some languages; authored/developed the following:

- Adobe, HP, Intuit and Microsoft software guides, tutorials and helps
- Motorcyclist Training Programme - [13th Ed](#)
- RTO delivery resources, compliance documentation and scope packages
- **Synergistic Presentation And Resource Kiosk** (training management resource)
- Synergistic Quality Management System (AQTF compliance management system)
- SmartART (assessment and records tracking system)
- Technical writing; copysmithing, editing & web site design

## Achievements

---

Finalist; Australian Assessment Awards	For co-design of the General Road Observation Test™	1999
Industry leader	Driver training	1985-91
Tschengla Cup	Skiing, Verkehrsverein Bürserberg, Austria	1975
Finalist; Judo	Judo, Championships (Junior class, Croyden, UK)	1970

## Personal Interest

---

Hobbies:	Movies, Reading, T'ai Chi Ch'uan
Languages:	Arabic, French, Indonesian/Malay and Japanese
Volunteering:	Level 2 editor, <a href="#">English translation section</a> , <a href="#">Adage Translation Ltd</a>




## Memberships:

---

Microsoft Partner	Microsoft	1987-2012
Foundation Member	Professional Development Consortium	2004-2009
Foundation Member	Training and Development Association	2001-2005
Chairman	Institute of Driving Instruction	1989-1991
Licentiate (Corporate Identity)	Design Institute of Australia	1986
Member	Institute of Advanced Motorists	1981-1982
Member (Exhibition Design)	Chartered Society of Designers (London)	1981

## Professional Referees

---

<i>Paul Steele</i> Director <b>jazzKing</b> 	Ph: 0438 882 945 EMail: <a href="mailto:trasht2021@bigpond.com">trasht2021@bigpond.com</a> Site:
<i>Jason Linford</i> Director <b>NovaCore Systems</b> 	Ph: 0433 015 733 EMail: <a href="mailto:jason@novacore.com.au">jason@novacore.com.au</a> Site: <a href="http://www.novacore.com.au">www.novacore.com.au</a>
<i>Samantha Cotgrave</i> Managing Director <b>GEL Group Pty Ltd</b> 	Ph: (08) 9212 1011 eMail: <a href="mailto:scotgrave@gelgroup.com.au">scotgrave@gelgroup.com.au</a> Site: <a href="http://www.gelgroup.com">http://www.gelgroup.com</a>

## Personal Referees

---

<b>Brian Malpass</b>	Ph: (08) 9398 7781/ 0425 265 231 Email: <a href="mailto:brian@novacore.com.au">brian@novacore.com.au</a>
<b>Paul Steele</b>	Ph: 0438 882 945 Email: <a href="mailto:trasht2021@bigpond.com">trasht2021@bigpond.com</a>

# Highlights

---

## Summary:

---

Mark is an experienced designer, manager and trainer with an outstanding track record. He is known for his loyalty, integrity and commitment to customer service.

Mark has a friendly, facilitative delivery style, specialising in small group and customised training. These inclusive and dynamic sessions leave participants motivated, empowered and competent.

## Highlights

---

### Mobile MOUSE, Drake Training (2007-12):

Microsoft Desktop trainer; specialising in Microsoft Office, and professional development courses.

### NovaCore (2009-10):

Mark managed training, oversaw compliance projects and authored training resources.

### Department of Education (2008-09):

Records management training was designed and delivered, meeting compliance and departmental needs. The strategy resulted in higher participant motivation and satisfaction, with employees returning to work better prepared and compliant with state legislation.

### Millennium Health and Fitness (2004-06):

This involved strategic planning and HRD to meet business growth. As a direct result, new contracts were won and business areas accessed.

### Institute of Driver Development (1996-99)

Mark automated a unique assessment process, enabling graphing of error-free, real-time analysis. This resulted in the institute finalising in the 1999 Australian Assessment Awards, and led to international contracts and expansion of services.

### Star Rider (1985-93):

Effective leadership and marketing resulted in a strong team and market dominance within a short time frame. Star Rider earned a reputation for excellence and customer service that lasted decades.

## Key Points:

---

- ✓ Uses a facilitative style of delivery that is inclusive and dynamic.
- ✓ Participants are motivated and empowered.
- ✓ Demonstrable Return.
- ✓ Solutions that harmonise workflows and enhance best practice.
- ✓ A trainer with decades of experience and a proven track record.
- ✓ Experienced in training management and compliance consulting
- ✓ Easy to get along with.

## Other roles:

---

### University of Western Australia:

- *Sessional lecturer (2005)*

### Edith Cowan University:

- *Guest lecturer (2003-05)*

### Breakthrough Training Services:

- *Manager (1993-1996)*

### Martin Consultancy:

- *Designer (1981-83)*