

Highlights

Contact: 0411 536 733, 9279 9779 or mark@helpdesk.net.au
Schedule: <http://www.helpdesk.net.au/schedule>

Overview

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 for Microsoft Office products. These inclusive and dynamic sessions leave participants motivated, empowered and effective.

Qualifications

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
BSB50407	Diploma of Business Administration	2011
BSB50207	Diploma of Business	2011
TAE40110	Certificate IV in Training and Assessment	2011
BSB51107	Diploma of Management	2011
BSB40807	Certificate IV in Frontline Management	2011
TAA40104	Certificate IV in Training and Assessment	2006
BA	Training and Development	2002

Training (1977 – 2012)

Access Training, Central Institute of Technology, CYTS, Challenger TAFE, Chamber of Commerce (WA), Drake Training, ECU, NovaCore Pty Ltd, Swan TAFE, UWA and West Coast College of TAFE

Business	Certificate I & II in Business, Diploma of Business and Diploma of Recordkeeping
Community	Certificate II in General Education, Certificate III in Community Services
Training	Certificate IV in AWT, TAA, Advanced Diploma and BA of Training and Development
Technology	Certificate I in IT (special needs) and Diploma of Internet and Networking Technologies
Transport	Certificate III in Road Transport

Helpdesk

Partner 1996-2012
 Contracting to various training providers and direct clients

Achievements

Australian Assessment Awards co-finalist 1999

Professional Development:

Recordkeeping: 2005-10
 Records Management, Recordkeeping Awareness and TRIM systems trainer.

Quality Systems: 2003-11
 AQTF (Audit, Risk Management, Good business practices), CMS, PowerPro RTO and TRIM.

Training: 2002-12
 Advanced Facilitation, Clustering, CBA, Consistency of Assessment, Flexible Learning, Teaching Toolbox.

Business: 2002-11
 Influencing and Negotiating Skills. Assertive behaviour.

Cultural: 2002-2010
 ABC of Two-Way Literacy and Learning and Tjukurrpa Aboriginal Cultural Awareness.

Transport: 1979-2012
 ACT Training, Honda Australia Rider Training (Australia Post) Instructor. National Safety Council (WA), Stay Upright, Tasmania Police Academy.

Experience

- 30 yrs Design, authoring, training and assessment
- 25 yrs Management and authoring resources
- 15 yrs Compliance Management

Licences & Insurances

Licences HC-X, R, classes 1 & 4
Clearances WWCC, National Police Certificate
Insurers Aon (PI 1M | PL 20M)

Referees

Paul Steele Director
jazzKing
 Ph: 0438 882 945
 Email: trasht2021@bigpond.com

Jason Linford Director
NovaCore Systems
 Ph: 0433 015 733
 Email: jason@novacore.com.au
 Site: www.novacore.com.au

Samantha Cotgrave Managing Director
GEL Group Pty Ltd
 Ph: (08) 9212 1011
 Email: scotgrave@gelgroup.com.au
 Site: <http://www.gelgroup.com>