

RESUMÉ

DENNIS E. TREVARTHEN

BA (Hons Lvl) Grad Dip Ed Dip. FLM Dip. Training Systems

NATIONALITY	Australian
HEALTH	Excellent
EDUCATION	BA (Hons level) - Industrial Sociology, Monash University Graduate Diploma of Education, Melbourne University Mt Eliza Senior Executive Program Certificate IV Workplace Assessment and Training Diploma in Training & Assessment Systems Diploma Front Line Management Certified Cold Fusion Web Developer Certified PRINCE2 Practitioner (<i>current</i>)
PROFESSIONAL MEMBERSHIPS ATTAINED	Institute of Management Consultants (MIMC) Australian Institute of Management (AIMM)
BUSINESS CONTACT DETAILS	M: 0419 359 829 E: dtrev@ability.com.au I: www.ability.com.au P: Box 159, Elwood, Vic, 3184 (mail)

Dennis has extensive experience in information technology and training services. This unique combination has lead to work roles as diverse as consulting for APEC within Asia on the development of telecommunication standards, to developing standards for the Australian mining industry, to developing specialist VOIP technical training for Telstra.

Dennis is also an experienced software developer for database applications, and in demand for implementing dynamic web applications using content management systems.

As a consultant trainer, Dennis has worked with most major industry groups in Australia and excels in facilitating workshops for groups developing action based outcomes. Dennis is a highly regarded facilitator / consultant in project management methodologies.

The following attachments provide a **list of employers and clients** Dennis has worked with, and a set of **SKILL PROFILES** that document his services in these areas:

CONSULTING / TRAINING

- Project Management
- Training Needs Analysis
- Competency Frameworks
- eLearning Courseware
- Program Development
- Training Delivery & Assessment
- Workshop Leadership

INFORMATION TECHNOLOGY

- Major Projects
- Web Development
- Content Management
- New Web Media

Client List

- Ability Associates Australia
- AMP Society
- Anderson Consulting
- APEC (Asia – Pacific Economic Forum)
- Australian Association Steel Construction
- Australian National Training Authority (ANTA)
- Australian/Victorian Local Government Industry Training Council
- BHP Billiton
- Blackwell Scientific Publications
- Box Hill Institute
- BP Australia
- Brambles Australasia Ltd
- Building Industry Workplace Reform Network
- Chisholm Institute
- Department of Justice – Victoria
- Dimension Data
- Diversified Service Industries (AUSDOC)
- Insurance Training Australia
- iShop Port Douglas
- Macquarie Textiles Australia
- Meducate Pty Ltd
- Moyyan Hotel – Vanuatu
- National Building and Construction Industry Training Board
- National Mining Industry Training Advisory Body Ltd
- National Recreation Industry Training Advisory Board
- National Small Business Competency Standards Body
- National Textiles Clothing and Footwear Industry Training Board
- NHArchitecture
- NZI Insurance Australia
- Office of Training and Tertiary Education – Victoria
- Property Services Industry Training Advisory Body
- Royal Melbourne Institute of Technology
- SA Engineering and Water Supply
- Senior TAFE Administrators Network
- Swinburne University
- Telecommunications Industry Training Advisory Body
- Telstra Australia
- The DAT Corporation Pty Ltd
- Victoria University
- Victorian Textile Clothing and Footwear Industry Training Board

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Training: Major Projects

What is this? Highly developed skills in design, development, negotiation and implementing major projects using the PMBOK or PRINCE2 methodologies.

How did I get this? Developing telecommunications performance standards for APEC within Asian economies.

Managing major projects developing Australian competency standards for the telecommunications, finance, property and mining industries.

Establishing and managing a national consortium for the development of Australian training courses in telecommunications.

Developing a competency model for the Brambles group of companies.

Specifying the requirements for the Australian National Training Database.

Redesigning competency and performance models within NZI insurance.

Implementing new training and assessment models for network management within Telstra.

As TAFE Regional Manager in the Eastern Metropolitan Region.

Designing the first technology enabled training network in outer Melbourne – The Interlink Project.

Managing the introduction of traineeships into the private sector in Victoria.

Establishing the first Small Business Training Centre in Victoria.

What do I use it for?	Project Planning (including planning methodologies and software) Identifying and engaging key stakeholders in project processes. Engaging and motivating staff / contractors / vendors. Managing projects within timeframes and budgets. Mitigating risk and controlling project scope.
Who could benefit from this?	Business enterprise with significant projects. State and Federal Government Departments. Major consulting organisations who require experience and expertise on major projects. National boards and commissions with project responsibilities.

Training: Training Needs Analysis

What is this?	Highly experienced at conducting analysis of training needs (TNA) at the industry, corporate and occupational level. Includes the application of skills audits against work performance requirements.
How did I get this?	Working with industry, corporate and government clients in many fields. Conducted TNA and prepared national licensing standards based on this for telecommunications cabling and pest controllers (State Health Departments) Conducted extensive TNA of industry training requirements at stage one of national competency development projects in: real estate, property development, building design,

contract cleaning, pest control, data cabling, telecommunications (customer access network, customer premises equipment, network management, call centres), open cut mining, underground mining, smelting, general insurance, small business among many others.

Prepared a TNA for steel detail draftspersons that identified a matrix of knowledge and skill requirements. Prepared a training program in response to this.

Conducted a TNA for the Victorian Department of Justice looking at training needs of persons on parole / community based orders. Recommended policy and program changes.

Conducted a TNA for engineering services throughout Victoria for the State government.

Reviewed training applications for computer aided design and drafting.

What do I use it for?

Assisting clients at the occupational, industry, corporate and government level understand their training needs.

Preparing strategy and implementation programs to improve training effectiveness.

Who could benefit from this skill?

Industry associations, major business groups, government boards and commissions with training responsibilities, consulting groups.

Training: Competency Frameworks

What is this? Skills involved in identifying task, skill, knowledge and performance requirements across industries, within organisations and at the job level.

Structuring these requirements into logical and consistent models that enable the development of assessment, training and certification.

How did I get this? Developing policy on the introduction of competency models with the National Training Board.

Working at the national industry level with employers, staff representatives and government developing competency models for: telecommunications, finance, property, mining, local government.

Developing the successful performance management software ABILITY that implemented a structured approach to competency modeling within companies, industries and occupations.

Interpreting and packaging the rationale and benefits for clients in implementing an effective competency framework.

What do I use it for? Developing high level work performance models within occupations, companies and industries.

As a tool to reinvent and energise training approaches with clients.

As a consulting methodology to identify problems within companies or industries that prohibit skill recognition, transferability and effective assessment.

Who could benefit from this? Boards, commissions, professional bodies, industry associations, large organisations who require high level training strategy skills.

Training: eLearning Courseware

<p>What is this?</p>	<p>Innovative and extensive knowledge of courseware design and implementation.</p> <p>Skills cover programming, pedagogy, instructional design, software, IT environments and learning management.</p>
<p>How did I get this?</p>	<p>Developing policy and strategy for the Victorian government on IT applications within education and training.</p> <p>Developing courseware applications for Victorian electricity utilities using the Author CBT system.</p> <p>Reviewed eLearning systems for clients and provided recommendations on their suitability for purpose.</p> <p>Developed sample courseware in Macromedia Authorware and implemented DVD/CD and web based delivery.</p>
<p>What do I use it for?</p>	<p>Developing eLearning courseware for clients.</p> <p>Providing high level and independent advice to clients on eLearning applications prior to expensive investment decisions.</p> <p>Implementing blended learning environment where organisations need to reduce training costs or manage a geographically diverse training group.</p>
<p>Who could benefit from this?</p>	<p>Medium to large business that needs advice on new training strategies, especially those with many locations.</p> <p>Organisations that need compliance records of training completion for large numbers of staff in short time frames. For example induction training, sales, product updates, health and safety.</p>

Training: Course /Program Development

What is this skill?	Design and development of learning programs.
How did I get this skill?	Completed a Graduate Diploma in Education (Adult Learning) at Melbourne University. Developed and delivered training course for network managers within Telstra. Developed and delivered highly technical (IT) training course for Session Border Controllers within Telstra hosted VOIP services. Developed a ten module supervisor / middle management / front line management training program for the Victorian TCF industry. This included industry research, course framework, facilitator and learner guides and course materials. Completed a Diploma in Training Systems and Certificate IV in Workplace Training and Assessment. Designed and implemented many industry specific training courses including Consulting Skills, Call Centre Operations, Better Teams, Train The Trainer, Leadership, Project Management, IT For Business etc Developed course content for Australian telecommunications accredited training.
What do I use it for?	In design, development, delivery and assessment of training courses.
Who could benefit from this skill?	Any organisation requiring a flexible, experienced and qualified training designer to prepare courses - from short specific purpose programs to national curricula.

Training: Training Delivery & Assessment

What is this? Extensive experience and qualified teacher (adults) in Management (front line) and information technology (business applications).

Teaching qualifications were not attained until in my early 30's and I was one of the first to undertake the program part-time whilst employed as Academic Registrar within a TAFE College.

How did I get this? Completed a Graduate Diploma in Education (Adult Learning) at Melbourne University.

Completed senior executive program with the Mt Eliza Institute (Monash University).

Completed a Diploma in Training Systems and Certificate IV in Workplace Training and Assessment.

Extensive practical experience in management and IT (TAFE Regional Manager, CIO BP Australia Internet, Managing Director The DAT Corporation)

What do I use it for? The basic skills acquired in session planning, group facilitation and learning management have been applied in many different areas.

Undertaking short term contract work delivering custom designed training, and modules within various publicly accredited programs.

Who could benefit from this? Teaching institutions who require a qualified and experienced practitioner in business or IT education.

Companies needing an expert external consultant to prepare, deliver and assess staff in the delivery of custom or accredited programs.

Training: Workshop Leadership

What is this?	Highly developed and experienced leader / facilitator of workshops, conferences and seminars.
How did I get this?	Using initial adult training concepts and experience within Australia and Asia. Working in complex and difficult environments – sometimes hostile. Obtaining agreement in policy and strategy workshops between governments and industry representatives. Developing new Australian competency standards from 'green fields' projects running industry workshops in all states and territories. In mining, telecommunications, property, finance and local government. Developing and managing an IT team of professionals as CIO BP Internet with daily product build workshops. Trained and accredited in the use of the ZING technology to fast track the development of ideas, strategy and policy in group situations.
What do I use it for?	Most consulting and training projects require the ability to effectively run workshops, work with people in groups and produce results in a variety of conditions. This skill is used extensively in these situations.
Who could benefit from this?	Companies, government departments and consulting firms who require the services of an experienced and effective workshop leader – especially where agreements, strategy or policy development is required.

Information Technology: Major Projects

What is this? Highly developed expertise in managing major IT projects.

Use of appropriate project management methodologies (PMBOK, PRINCE2) and software to support achieving outcomes.

How did I get this? Working with BP Australia as Chief Information Officer (Internet) managing the full project process from functional specification to operational web application.

Producing the innovative performance management software 'ABILITY' from concept to sales into major organisations Australia wide.

Managing the design and specifications for the Australian Governments National Training Database.

Working with numerous web clients introducing dynamic content management systems to their web presence.

Designing, producing and selling the 'Database Marketing on Disk' product to clients Australia wide.

Implementing the online retailer www.ishopportdouglas.com.au from design, development to successful internet sales globally.

What do I use it for? Establishing parameters for successful projects, managing and monitoring project progress, team motivation, budgets and outcomes.

Who could benefit from this skill? Clients requiring a broad project management skill set, practical experience in numerous projects and a focus on outcomes.

Information Technology: Web Development

What is this? Extensive experience in developing web sites, dynamic content management systems and web applications.

Working with a range of selected specialists in graphic design, animation, server and web technologies.

How did I get this? Working with Macromedia Cold Fusion and Oracle database technology as Chief Information Officer (Internet) building a freight exchange web application for BP Australia.

Developing content management systems for numerous clients using the open source Apache (Web Server), Joomla (Application Framework) and MySQL (Database) paradigm.

Developing e-commerce solutions with direct bank payments automation, credit card and PayPal integration.

Achieving 'first three' listing on Google for web sites and products using SEO (Search Engine Optimisation)

Being a pioneer in the new media 'podcast' innovation with the world's #1 podcast in it's genre: www.salty.com.au

Using advanced skills in Macromedia (now Adobe) suite of web development programs – Dreamweaver, Fireworks, Flash, Authorware (eLearning).

Training with Macromedia as a Certified Cold Fusion (web to database connectivity) developer.

What do I use it for? Developing a range of web applications and services for clients from small business innovation to web applications for major corporations.

Who could benefit from this skill?	From small business to large organisations who require expert knowledge, experience and project management skills.
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Information Technology: Content Management

What is this?	Expertise in web application frameworks using content management systems (CMS).
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Building dynamic web sites that users can maintain from their own offices.

How did I get this?	Extensive use of the Joomla/Mambo Open Source CMS paradigm with many different clients.
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Applying the Apache (server), Joomla/Mambo (framework in PHP) and MySQL (relational database) paradigm to previously static HTML web sites.

Building dynamic CMS sites for a range of clients including: consulting business, services, hotel management, new media podcasting.

Working with applications of the CMS in real estate, car sales, e-commerce, eLearning, eZines, boards and associations – clients with needs to publish a large volume of data that changes regularly.

What do I use it for?	Converting static web sites to dynamic, user driven web applications. Providing web publishing capability to small and medium size business, associations and boards.
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Who could benefit from this skill?	Clients for dynamic web applications in any organisation, small or large. Joomla is especially cost effective and scalable.
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Information Technology: New Web Media

<p>What is this?</p>	<p>Innovation in the application of web applications to new media distribution (Podcasting)</p>
<p>How did I get this?</p>	<p>Have been podcasting since the advent of the concept in early 2005.</p> <p>The podcast 'Salty Dog Blues N Roots Podcast' is regularly #1 on Google world wide for 'podcast blues' and averages 500,000+ server hits each month from over 100 countries.</p> <p>Established processes for the development and publication of professional podcasting to a global audience including:</p> <ul style="list-style-type: none">• Audio recording techniques• Advertising integration• File conversion processes• Hosting and bandwidth management• RSS/XML distribution• Flash based onsite streaming• Dynamic eZine publication• SEO (Search Engine Optimisation) and internet marketing <p>The growth of the Salty Dog podcast has been achieved without the use of paid internet advertising eg Google Adwords</p>
<p>What do I use it for?</p>	<p>Promoting new media innovation.</p> <p>Experimenting with SEO and online convergence between old and new media. (Weekly two hour show is also a radio broadcast.)</p> <p>Promoting Australian blues and roots music to a global market.</p> <p>Exploring the link between custom content and internet demand.</p> <p>Applying new media concepts of time shift, slow decay and web 'stickiness' to new media innovations.</p>

SKILL PROFILE

Resume: Dennis E. Trevarthen

Who could benefit from this skill?

Exploring new business models for online music distribution and promotion.

Organisations planning to establish a global presence in online alternative (new) media.

Existing media organisations wishing to engage an experienced consultant to plan a move into the field.

Companies who want to train their existing staff on the processes involved.