

Gaven Ferguson

INCOMPLETE

Trainer Matrix (not yet finalised)

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- Trainer Matrix (not yet finalised)

1. TRAINER IDENTITY & CONTACT

Full name	Gaven Ferguson	Availability	Active
Email	gavenferg+1@gmail.com	Primary qualification	BSB50207 — Diploma of Business
Phone	0403954880	Other qualifications	BSB51615 — Diploma of Quality Auditing BSB51107 — Diploma of Management BSB51407 — Diploma of Project Management
State	VIC	Primary industry	BSB — Business Services
ABN	123456	City	Pakenham
Years experience	25	Profile URL	trainervault.org/trainer/gaven-ferguson

2. FILE ACCESS DETAILS

Report type	Self-generated trainer copy
Report generated	Thursday 14 May 2026 — 03:42 AEDT
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3. PROFESSIONAL DEVELOPMENT (PD) SUMMARY

PD-VET records

PD NAME	DELIVERY COMPANY	TYPE	PD DATE	EXPIRY	STATUS
Test VET 4	Training Company	In Person Seminar	11 Jun 2026	11 Jun 2027	Current
Test VET 3	Someone Consulting	Online Webinar	12 Nov 2025	12 Nov 2026	Current
Test PD 2	Someone Consulting	In Person Seminar	18 Jun 2025	18 Jun 2026	Expiring soon
Test PD 2	Training Company	In Person Seminar	5 Jun 2025	5 Jun 2026	Expiring soon
Test VET 1	Training Company	Online Webinar	7 May 2025	21 May 2026	Expiring <2 wks

PD-Industry records

PD NAME	DELIVERY COMPANY	TYPE	PD DATE	EXPIRY	STATUS
Test PD 3	Velg Training	Online Webinar	1 May 2026	1 May 2027	Current
Tst PD IND 1	Someone Consulting	Conference	10 Mar 2026	10 Mar 2027	Current
Test PD 4	Johnson Training	Article Read	16 Feb 2026	16 Feb 2027	Current
Test PD 5	Johnson Training	Online Webinar	21 Nov 2025	21 Nov 2026	Current

4. DOCUMENT REGISTER

All documents listed below were uploaded by the trainer and stored in TrainerVault's secure document system. Document authenticity has not been independently verified.

Trainer Matrix & Qualifications

QUALIFICATIONS — MATRIX ENTRIES				
CODE	TITLE	ISSUING BODY	ISSUED	UNITS APPROVED
BSB50207	Diploma of Business	Asset Training Australia	2 Jun 2014	7 / 7 total
BSB51615	Diploma of Quality Auditing	Global Training Institute	16 Sep 2020	8 / 8 total
BSB51107	Diploma of Management	Asset Training Australia	2 Jun 2014	4 / 4 total

QUALIFICATIONS ✓ 4 files				
FILE NAME	UPLOADED	EXPIRY	STATUS	NOTES
TEST QUALIFICATION.pdf	11 May 2026	—	On file	Test Other Qual — Test University
Grad Diploma in Learning & Teaching .jpg	6 May 2026	—	On file	—
BSB51407.pdf	2 May 2026	—	On file	—
Dip Quality Auditing.pdf	2 May 2026	21 May 2026	Expiring	—

TRAINER MATRIX ✗ Required — Not uploaded

Other Documents

CV / RESUME ✓ 1 file				
FILE NAME	UPLOADED	EXPIRY	STATUS	NOTES
CV2 (3).pdf	1 May 2026	—	On file	—

PHOTO ID ✓ 1 file				
FILE NAME	UPLOADED	EXPIRY	STATUS	NOTES
passport.pdf	2 May 2026	—	On file	—

LICENCES & TICKETS ✓ 1 file				
FILE NAME	UPLOADED	EXPIRY	STATUS	NOTES
CCF_000039.pdf	2 May 2026	16 May 2026	Expiring	—

5. TRAINER MATRIX — APPROVED UNITS

All entries have been reviewed and approved by the trainer. AI — Entry generated by TrainerVault AI Matrix Builder and approved by trainer.

BSB50207 — Diploma of Business · Asset Training Australia · 7 units approved

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBCUS401B — Coordinate Implementation of Customer Service Strategies through my extensive 25-year career spanning operations management, general management, and educational program leadership across multiple sectors. As evidenced in my résumé (CV2), I have held senior roles including Operations Manager at PAX Institute of Education and General Manager at Mint International College, where I was directly responsible for developing and implementing service delivery strategies, managing stakeholder relationships, and ensuring quality outcomes for students and clients. My Diploma of Project Management (BSB51407, Captain Cook College, 2013) and Diploma of Quality Auditing (BSB51615, Global Training Institute, 2020) further underpin my capacity to plan, coordinate, and evaluate service strategies within structured organisational frameworks. My Master of Marketing Management from Griffith University provides strong theoretical grounding in customer-focused strategy and service excellence.

● COMPETENCY

- Coordinating and implementing customer service strategies across multi-site operations, as demonstrated in the Operations Manager role at PAX Institute of Education (2022–Present, CV2)
 - Developing and reviewing policies and procedures to ensure quality service delivery consistent with organisational standards, as performed in the General Manager role at Mint International College (2019–2021, CV2)
 - Negotiating service agreements with external partners and work placement companies to ensure seamless client and student experiences, as evidenced in the PAX Institute role (CV2)
 - Monitoring and evaluating service outcomes, including overseeing a successful ASQA audit that expanded delivery capacity from 120 to 340 students (CV2)
 - Managing and coaching teams of up to 30 staff members to achieve consistent, high-quality service delivery standards (CV2)

● KNOWLEDGE

- Principles of customer service strategy development, implementation, and evaluation, supported by Master of Marketing Management (Griffith University, CV2)
 - Organisational quality assurance frameworks and compliance requirements as applied to service delivery, informed by Diploma of Quality Auditing (BSB51615, Global Training Institute, 2020)
 - Project planning and coordination methodologies relevant to implementing service strategies, as developed through Diploma of Project Management (BSB51407, Captain Cook College, 2013)
 - Stakeholder engagement and communication strategies for internal and external clients, as demonstrated across multiple senior leadership roles (CV2)
 - RTO Standards 2015 and their application to student and client service delivery obligations, gained during General Manager tenure at Mint International College (CV2)

● EXPERIENCE

- Operations Manager (Contract), PAX Institute of Education, Melbourne (2022–Present): Led implementation of service and operational strategies across multiple campuses, achieving 80% increase in student enrolment within 18 months and overseeing review and implementation of new resources and assessment processes (CV2)
 - General Manager (Contract), Mint International College, Melbourne (2019–2021): Developed, reviewed, and implemented customer service-related policies and procedures aligned to RTO Standards; served on Academic Board and managed LMS implementation (CV2)
 - Global President, World Association of Master Chefs (2017–Present): Coordinated service delivery and educational program strategies across 62 countries, supporting 146 events, competitions, and partnerships across 17 countries (CV2)
 - Managing Director & Educational Program Director, WAMC Holdings International Ltd (2008–2017): Designed and implemented customer-focused training programs and service policies for international hospitality clients, achieving 84% increase in student enrolment and \$1.28M revenue growth (CV2)
 - Campus Lecturer, Griffith University: Delivered direct educational services to students in Business and Marketing, applying customer service principles in an academic setting (CV2)

No evidence content recorded for this unit.

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBHRM501B through my extensive experience managing human resources across multiple organisations in the VET and education sectors. As Operations Manager at PAX Institute of Education (2022-present), I have directly supervised a team of 30 staff members across two sites, exercising strategic leadership in personnel management, coaching, and training. My roles as General Manager at Mint International College and Managing Director at WAMC Holdings International Ltd have further developed my capacity to manage human resource functions, including recruitment, performance management, and workforce planning. My Diploma of Leadership and Management, combined with the unit BSBMGT502 Manage People Performance completed as part of the BSB51615 Diploma of Quality Auditing, formally underpins my human resource management capabilities.

● COMPETENCY

- Managed and directed a team of 30 staff members across two campus locations at PAX Institute of Education, as evidenced in the CV
- Conducted performance coaching, training, and personnel management as part of operational leadership responsibilities
- Managed all RTO staff, trainers, and consultants during tenure as General Manager at Mint International College
- Developed and implemented HR-related policies and procedures in alignment with RTO Standards and funding contract requirements
- Assessed competency in BSBMGT502 Manage People Performance as part of BSB51615 Diploma of Quality Auditing, as evidenced in the Statement of Results

● KNOWLEDGE

- Understanding of human resource management frameworks, workforce planning, and staff performance systems
- Knowledge of RTO compliance obligations relating to staff management under the Standards for Registered Training Organisations 2015
- Understanding of coaching, mentoring, and professional development strategies for staff
- Theoretical grounding in leadership and management principles, as evidenced by completion of the Diploma of Leadership and Management (Dreamtime Training) and Graduate Diploma of Learning and Teaching (University of Southern Queensland)
- Knowledge of people performance management drawn from formal study in BSBMGT502 within the Diploma of Quality Auditing

● EXPERIENCE

- Operations Manager, PAX Institute of Education (2022-present): Supervised 30 staff across two sites, providing coaching and training, as noted in the CV
- General Manager, Mint International College (2019-2021): Managed all RTO staff, trainers, and consultants; provided strategic leadership to enhance communication and operational excellence
- Managing Director, WAMC Holdings International Ltd (2008-2017): Engaged stakeholders at all levels, managed international program staff, and led redesign of training materials on a global scale
- Global President, World Association of Master Chefs (2017-present): Directed and supervised Regional Directors and education institution endorsements across 62 countries
- Campus Lecturer, Griffith University: Demonstrated people management and mentoring skills in an academic setting (inferred from CV)

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBINN502A — Build and Sustain an Innovative Work Environment through over 25 years of senior leadership experience across education, hospitality, and business sectors, during which I have consistently pioneered and embedded innovative practices within organisations. As evidenced in my CV, I have held roles including Operations Manager at PAX Institute of Education, Global President of the World Association of Master Chefs, and Managing Director at WAMC Holdings International Ltd, all of which required me to develop and sustain cultures of innovation at both operational and strategic levels. My Diploma of Project Management (BSB51407, Captain Cook College) and Diploma of Quality Auditing (BSB51615, Global Training Institute) further underpin my ability to implement systematic, improvement-focused environments. I have also engaged in ongoing professional development, including the Accellier Education PD session 'Learning as a Core Skill in VET' and the VETtalks session on 'Building Better Trainer Credential & Validation Management Systems,' demonstrating my commitment to currency and continuous improvement in my practice.

● COMPETENCY

- Developing and implementing innovation strategies and frameworks within organisational settings, as demonstrated through the creation of the Global Education Endorsement program and Executive Management Accreditation program at the World Association of Master Chefs (as evidenced in the CV)
 - Leading cross-functional teams to identify opportunities for improvement and embedding innovative practices into daily operations, as shown through the 463% growth in operational efficiency achieved at WAMC Holdings International Ltd
 - Designing and launching new programs, partnerships, and processes across multiple industry sectors, including the development of the WAMC Professional Chef program which enrolled 1,382 executive chefs within 24 months
 - Modelling and encouraging creative thinking, risk-taking, and problem-solving at all organisational levels, as reflected in the expansion of educational program delivery to 62 countries
 - Reviewing and updating operational systems and resources to embed innovation and continuous improvement, as evidenced by the review and implementation of new resources and assessment processes at PAX Institute of Education

● KNOWLEDGE

- Principles and theories of innovation management, including strategies for creating and sustaining innovative work cultures (inferred from Master of Marketing Management, Griffith University, and extensive senior leadership experience)
 - Organisational behaviour and change management theory relevant to building innovation-supportive environments (supported by Diploma of Leadership & Management, Dreamtime Training, and Diploma of Business, Asset Training Australia, as listed in the CV)
 - Risk management frameworks and their application to innovation processes, as evidenced through the Diploma of Quality Auditing (BSB51615) and unit BSBRSK501 Manage Risk
 - Quality assurance systems and continuous improvement methodologies relevant to sustaining innovative practices, as demonstrated through the Diploma of Quality Auditing and ISO 9000/9002 auditor certifications (Ferriby International, as listed in the CV)
 - Legislative and regulatory frameworks within which innovation must be managed, including the Standards for RTOs 2015 and relevant business legislation (as evidenced through the General Manager role at Mint International College)
 - Adult learning principles and their application to developing innovative training and education environments, as supported by the Graduate Diploma of Learning & Teaching (University of Southern Queensland) and Diploma of Vocational Education & Training (Healthy Business Training Academy)

● EXPERIENCE

- As Operations Manager (Contract) at PAX Institute of Education (2022–Present), spearheaded an 80% increase in student enrolment within 18 months by leading innovative operational and program development initiatives, as evidenced in the CV
- As Global President of the World Association of Master Chefs (2017–Present), orchestrated the design and delivery of innovative global education programs across 62 countries, establishing seven new partnerships within two months through the Global Education Endorsement program, as evidenced in the CV
- As Managing Director & Educational Program Director at WAMC Holdings International Ltd (2008–2017), led the redesign and implementation of all training materials on a global scale and pioneered an Evidence-based Assessment process in collaboration with four college partnerships across six countries, as evidenced in the CV
- As General Manager (Contract) at Mint International College (2019–2021), developed and implemented innovative policy, procedure, and quality assurance systems that successfully concluded an ASQA audit and increased delivery capacity from 120 to 340 students, as evidenced in the CV
- Published 'The Business Procrastinator' in 2021, with over 12,000 copies sold by 2023, demonstrating thought leadership and innovative contribution to the business community, as evidenced in the CV
- Completed professional development in 'Learning as a Core Skill in VET' (Accellier Education, February 2026) and 'Building Better Trainer Credential & Validation Management Systems' (VETtalks/eskilled, March 2026), reflecting ongoing engagement with innovative VET practice

BSBMKG502B Establish and adjust the marketing mix

No evidence content recorded for this unit.

BSBRSK501B Manage risk

No evidence content recorded for this unit.

BSBWOR501B Manage personal work priorities and professional development

No evidence content recorded for this unit.

HOW I MEET THE REQUIREMENTS

I hold a BSB51615 Diploma of Quality Auditing, issued by Global Training Institute (16 September 2020), in which I was formally assessed as competent in BSBAUD402 Participate in a quality audit, as evidenced in the Statement of Results. My extensive career history, including roles as General Manager at Mint International College and Operations Manager at PAX Institute of Education, has provided me with sustained, practical experience in participating in quality audits, compliance reviews, and quality assurance processes. I have additionally held certification as an Operations and Internal Quality Auditor (ISO 9002) through Ferriby International, and hold a Quality Assurance Certificate (ISO 9000), as listed in my CV. My professional development activity, including completion of a VETtalks session on Building Better Trainer Credential and Validation Management Systems (March 2026), further demonstrates my ongoing engagement with quality and compliance frameworks relevant to this unit.

● COMPETENCY

- Formally assessed as competent in BSBAUD402 Participate in a quality audit as part of the BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
 - Participated in and contributed to quality audits, including a successful ASQA audit at Mint International College (2019–2021) that resulted in increased delivery capacity from 120 to 340 students, as noted in the CV
 - Applied audit participation skills within ISO 9000 and ISO 9002 frameworks, evidenced by Operations and Internal Quality Auditor certification (Ferriby International)
 - Conducted internal reviews and audits to confirm compliance with all RTO obligations at Mint International College and PAX Institute of Education, as documented in the CV
 - Contributed to the review and implementation of new resources and assessment processes at PAX Institute of Education, demonstrating practical audit participation skills

● KNOWLEDGE

- Understanding of quality audit processes, methodologies, and documentation requirements, as demonstrated through formal completion of BSBAUD402 within the Diploma of Quality Auditing
 - Knowledge of ISO 9000 and ISO 9002 quality management standards, supported by Quality Assurance Certificate (ISO 9000) and Operations and Internal Quality Auditor certification (Ferriby International), as listed in the CV
 - Knowledge of the Standards for Registered Training Organisations 2015 (RTO Standards) and compliance requirements for RTOs, developed through roles at Mint International College and PAX Institute of Education
 - Understanding of evidence collection, audit reporting, and corrective action processes within quality systems
 - Awareness of current VET sector quality and credential management requirements, as evidenced by completion of VETtalks Episode 9: Building Better Trainer Credential and Validation Management Systems (eskilld, March 2026)

● EXPERIENCE

- Formally assessed as competent in BSBAUD402 as part of the BSB51615 Diploma of Quality Auditing, Global Training Institute (2020), as evidenced in the Statement of Results
 - Served as Quality and Safety Assessment Manager (QA) at Strategix Training Group, Brisbane, demonstrating sustained hands-on experience in quality audit participation, as listed in the CV
 - Held role of Operations and Internal Quality Auditor (ISO 9002) through Ferriby International, providing direct audit participation experience across quality management systems
 - Successfully supported and navigated an ASQA audit as General Manager at Mint International College (2019–2021), resulting in expanded student delivery capacity, as documented in the CV
 - Conducted ongoing internal compliance reviews and audits as Operations Manager at PAX Institute of Education (2022–present), ensuring adherence to quality assurance systems and RTO Standards, as detailed in the CV

HOW I MEET THE REQUIREMENTS

I hold the BSB51615 Diploma of Quality Auditing, issued by Global Training Institute on 16 September 2020, in which I was formally assessed as competent in BSBAUD501 Initiate a quality audit, as evidenced in the Statement of Results. My practical experience in initiating quality audits is strongly supported by my role as General Manager at Mint International College (2019–2021), where I conducted internal reviews and audits to confirm compliance with all obligations under the Standards for Registered Training Organisations 2015, and successfully navigated an ASQA audit that resulted in increased delivery capacity from 120 to 340 students. I have further reinforced my currency in VET quality assurance systems through professional development, including the VETtalks Episode 9 session on Building Better Trainer Credential and Validation Management Systems (March 2026). Additionally, my certifications as an Operations and Internal Quality Auditor (ISO 9002) and Quality Assurance Certificate holder (ISO 9000), both from Ferriby International, demonstrate a deep and sustained commitment to audit initiation processes across multiple quality frameworks.

● COMPETENCY

- Preparing and distributing audit notifications and scope documentation to relevant stakeholders
- Confirming audit objectives, scope, and criteria in accordance with quality system requirements
- Identifying and selecting appropriate audit team members based on audit requirements
- Establishing audit plans including timelines, resources, and methodologies
- Reviewing documented quality system information (policies, procedures, standards) prior to audit commencement
- Coordinating audit logistics including scheduling, site access, and communication with auditees, as demonstrated in the General Manager role at Mint International College

● KNOWLEDGE

- Principles and practices of quality auditing as established in the BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- Requirements of the Standards for Registered Training Organisations 2015 and ASQA regulatory framework, applied extensively at Mint International College (2019–2021)
- ISO 9000 and ISO 9002 quality management system standards, as evidenced by certifications from Ferriby International (as listed in the CV)
- Legal, ethical, and procedural obligations applicable to initiating a quality audit
- Methods for determining audit scope, objectives, and criteria within organisational and regulatory contexts
- Understanding of trainer credential and validation management systems, reinforced by VETtalks PD (March 2026)

● EXPERIENCE

- Formally assessed as competent in BSBAUD501 Initiate a quality audit as part of the BSB51615 Diploma of Quality Auditing, issued by Global Training Institute (16 September 2020)
- Initiated and conducted internal compliance audits as General Manager (Contract), Mint International College (2019–2021), including preparation for and successful conclusion of an ASQA audit resulting in expanded delivery capacity
- Developed, reviewed, and implemented policy and procedure documents aligned to the RTO Standards 2015 and state/federal funding contracts, establishing the groundwork for audit initiation processes
- Held role of Quality & Safety Assessment Manager (QA) at Strategix Training Group, Brisbane, providing direct experience in initiating and managing quality audit processes
- Certified as Operations and Internal Quality Auditor (ISO 9002) and Quality Assurance Certificate holder (ISO 9000) by Ferriby International, as listed in the CV, demonstrating formal competence in quality audit initiation within internationally recognised frameworks
- Currently serving as Operations Manager at PAX Institute of Education (2022–Present), ensuring strict adherence to quality assurance systems and compliance requirements across multiple campus locations

HOW I MEET THE REQUIREMENTS

I hold the BSB51615 Diploma of Quality Auditing from Global Training Institute (2020), in which BSBAUD503 Lead a quality audit was assessed as a unit of competency. My career history demonstrates a strong pattern of leading audit and compliance review activities, most notably as General Manager at Mint International College where I led the organisation through a successful ASQA audit resulting in a significant expansion of delivery capacity. My Operations & Internal Quality Auditor (ISO 9002) certification from Ferriby International, combined with my role as Quality & Safety Assessment Manager at Strategix Training Group, demonstrates sustained practical experience leading quality audits across multiple organisational contexts.

● COMPETENCY

- Led internal quality audits and compliance reviews at Mint International College, ensuring adherence to RTO Standards 2015 and funding contract obligations
- Directed audit teams and managed the conduct of audit activities as Quality & Safety Assessment Manager at Strategix Training Group
- Led the organisation through a formal ASQA audit at Mint International College, resulting in increased delivery capacity from 120 to 340 students
- Managed audit execution, evidence gathering, and nonconformance identification across RTO environments

● KNOWLEDGE

- Comprehensive understanding of quality audit leadership processes, including managing audit teams, directing audit activities, and resolving audit issues, as evidenced by BSB51615 Diploma of Quality Auditing
- Knowledge of ISO 9000/9002 audit standards and their application to leading structured quality audits
- Understanding of ASQA audit processes and requirements for RTOs
- Knowledge of audit communication, conflict resolution, and team management during audit conduct

● EXPERIENCE

- Assessed as competent in BSBAUD503 as part of BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- Led compliance audits and quality reviews as General Manager, Mint International College (2019–2021)
- Quality & Safety Assessment Manager (QA) at Strategix Training Group, Brisbane, with responsibility for leading quality and safety assessments
- Operations & Internal Quality Auditor (ISO 9002) certified by Ferriby International, with demonstrated leadership in audit activities

HOW I MEET THE REQUIREMENTS

I was formally assessed as competent in BSBAUD504 Report on a quality audit as part of my BSB51615 Diploma of Quality Auditing, awarded by Global Training Institute in September 2020. Throughout my career in senior management roles, I have consistently produced compliance and quality audit reports for internal and external stakeholders, including reporting outcomes of ASQA audits at Mint International College and producing governance and compliance documentation across multiple RTOs. My experience as Operations & Internal Quality Auditor (ISO 9002) with Ferriby International further supports my ability to formally document and communicate audit findings, conclusions, and recommendations in accordance with established standards.

● COMPETENCY

- Prepared quality audit reports documenting findings, nonconformances, and recommendations at Mint International College and PAX Institute of Education
- Reported audit outcomes to Academic Boards and senior leadership in formal RTO governance structures
- Produced compliance documentation and audit outcome reports for ASQA and internal stakeholders
- Drafted corrective action plans and followed up on audit recommendations as part of continuous improvement processes

● KNOWLEDGE

- Knowledge of quality audit reporting requirements, structures, and formats as evidenced by BSB51615 Diploma of Quality Auditing
- Understanding of ISO 9000/9002 reporting standards and conventions for documenting audit findings
- Awareness of regulatory reporting requirements under the Standards for Registered Training Organisations 2015 and ASQA guidelines
- Knowledge of nonconformance categorisation, corrective action reporting, and audit closure processes

● EXPERIENCE

- Assessed as competent in BSBAUD504 as part of BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- Reported on internal audits and compliance reviews as General Manager at Mint International College (2019-2021), including successful ASQA audit reporting
- Produced governance, compliance, and quality assurance reports as Operations Manager at PAX Institute of Education (2022-present)
- Operations & Internal Quality Auditor (ISO 9002), Ferriby International — formal audit reporting responsibilities

HOW I MEET THE REQUIREMENTS

I was assessed as competent in BSBMGT502 Manage people performance as part of my BSB51615 Diploma of Quality Auditing, awarded by Global Training Institute in September 2020. My career demonstrates extensive experience managing the performance of large and diverse teams, including supervising 30 staff members across two sites as Operations Manager at PAX Institute of Education and managing all RTO staff, trainers, and consultants at Mint International College. I have consistently applied coaching, performance monitoring, and strategic leadership practices to enhance team capability, and I hold a Diploma of Leadership & Management and a Diploma of Vocational Education & Training which further underpin my people performance management skills.

● COMPETENCY

- Supervised and managed performance of a team of 30 staff members across two sites at PAX Institute of Education, as evidenced in the CV
- Managed all RTO staff, trainers, and consultants at Mint International College, including performance coaching and training
- Designed and implemented performance management systems, coaching frameworks, and training initiatives across multiple organisations
- Conducted performance reviews and provided feedback to improve individual and team outcomes in RTO and corporate settings

● KNOWLEDGE

- Understanding of performance management frameworks, processes, and documentation requirements as evidenced by BSB51615 Diploma of Quality Auditing
- Knowledge of employment legislation, HR policies, and performance management best practices relevant to the VET sector
- Understanding of coaching, mentoring, and professional development approaches as supported by Graduate Diploma of Learning & Teaching (University of Southern Queensland) and Diploma of Vocational Education & Training
- Knowledge of managing underperformance, setting KPIs, and conducting structured performance conversations

● EXPERIENCE

- Assessed as competent in BSBMGT502 as part of BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- Supervised 30 staff across two sites as Operations Manager at PAX Institute of Education (2022-present), exercising strategic leadership in personnel management, coaching, and training
- Managed all RTO staff, trainers, and consultants as General Manager at Mint International College (2019-2021)
- Directed and supervised Regional Directors and staff as Global President, World Association of Master Chefs (2017-present)

HOW I MEET THE REQUIREMENTS

I was assessed as competent in BSBRK501 Manage risk as part of my BSB51615 Diploma of Quality Auditing, awarded by Global Training Institute in September 2020. My career has involved significant risk management responsibilities across multiple senior leadership roles, including overseeing compliance risks at Mint International College, managing operational and strategic risks as Operations Manager at PAX Institute of Education, and conducting Environmental Management Audits (ISO 14000) through Ferriby International. My Master of Marketing Management and extensive experience managing complex organisations across 54 countries further demonstrates my capacity to identify, assess, and manage risk at both strategic and operational levels.

● COMPETENCY

- Identified, assessed, and managed compliance and operational risks across multiple RTO environments including Mint International College and PAX Institute of Education
 - Developed and implemented risk management policies and procedures in accordance with RTO Standards 2015 and funding contract requirements
 - Conducted Environmental Management Audits (ISO 14000) as certified by Ferriby International, involving environmental risk identification and management
 - Monitored and reviewed risk management frameworks to adapt to changing business and regulatory demands

● KNOWLEDGE

- Understanding of risk management frameworks, methodologies, and tools as evidenced by BSB51615 Diploma of Quality Auditing
- Knowledge of ISO 14000 environmental risk management standards as evidenced by Environmental Management Audit Certificate from Ferriby International
- Awareness of legislative, regulatory, and contractual risk obligations facing RTOs, including ASQA compliance risks
- Knowledge of risk identification, analysis, evaluation, treatment, and monitoring processes

● EXPERIENCE

- Assessed as competent in BSBRK501 as part of BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- Managed compliance and operational risks as General Manager at Mint International College (2019–2021), including navigating ASQA audit risk
- Managed strategic and operational risk as Operations Manager, PAX Institute of Education (2022–present), overseeing quality assurance across multiple campuses
- Held Environmental Management Audit Certificate (ISO 14000) from Ferriby International, demonstrating formal risk management expertise

HOW I MEET THE REQUIREMENTS

I was assessed as competent in BSBWHS516 Contribute to developing, implementing and maintaining an organisation's WHS management system as part of my BSB51615 Diploma of Quality Auditing, awarded by Global Training Institute in September 2020. My career includes significant WHS-related responsibilities, including holding an ISM Safety Management Certificate from Ferriby International and conducting Environmental Management Audits (ISO 14000), both of which demonstrate formal knowledge of safety management systems. As General Manager at Mint International College and Operations Manager at PAX Institute of Education, I have been responsible for developing, implementing, and maintaining organisational policies and procedures that encompass WHS obligations, ensuring compliance with relevant legislative requirements.

● COMPETENCY

- Developed, reviewed, and implemented WHS-related policies and procedures as General Manager at Mint International College and Operations Manager at PAX Institute of Education
 - Contributed to WHS management systems in alignment with organisational compliance obligations and relevant legislation
 - Conducted Environmental Management Audits (ISO 14000) involving safety and environmental risk assessment, as certified by Ferriby International
 - Monitored and maintained WHS compliance across multiple campus locations and diverse workforce environments

● KNOWLEDGE

- Understanding of WHS management system frameworks, requirements, and implementation processes as evidenced by BSB51615 Diploma of Quality Auditing
- Knowledge of ISM Safety Management principles as evidenced by ISM Safety Management Certificate from Ferriby International
- Understanding of ISO 14000 environmental and safety management standards as evidenced by Environmental Management Audit Certificate from Ferriby International
- Knowledge of relevant WHS legislation, risk identification, hazard control, and incident reporting requirements applicable to educational organisations

● EXPERIENCE

- Assessed as competent in BSBWHS516 as part of BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- Developed and implemented organisational policies and procedures including WHS obligations as General Manager at Mint International College (2019–2021)
- Maintained WHS compliance across multiple sites as Operations Manager at PAX Institute of Education (2022–present)
- Held ISM Safety Management Certificate and Environmental Management Audit Certificate (ISO 14000) from Ferriby International, demonstrating formal safety management system expertise

HOW I MEET THE REQUIREMENTS

I was assessed as competent in BSBWOR502 Lead and manage team effectiveness as part of my BSB51615 Diploma of Quality Auditing, awarded by Global Training Institute in September 2020. My career history consistently demonstrates leadership of high-performing, cross-functional teams across diverse organisational contexts, including spearheading an 80% increase in student enrolment at PAX Institute of Education through effective team leadership and achieving a 463% growth in operational efficiency across my career. My Diploma of Leadership & Management and Graduate Diploma of Learning & Teaching provide strong theoretical grounding for leading and developing effective teams, and my global leadership roles have required me to build team cohesion across multiple countries and cultures.

● COMPETENCY

- Led cross-functional teams across multiple campus locations as Operations Manager at PAX Institute of Education, achieving an 80% increase in student enrolment within 18 months
 - Built and managed high-performing teams as General Manager at Mint International College and as Global President of the World Association of Master Chefs
 - Facilitated team development, communication, and collaboration strategies to achieve organisational objectives across multiple sectors
 - Resolved team performance issues and implemented strategies to enhance team cohesion and productivity

● KNOWLEDGE

- Understanding of team leadership and effectiveness frameworks as evidenced by BSB51615 Diploma of Quality Auditing and Diploma of Leadership & Management (Dreamtime Training)
 - Knowledge of group dynamics, team development stages, communication strategies, and conflict resolution techniques
 - Understanding of goal-setting, performance monitoring, and feedback processes for team effectiveness
 - Knowledge of leadership styles and their application to diverse, multicultural, and cross-functional teams

● EXPERIENCE

- Assessed as competent in BSBWOR502 as part of BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
 - Led and managed teams of 30+ staff as Operations Manager at PAX Institute of Education (2022–present)
 - Directed global teams across 62 countries as Global President of World Association of Master Chefs (2017–present)
 - Managed cross-functional teams as Managing Director & Educational Program Director, WAMC Holdings International Ltd (2008–2017), achieving consistent year-on-year revenue growth of 48%

BSB51107 — Diploma of Management · Asset Training Australia · 4 units approved**HOW I MEET THE REQUIREMENTS**

I meet the requirements of BSBHRM405A — Support the recruitment, selection and induction of staff through my extensive leadership roles across multiple registered training organisations and educational institutions. As Operations Manager at PAX Institute of Education (2022–Present), I have supervised a team of 30 staff members across two sites, which necessarily involves recruitment, selection, and induction activities. My role as General Manager at Mint International College (2019–2021) required me to manage all RTO staff, trainers, and consultants, including overseeing HR processes aligned with RTO Standards. My qualifications, including the Diploma of Vocational Education & Training and Diploma of Leadership & Management, further support my competency in this unit.

● COMPETENCY

- Coordinating and supporting recruitment and selection processes for training staff across multiple campus locations
 - Developing and implementing induction procedures for new staff members in compliance with RTO Standards
 - Supervising onboarding of staff across two sites as Operations Manager at PAX Institute of Education, as evidenced in the CV
 - Managing all RTO staff, trainers, and consultants at Mint International College, as evidenced in the CV

● KNOWLEDGE

- Understanding of recruitment and selection frameworks within the VET and education sectors
 - Knowledge of RTO compliance requirements (Standards for Registered Training Organisations 2015) relevant to staff management, as demonstrated through the General Manager role at Mint International College
 - Awareness of equal opportunity, anti-discrimination, and workplace legislation applicable to recruitment and induction processes
 - Knowledge of effective induction practices to support staff integration and organisational performance (inferred from Diploma of Leadership & Management and Diploma of VET)

● EXPERIENCE

- Operations Manager, PAX Institute of Education (2022–Present): Supervised a team of 30 staff across two sites, engaging in personnel management, coaching, and training, as evidenced in the CV
 - General Manager, Mint International College (2019–2021): Managed all RTO staff, trainers, and consultants; facilitated negotiations for partnerships and supported establishment of a new campus in Adelaide, as evidenced in the CV
 - Managing Director & Educational Program Director, WAMC Holdings International Ltd (2008–2017): Engaged stakeholders at all levels and managed international partnerships and program staff, as evidenced in the CV
 - Additional experience as NEIS Coordinator at Box Hill Institute and RTO Manager at Try Australia, further demonstrating HR support and staff management responsibilities, as noted in the CV

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBMGT502B — Manage people performance through formal qualification and extensive practical experience in leading and managing teams across multiple organisations. I hold the BSB51615 Diploma of Quality Auditing, which included the unit BSBMGT502 Manage People Performance, as evidenced in the Statement of Results issued by Global Training Institute (16 September 2020). In my role as Operations Manager at PAX Institute of Education, I have strategically led a team of 30 staff across two campuses, including coaching, training, and performance management. My career history demonstrates a consistent track record of developing high-performing teams in both domestic and international educational contexts.

● COMPETENCY

- Directly assessed as competent in BSBMGT502 Manage People Performance as a component of the BSB51615 Diploma of Quality Auditing, as evidenced in the Statement of Results from Global Training Institute (September 2020)
- Implementing performance management systems and providing coaching and training to staff across multiple campus locations
- Monitoring and managing team performance to achieve organisational targets, including delivering an 80% increase in student enrolment within 18 months at PAX Institute of Education
- Conducting performance reviews and providing feedback to staff in General Manager and Operations Manager roles

● KNOWLEDGE

- Theoretical and applied knowledge of performance management frameworks, including goal-setting, monitoring, feedback, and review processes
- Understanding of relevant legislation and workplace policies governing performance management in the Australian VET sector
- Knowledge of coaching and mentoring strategies to support underperforming staff, as developed through Diploma of Leadership & Management and Diploma of VET (as noted in the CV)
- Familiarity with documentation and reporting requirements for people performance management

● EXPERIENCE

- Operations Manager, PAX Institute of Education (2022–Present): Supervised and led a team of 30 staff across two sites, exercising strategic leadership in personnel management, coaching, and training, as evidenced in the CV
- General Manager, Mint International College (2019–2021): Provided strategic leadership, coaching, and training to enhance streamlined operations and sustainable achievement of operational excellence; managed all RTO staff, trainers, and consultants, as evidenced in the CV
- Global President, World Association of Master Chefs (2017–Present): Directed and supervised Regional Directors and educational institution endorsements across 62 countries, as evidenced in the CV
- Formal unit completion: BSBMGT502 Manage People Performance within BSB51615 Diploma of Quality Auditing, as evidenced in the Statement of Results (Global Training Institute, 2020)

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBMGT517A — Manage Operational Plan through extensive experience in developing, implementing, and monitoring operational plans across large and complex organisations in the VET and education sectors. As Operations Manager at PAX Institute of Education (2022–Present), I manage and direct operational activities across multiple campuses, ensuring adherence to quality assurance systems and compliance requirements. In my role as General Manager at Mint International College (2019–2021), I developed and implemented policy and procedure documents aligned with the RTO Standards 2015, conducted internal audits, and achieved a significant expansion in delivery capacity. My Diploma of Quality Auditing and associated management qualifications provide the formal foundation for my operational planning competency.

● COMPETENCY

- Developing, implementing, and reviewing operational plans across multiple campus locations to ensure alignment with organisational strategy and compliance requirements
- Monitoring resource allocation, including human resources, to support operational objectives
- Adapting operational plans in response to changing business and industry demands, as demonstrated at Mint International College
- Achieving measurable operational outcomes, including an 80% increase in student enrolment at PAX Institute of Education and expansion of delivery capacity from 120 to 340 students at Mint International College following a successful ASQA audit, as evidenced in the CV

● KNOWLEDGE

- Understanding of operational planning frameworks, including how to align operational plans with strategic objectives and compliance requirements
- Knowledge of RTO Standards 2015 and their application to operational management within registered training organisations, as demonstrated across multiple roles evidenced in the CV
- Understanding of risk management principles in operational contexts, supported by competency in BSBR501 Manage Risk within the BSB51615 Diploma of Quality Auditing, as evidenced in the Statement of Results
- Knowledge of resource management, budgeting, and performance monitoring within educational and VET environments
- Awareness of relevant legislative and regulatory frameworks governing RTO operations, including State and Federal funding contracts

● EXPERIENCE

- Operations Manager, PAX Institute of Education (2022–Present): Managed and directed operational activities across multiple campuses, ensuring strict adherence to quality assurance systems, policies, and compliance requirements; played a key role in the review and implementation of new resources and assessment processes for the entire college, as evidenced in the CV
- General Manager, Mint International College (2019–2021): Developed, reviewed, updated, and implemented policy and procedure documents related to RTO Standards; conducted internal reviews and audits; oversaw implementation of new Learner Management Systems and enrolment processes; successfully concluded an ASQA audit resulting in increased delivery capacity, as evidenced in the CV
- Managing Director & Educational Program Director, WAMC Holdings International Ltd (2008–2017): Designed policies and procedures for managing international partnerships; led the redesign and implementation of all training materials on a global scale; achieved consistent year-on-year revenue growth of 48% on average, as evidenced in the CV
- Professional development in the Diploma of Project Management (Captain Cook College) and Diploma of Quality Assurance further supports operational planning and management competency, as listed in the CV

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBWOR502B — Ensure team effectiveness through both formal recognition and sustained practical experience leading diverse, cross-functional teams in complex operational environments. I was assessed as competent in BSBWOR502 Lead and Manage Team Effectiveness as part of my BSB51615 Diploma of Quality Auditing, as confirmed in the Statement of Results from Global Training Institute (September 2020). Across roles including Operations Manager at PAX Institute of Education, Global President of the World Association of Master Chefs, and General Manager at Mint International College, I have consistently led teams toward achieving strategic and operational goals. My professional development in leadership and management further supports my competency in fostering team cohesion and effectiveness.

● COMPETENCY

- Formally assessed as competent in BSBWOR502 Lead and Manage Team Effectiveness within the BSB51615 Diploma of Quality Auditing, as evidenced in the Statement of Results (Global Training Institute, September 2020)
 - Leading cross-functional teams across multiple sites, coordinating workflows, and ensuring team members work collaboratively toward shared goals
 - Facilitating team communication, resolving conflict, and supporting team members through coaching and mentoring
 - Developing and implementing strategies to achieve team objectives, including an 80% increase in student enrolment at PAX Institute of Education

● KNOWLEDGE

- Understanding of team dynamics, group development stages, and strategies for fostering a collaborative and high-performing team culture
- Knowledge of leadership models and communication strategies applicable to diverse, multi-site teams
- Awareness of relevant workplace legislation and organisational policies that impact team operations
- Knowledge gained through the Diploma of Leadership & Management and Diploma of Vocational Education & Training, as listed in the CV

● EXPERIENCE

- Operations Manager, PAX Institute of Education (2022–Present): Supervised a team of 30 staff across two campus locations, exercising strategic leadership in personnel management and team coordination, as evidenced in the CV
 - Global President, World Association of Master Chefs (2017–Present): Directed Regional Directors and coordinated global education programs across 62 countries; supported development and launch of over 146 events, competitions, and partnerships across 17 countries, as evidenced in the CV
 - General Manager, Mint International College (2019–2021): Led cross-functional teams including RTO staff, trainers, and consultants; served as member of the Academic Board and oversaw implementation of new Learner Management Systems, as evidenced in the CV
 - Managing Director & Educational Program Director, WAMC Holdings International Ltd (2008–2017): Spearheaded development of evidence-based assessment processes in collaboration with four college partnerships across six countries, as evidenced in the CV

BSB51407 — Diploma of Project Management · Captain Cook College · 9 units approved**HOW I MEET THE REQUIREMENTS**

I hold the BSB51407 Diploma of Project Management, awarded by Captain Cook College in July 2013, which directly evidences my competency in managing project integrative processes. My career as Operations Manager at PAX Institute of Education (2022–present) and General Manager at Mint International College (2019–2021) has required me to integrate complex operational, compliance, and educational project activities across multiple sites and stakeholder groups. I have consistently demonstrated the ability to develop and apply project management frameworks that align organisational objectives with delivery outcomes. My published work, 'The Business Procrastinator' (2021), further reflects my capacity to synthesise and communicate integrated project thinking. As evidenced in the CV, I have led transformative initiatives across multiple sectors, including expansion into 54 new countries, requiring sophisticated integrative project management.

● COMPETENCY

- Developing and applying integrated project management plans across multi-site operations
 - Coordinating cross-functional teams to ensure alignment of project objectives with organisational goals
 - Monitoring and adjusting project plans in response to operational changes and compliance requirements
 - Integrating quality assurance, risk, communications, and human resource processes into unified project frameworks

● KNOWLEDGE

- Project integration management principles and methodologies as covered in the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
 - Understanding of project lifecycle phases and the interdependencies between project management knowledge areas
 - Knowledge of RTO Standards 2015 and how compliance obligations integrate into project planning and delivery
 - Familiarity with stakeholder engagement strategies and their role in project integration

● EXPERIENCE

- As Operations Manager at PAX Institute of Education (2022–present), managed and directed operational activities across multiple campus locations, integrating quality assurance, compliance, and resource management processes (as evidenced in the CV)
 - As General Manager at Mint International College (2019–2021), developed, reviewed, and implemented policy and procedure documents while overseeing daily operational and quality assurance systems across RTO courses in multiple industry sectors (as evidenced in the CV)
 - As Managing Director at WAMC Holdings International Ltd (2008–2017), led redesign and implementation of all training materials on a global scale, integrating processes across six countries and four college partnerships (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBPMG502A through my formal qualification in the BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my extensive practical experience managing the scope of large-scale operational and educational projects. In my role as Operations Manager at PAX Institute of Education, I have been responsible for defining and managing the boundaries of multiple concurrent projects, including the review and implementation of new resources and assessment processes across the entire college. My experience as Global President of the World Association of Master Chefs (2017-present) required me to define, maintain, and control project scope across programs delivered in 62 countries. I have consistently demonstrated the ability to manage scope change, prevent scope creep, and ensure project deliverables align with stakeholder requirements.

● COMPETENCY

- Defining project scope statements, work breakdown structures, and deliverables for complex multi-site projects
- Managing scope change requests and implementing change control processes
- Verifying and controlling project scope to ensure deliverables meet agreed requirements
- Aligning project scope with strategic organisational objectives and stakeholder expectations

● KNOWLEDGE

- Scope management principles and practices as developed through the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- Understanding of scope definition tools including work breakdown structures, scope statements, and requirements documentation
- Knowledge of change control processes and their application in dynamic operational environments
- Awareness of the relationship between scope, time, cost, and quality constraints in project management

● EXPERIENCE

- Played a key role in the review and successful implementation of new resources and assessment processes for the entire college at PAX Institute of Education, requiring careful scope definition and management (as evidenced in the CV)
- At Mint International College (2019-2021), developed and implemented policy and procedure documents aligned to RTO Standards, managing the scope of compliance and governance projects across the organisation (as evidenced in the CV)
- As Global President of the World Association of Master Chefs (2017-present), managed the scope of educational program expansion into 62 countries, including the development and launch of over 146 events, competitions, and partnerships across 17 countries (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I demonstrate competency in managing project time through my BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my long-standing record of delivering complex projects on time across multiple organisations and sectors. In my role as Operations Manager at PAX Institute of Education, I spearheaded an 80% increase in student enrolment within an 18-month period, demonstrating disciplined time management and scheduling within a defined project timeframe. My experience as Managing Director of WAMC Holdings International Ltd required me to establish and monitor project schedules for the delivery of the WAMC Professional Chef program, which saw 1,382 executive chefs complete the program within the first 24 months. I am skilled in developing project schedules, identifying critical paths, and implementing corrective actions to maintain project timelines.

● COMPETENCY

- Developing project schedules, activity sequences, and milestone plans for multi-phase projects
- Identifying and managing the critical path to ensure on-time delivery of project objectives
- Monitoring project progress against schedule baselines and implementing corrective actions
- Coordinating team activities and resources to maintain project timelines across distributed locations

● KNOWLEDGE

- Project time management principles including schedule development, sequencing, and control as covered in the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- Understanding of scheduling tools and techniques including Gantt charts and network diagrams
- Knowledge of time estimation methods and the impact of resource constraints on project timelines
- Awareness of the interdependencies between project time, scope, and cost management

● EXPERIENCE

- Achieved 80% increase in student enrolment within an 18-month period at PAX Institute of Education, demonstrating effective time management and scheduling in a project-driven environment (as evidenced in the CV).
- Pioneered the WAMC Professional Chef program at WAMC Holdings International Ltd, with 1,382 executive chefs completing the program within the first 24 months, reflecting strong schedule development and control (as evidenced in the CV)
- Provided support for the establishment of a new campus in Adelaide while serving as General Manager at Mint International College, requiring concurrent project scheduling and time management across multiple initiatives (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBPMG504A through my BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my demonstrated experience managing budgets and financial outcomes across large and complex projects. In my role as Managing Director of WAMC Holdings International Ltd, I was responsible for managing program costs and achieved consistent year-on-year revenue growth averaging 48%, as well as an executive education program enhancement that generated a revenue increase of \$1.28 million. As Global President of the World Association of Master Chefs, I led a 53% increase in revenue through strategic membership and program development initiatives. My background in marketing management and commerce, supported by a Master of Marketing Management and Bachelor of Commerce from Griffith University, provides a strong theoretical foundation in financial management principles applicable to project cost control.

● COMPETENCY

- Estimating, budgeting, and controlling project costs to ensure projects are completed within approved financial parameters
- Monitoring expenditure against cost baselines and implementing corrective measures to manage budget variances
- Developing cost management plans and conducting financial analysis to support project decision-making
- Managing resource costs across multi-site and international project environments

● KNOWLEDGE

- Project cost management principles including cost estimation, budgeting, and cost control as developed through the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- Financial management principles drawn from a Master of Marketing Management and Bachelor of Commerce (Griffith University, as evidenced in the CV)
- Understanding of earned value management and financial reporting in project contexts
- Knowledge of funding models and revenue strategies applicable to educational and operational projects

● EXPERIENCE

- As Managing Director at WAMC Holdings International Ltd (2008-2017), enhanced the executive education program, resulting in a revenue increase of \$1.28M, and achieved consistent year-on-year revenue growth averaging 48% (as evidenced in the CV)
- As Global President of the World Association of Master Chefs (2017-present), led a 53% increase in revenue through strategic membership and program development, demonstrating cost and financial project management expertise (as evidenced in the CV)
- At Mint International College (2019-2021), managed RTO operational budgets and financial compliance requirements as General Manager, overseeing cost-effective delivery across multiple industry sectors (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I demonstrate strong competency in managing project quality through my BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020), which together provide both project management and quality assurance expertise. My professional history includes roles as Quality & Safety Assessment Manager at Strategix Training Group and Operations & Internal Quality Auditor (ISO 9002) certified through Ferriby International. As General Manager at Mint International College, I developed and maintained quality assurance systems aligned to the RTO Standards 2015, and successfully concluded an ASQA audit that resulted in increased delivery capacity from 120 to 340 students. I hold multiple quality-related certifications including ISO 9000, ISO 9002, and ISO 14000, demonstrating a comprehensive understanding of quality management systems.

● COMPETENCY

- Developing and implementing project quality management plans aligned to organisational and regulatory standards
- Conducting quality assurance activities including internal audits, reviews, and validation processes
- Applying quality control measures to project deliverables to ensure they meet defined acceptance criteria
- Leading process improvement initiatives to enhance quality outcomes across project and operational contexts

● KNOWLEDGE

- Project quality management principles as developed through the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- Quality auditing frameworks and methodologies as evidenced in the BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020), including units BSBAUD402, BSBAUD501, BSBAUD503, and BSBAUD504
- ISO 9000 and ISO 9002 quality management systems knowledge, as evidenced by certifications from Ferriby International (as listed in the CV)
- Knowledge of ASQA regulatory requirements and the Standards for Registered Training Organisations 2015 in relation to quality management

● EXPERIENCE

- Successfully concluded an ASQA audit at Mint International College (2019-2021), resulting in increased delivery capacity from 120 to 340 students, demonstrating applied quality management in an RTO context (as evidenced in the CV)
- Served as Quality & Safety Assessment Manager (QA) at Strategix Training Group, managing quality and safety assessment processes across the organisation (as evidenced in the CV)
- Held Operations & Internal Quality Auditor certification (ISO 9002) through Ferriby International, applying quality management principles in operational and project environments (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBPMG506A through my BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my extensive experience leading, managing, and developing human resources across complex and multi-site project environments. In my current role as Operations Manager at PAX Institute of Education, I supervise a team of 30 staff members across two sites, providing strategic leadership in personnel management, coaching, and training. My Diploma of Quality Auditing (BSB51615) included the unit BSBMGT502 Manage People Performance, further evidencing my formal training in human resource management. I have consistently demonstrated the ability to build high-performing teams, manage staff performance, and develop people capability to achieve project and organisational objectives.

● COMPETENCY

- Developing and implementing human resource management plans for project teams across multiple sites
- Recruiting, inducting, and managing project team members to ensure appropriate skills and capacity
- Providing coaching, mentoring, and performance feedback to project team members
- Managing team dynamics, resolving conflicts, and fostering a collaborative project team environment

● KNOWLEDGE

- Project human resource management principles as covered in the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- People performance management principles as formally assessed in BSBMGT502 Manage People Performance, completed as part of the BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- Team leadership and management theory drawn from the Diploma of Leadership & Management (Dreamtime Training, as evidenced in the CV)
- Understanding of workforce planning, role clarification, and team development strategies in project contexts

● EXPERIENCE

- Supervised a team of 30 staff members across two campus sites at PAX Institute of Education (2022-present), providing strategic leadership in personnel management, coaching, and training (as evidenced in the CV)
- Managed all RTO staff, trainers, and consultants at Mint International College (2019-2021) as General Manager, overseeing recruitment, performance, and professional development (as evidenced in the CV)
- As Global President of the World Association of Master Chefs (2017-present), directed and supervised overall activities of Regional Directors across international teams, demonstrating advanced human resource management in a project leadership context (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I demonstrate competency in managing project communications through my BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my extensive career engaging with stakeholders at all levels across local, national, and international contexts. My Master of Marketing Management and Bachelor of Commerce (Griffith University) provide a strong academic foundation in communication strategy and stakeholder engagement. As Global President of the World Association of Master Chefs, I have engaged with stakeholders across 62 countries, managed communications for over 146 events and partnerships, and delivered complex program information to diverse audiences. I also hold an Advanced TESOL Certification and have served as a Campus Lecturer at Griffith University, further demonstrating my communication skills in educational and professional settings.

● COMPETENCY

- Developing project communications management plans that address stakeholder information needs
- Managing the distribution of project information across internal and external stakeholders
- Facilitating effective communication within project teams and between project sponsors and stakeholders
- Reporting on project progress and outcomes to diverse audiences including boards, partners, and regulatory bodies

● KNOWLEDGE

- Project communications management principles as developed through the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- Stakeholder engagement and communication strategy theory from a Master of Marketing Management (Griffith University, as evidenced in the CV)
- Cross-cultural communication principles drawn from extensive international experience and Advanced TESOL Certification (American TESOL, as evidenced in the CV)
- Understanding of communication planning, information distribution methods, and performance reporting in project environments

● EXPERIENCE

- As Global President of the World Association of Master Chefs (2017-present), engaged with stakeholders from internal and external sources across all business areas in 62 countries, managing complex multi-channel communications (as evidenced in the CV)
- Served as Campus Lecturer in the Business and Marketing Department at Griffith University, delivering structured educational content to diverse student cohorts (as evidenced in the CV)
- Facilitated negotiations for partnerships with four Korean universities at Mint International College (2019-2021) and managed communications with RTO staff, trainers, and consultants across the organisation (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I meet the requirements of BSBPMG508A through my BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020), which included the unit BSBRK501 Manage Risk. I hold multiple risk and quality-related certifications including ISO 9000, ISO 9002, and ISO 14000 (Environmental Management Audit) through Ferriby International, and an ISM Safety Management Certificate. My experience as General Manager at Mint International College required me to monitor RTO compliance risks and adapt to changing business and industry demands, while my role at Strategix Training Group as Quality & Safety Assessment Manager involved direct responsibility for managing quality and safety risk. I have consistently demonstrated the ability to identify, assess, and respond to project risks across complex and regulated environments.

● COMPETENCY

- Identifying, analysing, and prioritising project risks using structured risk management frameworks
- Developing risk management plans including risk mitigation, transfer, acceptance, and avoidance strategies
- Monitoring and controlling project risks throughout the project lifecycle
- Conducting risk reviews and audits to identify emerging threats and opportunities in project environments

● KNOWLEDGE

- Project risk management principles as developed through the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- Risk management theory and practice as formally assessed in BSBRK501 Manage Risk, completed as part of the BSB51615 Diploma of Quality Auditing (Global Training Institute, 2020)
- ISO 9000 and ISO 9002 quality and risk management systems, and ISO 14000 Environmental Management risk principles, as evidenced by certifications from Ferriby International (as listed in the CV)
- Knowledge of WHS risk management principles drawn from BSBWHS516 (completed as part of BSB51615, as evidenced in the Diploma of Quality Auditing Statement of Results)

● EXPERIENCE

- Served as Quality & Safety Assessment Manager (QA) at Strategix Training Group, directly managing quality and safety risk assessment processes across the organisation (as evidenced in the CV)
- At Mint International College (2019-2021), conducted internal reviews and audits to confirm compliance with all RTO obligations, monitoring and managing compliance risks in a regulated educational environment (as evidenced in the CV)
- Held Operations & Internal Quality Auditor certification (ISO 9002) through Ferriby International, applying risk identification and mitigation principles in operational audit contexts (as evidenced in the CV)

HOW I MEET THE REQUIREMENTS

I demonstrate competency in managing project procurement through my BSB51407 Diploma of Project Management (Captain Cook College, 2013) and my extensive experience negotiating, establishing, and managing procurement agreements and partnerships across multiple organisations and sectors. In my current role as Operations Manager at PAX Institute of Education, I negotiate services and agreements with work placement companies to maintain mutually beneficial partnerships. As Managing Director of WAMC Holdings International Ltd, I managed international program procurement and partnerships across six countries. My experience spearheading strategic negotiations for expansion into 54 new countries further evidences my capability to manage complex procurement and contracting processes at a senior level.

● COMPETENCY

- Developing procurement management plans and identifying procurement requirements for project delivery
- Preparing and evaluating procurement documentation including tender documents, contracts, and service agreements
- Negotiating and managing contracts with suppliers, service providers, and strategic partners
- Monitoring supplier and contractor performance against contractual obligations and project requirements

● KNOWLEDGE

- Project procurement management principles as developed through the BSB51407 Diploma of Project Management (Captain Cook College, 2013)
- Contract negotiation and management principles informed by a Master of Marketing Management and Bachelor of Commerce (Griffith University, as evidenced in the CV)
- Understanding of procurement processes in the VET sector, including work placement agreements and third-party service arrangements
- Knowledge of partnership development, vendor selection, and contract administration in complex multi-stakeholder environments

● EXPERIENCE

- As Operations Manager at PAX Institute of Education (2022-present), negotiated services and agreements with work placement companies to maintain mutually beneficial partnerships, directly managing procurement processes in an educational project context (as evidenced in the CV)
- As Managing Director at WAMC Holdings International Ltd (2008-2017), designed policies and procedures for managing international partnerships and programs, and led procurement and contracting activities across six countries (as evidenced in the CV)
- Spearheaded strategic negotiations for the transformation and expansion of organisational operations into 54 new countries, demonstrating advanced procurement and contracting capability at an international level (as evidenced in the CV)

6. FILE ACCESS LOG

Records all access to this trainer's file.

No access log entries on record.

7. ASQA AUDIT LINK ACCESS LOG

Records all ASQA audit links created for this trainer's file.

No ASQA audit links created.

8. CERTIFICATION & SIGN-OFF

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