

Doug Arnold



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PROFESSIONAL PROFILE

A highly skilled Training Developer and Instructional Designer with deep expertise in designing, developing and delivering strategically aligned learning and development programs, frameworks and activities that improve organisational capability and support individual career development. Experience extends across training development, adult learning and education. Leverages technology and online platforms to automate, standardise and optimise the learner experience. Effectively partners with key business stakeholders and subject-matter experts to design and build training solutions in accordance with relevant frameworks.

EDUCATION & QUALIFICATIONS

Master of Education (Adult Education/Training & Development) | *University of New England*

Bachelor of Education (Secondary Education) | *James Cook University of North Queensland*

Certificate IV in Training and Assessment (TAE40110) | *Department of Defence (Army)*

Certificate IV in Occupational Health and Safety (BSB41407) | *Australasian College of Health and Safety*

Diploma of Quality Auditing (BSB51607) | *Department of Defence (Army)*

Bachelor of Science (Marine Biology) | *James Cook University of North Queensland*

PROFESSIONAL SKILLS

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| • Training/Learning Development and Facilitation | • Communications & Public Relations |
| • Instructional Design | • Digital Resource Development |
| • Training Needs Analysis | • Leadership |
| • Curriculum Development | • Writing & Editing |
| • Interpreting Curriculum Frameworks | • Instructor-led Teaching & Presenting |
| • Project Management | • Website Development |
| • Client Engagement & Stakeholder Management | • Brand Management |
| • Scripting & Storyboarding | • Print Publishing |
| • Continuous Improvement | • Change Management |

TECHNICAL SKILLS

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| • Articulate Storyline 360 | • Articulate Rise 360 | • PowerPoint |
| • Learning Management Systems | • Survey Monkey | • Final Cut ProX |
| • OneSite | • Database management | • Camtasia |
| | • Dropbox | • Microsoft Office |

EMPLOYMENT HISTORY

TRAINING DEVELOPER (CONTRACT) | *Civil Aviation Safety Authority* | Mar 2020 - Jul 2020

- Undertake learning analysis, design, development and delivery activities in accordance with CASA business processes and using CASA tools and templates
- Use a range of consulting methodologies during contact with CASA managers and Subject Matter Experts (SMEs);
- Work with SMEs to design appropriate learning solutions that address identified needs, develop all associated courseware and deliver the training solution
- Engage with other Learning and Development Specialists within the Training Branch as required to seek advice and support in order to complete work task.
- Develop all courseware (including assessment tools) including, but not limited to:
 - i) Facilitator Guide and Presentation development
 - ii) Participant Guide
 - iii) Training aids (case studies and other course materials)
 - iv) Storyboards and eLearning modules
 - v) Assessment instruments, tools, mapping and benchmark guides.

Key achievements: Successfully leading and managing the design and development of multiple eLearning training packages designed to increase employee overall knowledge, such as CASA's Record Management System, as well as training Executive-level employees in the effective participation in various governance committees at CASA. These projects involved significant SME consultation at various locations throughout Australia using current technology, such as Cisco Meetings, Zoom and Microsoft Teams.

INSTRUCTIONAL DESIGNER | *Government of Queensland* | Oct 2019 - Mar- 2020

- Design and develop interactive workplace learning and development programs and initiatives that cater to a variety of learning needs
- Collaborate and consult with technical experts to conduct training needs analysis and develop storyboards / session plans
- Apply contemporary workplace learning methodologies, practices and processes, and adult learning theories in the approach to design and development.
- Develop and implement tools to evaluate the effectiveness of learning and development programs.
- Produce a variety of learning and development materials and resources to meet learning and development objectives
- Create eLearning content and programs using Articulate 360 – Storyline and Rise
- Build and maintain effective working relationships with stakeholders to ensure high-quality learning outcomes are achieved and align with the branch objectives

Key achievement: Provided SME guidance for the development and conduct of face-to-face lessons for other departments within QBuild by developing a PowerPoint lesson template (including extensive instructor guide notes) for use by other QBuild staff. This template and instructor guide were used by other QBuild staff to develop and conduct face-to-face lessons as part of the annual apprentice and tradesperson induction program within QBuild.

TRAINING DESIGN SPECIALIST | *CAE Australia Pty Ltd* | Aug 2012 – Jul 2019

- Analysed, designed and developed training solutions for existing CAE projects and new training business opportunities in accordance with appropriate training frameworks, such as the Defence Training Model, RAAF AAP2002, ASQA, CAE's RTO policies and procedures, or customer training policies
- Performed all required tasks in the ADDIE model, as directed by the Manager, Training Solutions
- Utilised available technologies, including Articulate Storyline 3, to develop e-learning opportunities that were in accordance with both adult learning principles and instructional design principles.
- Acted in the role of Learning Administrator for CAE-A's online Learning Management System (Clui).
- Provided specialist training advice on the training development processes and training technologies.
- Identified opportunities for the expansion of CAE Australia's training business, developing e-learning opportunities both internal and external to CAE.
- Performed the role of WHS Employee Representative for the Brisbane office. This involved regular site inspections in accordance with Queensland legislation, as well as providing annual WHS refresher training via face-to-face and online learning.

Key achievements:

- 1) Designed and developed numerous online training modules, which create more efficient methods of training delivery while also standardising the training information across the business.
- 2) Led the analysis, design and development of an internal training system to provide training via CAE's LMS targeting lead roles during CAE's 'Lead-to-Award' process for business acquisition. This involved extensive training needs analysis reports, which highlighted gaps in knowledge and skills in the Proposals section, as well as risks to the business. This internal training system aimed to standardise the Proposals section across the whole of CAE globally and to ensure alignment with CAE's head office in Montreal.
- 3) Provided expert guidance on the analysis, design and development of CAE's proposed Certificate IV in Simulator Maintenance (DEF 43215), which would eventually evolve into a nationally recognised qualification.
- 4) Produced a 6500-word white paper detailing current market trends in corporate training and learning, as well as the development of learning cultures within business. This paper delivered short, medium and long-term recommendations and solutions that would give CAE a strategic advantage over the increasing competition in the market.
- 5) Participated in a training support role in support of the National Disaster Management Centre (Brunei) to increase the capability of the Brunei Government's Multi-Purpose Training Centre. This played a key role in laying the foundations for this country to develop their own capabilities in large-scale emergency management, particularly for natural disasters, and align these to established UN guidelines.

TRAINING DEVELOPMENT OFFICER | *Department of Defence (Army)* | Jan 2010 - Aug 2012

- Provided expert advice and performed the associated functions of the Analyse and Evaluate phases of the Defence Training Model as applied to all of the All Corps training continua
- Reviewed, developed and maintained associated documents, both internal and external, to support the analysis of training needs
- Analysed training needs as part of the Training Design process
- Coordinated widespread online evaluations for training conducted at LWC
- Ensured training continua and supporting processes, products and outcomes were compliant with AQTF/ASQA Standards, as well as the Defence and Army Training Policies
- Liaised with key stakeholders that had vested interests within the organisation.

- Fulfilled all duty requirements as the second-in-command Training Systems Branch, when required.

Key achievements:

- 1) Conducted on-going course evaluations for the All-Corps Officer Training Continuum and All-Corps Soldier Training Continuum and provided key recommendations to the chain-of-command, up to and including Command-level. These evaluations ensured the training being delivered was continuously validated and improved upon.
- 2) Successfully performed the role of Headquarters' S03 Incident Management Coordinator while the incumbent was on extended leave. Performed unfamiliar and challenging tasks, with the requirement to liaise extensively with the upper chain-of-command and high-ranking officers
- 3) Filled the role of President of the Regimental Trust Fund and led a small team that would oversee the management and allocation of Regimental funds to eligible units and recipients.

Additional Professional Experience (details and achievements provided upon request)

INSTRUCTIONAL DESIGNER | *Army Learning Production Centre (Gallipoli Barracks)* | Jan 2008 – Jan 2010

LITERACY AND NUMERACY COURSE MANAGER | *Land Warfare Centre (Kokoda Barracks)* | Jul 2005 – Jan 2008

EDUCATION OFFICER – PRODUCTION | *Training Technology Centre (Gallipoli Barracks)* | Aug 2004 – Jun 2005

SECONDARY SCIENCE SCHOOL TEACHER | *William Ross SHS, Townsville* | Jan 2001 – Aug 2004

PROFESSIONAL DEVELOPMENT

LinkedIn Learning (2019/20) The Neuroscience of Learning | Learning SCORM and Tin Can API | Instructional Design: Working with SMEs | Instructional Design: Storyboarding | Instructional Design: Needs Analysis | Instructional Design: Models of ID | Instructional Design: Creating Video Training | Instructional Design: Adult Learners | Articulate Storyline: Advanced Technologies | Teaching Techniques: Writing Effective Learning Objectives | Measuring Learning Effectiveness | Agile Instructional Design | Learning Articulate 360: Rise | Camtasia 2018 Essential Training | Scrum: The Basics | Scrum: Advanced | Teaching Techniques: Blended Learning

HOBBIES & INTERESTS

Woodworking, vegetable gardening, cyber security, commercial diving history, cooking

REFEREES

Earl Brown

Branch Manager – Training Branch

Civil Aviation Safety Authority – Corporate Services Division

0403 063 864

Tim Hainsworth

*Manager Governance, Planning & Reporting,
Internal Audit and Assurance (Chief Audit
Executive)*

Civil Aviation Safety Authority – Corporate
Services Division

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