

**Sonia Dal Bon - Professional Development,  
Industry Experience & Trainer/Assessor - MATRIX**

**BSB** - Business Services Training Packages  
**ICA /ICT**- Information and Communications Technology Training Packages  
**Trades & Services** - Natural Remedial Therapies - Hairdressing Technology & Beauty Therapy

Trainer/Assessor Competencies  ~ Certified ~	Professional & Vocational Competence  ~ Certified ~	Vocational Competence – Demonstrated Equivalence	Industry Experience & Skills	Qualifications Units Of Competency VET Courses/Programs able to Deliver / Train & Assess	Developing VET knowledge & Skills and Industry Currency Professional Development
<p><b>TAELLN411- Address Adult Language, Literacy &amp; Numeracy</b> <i>(Macquarie Community College-Mar.2014)</i></p>	<p><b>BSB30407 – Cert. III in Business Administration (16 units) - partial RPL certified (NWCC -2012)</b></p> <p><b>BSB40507 - Cert. IV in Business Administration (15 units) RPL certified (NWCC -2009)</b></p>	<p>Over twenty eight (28) years of proven history working within an administration &amp; business environment, involving a mixture of skills, knowledge and experience in four major industries. From a personal service trade to education and upper Management.</p>	<p><b>RTO - VET Compliance Support (contractual assignment - Macquarie Business Training Centre - 2014)</b></p>	<p><b>*Foundation Skills</b> <i>eg, Skills for work &amp; vocational pathways, English for employment D &amp; A</i></p>	<p><b>Webinar Credit Transfer</b> <i>(ACPET- Aug. 2014)</i></p>
<p><b>TAE40110 - Certificate IV in Training and Assessment – (13 units)</b> <b>Incl.: TAETAS401A Maintain training &amp; assessment Information</b></p> <p><b>BSBMKG413A Promote products &amp; services</b> <i>(Parramatta College- Nov. 2010, incl RPL)</i></p>	<p><b>ICA20105 - Certificate II in Information Technology – (16 units) RPL certified (NWCC-2010)</b></p> <p><b>BSA50197 - Diploma of Business Administration (19 units) Adv. Standing /RPL certified (North West Community College Inc. - Dec 2003)</b></p>	<p>Twenty (20+) years plus of extensive experience delivering training &amp; conducting assessments in Business Administration &amp; Computing/Technology Skills (AQF levels 1-5) Incl. Financial Bookkeeping/ Records Management,</p>	<p><b>College Manager/CEO &amp; Public Officer elect.</b> <i>(North West Com.College Inc. Nov. 2009-July 2013)</i></p> <p><b>Responsibilities incl:</b> Overall Business Management &amp; Operation of a Not-For-Profit Community College &amp; RTO. Manage financial activities; Program planning, Marketing &amp; Website maintenance; Course administration; VET/ASQA/SNR &amp; Audit compliance requirements. Governance support.</p>	<p><b>*All related Business Technology UOC's from Certificate levels I to 5 (Dip.) in Business &amp; Bus. Administration. D &amp; A</b></p> <p><b>*All general Business UOC's from Cert. levels I to IV &amp; V. D &amp; A</b></p> <p><b>*Business Financial records (Manual) UOC's to level III. D &amp; A</b></p>	<p><b>CEO/Principals PD's: Professional Conversations - June 2013, May 2013, March 2013 (CCA)</b></p> <p><b>PD Workshop:</b> Aust.Core Skills Framework - Feb 2013 (WEA Illawarra)</p> <p><b>Validation/Moderations</b> Business &amp; I.T units – 2012</p> <p><b>CCA National 3 day Conference: Melbourne - Nov. 2012</b></p>

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<p><b>TAA40104 - Cert IV in Training &amp; Assessment (15 units)</b></p> <p>incl. unit: <b>TAAENV402A Foster &amp; promote an inclusive learning culture</b> <i>(North West Community College Inc. -Dec. 2007, incl. RPL)</i></p> <hr/> <p><b>BSZ40198 - Cert IV Workplace Training &amp; Assessment</b> <i>(Blacktown District CC-1999)</i></p>	<p><b>International Computer Drivers Licence - Certified Accredited Trainer, Lic No. AU 016373</b> <i>(Australian Computer Society- Dec. 2001)</i></p> <hr/> <p><b>Cert. IV in Small Business Management</b> <i>(NEIS / Penrith City &amp; Business Advisory Centre - May 2000)</i></p> <hr/> <p><b>WorkCover Certificate - Occupational Health &amp; Safety for Business</b> <i>(Penrith BEC Ltd-May 2000)</i></p>	<p>Environmental Sustainability and Work Health &amp; Safety Processes.</p> <p>All streams ranging from beg/int /Adv levels of Software training in Microsoft Applications, internet/email and basic HTML.</p> <p>Information / Communication Technology units (AQF levels 1-4) as above, including Network Management</p> <hr/> <p><b>“As above.. within professional practice”</b> Trades Qualifications and Experience include: <b>Ladies &amp; Gents Hairdressing, Nail Technology Artiste, Beauty consultant, Remedial Massage Therapist, Chi Reflexologist (eastern) Reflexology (western)</b> <i>(years 1966 -2005)</i></p>	<p><b>Accredited (Workplace) Trainer &amp; Assessor -</b> <i>(Blacktown CC, North West CC 1992 - July 2013).</i></p> <p><b>1992 – 2014</b> <b>Sessional contract training</b> in Business &amp; Technology. Design &amp; Develop training resources &amp; Assessment tools, attend Validation / Moderation sessions. <b>Train/Deliver &amp; Assess</b> Cert.'s I - Dip. level of Business Admin. UOC's level 1- 3 in Info. Technology, including all MS Office applications to 2010.</p> <hr/> <p><b>Administration / VET Manager &amp; Acting Public Officer - North West CC.</b> 2007-2009 <b>Responsibilities include:</b> Support &amp; act on behalf of CEO during extended leave periods. Management of college Administration</p>	<p><b>*Medical Office Reception to Cert III. D &amp; A</b> eg.. BSBMED201A / 202A</p> <p><b>Medical Terminology Anatomy / Physiology &amp; Medical W H S D &amp; A</b></p> <p><b>*Certificate levels I &amp; II in Information /Communication Technology</b> (all UOC's) <b>D &amp; A</b></p> <p><b>*Select UOC's from Cert. level III &amp; IV of Info. Technology</b> (Software &amp; Client Support) <b>D &amp; A</b></p>	<p><b>Course:</b> <b>HLTFA301C Apply First Aid</b> - Sept. 2012 <i>(Royal Life Saving)</i></p> <p><b>PD Wkshp:</b> <b>Change Management Workshop</b> - July 2012 <i>(Aust.Institute Management)</i></p> <p><b>PD seminars:</b> <b>Work Health &amp; Safety (WHS) Legislation for RTOs &amp; Industry Engagement</b> - April 2012 <i>(Fair Training)</i></p> <p><b>Guidelines for Conducting and Internal Audit</b> - April 2012 <i>(VELG Training)</i></p> <p><b>Memberships:</b> <b>VELG Training</b> (2012-14) <b>RTO Management</b> (2012-14)</p>

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	<p><b>ICA40199 - Cert. IV in Info Technology - (Client Support) SOA's</b></p> <p><b>ICAITS023B- Provide one to one instruction</b></p> <p><b>ICAITS031B- Provide advise to clients (NWCC, TAFE - 2000)</b></p>	<p>Twenty years extensive experience with Operating System platforms from DOS 5 to Windows 3.1, through to Windows 8.</p>	<p>Office, Information Technology, VET &amp; Non-VET training programs &amp; resources to meet AQTF standards.</p> <p>Liaise with &amp; employ teaching/contract staff.</p> <p>Development &amp; Marketing of College Brochure and edit Website</p>	<p>*Windows platforms 95 through to Windows 8</p> <p><b>D &amp; A</b></p> <p><b>Teach and Support</b> all versions of 'Microsoft Office Suite' (professional / Ultimate) Software Applications from 95 through to 2010</p> <p>*Familiar with and use basic MYOB accounting functions,</p>	<p><b>Community Colleges Aust.</b> (2012-13)</p> <p><b>Australian Traditional Medicine Society</b> (2012-14)</p> <p><b>NSW Master Ladies Hairdressers Union</b> (1970-2012)</p> <hr/> <p><b>CCA National 3 day Conference:</b> Queensland - Nov. 2011</p>
	<p><b>ICA30199 &amp; 3601 Cert. III in Info Technology – (Software)... SOA's</b></p> <p><b>ICAITU018B- Develop macros and templates for clients using standard products</b></p> <p><b>ICAITU028B Customise packaged software applications for clients</b></p>	<p><b>Sole Trader/Business Interest - No.3</b></p> <p><b>Natural Therapies</b> - short term venture 1999-2002</p> <hr/> <p><b>Sole Trader/Contractor / Bus No.2 :</b></p> <p><b>1998 to current year</b> Private one on one, RTO and Corporate training.</p> <p><b>Business &amp; Info Technology</b></p>	<p><b>VET &amp; Info Technology Program Manager / Coordinator - NWCC 2000-2007</b></p> <p>Manage VET &amp; Non VET training programs. VET staff support &amp; training, compliance, record keeping, students/tutor support, preparation of Certificates &amp;</p>	<p>*Familiar with &amp; use Adobe editing Applications</p> <p>*Familiar with &amp; use Basic HTML code for web development /updates</p>	<p><b>PD Workshps:</b></p> <p>Maintaining 2011-2012 APL Contract Compliance - October 2011 (NSW DEC)</p> <p>RTO Approved Provider List Information Workshop- Feb. 2011 (NSW DET &amp; STS)</p>

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	<p><b>2480D- Spreadsheets 1</b> <b>2480W- Spreadsheets 2</b></p> <p><b>7365CE- Word processing 1, 2 &amp; 3</b></p> <p><b>7314A- Keyboarding applications 1 &amp; 2</b> Plus more...(BDCC, NWCC, TAFE - 2000)</p>	<p><b>Training and Support Services</b></p> <p><b>Developed and Maintain personal/business Web presence – 2008 to present</b></p>	<p>development of Computer courses/programs, network maintenance, customer service &amp; general administration.</p> <p>Primary Trainer/Assessor in Bus. &amp; Technology programs</p>		<p><b>PD course:</b> Sustainability Education &amp; Training - August 2011 (North West CC)</p>
<p><b>Certificate in ACE Teaching - Workplace Trainer Categories 1 &amp; 2</b> Teaching in ACE/CBT Course Delivery (Blacktown District Community College-1996)</p> <p><b>Group Facilitation Skills Certificate</b> Leading a group/Adult Learners/Conflict resolution (Blacktown District Community College - 1994)</p>	<p><b>ICA20199 - Cert. II Information Technology</b> Inc Units:</p> <p><b>ICAICU012B Design organisational documents using commercial computing packages</b></p> <p><b>ICAITU013B Integrate commercial computing packages</b></p> <p><b>ICAITTW001B Work effectively in an information technology environment</b></p> <p><b>ICAITTW002B Communicate in the workplace</b></p>	<p><b>1990 – Ongoing until 2011</b> Initially Set-up College Computer Training rooms. Maintain Technology Networks and configuration of Computers, install / update software for 1- 4 computer labs.</p> <p>Troubleshoot windows and hardware issues.</p> <p>Provide technical support to students, teachers &amp; staff.</p>	<p><b>President / Secretary elect (Voluntary)</b> Owners Corporation Strata Management Board, (2005 - 2014 current)</p> <p><b>January 2000 - Instigated the set-up of a Seniors computer group</b> to meet weekly for practice. - Ongoing as '<b>Blacktown Computer Pals</b>' (Still current 2014)</p> <p><b>International Year of Older persons - Special 1 yr contract:</b> Computer Training for Seniors - beg. to inter. Computing &amp; Internet /</p>		<p><b>Validation/Moderations</b> Business &amp; I.T units - 2011</p> <p><b>Course:</b> Internal Auditing for RTO's Management Systems Auditing - July 2011 (Jobs Aust. Ltd)</p> <p><b>CEO/Principals PD's:</b> Professional Conversations - March 2011 (CCA)</p> <p><b>Memberships:</b> VELG Training (2011-12) RTO Management (2011-12)</p>

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	<b>ICAITU005B Operate computer hardware</b>		email skills. <i>Feb. - Nov. 1999</i> - (Blacktown City Council		Community Colleges Aust. (2011-12)  ATMS (2011-12)
	<p><b>ICAITU006B Operate computing packages</b></p> <p><b>ICAITSO17B Maintain system integrity</b> plus more ..... (<i>NWCC, TAFE, ICS 1998</i>)</p> <hr/> <p><b>Qualifications in Natural Therapies:...</b></p> <p><b>Cert. of Advanced Remedial Massage</b> (<i>April 2000</i>)</p> <p><b>Cert. of Anatomy &amp; Physiology Anatomy</b> (<i>Dec.1999</i>)</p> <p><b>Cert. of Massage -1</b> (<i>Sept. 1999</i>)</p> <p><b>Cert. of Essential Clinical Business Skills</b> (<i>Aug 1999</i>) - <i>Aust. Academy of Remedial Therapies</i></p>	<p><b>Pre 1987:</b> <b>Former Business owner (Bus No.1) &amp; Manager in Hair and Beauty Industry - 25yrs)</b></p> <hr/> <p><i>see Industry experience and professional vocational competence.....</i></p> <hr/>	<p><b>Sole Trader /Contractor: 1998 to current</b> Private one-on-one, RTO, TAFE and Corporate Clients. Deliver Business &amp; Computer training and support services.</p> <hr/> <p><b>Sole Trader- Natural Therapies</b> (short term Business Interest <b>1999-2002</b>) Chi Reflexology &amp; Remedial Massage therapist -7yrs Voluntary Clinical Practice &amp; Experience</p> <hr/> <p><b>Voluntary Secretary &amp; Committee Member</b> to OOSHCC Board of Management - (Uniting Church, Blacktown <b>1992-1997</b>)</p>		<p><b>Validation/Moderations</b> TAA/TAE units - 2010</p> <p><b>CEO/Principals PD's:</b> Professional Conversations - Nov. 2010 June 2010 (CCA)</p> <p>CEO/Management Induction - March 2010 (CCA &amp; NSW DEC)</p> <p><b>CCA National 3 day Conference:</b> Melbourne - Sept. 2010</p> <p><b>VET Manager meetings</b> for ACE Metro Cluster 2009-2010</p> <p><b>PD WorkShops:</b> BSB07 Training Package - 2008 (IBSA, NSW DET)</p>

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	<b>Cert. of (western) Reflexology</b> ( <i>Coll. of Nepean Natural Therapies-1999</i> )				<b>VET Manager meetings</b> for ACE Metro Cluster 2007 - 2008
	<p><b>Certs. I, II &amp; III in Chi Reflexology - Hand, foot &amp; maternity</b> (<i>Aust.College of Chi Reflexology-1999</i>)</p> <hr/> <p><b>Cert. in Reception Duties &amp; Keyboarding, General Business Applications I &amp; II</b> (<i>TAFE Dec. 1992</i>) *<i>Distinction Award</i></p> <hr/> <p><b>Pre-1970's</b> Full Ladies Hairdressing Licence / Ladies &amp; Gents Haircutting. Diploma in Nail Technology Diploma in Advanced Hair Technics &amp; Design</p>		<p><b>Pre 1987:</b> <b>Former Business owner</b> (Sole Trader) &amp; <b>Manager in Hair and Beauty Industry</b> (Ladies &amp; Gents Hairdresser, Beautician / Nail Technician - 25yrs) Includes mobile service for Wedding parties and special events .</p>		<p><b>Validation Session</b> units of Competency BSB01- 2004 (IBSA)</p> <p><b>PD Workshops</b> Teaching in ACE – 2 days July 96 (NSW BACE).</p> <p><b>Group Facilitation Skills</b> 1994 (BDCC)</p>