



## PROFILE

Over the last 15 years, I have been in senior roles within the learning and development industry.

To further complement my practical experience, I completed my postgraduate Masters Degree in Training and Development in 2008 and my Certificate IV in Training and Assessment in 2012.

These have given me a thorough insight into learning techniques and methodologies, training needs analysis, instructional design and facilitation from both a theoretical and practical point of view.

With a knack for discovering the true training requirements of an organisation, I like to empower individuals, teams and the wider organisation to continually think and behave differently.

Above all else, people are my business and passion. I believe training should build confidence, manage resistance, unlock potential, develop capability, cultivate team strength and create an environment of success.

## CONTACT

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# KATHY MILES

## Independent Contractor – Learning & Development

### EXPERIENCE

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In addition to face-to-face programs, I have also designed (scripted) hundreds of eLearning and blended courses, both working with Visual Designers and Developers to create the final product, or developing the courses myself in Articulate Storyline. These have been across a wide range of topics including:

- Onboarding
- Compliance
- Health and safety
- Systems training
- Products and services training
- Professional development
- Bespoke courses related to the client's business

### KEY PROJECTS

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#### Department of Education

Design and storyboarding of an online course for teachers on Workplace Learning Preparation.

#### Cleanaway

Design and storyboarding of the Cleanaway Leadership online course.

#### Sydney Water

High level design and storyboarding for a series of 12 online modules on fatal risk standards in Work, Health & Safety, four modules on Risk Management and a Conflict of Interest course.

#### National Australia Bank and Bank of New Zealand

Storyboarding of numerous online training programs around risk, cyber security and commercial real estate.

#### nbn

Design and development of two induction programs (one being four weeks and the other two). These included 43 training modules consisting of instructor led, online and blended learning modules for a major change process.

#### ALH Group

Updates to three online programs, development of 35 new online programs (in Articulate Storyline) and five instructional videos for the gaming and accommodation departments on company products and systems.

#### Christchurch Airport

Design and development (in Articulate Storyline) of several online programs around safety and driving airside, as well as ongoing maintenance of these courses and their LMS.