



scopeVISION

**Award Winning Registered
Training Organisation**

awaken the leader within

evoke inspire eclipse

Scope Vision is dedicated to creating the next generation of dynamic, innovative leaders, managers and frontline staff. Our focus is to support the development of individuals and the subsequent growth of the organisations in which they work, through the delivery of nationally recognised training.

Our business has evolved simultaneously with the innovations of our industry. As a means of continuous improvement, we regularly solicit feedback from our clients and industry stakeholders.

We have ensured that we remain responsive to our client requests, anticipate and foresee their needs and expectations, and adapt our company systems and processes to incorporate change in line with industry requirements. We believe that there is a better way of training and developing businesses and micro teams that can be more fulfilling for all concerned, which could also be economically viable and intellectually appropriate.

The success of our business grows out of our passion and drive and what we instinctively feel is the way education and dynamic business solutions should be delivered – with flair. Feedback from industry reflects the energy and enthusiasm of our staff, and highlights the way in which we transpose information into real world concepts and strategies that can be immediately and effectively integrated within their organisations.

Our participants thrive when exposed to an energy transfer that is as exciting as it is effective. As a result, we contribute to the growth and development of people as well as the industries in which they are employed... that's what our culture is all about.

Maria-Jane Satterthwaite

MANAGING DIRECTOR

M 0412 476 933

Joanne Viegas

GENERAL MANAGER

M 0402 018 249

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ORGANISATIONAL VISION

- Individuals achieving personal and professional growth
- Implementation of creative, relevant and dynamic training solutions
- Provision of an environment which maximises the transfer and energy of information

BE THE BEST

- Promoting quality and continuous improvement
- Embracing change, innovation and excellence
- Maintaining and enhancing our financial well being

PASSION FOR WHAT WE DO

- Enthusiastically pursuing and delivering service opportunities
- Promoting fun relationships with passion and commitment
- Pro actively pursuing challenges

CONSTANTLY EXCEED CLIENT'S EXPECTATIONS

- Listening to our stakeholders and identifying their needs and expectations
- Exceeding the expectations of everyone we interact with
- Creating mutually beneficial long-term partnerships with our stakeholders

NEVER EVER GIVE UP

- Delivering superior services and outcomes
- Developing new and original ways to reach our goals
- Maintaining our efforts and determination at all times

TEAM INTEGRITY

- Collaborating and cooperating through open communication
- Capitalising on the strength of each individual to enhance our joint outcomes
- Encouraging and supporting individual and team achievements

awaken the leader within



education & business services

TRAINING AND ASSESSMENT

TAE40110 Certificate IV in Training and Assessment

TAE50112 Diploma of Training Design and Development

BUSINESS

BSB42015 Certificate IV in Leadership & Management

BSB51915 Diploma of Leadership & Management

BSB61015 Advanced Diploma of Leadership & Management

SAFETY AND HEALTH

BSB41415 Certificate IV in Work Health and Safety

PROFESSIONAL DEVELOPMENT

- Awaken the Leader Within [Leadership Skills Development]
- Building and Leading Winning Teams
- Planning for Success!
- Ready, Set, Grow! [Managing the Operational Plan]
- Don't Risk It!
- Developing Your Team
- I's on the Future [Innovation and Change]
- SECS! [The Secrets of Excellent Customer Service]
- DISC profiling: Communication preference workshop
- Belbin Team Role profiling

BUSINESS SERVICES

- Induction – manual(s), processes and program(s)
- Consultancy services: business development
- Safety and risk assessments
- Quality assurance & business systems
- Staff appraisals and career pathing advice
- Training manual development
- Staff development and growth plans
- Executive coaching

OUR CLIENTS

Scope Vision has built up an impressive list of high-profile West Australian clients over the last few years of operation. With a who's who list of Perth's leading hospitality properties and corporate clientele choosing us as their preferred training organisation.

Scope Vision have customised and delivered initiatives for Housing Authority, Department of Transport, Royal Perth Hospital, Princess Margaret Hospital, Armadale Health Services, West Australian Police, Western Australian Museums, WorkCover, Colonial Leisure Group, Australian Leisure and Hospitality Group, Marra Worra Worra, Holyoake, Brightwater Care Group, Ability Centre, Paramount Health, Airflite, Air Services Australia, Automotive Holdings Group, AMCAP, Covs, Western Australian Cricket Association, Fulton Hogan, Ertech, Western Power, Logsys Power Services, Future Grid, Perth Power Lines, Mobile MOUSe, Home Base Expo, Australian College of Beauty Therapy and the Australasian Academy of Cosmetic Dermal Science to name just a few.



marketing mix

PRICE

Scope Vision services are priced to be attractive to our target audience and to be highly competitive. Our general pricing strategy is to offer a highly focused and flexible product at a mid range price to enable market penetration whilst still remaining competitive against cheaper products.

We want to emphasise and demonstrate maximum value and cost-effectiveness to our clients. When it comes to size we may not be in the same league as our competitors; but intellectually and creatively we can match it with them and definitely challenge them!

PLACE (VENUES)

Our strategy is to be flexible to meet the needs of our clients by delivering our services onsite at times and locations convenient to them. We also have the capability to access client venues as required.

PEOPLE

Scope Vision has solidified a strong network of professionals nationally ensuring staff transferability through consistency in our product and performance standards.

We advocate camaraderie inspired through building and maintaining quality relationships. We have a solid internal training infrastructure demonstrated within our company and formally documented in the Individual Development Plans of our team.

Scope Vision prides itself on offering outstanding career opportunities within the company for the growth and development of our team. Our strategy regarding people is to hire the best and retain our staff with attractive working conditions and recognition for 'being the best'. The commitment and passion of our people to the values of Scope Vision is one thing that sets us apart and what stands out in the eyes of our clients.

PROMOTION

Award winning best practice business.
Focused business development team.
Professional marketing and sales and marketing collateral.
Increased website activity.
National network and alliances.

PHYSICAL EVIDENCE

Award winning business. Award winning trainees and students. Our strategy is to continue to gain accolades for the quality work that we do both at an organisational level and at a client level. Our success is validated through raving fans and client testimonials.



marketing mix

PROCESS

Our excellence is underpinned by quality operating systems that maintain Scope Vision's capability to deliver services that help our clients achieve their business goals and objectives. Our approach to continually improving what we do includes research and development to identify new innovations and trends. We take the 'best of the best' and use this to review, refine and even redevelop our approach and products. Our systems and methods are regularly reviewed by industry consultants who benchmark us against industry standards. We use this valuable information together with feedback from our customers to identify outcomes and opportunities.

Working on the philosophy of 'alone you can only achieve so much, together you can achieve much more', Scope regularly conduct planning days where staff, consultants and industry experts contribute to the review and development of initiatives.

Our commitment to our customers is evidenced by this commitment to our quality process.

WHAT REALLY SETS US APART

At Scope we know that to be the best we have to deliver the kind of services that achieve productivity and performance improvements in your business. Our approach to customising solutions to meet specific organisation and individual needs, together with creating learning experiences that are relevant, enjoyable and developmental, sets us apart from many other RTO's.

We guarantee to never take our clients for granted. Our consultants have practical experience in the industry areas we service and current tertiary qualifications in training and development as well as vocational qualifications in relevant industry areas. This combination ensures that Scope will recommend the right solution and if training won't solve the performance issues in your organisation, we will not simply recommend a training program, but will work with you to find the 'right mix' of interventions.

For the individual who wants to attain a qualification, we will help you identify the best option for your career and individual needs.



UPS & points of difference

POINT OF DIFFERENCE	TYPICAL RTO	SCOPE VISION	CLIENT BENEFIT
OPERATIONS FOCUS	Use teachers, theoretical management and facilitators to project manage and deliver training.	Company formed by business developers, for business developers! All of the Scope Vision team have a strong operational management and Industry background.	Ensures that a practical and operationally friendly approach is taken to all client activities.
WORKPLACE INTEGRATION OF TRAINING AND ASSESSMENT	Supply generic, theoretical workbooks designed for classroom based workshops.	Recognise current skills and knowledge and align course with your policies, procedures and operating standards.	Participants better understand your procedures as part of their learning to ensure operational compliance. Highly relevant training with real workplace outcomes.
HOLISTIC ORGANISATIONAL DEVELOPMENT APPROACH	Deliver one qualification to one employee group.	Scope to deliver training and development to staff, frontline management and executives to ensure holistic training approach.	Training is aligned and consistent throughout the company and easier to manage.
WORK HEALTH SAFETY AND RISK MANAGEMENT	Deliver generic theoretical content.	Utilising our specialist WHS division we conduct a risk assessment of your actual workplace and deliver training designed to address specific safety issues and risks.	Training programs assist in compliance and risk management strategy.
AWARD WINNING TEAM	Solid performers.	Award winning team and team members – as well as award winning learners.	Learners have greater buy-in and you have greater confidence in delivery.
DELIVERY AND FACILITATION	Staff who are competent in their field, with training experience/qualifications.	Award winning, dedicated, honor level facilitators who ensure currency by returning to industry and participating in mandatory professional development pathways.	Relevant, up to date skills and knowledge. Passionate facilitation and transfer of the energy of the information into real world examples.



awards we have won

North West Metro Business Awards
 ECU Business of the Year 2007; 2006; 2004
 Telstra Small Business Awards
 Commonwealth Government Micro Business Award 2001
 Training Excellence Awards
 Training Provider of Student of the Year 2004
 Latasha Santostefano, The Sanctuary Golf Resort, Bunbury
 Aim Small Employer of the Year 2001
 Training Provider of the Trainee of the Year 1999
 Katherine Bodey, Fast Eddy's
 West Australian Tourism Awards
 Industry Training Provider 2001
 Tourism Training Australia
 Outstanding Achievements in the Tourism & Hospitality Industry
 Excellence in Training 1999; 2000
 WA Hospitality & Tourism Industry Training Council's Award for
 Excellence in Training within the Hospitality Industry 1999; 2000

FINALIST

Telstra Micro Business Awards 2016
 Australian Government Micro Business Award 2007
 Telstra Business Woman of the Year 2001; 2000
 Telstra Entrepreneur of the Year 1999
 Training Excellence Awards
 Training Provider of Student of the Year 2007
 Emma Murray, ALH Group
 Training Provider of Trainee of the Year 2006
 Robyn Mouttet, ALH Group
 Training Provider of Trainee of the Year 2005
 Adam Lee, Matilda Bay Restaurant Mosman Park
 Training Provider of Trainee of the Year 2004
 Jason Skodt, Jetty's Restaurant Hillarys
 North West Metro Business Awards
 ECU Business of the Year 2005
 Training Excellence Awards
 Client: AIM Small Employer of the Year 2005
 South Street Vet Clinic
 Aim Small Employer of the Year 2000
 West Australian Tourism Awards
 Tourism Education and Training 2002; 2004; 2005; 2006



our team

Scope Vision utilises the services of industry facilitators and consultants for our extensive range of clients. Facilitators are selected after the completion of the needs analysis to ensure cultural alignment and appropriateness to client and organisation needs.

Joanne Viegas

GENERAL MANAGER

Administration | Quality Assurance | Assessor



With qualifications in the areas of Training and Assessment, Business Management and Marketing, Joanne Viegas has been involved in the customisation and successful implementation of initiatives for Scope Vision clients. Specialising in client liaison, project planning and program management, her attention to detail and commitment to achieving measurable outcomes for clients has been imperative. Joanne is also responsible for maintaining the integrity of the assessment process along with mentoring and coaching of participants.

QUALIFICATIONS

- TAE50211 Diploma of Training Design and Development
- TAE40110 Certificate IV in Training and Assessment
- BSB51915 Diploma of Leadership & Management
- BSB42015 Certificate IV in Leadership & Management
- THH60297 Advanced Diploma in Hotel Management
- BSZ50198 Diploma in Training and Assessment Systems
- BSB51004 Diploma in Business (Frontline Management)
- BSB50701 Diploma of Business (Marketing)
- Certificate III in Office Administration
- Certificates of Merit de Bono Thinking Systems



our team

Maria-Jane Satterthwaite

MANAGING DIRECTOR

Key Facilitator | Program Development and Customisation
Accredited Coach | Assessor



Maria-Jane has customised and delivered initiatives for the Housing Authority, Department of Transport, Royal Perth Hospital, Princess Margaret Hospital, Armadale Health Services, West Australian Police, Western Australian Museums, WorkCover, Colonial Leisure Group, Australian Leisure and Hospitality Group, Holyoake, Brightwater Care Group, Ability Centre, Paramount Health, Airflite, Air Services Australia, Automotive Holdings Group, AMCAP/Covs, CEVA Logistics, Western Australian Cricket Association, Fulton Hogan, Ertech, Western Power, Logsys Power Services, Future Grid, Perth Power Lines, Mobile MOUSe, Home Base Expo, Australian College of Beauty Therapy and the Australasian Academy of Cosmetic Dermal Science to name just a few.

“Everything has to stand out and that means being different. Training is not about passing on information, it is about passing on the energy of information; it needs to be practical, live and vibrant. You cannot learn business solely through a text book; you can only learn by life, and that is the basis on which I have designed the concept of delivering business training.”

ACCREDITATION

- DISC
- Belbin Team Roles

QUALIFICATIONS AND AWARDS

- Master of Business Leadership, Curtin, WA, (currently enrolled)
- Graduate Diploma of Education (Training & Development) ECU, WA
- Bachelor of Commerce (Accounting), University of Otago, NZ
- Honours Grade 8 Trinity College of London, Speech and Drama
- Honours Grade 8 Trinity College of London, Effective Speaking
- Merit Grade 8 Trinity College of London, Speech & Drama Theory
- Honours Advanced Senior Grade New Zealand Speech Board
- TAE50111 Diploma of Vocational Education and Training
- TAA50104 Diploma of Training and Assessment
- BSB50198 Diploma in Training and Assessment Systems
- BSB51915 Diploma of Leadership & Management
- BSB42015 Certificate IV in Leadership & Management
- BSB51107 Diploma of Business
- BSB51004 Diploma in Business (Frontline Management)
- BSB50701 Diploma of Business (Marketing)
- TAE40110 Certificate IV in Training and Assessment
- THH60297 Advanced Diploma in Hotel Management
- BSB60407 Advanced Diploma of Management
- 5144 Course in Liquor Licensing
- Golden Key International Honour Society Honorary Member, ECU
- Finalist 2000 and 2001 Telstra Business Women's Award
Westpac Group Business Owner
- Finalist 1999 Telstra & WA Small Business Development Corporation Awards; Entrepreneur of the Year
- 2000 and 1999 WA Hospitality and Tourism Industry Training Council's Award for Outstanding Contribution to Training in the Hospitality Industry
- Scope Vision winner of Joondalup Business Association Edith Cowan University Business of the Year 2004, 2006 and 2007
- Scope Vision finalist Telstra Micro Business Awards 2016



consultants, industry experts

Louise Eichner

CONSULTANT

Scope Leadership Vision



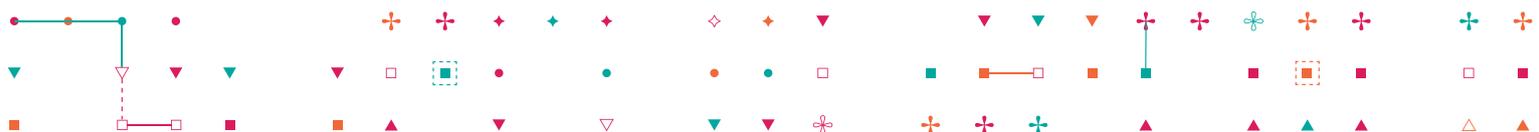
Louise has many years experience working with individuals and organisations, identifying and removing barriers to performance.

She has dynamic skills and abilities and works effectively in areas of learning and development, organisational development and vocational education and training. Louise especially enjoys work that involves performance enablement interventions, managing change and transition and facilitating group processes for business planning and team development.

Louise has current vocational experience in designing learning and assessment strategies, developing assessment tools, writing accredited courses, facilitating training and assessment and developing RTO business systems. Louise is available to work in partnerships with Scope in assisting our clients to improve upon what they already achieve.

QUALIFICATIONS

- Masters Training and Development, ECU
- Bachelor Arts – Training and Development, ECU
- BSB51107 Diploma of Management
- Frontline Management
- BSB51107 Diploma of Management
- BSB6047 Advanced Diploma of Management
- TAA40104 Certificate IV Training and Assessment
- Advanced Certificate Human Services
- TAE40110 Certificate IV in Training and Assessment



consultants, industry experts

Catherine Lech

MANAGING FOOD SAFETY

Scope Safety Vision | Food processing | Food hygiene | HAACP



Catherine Lech, the proprietor of Managing Food Safety; a Food Science and Technology consultancy firm, joined the Scope Team as an Advisor in 2005 providing the skills and knowledge required by Food Handlers to ensure that the food is safe and suitable for human consumption.

Catherine has extensive practical experience in the food industry and has developed a large and loyal client base within both metropolitan and regional Western Australia, including: Perth Racing, Western Potatoes, D'Orsogna, Swan Care Group, CraigCare Group, Uniting Church Homes, Spotless.

QUALIFICATIONS

- Bachelor of Applied Science in Food Science & Technology (Honours)
- Post Graduate Diploma in Business (Marketing)
- TAA40104 Certificate IV in Training and Assessment
- BSZ40198 Certificate IV in Assessment & Workplace Training
- FDFFSACA Assess compliance with food safety programs
- FDFFSACSAA Conduct food safety audit
- FDFFSCHZA Identify, evaluate and control food safety hazards
- FDFFSCOMA Communicate & negotiate to conduct food safety audits
- HLTFS207B Follow basic food safety practices
- THHGHS01B Follow workplace hygiene
- SITXOHS002A Follow workplace hygiene procedures
- SITHFAB009A Provide responsible service of alcohol
- 5144 Course in Liquour Licensing
- TAE40110 Certificate IV in Training and Assessment
- TAA50104 Diploma of Training and Assessment

