

# Amelia Stone

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## PERSONAL STATEMENT

I'm an experienced training manager, course designer and facilitator. I have a solid history in the professional development sector with demonstrable skills in training portfolio management, programme design, delivery and facilitation, for team and community leaders. I'm strongly committed to promoting diversity and inclusion and building strong and lasting relationships. My collaboration and facilitation styles are responsive, supportive, and motivational, respecting the knowledge, experience and expertise everyone brings to a project. I stand behind ethical work practices and organisations that demonstrate genuine social responsibility.

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## PROFESSIONAL SKILLS

### Management

- Coordinating diverse training teams of content specialists
- Managing large training programmes
- Collaborating with peers and senior managers
- Motivating and coaching expert contractors

### Design and Development

- Training needs analysis
- Designing and developing public and in-house training programmes
- Integrating adult learning principles into course content and structure
- Creating course materials and visual aids based on multimedia design principles
- Creating eLearning and blended learning exercises
- NZQA assessment design and moderation

### Delivery and Evaluation

- Delivering professional development courses and programmes
- Facilitating webinars and online tutorials
- MC-ing conferences and facilitating expert panel discussions
- Survey design
- NZQA assessment marking

## Communication

- Stakeholder engagement and collaboration
- Customer service and issue management
- Market research and campaign planning

## ICT

- Microsoft: Office suite (Word, Excel, PowerPoint, Outlook, Access, Teams, Todo)
- Adobe: Acrobat DC, InDesign, Creative Cloud
- CMS/LMS: IMIS, eEquip
- Other: iSpring Suite, Pixelmator Pro, Airtable, Trello

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## AOTEAROA NZ WORK HISTORY

### Employers and Manufacturers Association (EMA)

Auckland  
Mar 2017 to Jan 2021

### Training Portfolio Manager

- Management of training team
- Coordination of public programme content and calendar
- Pastoral care and NZQA assessment

### Employers and Manufacturers Association (EMA)

Auckland  
2006 to Mar 2017

### Contract Course Designer and Facilitator

- Design and facilitation of public & in-house PD programmes
- Topics: Leadership, Customer Service, Conflict Management, Emotional Intelligence, Assertiveness

### Real Spark Limited

Auckland  
2006 to Current

### Owner, Director

- Design and delivery of tailored training courses
- Clients include NZ Heart Foundation, Palmerston North City Council, Panasonic NZ, Mental Health Foundation, TechComm NZ

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## UK AND INTERNATIONAL WORK HISTORY

I have a comprehensive background as a contract trainer delivering Leadership, Customer Service and IT courses in the UK, Europe, Asia and Latin America. Clients included British Telecom, Ericsson and Kimberly-Clark.

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## QUALIFICATIONS AND CERTIFICATIONS

- Multidisciplinary BA focused on language and communication (Open University, UK)
- National Certificate in Adult Education and Training - Level 4 (NZ)
  
- NZQA US11552 (Design and evaluate assessment materials)
- NZQA US11551 (Quality assure assessment)
- NZQA US4098 (Use standards to assess candidate performance)
  
- Certificate in Strategic Social Media Marketing (Boston University online)
- DiSC Certified Facilitator
- ExecuTrain Certified IT Instructor
- Certificate in Negotiation Skills (Monash University, AUS)

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## REFEREES

Referee details available on request