



Turning ideas into actions

Capability Statement

2016

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The Company

Introduction

Ausglyn Pty Ltd Consultants has been providing management and leadership support to Australian and overseas companies since 1992. Based in Tamworth NSW with Associates located in Tamworth, Newcastle and Sydney it has built a client base covering country and city based Government Departments and public corporations across a variety of industries. In addition to its Australian operations, it has in recent years worked with overseas businesses in identifying and developing manufacturing, investment and trade opportunities principally in Hong Kong, China and Australia.

The Company has both fulltime staff and Associates who provide specialist skills across a wide range of skills and across a diverse range of industries. Working as a team, we are able to provide the flexibility and expertise of the best and most experienced consultants to each project.

Ausglyn can provide the right solution to meet the specific needs of our clients.

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Services

Ausglyn provides a suite of services. The following is a snap shot of the range of service that have been provided to a quite diverse range of clients:

Corporate Governance

- Board governance documentation
- Strategic plans
- Business plans
- Business performance analysis reports
- Acquisition analysis
- Policy and procedure manuals
- Operations manuals
- Human resources manuals
- Quality assurance programs
- Financial auditing
- IT performance analysis and reporting
- Contracted executive management
- Business continuity planning and procedures

International Business

- Agent services
- Manufacturing Management
- Project Management Technical and Other Documentation
- Competency based training curriculum
- Risk based training needs analysis
- Corporate induction programs
- Grant applications
- Emergency and security response

Human Resources

- HR system reviews
- Outplacement Counselling
- Critical Incident Counselling/Programs



Clients

Our clients cover a diverse range of industries and operating size. Here is a sample:

- QANTAS Link – New South Wales
- Motor Traders of Australia – New South Wales
- NSW Rail Corporation – New South Wales
- Sydney Ferries Corporation – New South Wales
- Dana Automotive Group - Australia
- Airlines of Tasmania – Tasmania
- Sigma Aerospace – New South Wales
- Australasian and Pacific Aeronautical College – New South Wales
- Defence Materiel Organisation –Australia
- Da Chang Industries - China
- Korr Aviation Consulting – New South Wales
- Vocational and Educational Accreditation Board – New South Wales
- Hellman and Greenland Constructions – New South Wales
- Anglo Coal Australia, Dartbrook Mine – New South Wales
- National Disability Services – New South Wales
- Australian Equine and Livestock Centre – New South Wales
- Pioneer Seed– New South Wales
- University of New England – New South Wales
- Pacific Holdings – New South Wales
- SYDAC (simulator developers) – South Australia
- Organizational Strategies Inc (USA)
- Tamworth Regional Council – New South Wales
- Joblink Plus Limited – New South Wales
- Australian Skills Quality Authority – Australia
- Department of Sustainability & Environment - Victoria
- Department of Health and Human Services Emergency Management Group– Victoria
- Premier Heavy Vehicle Driver Training – Queensland
- Australian Foundation for Disabilities – New South Wales
- Willing and Able – New South Wales
- Immediate Assistants – New South Wales
- Local Land Management Services – New South Wales
- Scope Victoria Ltd - Victoria



Business Development Experience

- Acting State Manager for New South Wales – National Disability Service
- Board governance documentation and risk management framework – National Disability Service
- Business restructure and management to profit - Peter Bailey Office Machines.
- Business restructure and management to profit - Uniforms R Us Tamworth.
- Strategic and business plan development - Australasian and Pacific Aeronautical College.
- Facilitation of Strategic Planning Meetings – QANTAS Link, Sigma Aerospace, Korr Holdings, Challenge Disability Services, Airlines of Tasmania, TAMAIR.
- Strategic planning and business systems improvements – Joblink Plus Limited

Documentation Development Experience

- Training Management Framework – Defence Materiel Organisation (Guided Weapons and Ordnance Division)
- Corporate Policies and Procedures Manual – Eagle Asset Group Limited (HK)
- Operational Management Manual – Hellman and Greenland
- Corporate and Safety Induction – QANTASLink (Eastern Australia Airlines)
- Interface Safety Manual to Jetsar, Boeing and BAE Systems Safety Manuals - Korr Pty Ltd
- Emergency planning and incident management of Floods and Storms – NSW State Emergency Service
- Incident management doctrine and training development – NSW State Emergency Service
- Emergency Management and Business Continuity – Scope Victoria
- Human Resources Manual – Airlines of Tasmania
- Human Resources Manual – TAMAIR
- Disability Safe Program – National Disability Services, NSW WorkCover and Department of Aging, Disability and Aged Care joint project.
- Corporate policies, procedures and guidelines - National Disability Services
- Continuous improvement management systems - Joblink Plus Limited
- Emergency Management and Biosecurity Communications Handbook - Local Land Management Services



VET Sector Governance/Compliance Experience

- External Auditor with Vocational Education Training Accreditation Board.
- External Auditor with Australian Skills Quality Authority
- Consultant on compliance, preparation and attendance to audits for a range of RTOs

Training and Development Experience

Ausglyn has been writing curriculum for Corporate registered training organizations for over 10 years and delivering training since 1992. The curriculum development has covered technical, operator and executive training. Examples of work include:

NSW Rail Corporation - Corporate

- Management and leadership development (Associate work)
- Graduate development (Associate work)
- Accelerated learning/talent management programs (Associate work)
- Emergency Incident Management for Rail Commanders

NSW Rail Corporation – Technical/Operator

- Crew Conversion Course to the Millennium Train Course
- Crew Conversion Course to the OSCAR Train Course
- Contracted as the Training and Development Adviser to Untied Goninans covering the development and delivery of the Hunter Rail Car training
- Safety Refresher Training for Guards and Drivers (class room and simulator training)
- Train Monitoring Officer Course
- Train Amalgamation and Division Course
- Speed Detection and Monitoring Course
- Repair and Maintenance of Crew Safety Systems Course
- Repair and Maintenance of Vigilance Systems Course
- Repair and Maintenance of Brake Systems Course
- Repair and Maintenance of Door Systems Course
- Repair and Maintenance of AC Systems Course
- Weighbridge Operations Course



Sydney Ferries Corporation

- Development of documentation for RTO accreditation
- Certificate I in Transport and Distribution (Maritime Operations) General Purpose Hands Course
- Certificate III in Transport and Distribution (Marine Engine Driving) Inner Harbour Engineers Course
- Certificate IV in Transport and distribution (Coastal Maritime Operations) Master 4
- Masters Endorsement Course
- Review and upgrade of the Vessel Emergency Preparedness Training
- Security Operations for Masters and Engineers
- Operations Controller Course
- Freshwater Class Propulsion Course
- Freshwater Class Lipstronic Course
- Vessel Data Recorder System Course
- Apprentice Management Package
- Shipyard Induction Course
- Shipyard Trade Waste Water Treatment Operator's Course
- Shipyard Safety Course

SYDAC

- Simulator based crew conversion course to the EDI Downer Waratah A Set train

Challenge Disability Service

- Assessment Tools for Certificate III and IV in Disability

NSW State Emergency Service

As Deputy Chair of the Incident Management Capability Development Group I have, in consultation with the group members, developed:

- Incident Controller Level 1 Course (PUAOPE012A Control a Level 1 incident)
- Incident Controller Level 2 Course (PUAOPE018A Control a Level 2 incident)
- Incident Planner Level 2 Course (PUAOPE025A Manage planning for a Level 2 incident)



Development Awards

- 2010 NSW Department of Education and Training and Australian Institute of Training and Development for Sydney Ferries Certificate IV in Transport and distribution (Coastal Maritime Operations) Master 4 awarded to Sydney Ferries (co-writers)
- 2011 NSW Department of Education and Training for Sydney Ferries Emergency Preparedness Training (Reviewed and upgraded)
- 2011 NSW Department of Education and Training Runner Up for Challenge Disability Service for Certificate III and IV in Disability (Developed the assessment tools)



Principal Consultant Profile



Glenn A. Jones

Dip VET, DipTD&D, Dip QA, Dip PS(EM), Adv Dip PS (EM) BAdminLead UNE

A.F.A.I.M. M.A.I.T.D. M.A.I.E.S

Introduction

Glenn has a Degree in Administrative Leadership and Diplomas in Quality Auditing and Assessment, Training Systems, Emergency Management as well as various other qualifications and experience including working in Government, commercial and not for profit organisations. He has been the Principal Consultant and Managing Director of Ausglyn Pty Ltd Consultants since its inception in 1992.

Prior to commencing Ausglyn Pty Ltd, Glenn held various management positions from an Operations Manager through General Manager and into senior executive positions with major organisations. Glenn has worked in the construction, aviation, engineering, transport and logistics and disability sectors to name just a few. Through his military career, positions of note such as a Protocol/Liaison Officer, a Regimental Training Officer, Squadron Commander and the Executive Officer of a Regiment.

Glenn is a 25 year veteran volunteer with the NSW State Emergency Service and is a Deputy Region Controller. In that role he has been an Incident Controller or Planning Officer for many major floods in NSW and was a Planning Officer for the Services Taskforce Foxtrot that deployed to Queensland in response to Cyclone Yasi. Glenn has also the Deputy Chair of the Incident Management Capability Development Group. Through his knowledge, skills and experiences he has been called on to write a range of emergency management frameworks, governance documents, operational manuals and exercises for a NSW and Victorian Government agencies.

Corporate Experience

Glenn has held contract executive position and work on strategic projects for a variety of small, medium and large organisation where he has facilitated strategic planning, developed governance management tools such as risk management frameworks, governance by laws and governance policy and procedures manuals.



His most recent contract appointment was as Acting State Manager for the NSW branch of the National Disability Service. A 25Million dollar operation with two 4.2-million-dollar business units embedded (carecareers -winner of 3 Effie awards under Glenn's leadership and Companion Card). Glenn's role included the requirement to engage with Ministers, Director General, Chief Executives of Government and member CEOs and senior executives to advocate and represent membership views and input into Government planning. Under his leadership the operations expanded its services, strengthened its engagement with Government Departments including Aging, Disability and Home Care, Family and Community Services and Aboriginal Affairs.

In this role, Glenn sat on the Minister's Advisory Group, various Departmental advisory panels and the disability sector Industry Development Fund Governance Board.

In 2011-12 Glenn has held a retainer contract as the Senior Manager Strategy and Business with Joblink Plus and in this role has been responsible for the execution of the Board Strategic Plan and the analysis and recommendation for business systems improvements. These improvements were assessed through an external Federal Government audit and the core products Glenn was engaged in were assessed as best practice and in front of systems in the sector nationally.

Glenn's skills and experience has been acknowledged by his inclusion in the National Disabilities Services' Good Governance Panel of Experts prior to his contracted work within National Disabilities Service.

VET Sector Experience

Glenn has conducted risk based training needs analysis and written curriculum for a variety of corporate RTOs including NSW Rail Corporation (RailCorp) and Sydney Ferries Corporation since 2000. He has worked with Passenger Fleet Maintenance, Operations, Rail Management and Capital Works for RailCorp. He has worked with Operations, Crewing and Shipyard operations for Sydney Ferries and worked at the strategic and operational level with various aviation companies from maintenance centres to regional airlines.

He has provided guidance and direction to the Defence Materiel Organisation's specialists explosive ordnance business centres on training management and delivery as well as to other public and private corporations on business management, change management and procedural development. He has worked through SYDAC (a simulator development company based in SA) and with EDI Downer on the analysis and development of simulator based training for train crew.

Glenn has written technical documents for various industries in the construction, transport, and disabilities sector as well as writing multi-million-dollar grant applications for regional development projects. He has been the lead writer and analyst for various business review projects and worked with strategic planning and development teams across a breadth of medium to large businesses.



Glenn was an External Auditor for the NSW Vocational Education and Training Accreditation Board and was one of the first 17 external auditors appointed with the Australian Skills Quality Authority as a Panel Auditor. Glenn has conducted almost 100 regulatory audits.

Glenn has been contracted to assist a number of new entry organisation to gain their initial registration and notable of these is Premier Heavy Driver Training in Queensland which had a high risk unit of competency and was co audited by Queensland Roads as well as by ASQA and assisted other larger RTO such as Blender Learning International through their successful compliant at site audit re-registration.

Other Notable Experience

Glenn has been a guest lecturer at the University of New England (International Leadership Program and Administrative Leadership courses) and to various senior management teams on transformational management and business operations in Australia as well as the application and implication of training within businesses and organisations.

Glenn has represented various companies at aviation and Defence trade shows, conferences and alike drawing on his experience within the aviation sector across management and operational experience on fixed and rotary aircraft for civil, Defence and emergency operations.

Associations

Glenn holds the following membership with various institutes in Australia:

- Associate Fellow with the Australian Institute of Management
- Member of the Australian Institute of Training and Development
- Members of the Australian Institute of Emergency Services

Chair Appointments

- Regional Chair for the Defence Reserve Support Council (DRSC) for the New England and North West region and sits on the State DRSC Committee.
- Deputy Chair for the NSW State Emergency Service Incident Management Capability Development Group.



Strengths

- Strategic and operational capability to analyse and define the capability and focus for the future of organisations through a consultative and inclusive approach.
- Ability to facilitate strategic planning using various corporate approaches, eg Balanced Scorecard.
- Extensive experience in the vocational elements of the transport and distribution sectors as well as aviation and emergency management.
- Proven leader and communicator who can engage across all elements within any organisation.
- Proven capability in corporate governance, training, management and organisational change.

Recognition

- 2 x NSW State Emergency Service Commissioner's Commendation for Service for his leadership and contribution to strategic and incident/operational planning and the second for leadership and contribution to the Incident Management Capability Development Group.
- The Australian Army Divisional Commander's Commendation for his work in developing and implementing corporate governance management protocols for Regimental size units.
- Training programs written by Glenn have achieved NSW Department of Education and training awards as well as commendations from the Australian Institute of Training and Development.
- Glenn also has various certificates/letters of merit for his work within the Australian Defence Force Reserves and the NSW State Emergency Service.



Vocational Education

- Bachelor of Business Administrative Leadership - University of New England
- Advanced Diploma in Public Safety (Emergency Management)
- Diploma in Public Safety (Emergency Management)
- Diploma of Quality Auditing
- Diploma in Training and Assessment Systems
- Certificate IV in Assessment and Training
- Certificate III in Government
- Certificate III in Security Operations
- Certificate II in Security Guarding
- Lead Auditor qualifications
- Statement of Attainment in Risk Management Level 2
- Various technical and trade qualifications

Other Courses Completed

- Business Accounting – University of New England Partnerships
- Contracts of Employment
- Award Interpretation
- Trainer Designer
- Contractual Law
- Termination of Employment
- Various Defence and NSW State Emergency Service courses

Formal Awards

- Defence Long Service Medal and Bars (30+ years)
- National Medal and bar
- Defence Service Medal
- NSW State Emergency Service Long Service Medal and bar
- NSW State Emergency Service Commissioner's Commendation and bar
- Australian Defence Force - Army, Division Commander's Commendation
- Queensland Flood and Cyclone Citation