Résumé
Jenni Lea Parker

Education

Current	Master of Education by Research - Authentic eLearning Murdoch University, Murdoch, WA Supervisor: Dr Jan Herrington Co-Supervisor: Dorit Maor
2009	Graduate Diploma of Creative Industries Specialising in Interactive Media Development Edith Cowan University, Mt Lawley, WA
2004	BA in Training & Development Edith Cowan University, Mt Lawley, WA
2002	Associate Arts Degree: Training & Development Edith Cowan University, Mt Lawley, WA
1977	Higher School Certificate (Year 12) Mitchell High School, Blacktown, NSW

Qualifications

2007	BSBEBUS513A Plan E-Learning	Skills Strategies International P/L
2006	Cert IV in Training and Assessment (TAA)	ETAS P/L
2005	Designing Web Sites	Computer Power Training Institute
2003	MS Office Specialist (MOS) – Master Level	Microsoft
2000	Certificate IV Assessment & Workplace Training	CBS – Division of Central TAFE
2000	Certificate II of Information Technology (ICDL)	South Metropolitan College of TAFE
1999	Certificate IV in Microcomputer Technology	Interim Technology Training Institute
1999	Administering Windows NT 4.0	Interim Technology Training Institute
1999	Workplace Assessors Course	CCI Training Centre
1998	Workplace Trainer Category 1 (BSZ404A)	CBS (Division of Central TAFE)
1998	Introduction to Structured Programming (VBA)	Computer Power Training Institute
1998	Certificate III in Business Computing (Office 97)	Computer Power Training Institute

Awards

2009	Invited to apply for the Prime-Minister's Australia Asia Endeavour Award (valued up to $63,500) by ECU in acknowledgement of outstanding academic achievement.
2004	Awarded the Len Vlahov Memorial Prize in Training and Development for best overall course average in the Bachelor of Arts (Training and Development) programme at ECU.
2002	Invited to join ECU Chapter of Golden Key International Honour Society in recognition of outstanding academic achievement (top 15%) of undergraduate students at ECU.

Conference Presentations

Parker, J. (2011). Practitioner practices for designing and delivering online higher education courses within a earning management system. Teaching and Learning Forum: Developing student skills for the next decade. 1-2 February 2011. Edith Cowan University, Joondalup, Western Australia.

Parker, J. (2010). A novice lecturer's foray into creating an engaging online learning experience in a higher education environment. eCulture Conference 5/11/2010 Edith Cowan University, Joondalup, Western Australia.

Professional Associations

2003	2005	Australian Institute of Training and Development (AITD)
2002	Current	Golden Key International Honour Society – ECU Chapter Member
2001	Current	Training and Assessment Network (TAA – formerly AWTN)
2001	Current	Training and Development Association (TADA)
2000	2003	Australian Computer Society (ACS) – Associate Member
1996	1999	SKAL Club of Perth Member (SKAL International)

Volunteer Activities

2010	2010	Integrating-Technology (IT4ALL) Online Co-Facilitator / Administrator
2008	081 (Sem 1)	ECU Orientation Program
2002	Current	TADA Committee Member (current role: Vice-President)

IT Literacy

Proficient user
Authorstream, Moodle, Blackboard, HTML, CSS LAMS, Microsoft Office 2003 & 2007, Google Docs, WiZiQ, Skype.

Working knowledge
Audacity, Dreamweaver, Drupal, Flash, Mahara, Microsoft FrontPage, Mysql, Paint.net, Pebblepad, Photoshop, PHP.

Web technologies I am familiar with
- **Blogs:** Blogger, Edublogs, WordPress
- **Bookmarks:** Delicious, Diigo , Google Bookmarks
- **Presentations/Screenshots, screen captures:** Prezi, Jing, Camtasia, eTipu, Screenr
- **Photos/images:** Flickr, Picasa, voiceThread, Wordle
- **Social media:** Facebook, Twitter, LinkedIn,
- **Surveys:** Google Forms, Survey Monkey, SurveyBob
- **Videos:** TeacherTube, YouTube, Xtranormal
- **Web creation:** Google Sites, Weebly, Yola, Wix, Webs
- **Web conferencing:** Elluminate, WiZiQ
- **Wikis:** Wikieducator, wikispaces, pbworks

Professional Development

As a dedicated life-long learner I have undertaken numerous professional development activities and attended many conferences. I am also a committee member of The Training and Development Association (TADA) and regularly attend professional development events each month.

2010   MWM: Working through the research ethics maze. (1.5 hrs), Murdoch University, WA

2010   Copyright and beyond.. (1.5 hrs). Murdoch University, WA

2010   ePortfolios using Mahara, (1/2 Day). WestOne Services, Perth. WA.

2010   eXe (1/2 day). WestOne Services, Perth. WA.

2010   EndNote v13 - ECU PD. (4hrs). Learning & Development Centre, ECU

2009   Online 09 Conference, Perth (1 Day). Department of Training & Workforce Development.

2009   Sessional Staff PD Day – ECU PD (4hrs). Learning & Development Centre, ECU.

2009   Publishing in Journals – ECU PD (2hrs). Pierre Horwitz, School of Natural Sciences, ECU

2009   Writing in Plain English – ECU PD (5hrs). Dr Alan Hancock, www.freeflow.net.au

2009   The Real Deal of Engagement – ECU PD (1/2 day). Professor Barbara Holland, Pro Vice Chancellor Engagement, University of Western Sydney

2009   Wimba Classroom: Our journey so far in training, orientation, preparation and teaching – Live online presentation by Dr Peter Evans, University of Southern Queensland

2009   Connecting through edna: building digital bridges workshop tour (1 day) – edna.edu.au

2009   Literacy and the VET Practitioner – DET PD Workshop (1 day), Geoff Pearson

2009   Ros Worthington – It's not all about you, true leaders change the lives of others – ECU

2008   Wikieducator: Learning 4 content (10 day online course) – Wikieducator

2008   Connectivism and Connective Knowledge Online Course (12 weeks) – George Seimen & Stephen Downes in partnership with Extended Education and Learning Technologies Centre, University of Manitoba

2007   Challenges & Changes in the world of work - AACC & TADA

2007   Study Circle Orientation – Mark Brophy, Department of Education and Training (DET)

2006   Organisational impact of communties of practise in the virtual world - Nancy White, (guest seaker) Department of Education and Training (DET)

2006   Moodle Moot Conference – Sydney, NSW

2006   Embedding Innovative Practices: ARED and YOLA (1 day workshop) – Australian Flexible Learning Framework

2005   Elluminate Moderator Training, Introduction to WebCT – WestOne Services

Work History

Aug 2010 – current	**Murdoch University – Murdoch, Western Australia** Faculty of Arts, Education & Media, School of Education

Feb 2011 – Jun 2011	Lecturer (1 year fixed-term contract) EDN113 Living & Learning with Technology Tutor Rockingham (on campus) and Online Tutor (off-campus)
Aug 2010 – Nov 2010	Online Tutor (Sessional) EDU205: ICT in the classroom (off-campus)

As a Lecturer delivering face-to-face and online learning I am required to use a wide range of soft and hard skills. As well as content knowledge, good communication, computer and problem solving skills are essential for working with students and using new technologies. Communication is more complex in an online environment as there is limited or no face-to-face interaction and overcoming problems is inevitable when working with technology.

To promote communication and interaction amongst the students and myself I encouraged students to download and use Skype (text chat) as part of the unit learning. I also encouraged students to respond to each others' questions on both Skype and the discussion forum rather than rely solely on me for answers to their questions. This proved very successful as many students responded to questions posted by their peers.

Nov 2008 – current	**Edith Cowan University – Joondalup, Western Australia** Faculty of Business & Law, School of Management.

Jan 2011 – Jun 2011	Co-ordinator (Zambia) MAN3655: Workplace Learning.
Jul 2010 – Nov 2010	Co-ordinator (Zambia) MAN3655: Workplace Learning.
Feb 2010 – Jun 2010	Sessional Lecturer MAN3655: Workplace Learning (on-campus).
Jul 2009 – Nov 2009	Sessional Lecturer MAN3655: Workplace Learning (off-campus).
Nov 2008 – Apr 2009	Online course writer MAN3655: Workplace Learning (off-campus).

To promote communication and interaction amongst the students and myself I included a weekly 'live' online meeting (using Elluminate) as part of the unit learning. Elluminate was also used by students to deliver an online training session to their peers as one of their assessment tasks.

The students were just about to commence this assessment task when suddenly Elluminate was inaccessible and I was advised the contract had been terminated. I quickly trialled a couple of free online tools so that we could continue our weekly meetings and rescheduled the assessment due date so that students had time to familiarise themselves with the new tool prior to delivering their training.

The live weekly meeting proved to be very popular with the students and they expressed their appreciation at being back online so quickly. Two students commented that they thought they might use this tool in the future to deliver their own training.

Jan 2010 – Oct 2010	**Integrating- Technology.org Moodle Workshops – Worldwide**
	Online Facilitator / Site Administrator (Volunteer)
Apr 2010 – Oct 2010	Administrator Moodle site and courses
Jun 2010 – Sep 2010	Lead designer/facilitator for the new Moodle for Teachers Beginner workshops
Jan 2010 – Mar 2010	Co-Facilitator for Moodle for Teachers workshops

As a co-facilitator working with people from all around the world it is essential to have good communication and teamwork skills and an appreciation of cultural diversity and respect for others views. IT4ALL facilitators communicated daily via Skype and collaborated to create course documents and PowerPoint presentations using Google docs. Everyone was encouraged to contribute and help each other learn.

The Moodle for Teachers workshops usually included a weekly live online session via WiZiQ. As the lead administrator/facilitator for the M4T-B workshops I was responsible for the course design, and implementation, mentoring newer facilitators and coordinating the scheduling of the live online learning sessions (on WiZiQ) to suit the majority of facilitators and participants. As participants come from around the world with a diverse range of timezones this was not an easy task, however the sessions were recorded so people who were unable to attend live could watch and listen to the recording. I was also responsible for creating the WiZiQ sessions, uploading content and moderating the sessions.

Sep 2007 – 2008	**Family commitments**

Feb 2006 – Sep 2007	**Department for Community Development (DCD)**
	Learning Consultant (Level 5)

Feb 2006 – Oct 2006	6 month part-time contract (3 days per week)
Oct 2006 – Sep 2007	Permanent part-time (3 days per week)

- Responsible for implementing Moodle, an online Learning Management System (LMS)
- Managed online learning budget for CSTC
- Assisted in developing policy documents for the implementation of online learning
- Contributed to discussions about CSTC becoming a Registered Training Organisation (RTO)
- Assisted in developing RTO policy & procedure documents
- Recommended training options for other departments within the organisation.
- Assisted trainers to develop content for online courses.
- Created an online course to teach trainers how to use Moodle
- Delivered Moodle training for potential online facilitators

I was employed by DCD to implement online learning as part of their flexible learning strategy. The project was called the eEnablement program and I was required to setup a framework to deliver online learning to over 2,000 employees across the state. DCD had installed Moodle, a learning management system, to automate the administration, documentation, tracking, and reporting of online training. Moodle was hosted externally and employees accessed it via the internet.

One major issued I identified that would hinder access to the online training was lack of internet access. I successfully negotiated to have the organisations IT policy amended so that all new staff members were given automatic internet access when their initial DCD account was created. This resulted in a more streamlined process for all new staff members, reduced paperwork and resolved a number of training issues associated with induction training for new fieldworkers.

Jun 2004 – Feb 2006	**WestOne Services -** Department of Education and Training Contractor Pool - Senior Project Support Officer (Level 5)

Jul 2005 – Jun 2006	12 month part-time contract Corporate Development Team
	Department Manager – Sue Lapham
	• Research – Learning Management Systems (LMS)
	• Co-organised and presented a 2hr "Learn @ Work Day"
	  activity for WestOne staff members
	• Reviewed Business Management Services Database structure
	  and recommended changes to improve reporting capabilities
	• Assisted with documentation of WestOne Procedure Manuals
	• Research – Australian Flexible Learning Framework:
	  Indigenous e-learning project, WA Environmental Scan

Apr 2005 – Jun 2005	3 month part-time contract Corporate Development Team
	Department Manager – Sue Lapham
	• Assisted with design and implementation of the WestOne
	  Intranet Refresh Project
	• Assisted with design and delivery of an e-learning course for
	  external clients as part of WestOne' s professional
	  development training program

Jan 2005 – Oct 2005	9 month part-time contract Resource Development Team
	Department Manager – Andrew Thompson
	Research Officer Touchstones Project (Line Mgr – Iyleen Vickers)
	• A series of 6 television/video programs about DET policies to
	  be used by DET as a professional development tool for
	  teachers and trainers and as an information tool for the general
	  public
	• Conducted web research for all six episodes and documented
	  relevant policies, strategies and initiatives
	• Arranged and conducted interviews with key DET personnel,
	  renowned experts in the field, industry training providers,
	  practitioners, schools teachers, students and parents for
	  episode one (Early Childhood Education) and two (15-19year
	  Retention & Transition Program)
	• Assisted Project Manager with program budget
	• Conducted group pilot surveys for initial episode with DET
	  personnel, school teachers and parents
	• Performed Project Manager (PM) duties for six weeks whilst
	  PM away on compassionate leave.

Jun 2004 – Dec 2004	6 month part-time contract Resource Development Team Department Mgr – Andrew Thompson (Line Mgr – Juanita Healy) • Coordinated audio/video production for online learning resources (Youth Advantage Project, English, S&E resources) • Arranged and conducted video interviews with external clients • Liaised with internal and external clients • Conducted in-house computer training course (Outlook) • Obtained and checked copyright permissions • Created tracking documents to track projects progress & budgets • Assisted with compilation of WestOne writers style guide • Compiled induction manual for new Project Managers

1999 – 2005 JenMar Services

JenMar Services is a partnership business operated by partner and myself. From 1999 to 2005 I provided a range of training and development consulting services to registered training organisations (RTO's) and to large and small business enterprises.

Key Clients

Sep 2004 – Apr 2005   **REIWA (**Real Estate Industry RTO) -
- Analysed training needs, planned, developed and delivered MS Office software courses (non-accredited).

Apr 2003 – Dec 2006   **Water Corporation** (Water Industry)
- Developed Access databases
- Analysed training needs, planned, developed, delivered and evaluated competency based computer software courses.

Nov 1999 –Jan 2005   **The Centre For Business Solutions** (Central TAFE, Public RTO)
- Provided training and assessment services for Certificate IV Assessment & Workplace Training and MS Office Software Training for public courses and corporate clients.
- Developed Access database for administration staff
- Customised ANTA training materials for Cert IV AWT recognised as "Best practice" in RTO audit 2002/2003.
- Mapped assessment tasks for units of competency in Certificate IV in Assessment & Workplace Training and Frontline Management Units for Certificate III, IV, Diploma levels and documented delivery & assessment strategies.

Aug 1999 – Jun 2004   **ATI Mirage** (Private RTO)
- Provided training and assessment services for Certificate IV Assessment & Workplace Training (public & corporate) Provided training services for MS Office Software training
- Implemented Cert IV AWT Training Package for new owners (2001) and customised ANTA training materials

Jun 2002 – Dec 2003   **New Horizons** (Private Registered Training organisation [RTO]) Formerly: 1/ Spherion Education and 2/ Computer Power Training
- Short non-accredited courses in MS Office Software

Apr 2002 – Oct 2003   **WorkSkills Professionals** (Employment Agency, Contract Trainer)
- Short MS Office courses for Dept of Premier and Cabinet

May 2002 – Jun 2003   **Training Services Australia (TSA)** (RTO - Contract Facilitator)
- Provided training and assessment services for Certificate IV Assessment & Workplace Training (FESA, PathCentre)
- Mapped assessment tasks for units of competency BSZ405, 406, 407 and 408.

Other clients
West Coast College of TAFE, CY O'Connor Regional TAFE, Business Essence, Goddard & Goddard, Delacorp P/L, Frankland Valley P/L and Broadway Travel.

1987 – 2000 Employment History

1998 – 2000

ANSON - Perth WA (Recruitment Industry)
Jul 99 –Jan 2000   Casual database admin (1 day per week)
Jan 99 – Jul 99   Systems Manager
Sep 98 – Jan 99   Database Administrator

1987 – 1998

Club Mediterranee (Aust) P/L – Perth, WA (Travel Industry)
Dec 88 – Sep 98   State Manager WA
Feb 87 – Dec 88   Administration /Retail sales consultant

1984 – 1986

Club Med Holiday Villages –Overseas (Hospitality Industry)
Oct 84 – Feb 85   Noumea – Chateau Royal
                         Assistant Cashier in club's bank
Mar 85 – Nov 85   Maldive Islands – Farukolufushi
                         Responsible for club's bank
Dec 85 – May 86   Senegal, North Africa – Les Almadies
                         Responsible for club's bank

1983 – 1984

Ansett Gateway Hotel – Perth, WA (Hospitality Industry)
Sep 83 – Oct 84   Receptionist / Cashier

1982 – 1983

Chateau Commodore Hotel – Perth, WA (Hospitality Industry)
Jul 82 - Sep 83   Receptionist / Cashier

1981 – 1982

Telford Bathurst Motor Lodge – NSW (Hospitality Industry)
Aug 81 – May 82   Assistant Manager

1978 – 1981

Travelodge – Sydney, NSW (Hospitality Industry)
78 – Mar 80   Parramatta - Receptionist
Apr 80 – Jan 81   Camperdown - Receptionist / Cashier
Jan 81 - Aug 81   Camperdown - Accounts & Wages Clerk