

TRAC Consulting Pty Ltd

Capacity Statement

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| Entity Name | TRAC Consulting Pty Ltd | | |
| ACN number | 117 937 069 | | |
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| RTO National ID | N/A | | |
| Trading Name | TRAC Consulting | | |
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About TRAC Consulting

TRAC Consulting is an award winning Business Development and Training Consultancy who provide business development advice, growth strategies and training to businesses committed to improving their cultural climate, team performance and operational philosophies.

Based in QLD's Sunshine Coast TRAC was initially formed in Sydney (1997) and is supported by a highly competent network of contract trainers and facilitators whose spread covers Regional Queensland and New South Wales.

TRAC Consulting is widely known across numerous industry sectors and Government agencies as an experienced team of business-to-business, leadership, team skills and business coaching consultants whose primary area of expertise is in peak performance, strategic development, team's performance, and cultural alignment strategies, motivational and facilitative behaviours coaching.

The company is itself a member of The Facilitation Academy and LearningChange International a global group of business advisors who have delivered training, leadership development and growth strategy interventions around the world inclusive of the United Nations Organisation and World Bank.

TRAC Consulting and LearningChange International have formed a strategic partnership that leverages the intellectual capital of this group to develop unique products; services, training and online learning management systems that are constantly in high demand from all sectors.

The alliances professional development programs such as ***"Visionary Leadership and Advanced Facilitator Training"*** are now widely acclaimed and have recently received endorsement from the Australian Institute of professional Facilitators (AIPF). The key stakeholders in this alliance freely exchange knowledge and intellectual property as a form of currency within the group, which constantly refreshes the partnerships knowledge capital.

Corporate & SME Specialists

All trainers and facilitators within the TRAC Consulting group have an emphasis on business advisory services and consulting, this capability extends to corporations of all sizes. TRAC has consulted and delivered professional development training to organisations such as, AusIndustry,

BHP Billiton, Bovis Lend Lease, Queensland Rail (QR), Queensland Health and Coca Cola Amatil whilst also maintaining strong linkages to small and medium size enterprises. Consulting represents over 60% of the companies fee generation.

A key TRAC Consulting strength is the intellectual integrity and application of its knowledge base and the ability to target this information effectively to the needs of its clients. As such, all information is practical and useable. This is a key differentiator of the group and the key success factor in its growth as a preferred supplier to the market.

Focus industry sectors include, Federal & State Government Departments, Local Government Agencies, hospitality, tourism, construction, business services and small business.

TRAC delivers a broad range of both AQF accredited and non-accredited training and consulting interventions that are customised to meet the needs of the above-mentioned industry sectors. The Frontline Management Initiative is one such training package.

Industry Leadership

Information produced by the TRAC Consulting group isn't just a sit on the shelf reference guide, as we always interpret the needs of the client and tailor appropriate resources to meet those identified needs. We address operational issues and how it impacts on the day-to-day operation of enterprises with a strong focus on providing simplistic and actionable solutions.

The directors of TRAC Consulting Mark and Jeanette Jones are contributing editors to the **"Business Matters"** magazine, a full gloss magazine style publication with a distribution of 15,000 readers where their articles focus on Business Coaching and Mentoring interventions.

Our Services

Consultancy and training services provided to all sectors are designed to focus on critical points in the management cycle that will deliver innovative **"best practice"** business solutions for clients. Those critical points are:

- Business assessment, cultural climate and visioning alignment
- Governance and strategic management
- Aligning resource capability and operations with strategic direction
- Implementation of business improvement strategies for both teams and individuals

Our consultancy and training services:

- Target the strategic intervention points (measurable outcomes)
- Are derived from our experience as business managers and consultants
- Are customised to achieve each client's specific objectives
- Incorporate proven experiential learning methodologies
- Are supported by **"best practice"** coaching, mentoring and e-learning interventions

TRAC Consulting provides business consulting and advisory services to:

- Businesses large and small
- Industry Sector Associations, Government Agencies and Industry advisors
- Local Councils and LGA's
- Not-for-profit and Community Groups

Typically, our clients engage TRAC Consulting to assist them to:

- **"Grow"** their business
- Manage identified business performance problems
- Strategically plan and minimise risk factors around their business
- Improve the capability of their human capital and operational efficiencies

(e-Learning Capability)

TRAC Consulting and LearningChange LLC have forged the creation of an international team of business consultants specialising in organisational development inclusive of both e-learning and multimedia based learning applications. Their jointly owned company **LearningChange International Pty Ltd** is an **Australian** Registered Company with its head office registered in Caloundra, Queensland, a company which has gained strong early market penetration.

LearningChange Design & Consulting

LearningChange International (referred to as LearningChange from this point forward) offers industry-leading products and services that are the result of a dynamic relationship between organisational development, training content writers, media design and the emerging multimedia technologies.

LearningChange ***moves ideas into reality*** through well-designed graphic and media solutions. LearningChange combines, adult education, workplace learning principles, organisational development and instructional technology with multimedia design to deliver unique, unified, and ***integrated communications and learning solutions*** for businesses, trainers, and educators.

E-Learning Product Design

LearningChange team members have experience in developing, implementing, and supporting e-learning initiatives for corporate, non-profit, and governmental agencies.

These efforts have include:

- The development of online health-education courses for the Migrant Clinicians Network in the United States.
- Development of client training and support documentation for HorizonWimba's (HorizonLive) Web-based course learning tools.
- Design and delivery of faculty training at universities in California, Washington State and Florida, on the use of HorizonLive to deliver online instruction and web enabled virtual classroom facilitation.
- Contributing to the success of the Satellite to Internet transition project for the Chico Distance and Online Education program at California State University, Chico.
- Development of a prototype for the online course "Employment Law for Californians with Disabilities" for the California State Department of Labour.
- Recognition at the international 2005 ASTD Conference for innovation and excellence in online learning applications.
- Development of numerous award-winning "***Exemplary Online Courses***" at California State University, Chico.
- Providing faculty and staff training for CSU, Chico's WebCT learning management system in the areas of: course design, assessment & evaluation, and multimedia tools.
- Establishing course development systems and processes for distance education faculties for the California State University - North American campus network.

LearningChange and TRAC have worked in collaboration on numerous web and multimedia based learning projects within the Australian hospitality, tourism and business services training sectors. Emphasis has been on distance education (curriculum based learning such as the Frontline Line Management {*FMI*}) and the offering of online support services such as assessment, coaching and mentoring interventions.

Scott Winter, LearningChange Vice President of Marketing and Business Development has collaborated and worked with TRAC Consulting over a period of nine years on multiple learning projects in both Australia and the USA. Projects have included the development and facilitation of Visionary Leadership, Facilitator Training, Courseware development and Change Management initiatives.