LearnX Asia Pacific has consistently planned to deliver all of the essential information to drive the success of employee learning and training programs.

Sessions that produce key learning outcomes
- Stellar Keynotes
- The Remarkables NEW
- Learning Leaders Panel
- Frontliner Breakouts
- Expo Showcase
- The Awards

We’ve Got Talent
Speakers arriving from Argentina, Canada, Germany, India, NZ, Singapore, UK & USA -- blended with the very best of Australian Talent!

8 Established Authors
Roll up your sleeves and take a shot of knowledge!

60 Learning Executives
Meet the people who have successfully solved training challenges. Join case study presenters from inside and outside successful organisations and learn what’s working, why, and get practical ideas and strategies you can use for your own learning team.

400 Learning Leaders
Simply the Best Awards program anywhere in the world celebrated by those who get the results!

See it and demo for yourself
Quality learning solutions from the region’s best providers in the Expo Hall.

No other conference in the region gathers as many experienced and inspiring visionaries.
Welcome to LearnX Asia Pacific 2010

Take home practical ideas, tips, and tactics you can apply immediately, and make rewarding contacts that will last a lifetime.

We have arranged an extraordinary blend of conference sessions, networking time, and accessing the tools you need to meet your goals for the future.

Acknowledgements

We would like to acknowledge the contribution made by presenters and their organisations. Their invaluable advice, assistance and support has helped develop the program into a top quality event and increase the success of LearnX 2010 for all concerned (see page 31).

Experience

The LearnX Asia Pacific experience is dynamic, daring and refreshingly different from other events in the region. It all began as a one day national conference in 2005, with 10 presenters bravely spreading their knowledge to a relatively small learning community. Since that time the event has evolved, diversified its content and increased its capacity to an international platform. LearnX now has 40 speakers delivering an incomparable blend of topics, linked to strategic tracks, to hundreds of delegates over two days. It truly is a remarkable experience.

We look forward to seeing you there.

Regards the LEARNX team.
Program at a glance

Day 1 - Program

08:00 Registration Desk Open
09:00 Keynote (1)
09:45 Keynote (2)
10:30 Morning Network Break
11:00 Frontliner Breakout Sessions (A)
11:30 Session Turnaround
11:45 Frontliner Breakout Sessions (B)
12:15 Session Turnaround
12:30 Frontliner Breakout Sessions (C)
13:00 Network Buffet Lunch
14:00 Frontliner Breakout Sessions (D)
14:30 Session Turnaround
14:45 Frontliner Breakout Sessions (E)
15:15 Session Turnaround
15:30 Frontliner Breakout Sessions (F)
16:00 Afternoon Network Break
16:15 Powernote
17:00 Day 1 Concludes

Day 2 - Program

08:00 Registration Desk Open
09:00 Remarkables (1)
09:20 Remarkables (2)
09:40 Remarkables (3)
10:00 Remarkables (4)
10:30 Morning Network Break
11:00 Frontliner Breakout Sessions (G)
11:30 Session Turnaround
11:45 Frontliner Breakout Sessions (H)
12:15 Session Turnaround
12:30 Frontliner Breakout Session (I)
13:00 Buffet Lunch & Awards Presentation
15:00 Learning Leaders Panel
16:00 Network Refreshments & Sponsor Prizes
17:00 Day 2 Concludes
Social media for trainers: Extending learning, building community

It’s no secret that most workplace learning occurs socially and informally, in the spaces between scheduled training events. New social media tools offer great opportunities for workers to connect, engage, and share knowledge. This is creating a widening gap between workplace learning and workplace training -- with training professionals often absent from conversations and decisions. Dr. Jane Bozarth, author of Social Media for Trainers (John Wiley & Sons/Pfeiffer, 2010) offers an overview of social learning, a tour of social media tools, and real-world ideas to help training professionals refine existing skills, develop new ones, and remain vital and viable in this new world.

Learning Points
- Develop a better understanding of informal social learning and the many forms it can take
- State a rationale and strategy for engaging with social media
- Identify activities to develop skill in using social media to support workplace learning.

Delivering engaging eLearning to your organisation with best practices learnt from experience

Adobe enables organisations & individuals to transform ideas and information into innovative, actionable enterprise business results through engaging content, flexible delivery, and rapid deployment. Adobe eLearning solutions include industry-leading authoring tools, real-time collaboration, effective curriculum management, and robust reporting capabilities. Joining Adobe will be Philip Roy, Flexible Learning and Teaching Manager, College of Humanities & Social Sciences, Massey University, New Zealand.

Learning Points
- Discover the essential X Factors and immediately implement them into your training
- Understand why Xcitement is the most powerful brain food – much more powerful than omega-3s and anti-oxidants
- Increase your capacity to uplift and inspire
- Learn how to tap into brain potential you never knew you had.

The X Factor for Xcellence

The X Factor refers to the undefinable “something” that makes for star quality. Technical mastery of training skills is not enough to stand out and be truly memorable. Everyone in these highly competitive times is good. The X factor is about being Xtraordinary. The latest research in neuroplasticity (the ability of the brain to change itself in response to what we experience) now allows us to define the previously undefinable and to understand what it takes to achieve Xcellence – in training, in performance and in health. We are far more than passive victims of our genes: we play an active role in how our brain develops throughout our entire life. By applying the X Factors, we all become uniquely Xtraordinary.

Aristotle said “We are what we repeatedly do. Excellence then is not an act but a habit.” This dynamic presentation delivers the key habits of mind and body which allow us to Xperience Xcellence on a daily basis.

Learning Points
- Discover the essential X Factors and immediately implement them into your training
- Understand why Xcitement is the most powerful brain food – much more powerful than omega-3s and anti-oxidants
- Increase your capacity to uplift and inspire
- Learn how to tap into brain potential you never knew you had.
The Remarkables Day 2 – Thursday June 10 19:00 - 10:30

We live in a mysterious world. Compared to years ago, when things were somewhat predictable, our world today is constantly shifting and changing. Markets are unstable, the workforce is evolving, and it doesn’t look like things will ever again be the way they were. Learning can greatly assist us work through shifting times, but it is a complex business that requires strategy, planning, project management, coaching and implementation.

On National Training Day 2010 we are proud to have assembled a unique line-up of 4 powerhouse presenters hailing from Singapore, America, Canada and Australia. This is a great opportunity to meet and listen to thought leaders who are at the forefront and peak of their professional careers. You will be introduced to the wide range of issues and solutions that impact employee performance.

MUST ATTEND SESSIONS!

**Ramesh Nava - Best practices in test development**
Vice President & General Manager - Prometric Asia Pacific, Japan & Africa
Ramesh Nava is Vice President and General Manager, Asia Pacific, Japan and Africa at Prometric, the US-based global leader in technology-enabled testing and assessment services. Ramesh focuses on developing strategies and leading Prometric’s service business growth in the Asia Pacific, Japan and Africa regions. A veteran of the ICT industry, Ramesh has been involved in the development of the use of technology and business growth across the Asia Pacific region for over twenty years. Prior to joining Prometric, he worked at several leading multi-national organizations including System Access, Citric Software, Hewlett-Packard, Netscape and Sun Microsystems, all based in Asia Pacific. Ramesh Nava is a subject matter expert on business growth in the Asia Pacific markets and has been successful in developing and executing expansion strategies for businesses across the region. He has presented papers on the adoption of technology as well as strategies for the development and expansion of education and certification businesses across the Asia Pacific region. A native of Singapore, Ramesh received his Bachelor of Engineering from the National University of Singapore and an MBA in Strategic Marketing from the University of Hull, United Kingdom. He is also the recipient of the inaugural Learning Leader Award at LearnX Asia Pacific 2008. Ramesh is based in Singapore.

**Mike Skinner - Importance of governance and change management**
CEO and President - Operitel Corporation
Operitel Corporation is one of Canada’s fastest growing E-Learning/E-Commerce providers. Mike Skinner has guided Operitel through the many stages of corporate growth including seed investment, management team assembly, resource training, competitive research, product development, client adoption, product marketing, client support and client retention. Mike Skinner has also played an integral role in building the consulting services division by establishing Operitel as an Independent Software Vendor for Microsoft, as well as a Microsoft Gold Certified Partner. Michael developed the methodology and standards for rapid web development that are currently used throughout the Operitel Application Engineering Division. In addition, Mike Skinner coauthored the Chapter “Changing your LMS from hype to happiness” which has been published in the “Plan to Learn: Case studies in eLearning Project Management” and “eLearning Project Management: Canadian Perspective”. He also coauthored two whitepapers on elearning: Effective Management of Distributed Educational Content and e-Commerce and e-Learning.

**Jan Bayliss - Infusing learning into the culture of your organisation**
Consulting and Technical Services Manager - SkillSoft Asia Pacific
Jan Bayliss is SkillSoft’s Consulting and Technical Services Manager, Asia Pacific, and is responsible in overseeing the entire Consulting and Technical Services operation in the region. This includes managing her team of Learning Consultants and Application Engineers who support every element of an e-learning program cycle from pre and post sales, program implementation, marketing and management, to client satisfaction of SkillSoft’s products and services. Jan ensures that her team’s knowledge and expertise are relevant to today’s business challenges to provide consultation to clients in their e-learning initiatives. Jan is committed to on-going process improvement, ensuring her team deliver the highest standards in practice and service, while fulfilling clients’ changing business requirements and expectations. With more than 20 years of expertise in corporate training, Jan has held many positions in training and development and e-learning. They include Advance Bank, St George Bank, Franklinis Limited, Pollock Partners, and ANZ bank. During her time within the Banking and Finance Industry Jan also held positions in customer service and skills development.

**Beth Gilbert - Training for success: Align employee learning with your organisation’s business strategy**
Online Training Solutions Manager - Citrix GoToTraining
Beth Gilbert joined Citrix Online in 2007 and is responsible for directing and executing the go-to-market strategy for GoToWebinar and GoToTraining. One of Beth’s main focuses over the past two years has been to understand the evolving needs and trends in the Web events and corporate training space. Prior to joining Citrix Online, Beth was a Product and Marketing Manager at Infoservex, where she developed and implemented the global product strategy for one of their hospitality product lines. In this role, she proactively supported sales and marketing efforts through ongoing training, coaching, customer presentations and Webinars. She earned her M.A. in Organizational Design and Effectiveness at Fielding Graduate University.

**E-LEARNING & TRAINING**
For Industry Learning Leaders
A Revolution in Knowledge Sharing
For event assistance including registration, sponsor and exhibitor information, call 612 9688 6576 or visit www.learnx.net
Continuous learning for today’s knowledge based workforce to meet business objectives. 15:00 - 16:00

2010 is already off to a stirring start with dynamic conversations and diverse viewpoints among Learning Leaders on how to build the modern workforce. Is continuous learning aligned with business results the key? Central for companies today is the reality that the changing workforce brings many challenges. How do we continually engage talent to drive business results? How do we get everyone in an organisation connected and focused on the same business goals? Many learning leaders share the same challenges and during this panel discussion you will share experiences in an open forum and grow from others learning lessons.

Greg Harper, CEO - National Retail Institute

Greg Harper shares his time between his role as General Manager of the National Retail Association’s Training Institute and his consulting business with Strategon Capital. He has over 25 years experience in senior leadership roles in the TAFE, university and private sectors. Greg is a former CEO of two TAFE Institutes in Queensland and was a senior executive in the Department of Education, Training and the Arts. Greg has particular experience and interest in workforce development, enterprise learning and the use of educational technology. He has many publications on these subjects.

Arndria Seymour, Head of Training Design and Delivery - Commonwealth Bank

Arndria Seymour heads up the Training Design and Delivery team at CBA for Institutional Banking & Markets and Business & Private Banking. She has extensive experience in Human Resources, in particular training and organisational development and holds tertiary qualifications in Marketing (Bachelor of Commerce) and Organisational Development (Masters of Commerce). Arndria is well known in the Finance Sector, where she has worked in blue chip Banking, Financial Services, Financial Planning, Life Insurance, General Insurance and Workers Compensation companies over the past 30 years. Arndria has held many senior Learning and Development/organisational development roles with demonstrated success in aligning Learning Management, technology and solutions with operational and strategic learning requirements. Significant proven experience across enterprise-wide Learning Management Systems, service delivery, quality assurance and project management areas. Conceptual and first-hand experience in the operation, cultural change, project management and implementation of strategic Learning and Development programs within large global organisations. Arndria has strong people management and interpersonal skills combined with exceptional negotiation and financial management skills necessary for management and key performance reporting to Boards and organisational executive teams, ensuring benefit realisations plans are achieved.

Lindy MacPherson, National Manager People Solutions, Organisational Development & HR - DATA#3

DATA#3 is a national Information and Communications Technology (ICT) Solutions company, with customers covering a wide range of industries including banking and finance, mining, tourism and leisure, legal, healthcare, manufacturing, distribution, government and utilities that are located throughout Australia and Asia Pacific. Lindy is responsible for the development of the expertise of DATA#3 staff – technically, professionally and personally. She is the instigator, senior manager sponsor and program leader of DATA#3’s e-Learning strategy, which underpins the DATA#3 School of Excellence. Lindy has held operational management roles for over twenty years, with experience working in small business as well as large multinational corporations. She holds qualifications in Leisure Management and is currently studying in the field of Social Science majoring in Management and Leadership.

Jeevan Joshi, CLO - KnowledgeWorking

Jeevan Joshi is a Principal Consultant at KnowledgeWorking which assists organisations improve business performance through the innovative and practical use of Knowledge Management, Learning and Collaborative solutions. Jeevan has over 16 years of experience in delivering technology enabled workforce and business productivity solutions including for customers such as Telecom New Zealand, Vodafone, Babcock & Brown, St George Bank, BAF, Centrelink, Ernst & Young New Zealand, and Coles Myer Ltd.

Carolyn Barker, CEO - AIM Qld / NT and Managing Director - TheCyberInstitute

Carolyn is the Chief Executive Officer of the Australian Institute of Management Qld & NT (AIM) and Managing Director of TheCyberInstitute Pty Ltd. Under Carolyn’s leadership the AIM Group has grown to be an interrelated cluster of commercial education, publishing, online learning and information businesses. Carolyn is currently the Chair of the Brisbane City Council’s City Business Advisory Board and Chair of the Griffith Business School Strategic Advisory Committee. Carolyn is also a Director of Intouch, a private company in the health and fulfilment services sector. Carolyn was previously Chairman of the Queensland Orchestra and Deputy Chairman of the Powerhouse Centre for Live Arts. In 2002 Carolyn was awarded QUT’s Business School Alumni of the Year and in 2004 she was made an Adjunct Professor of Business at Griffith University. In 2005 Carolyn was recognised in the Queen’s Birthday honours list being awarded a Member in the Order of Australia for her service to business through management and educational organisations, and to the arts through The Queensland Orchestra. Carolyn conceptualised the ground breaking and best selling Management Today book series published by McGraw Hill and is the Series Editor of the Management 49 Work books published by John Wiley & Sons. She is the co-author of the Character of Leadership and CATS: The Nine Lives of Innovation Workbook with international author Steve Lundin.

Indrani Choudhury, Element K International Business Head

Indrani heads the International Business of Element K and has close to 18 years of extensive experience in the field of Learning and Development. She has held several senior roles across both for-profit and non-profit enterprises. For most part of her career, she has been instrumental in the growth of Asia’s #1 Training Company, NIT Ltd. There she has been working closely with the Business and L&D teams of large transnationals to design and deploy online or blended training solutions that are aligned to their strategic/business goals. In addition, she has also been part of the esteemed President William J. Clinton’s foundation, responsible for the design and roll out of several country-wide training programs for the Government of India.

In her current role as the Head of International business of Element K, she has been instrumental in replicating the best practices and success stories for deploying different Learning Solutions in organisations across the globe.

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Jeevan Joshi is a Principal Consultant at KnowledgeWorking which assists organisations improve business performance through the innovative and practical use of Knowledge Management, Learning and Collaborative solutions. Jeevan has over 16 years of experience in delivering technology enabled workforce and business productivity solutions including for customers such as Telecom New Zealand, Vodafone, Babcock & Brown, St George Bank, BAF, Centrelink, Ernst & Young New Zealand, and Coles Myer Ltd.

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Build your custom conference agenda by finding a session tagged with a track that will help you master a training challenge.

### DAY 1

<table>
<thead>
<tr>
<th>Room</th>
<th>Registration Opens 08:00 Day 1 Wednesday 9 June 2010</th>
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</thead>
<tbody>
<tr>
<td>Plenary</td>
<td>09:00 - 09:45 Keynote Session</td>
</tr>
<tr>
<td>K1</td>
<td>Dr Jane Bozarth - Social media for trainers: Extending learning, building community</td>
</tr>
<tr>
<td>Plenary</td>
<td>09:45 - 10:30 Keynote Session</td>
</tr>
<tr>
<td>K2</td>
<td>Adobe Team &amp; Philip Roy - Delivering engaging eLearning to your organisation with best practices learnt from experience</td>
</tr>
<tr>
<td>10:30 - 11:00</td>
<td>Network Tea/Coffee &amp; Refreshments</td>
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<tr>
<td>11:00 - 11:30</td>
<td>Frontliner Breakouts A</td>
</tr>
<tr>
<td>B101 A1</td>
<td>Running L&amp;D like a business</td>
</tr>
<tr>
<td>B102 A2</td>
<td>Innovative learning and development within an accredited framework 2010 and Beyond</td>
</tr>
<tr>
<td>B103 A3</td>
<td>Creativity ignites creativity = change</td>
</tr>
<tr>
<td>B104 A6</td>
<td>How to Use Twitter and Social Media with Training Webinars</td>
</tr>
<tr>
<td>B105 A5</td>
<td>Brainstorming as a learning platform</td>
</tr>
<tr>
<td>11:30 - 11:45</td>
<td>Session Turnaround</td>
</tr>
<tr>
<td>11:45 - 12:15</td>
<td>Frontliner Breakouts B</td>
</tr>
<tr>
<td>B101 B1</td>
<td>From zero to 100 in 3 short months</td>
</tr>
<tr>
<td>B102 B2</td>
<td>Using business social networking to accelerate onboarding</td>
</tr>
<tr>
<td>B103 B3</td>
<td>Engaging in safety: Cloning around</td>
</tr>
<tr>
<td>B104 B4</td>
<td>Bridging Knowledge and Performance</td>
</tr>
<tr>
<td>B105 B5</td>
<td>Design techniques and strategies for people transitioning from training to design</td>
</tr>
<tr>
<td>B106 B6</td>
<td>A fresh perspective on content authoring: Creating next generation learning</td>
</tr>
<tr>
<td>12:15 - 12:30</td>
<td>Session Turnaround</td>
</tr>
<tr>
<td>12:30 - 13:00</td>
<td>Frontliner Breakouts C</td>
</tr>
<tr>
<td>B101 C1</td>
<td>Integrating an e-learning course with Twitter to enable collaborative learning</td>
</tr>
<tr>
<td>B102 C2</td>
<td>Learning roadmaps: A hands-on experience</td>
</tr>
<tr>
<td>B103 C3</td>
<td>Leadership to safety, compliance to strategy (even dating) - how scenario based learning is bridging the gap</td>
</tr>
<tr>
<td>B104 C4</td>
<td>Building strong resilience to change: Change monster</td>
</tr>
<tr>
<td>B105 C5</td>
<td>Unveiled: A collaborative model for the development of rapid e-learning</td>
</tr>
<tr>
<td>B106 C6</td>
<td>The future is coming ready or not</td>
</tr>
</tbody>
</table>
## DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>13:00 - 14:00</td>
<td>Network Buffet Lunch</td>
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<tr>
<td>14:00 - 14:30</td>
<td>Frontliner Breakouts D</td>
</tr>
<tr>
<td>B101 D1</td>
<td>B102 D2 Better L&amp;D ROI using SkillSoft's Learning Growth Model</td>
</tr>
<tr>
<td>B103 D3</td>
<td>Align staff training and development to your business needs or go home</td>
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<tr>
<td>B104 D4</td>
<td>Rapidly building effective training packages</td>
</tr>
<tr>
<td>B105 D5</td>
<td>Using moodle LMS to improve organisational learning</td>
</tr>
<tr>
<td>B106 D6</td>
<td>Design and develop strategies for engaging online programs, including m-learning</td>
</tr>
<tr>
<td></td>
<td>B107 D7 Rapid E-learning &amp; Collaboration with Adobe Connect Pro</td>
</tr>
<tr>
<td>14:30 - 14:45</td>
<td>Session Turnaround</td>
</tr>
<tr>
<td>14:45 - 15:15</td>
<td>Frontliner Breakouts E</td>
</tr>
<tr>
<td>B101 E1</td>
<td>Empowering your thinking for empowered results</td>
</tr>
<tr>
<td>B102 E2</td>
<td>Around Australia in 80 days with the TAA e-learning competencies</td>
</tr>
<tr>
<td>B103 E3</td>
<td>Learning Leaders - Build and maintain learner connections</td>
</tr>
<tr>
<td>B104 E4</td>
<td>Games with Frontiers: 12 Proven technology-based activities for a modern training and development</td>
</tr>
<tr>
<td>B105 E5</td>
<td>How to measure the talent you manage</td>
</tr>
<tr>
<td>B106 E6</td>
<td>Online soft-skills learning post GFC</td>
</tr>
<tr>
<td>15:15 - 15:30</td>
<td>Session Turnaround</td>
</tr>
<tr>
<td>15:30 - 16:0</td>
<td>Frontliner Breakouts F</td>
</tr>
<tr>
<td>B101 F1</td>
<td>Training Indigenous Australians from remote communities for greater social engagement</td>
</tr>
<tr>
<td>B102 F2</td>
<td>DIY ID: Releasing your inner Instructional Designer</td>
</tr>
<tr>
<td>B103 F3</td>
<td>Smarter Deeper Learning</td>
</tr>
<tr>
<td>B104 F4</td>
<td>Maintaining effective design when using rapid authoring tools</td>
</tr>
<tr>
<td>B105 F5</td>
<td>Change is the new normal for learning leaders</td>
</tr>
<tr>
<td>B106 F6</td>
<td>Strategy for eLearning adoption &amp; acceptance for government</td>
</tr>
<tr>
<td>16:00 - 16:15</td>
<td>Network Break</td>
</tr>
<tr>
<td>16:15 - 16:45</td>
<td>Powernote Session with Dr Helena Popovic</td>
</tr>
<tr>
<td>B101 Dr Helena Popovic - The X factor For Xcellence</td>
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</tbody>
</table>
Ever feel like the work of your L&D team is something separate from the business? Or that the business doesn’t understand or care about the work your team does? If so, you’re not alone. One of the challenges for our profession is to help the business achieve its strategic priorities and to demonstrate our contribution to results through effective measurement.

Learning Points
- Explain the gap between what L&D traditionally delivers and what Business Executives want
- Align activity with strategic priorities
- Measure your contribution to achieving business results.

A1 Running L&D like a business
Les Lisz
National L&D Manager
Australian Red Cross Blood Service

A2 Innovative learning and development within an accredited framework 2010 and Beyond
Kathryn Jenkins
Organisational Development Manager, Retail - Origin
Ben Gillingham
National S&M Manager
Aegis Aspire

The presentation will focus on the implementation of an accredited learning and development framework within the Customer Service and Operations business unit of Origin. The audience will gain an insight into the following:
1. Why Origin decided to go to market to find a suitable partner and model
2. An explanation of the model and how it interacted with the current learning and development processes within Origin
3. The critical success factors – Sustainability, client driven flexible framework, true partnership model
4. An understanding of the delivery strategies that are currently being used
5. The implementation of the framework within the business and the key learnings
6. The business impacts this program has delivered – quantifiable data against business KPI and the commercial return
7. How the program aligned to Origin’s EBA

Learning Points
- Gain an understanding of how an accredited framework can be linked to current learning and development systems
- Gain an understanding of the tangible benefits that Origin has experienced as a result of the initiative
- Gain an understanding of the key learnings both organisations have gained from the partnership.

A3 Creativity ignites creativity = change
Sue Collaro
Senior Learning Consultant
Symmetree

Channelling our creativity to challenge the learner. Why do so many eLearning and face-to-face programs look the same? Do we follow those we have seen, even if they didn’t work? When we create learning programs do we have ourselves or the learner in mind? Making change is about rewriting the habits, assumptions and beliefs residing in the unconscious. Learning establishes a communication channel between the conscious and the unconscious, allowing us to examine what we do and access more robust strategies surely then, learning is more than just acquiring new techniques.

Learning Points
- Do we teach our own version of the truth or shift perspectives?
- Do our own limitations translate into a poorer learning experience for learners?
- How do we as educators build resilience into our thinking, and encourage our learners to do the same?
- Where does creativity come from, nature, nurture or nightmares? How do we channel creativity to make more effective learning experiences?
Day 1 – Wednesday June 9, 11:00 - 11:30
Frontliner Sessions A

A4 How to Use Twitter and Social Media with Training Webinars
Roger Courville
Author & Founder
1080 Group LLC

Webinars are an irreplaceable element of any training program, but increasingly organisations need to blend them with informal and social learning opportunities afforded by Twitter and other social media. Join Roger Courville, author of The Virtual Presenter’s Handbook, to learn how to approach and implement using social media before, during, and after webinars to optimise the learning opportunities critical to business performance.

Learning Points
- The three critical elements of successful webinar+social media strategy
- A framework for mapping Twitter and social media to pre-, during, and post-webinar learning
- How to turn passive audiences into active learners to accelerate informal-learning opportunities.

A5 Brainstorming as a Learning Platform
Shane Cassidy
Principal
TDI Consultancy

We present here a novel approach in group learning namely brainstorming. Based on an ordinary dictionary, brainstorming is a method of solving problems in which all the members of a group suggest ideas and then discuss them (a brainstorming session), thus allowing learning to occur due to the various solutions being offered by the group. Employing group learning strategies in the workplace is a creative and motivating way to help participants learn. In well-structured group learning sessions, participants are accountable for the session outcomes and for helping workmates learn. Brainstorming is an ideal activity to activate participants’ prior knowledge of a subject, while engaging them physically in the learning process. One thing is essential, however, when using these or any other group creativity technique: to be effective, you must already have done enough planning to guide participants toward a project, activity or solution that satisfies your larger goals. This session is interactive.

Learning Points
- Participate and learn a simple method of brainstorming that assists in the learning process
- Utilise a method of identifying the root cause of a problem
- Learn how to develop questions that matter to the participants.

A6 How well do e-learners really learn?
Dawid Falck
Chief Executive Officer
TheCyberInstitute

With the growing number of conversions of training material into eLearning formats there is also an increasing dialogue about the effectiveness of this type of learning for business and soft skills training. The Australian Institute of Management’s eLearning subsidiary, TheCyberInstitute, has been monitoring learning trends for over seven years. This informative session will explain the do’s and don’ts of effective instructional design and eLearning development so that adult learners really do learn through this medium. Dawid Falck, CEO of TheCyberInstitute, will share the legends and myths about eLearning effectiveness and the continuum of learning. How effective are short skills based interventions as opposed to formal accredited VET sector training online? Learn what went right and what needed to be recalibrated through real life case studies during the session.

Learning Points
- How to engage adult learners so they really learn through eLearning
- Pitfalls to avoid in designing eLearning
- How to convey realistic expectations to the client or in-house training.
Compliance training is difficult in any organisation; however in a hospital with a 24/7 environment and over 2400 employees, the challenge is enormous. In the past, our organisation struggled with enabling our mandatory evacuation exercises with a level of compliance sitting at minimal levels. With E-Learning a new concept for most staff, and many whose computer skills were non-existent, a solution that would fit all levels from the professional, to the kitchen hand and cleaner had to be found, and it had to be found fast. The ACHS accreditation process was looming, which made the challenge a lot more interesting. How could we provide valid and reliable training to nearly 2000 staff in less than 4 months? In this session you will see a case study presented in a humorous way about how we did indeed achieve our goal. At the end of 3 months we moved from less than 1% to over 95% compliance in our Evacuation Exercise and 94% of staff reported they feel more confident in their knowledge of Fire and Evacuation procedures after completing the Evacuation online program. Okay, so it’s not quite zero to one hundred…but it’s close!

Learning Points
- Experience a snapshot of how a large not-for-profit introduced E-Learning on a shoestring
- Recognise the importance of a structured implementation plan
- See how executive buy-in and local support are equally vital to improving compliance and learning.
Frontliner Sessions B

Day 1 – Wednesday June 9, 11:45 - 12:15

B4 Bridging Knowledge and Performance
Ramesh Nava
Vice President & General Manager
Prometric Asia Pacific, Japan & Africa

Measuring the retention of knowledge may suffice under certain circumstances. However, more often than not, it is the ability to apply that knowledge that differentiates a good performer from an exceptional one. Technology presents multiple and innovative ways to allow the demonstration of one’s capability but we need to understand what the options are in order to decide when and why it might be appropriate to use them.

Learning Points
- The changing landscape of assessment methods
- Knowledge-based vs performance-based assessment
- When and why we should use different item types.

B5 Design techniques and strategies for people transitioning from training to design
Veronica Reilly
Chief Learning Consultant
V Training

It is common for trainers to use their years of facilitation experience to move into an instructional designer role, however no-one tells you how to make this transition – until now! This session will highlight what skills and knowledge are required to be an instructional designer and most of all, how to approach a design project. You will take away a simple-to-use adult design methodology which you can apply to your next design project with ease. Whether you want to design technical, soft skill or accredited training programs, this session will provide you with practical tools to help you take the leap from trainer to designer!

Learning Points
- Recognise your current skills and knowledge and how they apply to a design role
- Identify any learning gaps for your future development plans
- Apply a simple adult design methodology to any design project.

B6 A fresh perspective on content authoring: Creating next generation learning
Vikas Joshi
Chairman & Managing Director
Harbinger Group

Content authoring has moved way beyond creation of simple textual pages and assessments. Today, the learners are exposed to variety of high-end digital experiences and they expect the same in their learning. Learning interactions such as learning games, branching simulations, virtual worlds and social interactions are becoming key elements to keep the learners motivated and engaged in the training material. This session focuses on various such aspects, which the trainers and educators need to consider while designing their training material for next generation learners.

Learning Points
- Next generation learning
- Various interactive elements included in next-gen learning
- Tools which can help in creation of such training material.
Day 1 – Wednesday June 9, 12:30 - 13:00
Frontliner Sessions C

C1 Integrating an e-learning course with Twitter to enable collaborative learning
Shameer Ayyappan
Product Manager
Adobe Systems (India)

Shameer is one of the founding members of the Instructional Designers Community of India (IDCI) and has spoken at several venues including this year’s e-learning Guild Annual Gathering, the IDCI meet-up in India and the upcoming Adobe Learning Summit collocated with DevLearn 2009.

This concept will demonstrate how an e-learning course has been integrated with Twitter to enable collaborative learning. We will demonstrate how this allows the user to bypass the LMS and deliver and track courses to student groups using the popular social networking tools. The presentation will also showcase how courses delivered on this social networking platform will catalyse learner collaboration, and teacher-learner interaction.

C2 Learning roadmaps: A hands-on experience
Muffy Churches
GM - Performance Skills
A.S.K Learning

Strategy Mapping – From Development Issue to Learning Roadmap. In stage one of this session we outline for you a detailed learning roadmap that addresses cultural transformation around people management. Presented as a case study, we include information on the training needs identified, key objectives of the program and how this complete approach provided a long term solution.

Use this comprehensive example as a take-away model for developing your own internal learning strategies and roadmaps.

Interactive Session - A Simulated Training Rollout
In stage two we take you inside our sample roadmap and you experience two key training moments along that timeline. Participants will undertake live leadership training activities including: a) Experimentation with the Coaching Model “GROW”, and b) The adaptation of conversation to various personality styles. The session will be fun and highly interactive!

Learning Points
- Learn how and when to use scenario based learning
- Learn the fundamentals of ILS and whether it is right for your content
- Get inspired to include more engaging training for your staff.

C3 From leadership to safety, compliance to strategy (even dating) - how scenario based learning is bridging the gap
Kristi Abbott
Senior Learning Consultant
SimSkill

Throw out the tired training manual or reinvent eLearning content that is uninspiring, lacklustre and not achieving results. Engaging your learners can be made easy and effective through the use of scenario based learning methodologies, also referred to as immersive learning simulations (ILS). In this session you will learn how these learning methodologies can be applied to training and online learning, the benefits they can have to the individual and the organisation as a whole, what types of learning are appropriate for this methodology and how you can convert your current content into an immersive learning simulation. This session will be interactive and concentrate on equipping you with the knowledge and skills to be able to take this type of learning back to your business or training role.

Learning Points
- Learn how and when to use scenario based learning
- Understand the importance of aligning learning initiatives to business goals and getting buy-in from stakeholders at all levels
- Move inside the strategy map to experience a critical learning piece.

For event assistance including registration, sponsor and exhibitor information, call 612 9688 6576 or visit www.learnx.net
Day 1 – Wednesday June 9, 12:30 - 13:00
Frontliner Sessions C

**C4 Building strong resilience to change – conquering the change monster**
Dr Denise Meyerson
Head of Learning
Management Consultancy International

When there is a restructure, merger or transformation, organisational teams confront the ‘change monster’ – the emotional and behavioural aspects of change. How can learning and development professionals support people through change initiatives by designing and delivering sessions that help build resilience to change? What creative techniques and strategies are there to ensure that team members and managers in a workshop learn to cope with the change curve? Join this interactive session to add practical tools and techniques to your trainer toolkit to create and facilitate a dynamic program that leads to a successful change initiative.

**Learning Points**
- Understand the bigger picture of the phases of change and how emotions and social dynamics surface
- Learn new experiential activities and how to de-brief them in the context of building resilience to change
- Gain insight into the case studies of workshops held in Australia Post to build changes in beliefs and behaviours.

**C5 Unveiled: A collaborative model for the development of rapid e-learning**
Mike Alcock
Vice President, Product Evangelist
Atlantic Link - Kaplan IT Learning

We have now had a few years experience of rapid e-learning development. Looking back, it has been a technology-focused period, with speed of delivery shadowing instructional quality. In short, many rapid e-learning programs have failed to hit the mark. The underlying problem is that old models of instructional design do not completely fit with rapid development. There is a strong desire to make e-learning work so we must adapt or create new models that work for us. This session will explain the limitations of existing instructional design models, put forward a streamlined model for rapid e-learning development and show a worked example of the new model in action.

**Learning Points**
- Understand the limitations of existing instructional design models for rapid e-learning
- Gain an overview of a new model for rapid instructional design
- See a worked example of instructional design in action.

**C6 The future is coming ready or not**
Ann Andrews
HR Training Consultant
The Corporate Toolbox

When an economy is in a boom, organisations tend to say ‘we have no time to train our people’ yet during a downturn they say, ‘we have no dollar’. And sadly, it is quite common practice in a downturn to shed the HR and/or training staff. Zig Zigler once said ‘There is only one thing worse than training your staff and having them leave, and that’s not training them and having them stay!’ For the organisation of the future, training has to become a strategic decision, not something done as an after thought or as a crisis measure. The business world is facing change which is unparalleled in history. Rapid changes in technology coupled with a generation of new entrants with a very different set of values are causing mayhem in some quarters. It doesn’t have to be that way.

**Learning Points**
- The five phases of a person’s job or career and the opportunities these phases present
- The urgent need for organisations to develop a process of ‘headlighting’ positions and future skill requirements
- The need for HR/training people to leverage their own knowledge so they are not vulnerable during boom and bust cycles.
Day 1 – Wednesday June 9, 14:00 - 14:30
Frontliner Sessions D

D1 Better L&D ROI using SkillSoft’s Learning Growth Model
Matthew Wheeler
Learning Consultant
Skillsoft APAC

Business, government and academic organisations are changing more than ever. To keep up, learners must adapt, change and learn at every opportunity. Organisations, from small start-ups to well-known global corporations must find ways to learn continuously or they will be left behind. During these critical economic times, it is more important than ever for the learning professional to create programs that closely align with the goals of the organisation. The need for increased talent will not go away due to the current situation. Rather, it requires our entire industry to provide additional justification and do more with technology-based learning resources. The SkillSoft Learning Growth Model is a five-stage sound strategic framework that maps the path to learning maturity for an organisation and its programs.

Learning Points
- Identify the stage where your organisation currently sits within the framework
- Chart a realistic direction for your organisation, allowing you to choose to implement the right learning resources, at the correct time
- Use this model to empower you to communicate with and enlist the support of other executives to successfully deliver cost-effective learning programs.

D2 Align staff training and development to your business needs or go home
Heather Timbs
Training and Development Manager
Heritage Building Society

A practical, no nonsense view, on the challenges and considerations that Training and Development practitioners face when aligning staff training and development to business needs. This presentation will challenge you to reconsider what type of initiatives you engage in, what outcomes your business requires, and how you measure your effectiveness and build credibility within the business context. This will be a different look into how a Training and Development Department can add value to business outcomes and be seen as an essential contributor to business success.

Learning Points
- Develop initiatives and practices which support your business and translate learning into outcomes
- Build and maintain credibility and confidence within the business
- Get creative with technology and be business smart and outcome focused.

D3 Rapidly building effective training packages
Bruce Hilliard
Chief Researcher
Seahorses

How do you design a training package, so your students will really understand your message and truly learn? This is a question that has perplexed all of us at one time or another, and the need to resolve this conundrum can take a great deal of effort and time (and let’s face it – none of us can afford to waste this time in our busy lives). This session will help you to solve this puzzle, by introducing a system known as cognitive templates. With just five easy-to-use templates you can literally create any form of presentation. More importantly, these templates are the result of more than 18 years of research into the fields of psychology and cognitive science, so they are directly aligned to the way people assess and comprehend information. In practice, this means that you can use these templates to rapidly create highly effective messages that genuinely assist your students to learn.

The first section of this session provides an overview of the cognitive templates. The latter part will demonstrate the application of these templates by dynamically building lectures on subjects defined by the attendees.

Learning Points
- Learn how these templates can be used to create the right message for optimised teaching
- Discover how these templates can dramatically reduce your training module development time
- See how these templates can also be used to create any form of presentation or persuasive message.
Day 1 – Wednesday June 9, 14:00 - 14:30
Frontliner Sessions D

**D4 Using social learning tools to improve organisational learning**

Chad Outten
Director, Learning Technologies
My Learning Space

Moodle is an open-source learning management system that originated in Australia, and has now internationalised in more than 200 countries and 80 languages. It is designed using sound e-learning principles to help educators create effective education for the web. It can be used to deliver courseware in face to face, blended or distance mode. The aim of this presentation is to demonstrate the benefits of social tools for education using blogs, chat, forums, tags, wikis and the integration of web 2.0 services such as flickr, twitter and youtube. We ARE the web, so let’s get social to enhance learning!

**Learning Points**
- Cost-effective solution to deliver web-based training for clients and staff
- Learn how to make learning engaging, fun and media rich
- Promote learner collaboration and user-generated content creation.

**D5 Design and develop strategies for engaging online programs, including m-learning**

Ian Whitehouse
Chief Learning Officer
GlobalNet ICT

Chris Toselli
Learning Consultant
GlobalNet ICT

A presentation that will explore the design and development strategies, systems and processes required for developing and delivering a contemporary and engaging client focused online (including mlearning) solutions.

**Learning Points**
- Understand the strategies required to develop effective online learning products
- Understand the importance of developing purposeful and effective organisational leadership, management and stakeholder relationships
- Understand the importance of ensuring learning design and solution development and deployment are customised and contextualised to maximise effectiveness.

**D6 Rapid e-learning & collaboration with Adobe Connect Pro**

Larry Adler
Operations Director
webqem

This seminar will include topics that will allow you to dramatically reduce your training and travel costs while securely staying connected to people from all over the globe. We will show you how to create secure online meeting rooms within seconds, allowing you to communicate with greater frequency and quality while boosting your audience attendance and participation. E-learning, tracking and rapid content creation will also be covered in this session.

**Learning Points**
- Concepts of rapid elearning
- Engaging, relevant and easy to access learning
- Live vs self paced learning delivery.
Every business with a people component on which organisational capability largely depends is in the people business. Irrespective of industry or sector, people constitute 100% of a business’ human resource. This HR percentage is the same for all people businesses irrespective of employee numbers. So how’s business? Differences between people businesses lie in the composition of their 100% in relation to three broad categories:

• The currently enthusiastic and committed — They’re usually obvious: bright eyed and bushy tailed and totally engaged with the business. They consistently focus their capability development on (self) win-(business)-win outcomes.

• The increasingly disenchanted and disengaged — They’re relatively obvious: intermittent vacant look and lacklustre and intermittently engaged with the business. They inconsistently focus their capability development on win-win due to the interspersion of win-lose and/or lose-lose outcomes.

• The terminally disconnected — Similarly to the currently enthusiastic and committed, they’re usually obvious: blank expression and docked tailed and habitually disengaged from the business. They inconsistently focus their capability development on win-win; win-lose; lose-win; and lose-lose outcomes. Apathy reconciles myriad outcomes. Develop your capability to ensure enthusiasm and commitment is sustainable; to enable the increasingly disenchanted and disengaged to reconnect; and to lead those terminally disconnected to leave on win-win outcome bases.

Learning Points
- Increased personal competence
- Enhanced social competence
- Enriched BESTMe synergistic competence.

E1 Empowering your thinking for empowered results
Sandra Walden Pearson
People & Culture Consultant
BestMe Consulting

E2 Around Australia in 80 days with the TAA e-learning competencies
Jenny Pita
E-Learning Manager
Sydney West Health Area Service
Michael Gwyther
E-Learning Director
Yum Productions

This session will provide an overview of approaches to staff development in context of organisational pressures to implement e-learning through accredited PD. It will explore and contrast deliveries of TAA e-learning competencies and how deliveries were shaped by ICT skills of trainers, trainers’ resistance and imagination, available infrastructure and internal processes for evaluating new learning training opportunities as well as organisational readiness for e-learning implementation. We will also explore design issues for e-learning programs based on staff skills and infrastructure issues. It also follows how we scaffold trainers’ (new to e-learning) existing skills into approaches for blended learning at organisations including Grampians Health, CAE, various TAFE and Sydney West Area Health Service as well as Corporate trainers.

Learning Points
- Staff development approaches that enable rapid deployment of elearning
- Staff training ideas
- Developing policy infrastructure to fast track e-learning implementation.

E3 Learning Leaders - Build and maintain learner connections
Tania Tytherleigh
Master Corporate Trainer
Tytherleigh Training & Consulting

Delivering a great training session is more than just knowing your content - it’s about connecting with learners. Too many trainers lose their learners because they fail to build connections through their delivery and their methodology. This session will reveal 3 secrets to build and maintain learner connections. Secret No 1: Be curious about your learners. Connection begins with curiosity. You need to get inside the hearts and minds of your learners. This session will reveal how you can do this easily and effortlessly. Secret No.2: Be courageous about you. Connection proceeds when you learn some easy things you need to do to bring your whole self to the training room. Secret No.3: Build rapport Connection develops and grows through rapport- that state of trust and responsiveness in which great learning happens. There are 3 easy ways to build rapport this session will show you how.

Learning Points
- Too many trainers rely on their expertise. For the edge - the wow factor - learning how to connect will be the difference that makes the difference to you, your learners and your business
- We are in the business of making a difference. Without connection our ability to do this is constrained
- We are role models for our learners. Modelling good connection techniques is the value add beyond the subject matter they learn from you.
E4 Games with frontiers: 12 Proven technology-based activities for a modern training and development
Marc Ratcliffe
Head of Learning
MRWED

In most situations, a carefully selected game or activity will support the trainer in attracting and maintaining interest in their session. In an ever-changing world with increasingly tech-savvy candidates, we need to use contemporary tools to hold their interest. If they are not playing they are straying, so we need to find the yin and yang relationship of content and supporting activity. Remember, games are not the antithesis of content. They help to challenge, reinforce, persuade, refocus and reassure participants. This session adds 12 proven technology-based activities to the trainers’ tool kit to engage and support learning and at the same time enliven the educational experience. Participants will have a chance to play/practise a selection of the techniques as well as participate in debriefing them.

Learning Points
- Participants will have 12 new activities to add to their training practice
- Participants will experience the activities modelled live, so they have the best opportunity to replicate
- Participants will receive a list with templates and instructions as a “take-away”.

E5 How to measure the talent you manage
Rafael Lami Dozo
International BDM
QuestionMark

One of the most common challenges facing organisations is “measuring” their workforce talent’s knowledge, skills and attitudes. An essential requirement is effective assessment. During this session we will review the necessary steps for authoring successful assessments - from the creation of measurable objectives to understanding the differences between assessments for knowledge, skills, or attitudes. We will also analyse different types of assessment questions, from response and scoring perspectives, as well as different forms of assessment from purpose and stakes viewpoints.

Learning Points
- Create measurable objectives
- Differentiate between different types of questions in terms of responses expected and scoring methods
- Differentiate between the forms of assessment in terms of purpose and stakes.

E6 Online soft-skills learning post GFC
Michael ter Haar
CEO
Mind Resources

Michael has 15 years experience in the Learning & Development industry as a facilitator, instructional designer, IP developer, CEO of a learning technology business, and for the last six years as CEO of Mind Resources. Michael will be sharing his expertise in field of Online Soft-Skills training, providing insight on L&D strategies being considered by leading organisations across ANZ and APAC, post GFC.

Learning Points
- The advantages and disadvantages of using Online Learning technologies
- Potential obstacles often encountered by new online learning users
- Budget concerns for implementing L&D initiatives post GFC.
Day 1 – Wednesday June 9, 15:30 - 16:00

Frontliner Sessions F

**F1** Training Indigenous Australians from remote communities for greater social engagement and enhanced employment opportunities

Kailas Kerr
Senior Learning Consultant
Central Desert Training

This session will provide participants without prior knowledge of remote training in Central Australian Indigenous communities with an insight into some of the complex issues involved. Participants with prior experience working or delivering training to remote Indigenous people will gain additional insights into managing and executing training in remote Indigenous communities. The session will discuss the barriers to delivering effective training in remote locations including, poor health, poor literacy and numeracy, vast distances, lack of access to employment opportunities, substance abuse issues, the cultural divide and the minimal exposure to the expectations of mainstream Australian training and working life. Case studies from the Mining Industry, the Conservation and Land Management Industry, the Fine Arts Industry and the Horticulture Industry will be utilised to provide participants with insights into how to navigate the associated challenges and deliver effective training to Indigenous Australians from remote communities.

**Learning Points**
- Understand the challenges associated with training Indigenous Australians from remote Indigenous communities
- Learn how to best overcome the challenges
- Learn how to implement an Indigenous training and employment program.

**F2** DIY ID: Releasing your inner Instructional Designer

Rhys Moult
Learning Consultant
We-Learn

All this talk of Instructional Design makes people think that developing e-learning resources is the domain of the “Trained Instructional Designer”. As a trainer you have the power to unleash your inner Instructional Designer. This session will explore some ways to shorten the learning curve and reduce your costs when taking the route of DIY ID.

**Learning Points**
- Gain new confidence
- Explore new ideas
- Save lots of cash.

**F3** Smarter deeper learning

Alastair Rylatt
CEO
Alastair Rylatt Consulting

In today’s busy world creating time for reflection and deeper learning is essential. For training and development presenters and designers creating a culture of deeper reflection enhances individual, team and organisational performance. Learn how you can help yourself and others perform this key skill better. Leave with a practical tips and suggestions on smarter better reflection.

**Learning Points**
- Describe five key ways in which employees can better reflect in the workplace
- State why reflection is fundamental to successful business
- Apply the lessons learnt to one’s own life.
Change is the new normal for learning leaders

Catherine Smithson
Change Management Expert
Being Human

Change is the new normal - organisations and their people need to be adaptable and flexible to succeed in a world of constant change. Yet all too often, change leadership is lacking and frontline staff resist rather than embrace change – which can result in failed change and more resistance next time round. In this interactive session Catherine will cover why Change Management is a “must have” for change projects not a “nice to have”. The role of L&D professionals in change - where we are and where we need to be. The hazards for L&D professionals to avoid in change.

Learning Points
- Learn three key ways to sell the need for Change Management
- Get clear on the role of L&D professionals in change projects
- Know what common traps and pitfalls to avoid in change.

F6 Strategy for eLearning adoption & acceptance for government

Alison Schiena
Senior Project Officer, Learning & Performance
Housing NSW

Steve Grocott
CEO
Nine Lanterns

This session will address the evolution of eLearning at Housing NSW moving from 500 completions in 2008 to 48,500 completions in 2009. Previously Housing NSW followed an entirely outsourced model, purchasing generic, off-the-shelf compliance training. The challenges faced while transitioning away from this model included:
- Raise the profile of and commitment to eLearning within the organisation having only used a page turning approach previously
- Internal sales to executive and project teams to get their buy-in
- Move project ownership of content in-house reducing the reliance on external suppliers
- Improve the consistency of training material and design, visually and in terms of learning approach
- Enable Housing NSW to develop rich, contextualised learning in-house
- Allow Housing NSW to maintain content internally without needing to engage an external supplier
- Ensure ease of use for selected solution(s).

This session will also outline the approach of engaging specialist eLearning providers to create engaging learning experiences whilst maintaining control of costs using templates.

Learning Points
- Awareness of the challenges facing government in eLearning deployment
- Awareness of tactics & strategies for successful adoption
- Awareness of rapid development tools for eLearning content creation

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Sydney Convention & Exhibition Centre

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Build your custom conference agenda by finding a session tagged with a track that will help you master a training challenge.

**DAY 2**

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<td>B103 I3 Debunking e-learning bluff and buster</td>
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Build your custom conference agenda by finding a session tagged with a track that will help you master a training challenge.

**DAY 2**

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<td>13:00 - 15:00</td>
<td>Network Buffet Lunch &amp; Award Presentation</td>
<td>Hall A</td>
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<tr>
<td>B105</td>
<td>Project planning for successful e-learning deployment</td>
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<td>13:00 - 15:00</td>
<td>Network Buffet Lunch &amp; Award Presentation</td>
<td>Hall A</td>
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<tr>
<td>B106</td>
<td>Rapid Elearning &amp; Collaboration with Adobe Connect Pro</td>
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<td>13:00 - 15:00</td>
<td>Network Buffet Lunch &amp; Award Presentation</td>
<td>Hall A</td>
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<td>B107</td>
<td>Assess where it matters - everywhere</td>
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<td>13:00 - 15:00</td>
<td>Network Buffet Lunch &amp; Award Presentation</td>
<td>Hall A</td>
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**Exp D1** Facilitator - Carolyn Barker, CEO - Australian Institute of Management Qld / NT & MD TheCyberInstitute

**Hall D2** Panelist - Greg Harper, General Manager - National Retail Institute

**Hall D3** Panelist - Arndria Seymour, Head of Training Design & Delivery - Commonwealth Bank

**Hall D4** Panelist - Lindy MacPherson, General Manager - People Solutions, Organisational Development & HR - Data#3

**Hall D5** Panelist - Jeevan Joshi, Chief Learning Officer - KnowledgeWorking

16:00 - 17:00 Network Break & Sponsor Prizes

17:00 The Event Concludes
G1 Emotional engagement equals audience action: Using film, theatre and narrative to tell your story.

Johanna Kerrigan
Founding Director
Be Learning & Film

In today’s business environment we all have to discuss and negotiate topics that are challenging – including diversity, safety, ethics, customer service, performance related issues and change. When we are able to honestly and accurately discuss all the relevant issues including facts, opinions and feelings we make better choices. We make better decisions. We take better action. We strengthen relationships. Through the use of factual documentaries and fictional narratives we focus on emotionally engaging an audience through people and their stories. Why? Because emotional engagement equals audience action.

Learning Points
- Understand how the theatre and our award winning films have increased individual’s traction and retention of learning outcomes both in the classroom and online
- Discover how to create learning that grabs the audience’s attention – keeps it – and inspires them to action
- Experience how creative interventions increase your ROI & engagement through live demonstration and case studies.

G2 Learning at the speed of thought

Sarabjeet Singh
Manager L & D
Australian Customs & Border Protection

Robb Reiner
Chief Learning Officer
Evoke Studios

Austalian Customs and Border Protection Service manage the security and integrity of Australia’s borders. The agency is a national organisation employing more than 5500 people in Australia and overseas. It works closely with other government and international agencies to detect and deter unlawful movement of goods and people across the border. Maintaining a highly skilled workforce in such a dynamic operational environment requires learning methodologies that promote rapid uptake of information within an ever changing contextual reality. Learning at the speed of thought has become a necessity in an operational environment where the unexpected is the norm. The key success factor is adaptive strategies - delivering the right activities, to the right learners, when and how they need them based on individual learning styles and real-time analysis of performance needs. This session will provide a ‘how to’ case study of successful e-learning techniques that change the learner from a passive consumer of knowledge to an explorer seeking out knowledge. You will learn how to provide learners with the relevant resources, motivational activities, and realistic contexts needed for a highly productive and satisfying learning experience. Not only is this more interesting for learners, it allows them to experience focused practice on the issues that have the greatest impact on their performance in the workplace.

Learning Points
- Staff development approaches that enable rapid deployment of elearning
- Staff training ideas
- Developing policy infrastructure to fast track elearning implementation.

G3 A new approach for a new world

Helen Keen-Dyer
Principal Project Manager
Qld Fire & Rescue Service

Duy Huynh
Executive Producer
Beyondedge

New research shows that our increasingly interconnected world is shifting our perceptions of the information we receive, including our perceptions of learning. Its impact is far and wide: Old business models are falling. But why? How has the world changed and what do we need to do as L&D professionals to not just keep up, but excel?

This workshop will showcase the latest thinking on ‘thinking’ and arm you with new ideas on how to make your learning more intuitive and appealing. Featuring a real-life case study from the Queensland Fire and Rescue Service, Rural Operations, this workshop might just change your approach to e-learning entirely!

Learning Points
- The new world order and its impacts
- How interconnectivity has shifted our perception of learning
- Strategies to make the most of this new world

Moodle is an open-source learning management system that originated in Australia, and has now internationalised in more than 200 countries and 80 languages. It is designed using sound e-learning principles to help educators create effective education for the web. It can be used to deliver courses, face to face, blended or distance mode. The aim of this presentation is to demonstrate how Moodle LMS can be used as a cost-effective solution to improve learning and workforce capabilities within the corporate sector. This LMS can help business meet its legal obligations in areas such as OHS, EEO, Bullying & Harassment - by enabling it to monitor, track, assess and report on staff who must be regularly trained to understand their legal rights and responsibilities.

Learning Points
- Cost-effective solution to help business meet its legislative obligations
- Learn how to integrate web-compliant learning content into a LMS
- Monitor, track, assess and report on staff learning performance.

G4 Using Moodle LMS as a cost-effective solution to improve learning and workforce capabilities within the corporate sector

Chad Outten
Director of Learning Technologies - My Learning Space

In today's business environment we all have to discuss and negotiate topics that are challenging – including diversity, safety, ethics, customer service, performance related issues and change. When we are able to honestly and accurately discuss all the relevant issues including facts, opinions and feelings we make better choices. We make better decisions. We take better action. We strengthen relationships. Through the use of factual documentaries and fictional narratives we focus on emotionally engaging an audience through people and their stories. Why? Because emotional engagement equals audience action.

Learning Points
- Understand how the theatre and our award winning films have increased individual’s traction and retention of learning outcomes both in the classroom and online
- Discover how to create learning that grabs the audience’s attention – keeps it – and inspires them to action
- Experience how creative interventions increase your ROI & engagement through live demonstration and case studies.

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For Industry Learning Leaders
A Revolution in Knowledge Sharing

24
Day 2 – Thursday June 10, 11:00 - 11:30
Frontliner Sessions G

**G5 Don’t raid the piggy bank; How to avoid costly e-Learning failures and achieve rapid return on investment**

Russell Khan  
People Management Consultant  
Cuscal

Brian Clark  
Learning Director  
DOTS Talent Solutions

This presentation is based on both a specific LMS implementation project at Cuscal and over 100 LMS implementation projects in Australia. The presentation is designed for a wide audience of professionals engaged in planning, implementing or working with an LMS or similar application. Russell Khan will ensure participants get a first hand insight of the Cuscal LMS implementation project.

Russell’s leadership of the LMS project has spanned the early planning phases through roll-out and system management. Russell’s experiences will illustrate key issues of cost control, stakeholder management and user requirements. You will be provided with tools and references that can be applied in your organisation such as planning methodologies, checklists, case studies and samples of content/courseware options.

**Learning Points**
- The 6 most common risks to an LMS or e-Learning Strategy Implementation
- How to reduce the total cost of ownership of an LMS or similar technology application
- The most cost effective ways to control costs and project creep.

**G6 Embracing e-learning to achieve compliance awareness**

Richard Killalea  
Senior Risk & Compliance Manager  
Australian Securities Exchange

Nicola Fleming  
Product Manager  
eLearning, SAI Global

The Australian Securities Exchange (ASX) was seeking ways to better engage staff to ensure they were familiar with the relevant regulations and internal policies. It was important that the solution was engaging, not overly legalistic and enabled effective assessment of learning outcomes. This case study will explore how the ASX successfully moved from face to face learning and policy communication via email to an eLearning solution to meet both needs. It will examine how key impediments to success were overcome to deliver measurable compliance results for one of Australia’s leading regulators.

**Learning Points**
- Improving staff compliance through effective learning strategies
- Managing the change from face to face to eLearning
- Utilising learning data to improve staff compliance performance.

**G7 How well do e-learners really learn?**

Dawid Falck  
Chief Executive Officer  
TheCyberInstitute

With the growing number of conversions of training material into eLearning formats there is also an increasing dialogue about the effectiveness of this type of learning for business and soft skills training. The Australian Institute of Management’s eLearning subsidiary, TheCyberInstitute, has been monitoring learning trends for over seven years. This informative session will explain the do’s and don’ts of effective instructional design and eLearning development so that adult learners really do learn through this medium. Dawid Falck, CEO of TheCyberInstitute will share the legends and myths about eLearning effectiveness and the continuum of learning. How effective are short skills based interventions as opposed to formal accredited VET sector training online? Learn what went right and what needed to be recalibrated through real life case studies during the session.

**Learning Points**
- How to engage adult learners so they really learn through eLearning
- Pitfalls to avoid in designing eLearning
- How to convey realistic expectations to the client or in-house training.
Business has always been concerned with performance – and performance metrics have been an integral part of business life. Organisations develop performance competency frameworks that allow us to objectively review our achievements against business plans. One of the most important elements is deciding what behaviours are going to support those performance outcomes. We follow this by looking at how we engage in a process of understanding and continuing improvement to ensure we are building and reinforcing those skills and behaviours. These behaviours are going to support those business objectives and ultimately our strategic goals. So, the process of learning becomes critical to organisations. There are different means of evaluating how learning occurs. Models such as “double loop” learning talk about the capacity to reflect upon our actions, to evaluate them and to consider how we might evolve those actions to get better outcomes. These are a critical part of any learning cycle. Many organisations develop frameworks that allow them to articulate what behaviours are supported with these forming the basis of cultural identity, change and leadership. When an organisation sets its strategic objectives and ultimately its strategic goals, it will often define what it wants to achieve. Smart organisations will focus on the implementation experience of Surf Life Saving Australia from inception to launch, including defining needs, integrating technologies, planning developing, publishing and promoting courses. To supplement this case study and answer your questions, we will draw on 25 years’ experience planning and delivering eLearning throughout the world.

Business needs are continually changing and so it may be that your existing systems are not designed to support new learning needs. We may also be questioning whether blended learning, learning management systems and the like are worthwhile or achievable. In this session we will discuss the climate at our organisation before the intervention. Why did we decide to instigate the change. Is it easy being green in the corporate world? We will explain the barriers to change and the first series of interventions and the results. How we changed attitudes without spending the big bucks. What did we do and how we measured the results. Is it hip to be green? Did the training lead to a change in behaviour?

Learning Points
- Outline of performance competency frameworks
- Discussion of identifying behavioural competencies and a learning framework
- Discussing effective and practical ways to change and develop skills.
- Discussion of how people “learn” within organisations, including active participation in various projects or initiatives that directly or indirectly improve their knowledge and skills base.

In this session we will discuss the climate at our organisation before the intervention. Why did we decide to instigate the change. Is it easy being green in the corporate world? We will explain the barriers to change and the first series of interventions and the results. How we changed attitudes without spending the big bucks. What did we do and how we measured the results. Is it hip to be green? Did the training lead to a change in Behaviour?

Sustainable Outcomes

H2 It’s hip to be green: Did the training lead to a change in behaviour?

Christine Stephens
National Training Officer
Social Security Appeals Tribunal

John Gaunt
National Training Officer
Social Security Appeals Tribunal

Lara Long
Management Accountant
Social Security Appeals Tribunal

If you are questioning whether blended learning, learning management systems and the like are worthwhile or achievable, this session is for you. If you’ve had negative experiences relating to the complexity, timescales or cost of implementing learning technologies, or you doubt you have the skills, people or budget, this session is for you. If you think you have the best system, this will challenge you. You will see every step as we set up a full-featured LMS, populate it with courses, import a few thousand users and then publish the site online, so that it is available 24x7. While the vanilla site is being set up, an open discussion will focus on the implementation experience of Surf Life Saving Australia from inception to launch, including defining needs, integrating technologies, planning developing, publishing and promoting courses. To supplement this case study and answer your questions, we will draw on 25 years’ experience planning and delivering eLearning throughout the world.

Learning Points
- To challenge misconceptions and give you confidence and direction in preparing a learning strategy
- To understand the process and primary options for integrating technology into your learning mix and existing systems
- To consider strategies for marketing technology based Learning to your audience.

Measuring the retention of knowledge may suffice under certain circumstances. However, more often than not it is the ability to apply that knowledge that differentiates a good performer from an exceptional one. Technology presents multiple and innovative ways to allow the demonstration of one’s capability, but we need to understand what the options are in order to decide when and why it might be appropriate to use them.

H4 Bridging Knowledge and Performance

Ramesh Nava
Vice President & General Manager
Prometric Asia Pacific, Japan & Africa

Learning Points
- The changing landscape of assessment methods
- Knowledge-based vs performance-based assessment
- When and why we should use different item types.
This session focuses on how to create interactivity in training quickly and easily. Interactivity, as we all know, is critical for making the courses engaging and interesting. With interactivity, learners get more involved in the training material and in turn, learn better. However, interactivity building is traditionally very time consuming and costly because of the efforts involved in it. There are two aspects to this: One, the creative effort required to find the right interactivity pattern appropriate for a given instructional situation. The other is the technical effort required to program the interaction.

Learning Points
- Is it possible to design truly interactive e-learning quickly and easily?
- Can interactivity be actually developed without complex programming?
- How does it help to have access to ready models of interactivities for creating engaging e-learning?

Sustainability is often associated with environmental responsibility. However, the environmental benefit is just one of the positive outcomes of a sustainable approach. Sustainability is a strong business principle that simply means to sustain positive results over a longer period, for more stakeholders, while continuously reducing cost and negative impact of various kinds. Sustainability is an expansion of the time-honoured approach of doing more with less – producing more beneficial business outcomes for less cost and less negative impact. The recent economic crisis illustrates why it is important to look beyond short-term results and narrow interests. With intense global competition, organisations must have a long term strategy to achieve sustained competitive advantage. Organisations must also be innovative to deal with unpredictable changes, reduce costs, improve processes, and transform markets. Your people are the source of innovation; and people are the key to sustainability.

In this session, gain insight into the three main ways that learning, especially technology-enabled learning, supports the sustainable enterprise.

Learning Points
- How learning maximises ‘people value’
- How learning helps organisations prepare for the unexpected
- How organisations can do more with less with technology-enabled learning.

Sadly, it is quite common practice in a downturn to shed the HR and/or training staff and it can be a long time between jobs. As an HR person or trainer how vulnerable are you and is it possible to future-proof your income?

Learning Points
- There are no jobs or even careers for life any longer – the portfolio worker has landed – like it or not
- Turning knowledge into income has never been easier – the 4 hour week really is within your grasp
- How one person earns $20,000 per month by giving his knowledge away for free.
Barack Obama has risen swiftly from obscurity to President of the United States. Editor Group has analysed his books and speeches to identify the many writing skills behind the eloquence that helped him to do that. We have classified those skills into the Seven Pillars of Great Writing to make it easier for people to use them in their own writing:
- Clarity: Obama uses language to inform rather than confuse.
- Tone: The tone of any piece of writing must be suited to both the audience it is intended for and the purpose for which it is written.
- Structure: A document must work as a whole, from powerful beginning to ringing end.
- Detail: Good writing depends on carefully observed detail and powerful facts.
- Nuance: Obama expresses ideas simply but not simplistically.
- Poetry: The poetic devices Obama uses to enhance the power of his prose.
- Rhetoric: A rich repertoire of rhetorical devices helps Obama to influence his audience.

This presentation is based on Editor Group’s unique Write Like Obama® course. Quotes and video clips of Obama’s speeches will be used to illustrate how he connects with his audience and delivers powerful and meaningful messages.

Learning Points
Participants will learn how to improve their own writing by seeing how Obama:
- Gets messages across with precision and power
- Adopts the right tone to connect with and influence audiences
- Uses rhetorical devices to drive points home, or indirectly improve their knowledge and skills base.

Most organisations have dabbled with e-learning content development with varying degrees of success. A significant contributing factor to success is the ability to engage the learner. This workshop will showcase the latest trends in instructional design and arm you with a range of ideas to make your content more enjoyable and effective.

Learning Points
- Learn how to structure content for maximum effectiveness
- Learn about the principles of good instructional design
- Learn the key insights into creating engaging e-learning

In this session Ruth McElhone from B Online Learning outlines a process to start e-learning in your organisation. Drawing on case studies from the B Online Learning Master eLearning Course, and based on the article by Chris Fell, you will learn how other organisations from small to large are using the process and debunking e-learning bluff and bluster. It is aimed at organisations who are considering e-learning to support their learning and development and also at those organisations who would like to transform their e-learning by utilising new and existing resources in house. Ruth will discuss how the tools available today are transforming the traditional approach of e-learning and empowering organisations with their rapid e-learning strategy.

Learning Points
- Following a process to bring your e-learning in house
- Strategies to minimise your e-learning costs and increasing ROI
- Tools that can transform your e-learning

This session focuses on the effective design of content, procedures and interfaces as an alternative to product training. Participants will be presented a model which addresses business challenges, user challenges and customer challenges in relation to the required skills and knowledge of front line staff. A case study will be used to discuss and illustrate a solution to the challenges of, among other things, varying levels of product knowledge, process non-compliance, time to market for new starters, and content management processes.

Learning Points
Participants will walk away with:
- A content management model
- A strategy for cost-effective front line training
- Recommendations for designing intuitive information retrieval paths.
Day 2 – Thursday June 10, 12:30 - 13:00
Frontliner Sessions I

I5 Project planning for successful e-learning deployment
Karen Moloney
Learning Design Specialist
GetMeLearningResources

They say that failing to plan is planning to fail, but in the majority of cases e-learning projects do have a plan – so why so many failures? Most e-learning deployments are a first time experience for both the organisation and its learning team, so it’s no surprise that there are many lessons learned throughout the course of the implementation. However, some of these lessons can be very costly in terms of time, money and effect on the end product. Successful e-learning projects can be easily achieved with good planning and project management, so whether you are considering rolling out e-learning for the first time or just want some tips on how to improve future projects, this session is a must to attend.

Learning Points
Find out:
- The most common e-learning project mistakes and how to avoid them
- Elements of a successful e-learning project plan
- Where to get support and advice for your implementation.

I6 Rapid e-learning & collaboration with Adobe Connect Pro
Larry Adler
Operations Director
webqem

This seminar will include topics that will allow you to dramatically reduce your training and travel costs while securely staying connected to people from all over the globe. We will show you how to create secure online meeting rooms within seconds, allowing you to communicate with greater frequency and quality while boosting your audience attendance and participation. E-learning, tracking and rapid content creation will also be covered in this session.

Learning Points
- Concepts of rapid e-learning
- Engaging, relevant and easy to access learning
- Live vs self paced learning delivery.

I7 Assess where it matters - everywhere
Eric Shepherd
CEO
QuestionMark

The diversity and mobility of today’s learners call for assessments that can be delivered in a variety of environments and yet provide a centralised set of results for analysis and reporting. A single survey, quiz or test can be delivered online, offline, on paper and to mobile devices such as smart phones. Surveys and quizzes can enliven learning mashups just as graphics and videos do. Assessments can also be embedded in wikis, blogs and portals, social networks and online presentations as well as Word, Excel and PowerPoint files. Blended delivery has come to include assessments taken on smart phones and other handheld devices. Wherever learners go, whatever devices they use for learning, they can interact readily with assessments. The ability to embed assessments within other platforms is making it easy to extend the reach of low and medium stakes assessments and to increase security for higher stakes assessments. This presentation will explain the value of providing different types of assessments in a variety of environments. It will also address issues such as accessibility and security.

Learning Points
- Understand the benefits of delivering assessment to multiple devices, in multiple contexts
- See how assessments can be embedded within various environments
- Learn ways to address security issues.
Training & E-learning Solutions Expo

FREE ENTRY
Register Online www.learnx.net

Wednesday, June 9  □  09:00am – 12:00pm
□  2:00pm – 5:00pm
Thursday, June 10 □  09:00am – 12:00pm

The Training and E-Learning Solutions Expo helps you find the right product, the right supplier and the right price for your organisation. We bring together two days, worth of the top training technologies, tools and services on the Expo Floor for you to compare features, make business contacts and see first-hand what’s really right for you.

Want to know what new learning technologies are out there?
Want to know what enterprise training is available?
Want to know what LMS / LCMS best suits your enterprise?
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Dawid Falck, Chief Executive Officer  0420 310 373  dfalck@thecyberinstitute.com  www.thecyberinstitute.com
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Emma Bagnall, Account Manager, Australia & New Zealand +61 2 8249 4979 emma.bagnall@prometric.com www.prometric.com

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Roland Collaro, Managing Director 07 5435 8820 mail@symetree.com.au www.codebaby.com and www.symetree.com.au

Award-winning CodeBaby Studio empowers you to create and integrate engaging 3D characters into your eLearning courseware. Come to the stand to see the new enhanced release. CodeBaby’s solution provides an easy to use development environment that dramatically simplifies the resources needed to create animated scenarios for engaging socially enhanced elearning. Once created, these animations can be embedded into applications in eLearning and facilitated environments. Symetree markets CodeBaby in Australia and uses robust instructional design strategies to create vibrant and inclusive learning programs.

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The award-winning Raptivity allows trainers, educators and subject matter experts across the globe to create meaningful learning interactions quickly and easily. The Raptivity library of pre-built interactions is based on best practices in instructional design and allows complete customization of each interaction and outputs the interactivity to a single Flash file which fits right into hundreds of eLearning tools. Raptivity tracks completion status, score and responses and provides this information to authoring tools for SCORM/ AICC tracking with LMS. Anyone can use Raptivity with minimal learning and absolutely no programming.

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0411 041 653 or (0)2 6280 6244  
kate.ennis@intelledox.com.au  
www.capabiliti.com.au  
Capabiliti LMS is produced by Intelledox Pty Ltd. Founded in 1991, Intelledox Pty Ltd is an Australian based software development company. Intelledox products are specifically designed to ease the burden of organisational processes. Intelledox Pty Ltd has over 300 customers and 400,000 users. The company has offices around Australia, with distributors in North America, the UK and South-East Asia. Capabiliti LMS is a highly adaptable learning management system, designed to facilitate the growth and management of Human Capital throughout an enterprise. The system is designed to centralise organisational learning, eliminate non-compliance risk and proactively respond to the changing business environment.

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2and2 specialises in the custom development of high quality, deeply engaging and interactive eLearning for the corporate, government, not-for-profit and education sectors. We are also the creators of the Change2 sustainability series, winners of the Media Industry Association (MIMA) award for Best Learning and Education, and Platinum award winner at LeamX for 2009 and 2010. 2and2 service a diverse array of clients that includes Commonwealth Bank of Australia, ASIC, GSE, Bovis Lend Lease and Sydney University. Our experience is broad, often working in areas such as Behaviour and Cultural Change, Ethics, Sales and Service Training, Soft Skills and Staff Engagement. 2and2 blends the knowledge of educators and communications specialists with the specialised skills of digital media developers to deliver immersive e-learning materials that encourage a deeper understanding and retention of the information conveyed. We deliver understanding, not just information.

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(You will receive a receipt via email)

2 Cheque Payment
(You will be invoiced via email)

3 Company Purchase Order #
(You will be invoiced via email)

EFT Payment
Your invoice will contain the required details.
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Register Online www.learnx.net
Registration Form (see next page)

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Early Bird Ends May 31
2 Day Package $790
1 Day Package $430

Regular Starts June 1
2 Day Package $840
1 Day Package $455
10% group discount applies (3 or more) on all 2 day packages.

Questions?
Email info@learnx.net
Registration cannot be confirmed without payment.

Venue & Date
Sydney Convention & Exhibition Centre Darling Harbour
Bayside Level 1
Wednesday 9 – Thursday 10 June 2010

Onsite Information Desk
The information desk will be operational within the following times:
Wednesday June 9 08.00am – 18.00pm
Thursday June 10 08.00am – 12.30pm

Car Parking
The Sydney Exhibition Centre carpark rate is $28 per day. Entrance is located on Darling Drive. Please note that payment can be made by credit card or cash only, they do not accept Eftpos. Other major carparks are located at Harbourside Exhibition Halls, and the Entertainment Centre complemented by Star City and Pyrmont Street parking stations. For more information visit www.darlingharbour.com.au

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We have partnered with the award winning company ‘Corporate Travel Management’ to ensure you get the best service and deals when organising your travel and accommodation needs. They have a 24hr emergency travel service for your peace of mind. Call 1800 630 866 and quote LEARNX10 to get the best rates available or email: groups@travelctm.com

Name Badges / Personal ID
For security reasons each person will be required to wear their personalised access badge at all times during the event. Delegates will receive a new badge each day from the information desk upon arrival.

Special Dietary Requirements
Close to the time, you will receive an email from the registration team asking about any special dietary requirements.

Delegate Bags
Upon arrival all delegates will be provided with an opportunity to receive an environmentally friendly bag to hold sponsor information and other documentation at the event.

Presenters’ Papers
Delegates will have access to session papers (subject to submission by presenters)

Dress Code
Smart casual dress is appropriate for LearnX 2010 and as room temperatures may vary, we suggest you wear layered clothing to make sure you are comfortable.

Cancellations
All cancellations will be subject to a $50 processing fee. All cancellations must be received in writing by May 10, 2010. No refunds will be given after this date. A substitute delegate can be nominated or registration can be transferred to the following LearnX Asia Pacific 2011. In the event of non-attendance, registrants will be liable for payment.

Disclaimer & Liability
E-Learning & Training Magazine reserves the right to alter or cancel any part of this program at any time without notice, however the program is intended to run as advertised.
### Conference & Awards Registration Form

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<th>Title</th>
<th>First Name</th>
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**Email**

**Additional Delegate Names - Please Photocopy**

**GROUP BOOKINGS  DISCOUNTS AVAILABLE CALL US TO DISCUSS YOUR OPTIONS**

<table>
<thead>
<tr>
<th>All Prices Include GST</th>
<th>Conference Time 0900 - 1700</th>
<th>Lunch &amp; Refreshments Provided</th>
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<tbody>
<tr>
<td>2 Day Conference 9-10 June 2010</td>
<td>$840</td>
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<td>1 Day Conference Wed 9 June 2010</td>
<td>$455</td>
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<td>1 Day Conference Thur 10 June 2010</td>
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<th>Awards Presentation Only</th>
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<th>LearnX E-Learning &amp; Training Awards</th>
<th>Date: Thursday 10 June 2010</th>
<th>Time: 1:00pm in the Exhibition Area</th>
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<td>10% Group Discount (3 or more)</td>
<td>Applies on the 2 day conference packages only</td>
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Your details will be confirmed by email. Please keep a copy of this registration form for your records.

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