



scopeVISION

# Team & Organisational Engagement Solutions

awaken the leader within

# evoke inspire eclipse

Scope Vision is dedicated to creating the next generation of dynamic, innovative leaders, managers and frontline staff. Our focus is to support the development of individuals and the subsequent growth of the organisations in which they work, through the delivery of bespoke engagement solutions and tailored learning and development initiatives.

Our business has evolved simultaneously with the innovations of our industry. As a means of continuous improvement, we regularly solicit feedback from our clients and industry stakeholders.

We have ensured that we remain responsive to our client requests, anticipate and foresee their needs and expectations, and adapt our company systems and processes to incorporate change in line with industry requirements. We believe that there is a better way of achieving business outcomes through people.

The success of our business grows from our passion and drive for designing best practice solutions to industry operational needs, challenges or aspirations.

Feedback from industry reflects the energy and enthusiasm of our staff, and highlights the way in which we transpose information into real world concepts and strategies that can be immediately and effectively integrated within their organisations.

Our participants thrive when exposed to an energy transfer that is as exciting as it is effective. As a result, we contribute to the growth and development of people as well as the industries in which they are employed... that's what our culture is all about.

## Maria-Jane Satterthwaite

**FOUNDER + DIRECTOR**

M 0412 476 933

## Joanne Viegas

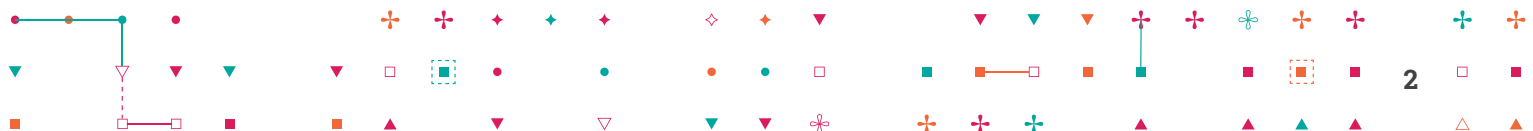
**GENERAL MANAGER**

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[scopevision.com.au](http://scopevision.com.au)



## ORGANISATIONAL VISION

- Individuals achieving personal and professional growth
- Implementation of creative, relevant and dynamic engagement solutions
- Provision of an environment which maximises the transfer and energy of information

## BE THE BEST

- Promoting quality and continuous improvement
- Embracing change, innovation and excellence
- Maintaining and enhancing our financial well being

## PASSION FOR WHAT WE DO

- Enthusiastically pursuing and delivering service opportunities
- Promoting fun relationships with passion and commitment
- Pro actively pursuing challenges

## CONSTANTLY EXCEED CLIENT'S EXPECTATIONS

- Listening to our stakeholders and identifying their needs and expectations
- Exceeding the expectations of everyone we interact with
- Creating mutually beneficial long-term partnerships with our stakeholders

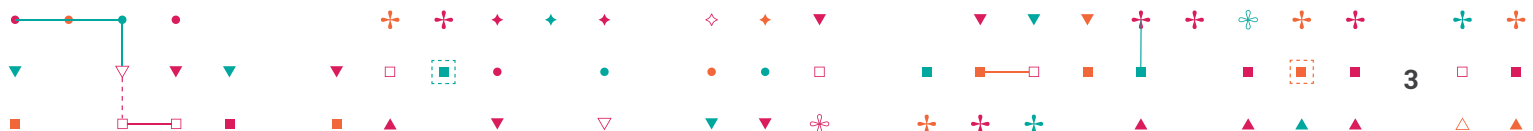
## NEVER EVER GIVE UP

- Delivering superior services and outcomes
- Developing new and original ways to reach our goals
- Maintaining our efforts and determination at all times

## TEAM INTEGRITY

- Collaborating and cooperating through open communication
- Capitalising on the strength of each individual to enhance our joint outcomes
- Encouraging and supporting individual and team achievements

awaken the leader within



## PROFESSIONAL DEVELOPMENT

- Bespoke team engagement solutions
- Awaken the Leader Within [Leadership Skills Development]
- Building and Leading Winning Teams
- Planning for Success!
- Ready, Set, Grow! [Managing the Operational Plan]
- Don't Risk It!
- Developing Your Team
- I's on the Future [Innovation and Change]
- SECS! [The Secrets of Excellent Customer Service]
- DISC profiling: Communication preference workshop
- Belbin Team Role profiling

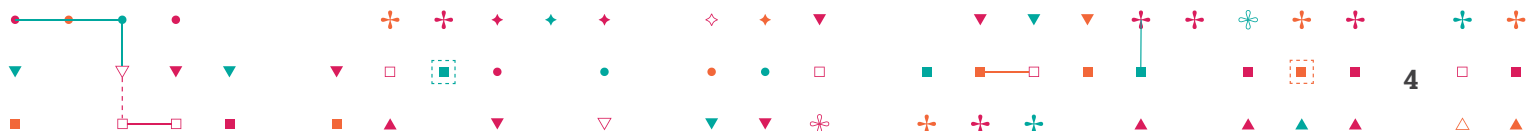
## BUSINESS SERVICES

- Design and facilitation of team engagement solutions
- Development of talent management strategies, systems and processes
- Quality review of industry and organisational policies, procedures and practices
- Development of bespoke learning and educational resources
- Mapping of organisational policies, procedures and practices to national and/or organisational competency frameworks
- Completion of audit and risk assessments
- Design, implementation and monitoring of individual and team growth plans
- Coaching to increase capabilities and confidence

## OUR CLIENTS

Scope Vision has built up an impressive list of high-profile clients over the years.

Scope Vision have customised and delivered initiatives for iTFE: [Grill'd, Fonda Mexican, Australian Venue Co., Australia Post], Clinical Labs WA, Housing Authority, Department of Transport, Royal Perth Hospital, Princess Margaret Hospital, Armadale Health Services, West Australian Police, Western Australian Museums, WorkCover, Colonial Leisure Group, Australian Leisure and Hospitality Group, Marra Worra Worra, Holyoake, Brightwater Care Group, Ability Centre, Paramount Health, Airflite, Air Services Australia, Automotive Holdings Group, AMCAP, Covs, Western Australian Cricket Association, Fulton Hogan, Ertech, Western Power, Logsys Power Services, Future Grid, Perth Power Lines, Mobile MOUSE, Home Base Expo, Australian College of Beauty Therapy and the Australasian Academy of Cosmetic Dermal Science to name just a few.

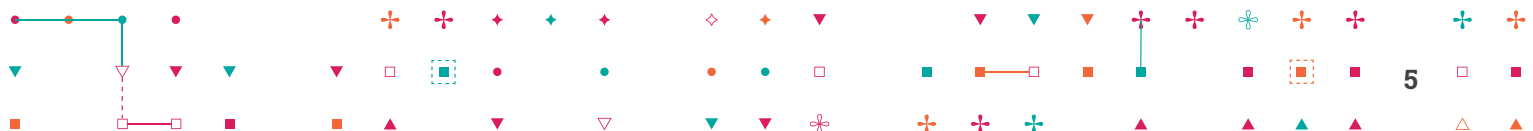


# awards we have won

North West Metro Business Awards  
 ECU Business of the Year 2007; 2006; 2004  
 Telstra Small Business Awards  
 Commonwealth Government Micro Business Award 2001  
 Training Excellence Awards  
 Training Provider of Student of the Year 2004  
 Latasha Santostefano, The Sanctuary Golf Resort, Bunbury  
 Aim Small Employer of the Year 2001  
 Training Provider of the Trainee of the Year 1999  
 Katherine Bodey, Fast Eddy's  
 West Australian Tourism Awards  
 Industry Training Provider 2001  
 Tourism Training Australia  
 Outstanding Achievements in the Tourism & Hospitality Industry  
 Excellence in Training 1999; 2000  
 WA Hospitality & Tourism Industry Training Council's Award for  
 Excellence in Training within the Hospitality Industry 1999; 2000

## FINALIST

Telstra Micro Business Awards 2016  
 Australian Government Micro Business Award 2007  
 Telstra Business Woman of the Year 2001; 2000  
 Telstra Entrepreneur of the Year 1999  
 Training Excellence Awards  
 Training Provider of Student of the Year 2007  
 Emma Murray, ALH Group  
 Training Provider of Trainee of the Year 2006  
 Robyn Mouttet, ALH Group  
 Training Provider of Trainee of the Year 2005  
 Adam Lee, Matilda Bay Restaurant Mosman Park  
 Training Provider of Trainee of the Year 2004  
 Jason Skodt, Jetty's Restaurant Hillarys  
 North West Metro Business Awards  
 ECU Business of the Year 2005  
 Training Excellence Awards  
 Client: AIM Small Employer of the Year 2005  
 South Street Vet Clinic  
 Aim Small Employer of the Year 2000  
 West Australian Tourism Awards  
 Tourism Education and Training 2002; 2004; 2005; 2006



# our team

Scope Vision utilises the services of industry facilitators and consultants for our extensive range of clients. Facilitators are selected after the completion of the needs analysis to ensure cultural alignment and appropriateness to client and organisation needs.

## Joanne Viegas

**GENERAL MANAGER**

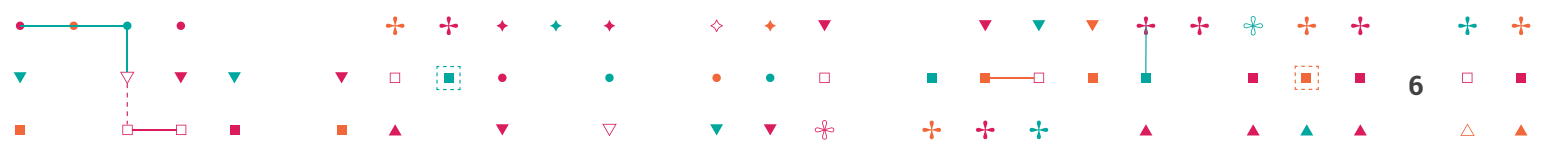
Administration | Quality Assurance | Assessor



With qualifications in the areas of Training and Assessment, Business Management, Project Management and Marketing, Joanne Viegas has been involved in the customisation and successful implementation of initiatives for Scope Vision clients. Specialising in client liaison, project planning and program management, her attention to detail and commitment to achieving measurable outcomes for clients has been imperative. Joanne is also responsible for maintaining the integrity of the business process along with mentoring and coaching of participants.

### QUALIFICATIONS

- BSB41515 Certificate IV in Project Management Practice
- TAE40116 Certificate IV in Training and Assessment
- TAE50216 Diploma of Training Design and Development
- BSB51915 Diploma of Leadership & Management
- BSB42015 Certificate IV in Leadership & Management
- THH60297 Advanced Diploma in Hotel Management
- BSZ50198 Diploma in Training and Assessment Systems
- BSB51004 Diploma in Business (Frontline Management)
- BSB50701 Diploma of Business (Marketing)
- Certificate III in Office Administration
- Certificates of Merit de Bono Thinking Systems



# our team



## Maria-Jane Satterthwaite

**FOUNDER + DIRECTOR**

Key Facilitator | Program Development and Customisation  
Accredited Coach | Assessor

**Everything has to stand out and that means being different. Learning and development is not about passing on information, it is about passing on the energy of information; it needs to be relevant, thought provoking and memorable. Great learning experiences evoke change. It is on this basis that I design my initiatives.**

MJ's curiosity into what drives people and businesses to achieve success, has been the passion recognised in her award-winning business. The drive to continue to train and embrace lifelong learning has been her key to success. Holding a Bachelor of Commerce, with an Accounting major, a Post Graduate Diploma of Education (Training and Development), and 15 Vocational Education and Training qualifications in leadership, management, marketing, hospitality and work health and safety, demonstrates MJ's commitment to the values she believes in.

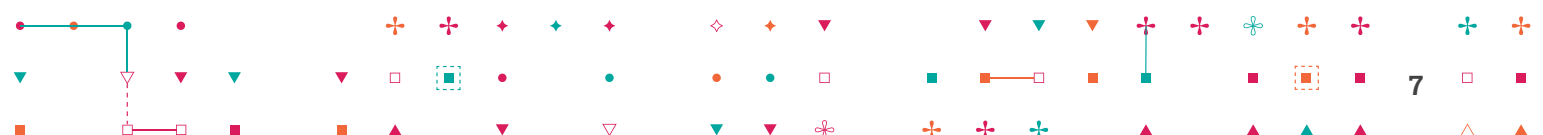
Starting Scope Vision in 1997, MJ's passion and curiosity shaped the businesses she worked with and her longevity in these relationships continues to inspire her to share her thoughts and experience with others.

### ACCREDITATION

- DISC
- Belbin Team Roles

### QUALIFICATIONS AND AWARDS

- Master of Business Leadership, Curtin, WA, (3 units)
- Graduate Diploma of Education (Training & Development) ECU, WA
- Bachelor of Commerce (Accounting), University of Otago, NZ
- Honours Grade 8 Trinity College of London, Speech and Drama
- Honours Grade 8 Trinity College of London, Effective Speaking
- Merit Grade 8 Trinity College of London, Speech & Drama Theory
- Honours Advanced Senior Grade New Zealand Speech Board
- TAE50111 Diploma of Vocational Education and Training
- TAA50104 Diploma of Training and Assessment
- BSZ50198 Diploma in Training and Assessment Systems
- BSB51915 Diploma of Leadership & Management
- BSB42015 Certificate IV in Leadership & Management
- BSB51107 Diploma of Business
- BSB51004 Diploma in Business (Frontline Management)
- BSB50701 Diploma of Business (Marketing)
- TAE40116 Certificate IV in Training and Assessment
- TAE40110 Certificate IV in Training and Assessment
- THH60297 Advanced Diploma in Hotel Management
- SIT30616 Certificate III in Hospitality
- SIT40416 Certificate IV in Hospitality
- BSB60407 Advanced Diploma of Management
- 5144 Course in Liquor Licensing
- Golden Key International Honour Society Honorary Member, ECU
- Finalist 2000 and 2001 Telstra Business Women's Award Westpac Group Business Owner
- Finalist 1999 Telstra & WA Small Business Development Corporation Awards; Entrepreneur of the Year
- 2000 and 1999 WA Hospitality and Tourism Industry Training Council's Award for Outstanding Contribution to Training in the Hospitality Industry
- Scope Vision winner of Joondalup Business Association Edith Cowan University Business of the Year 2004, 2006 & 2007
- Scope Vision finalist Telstra Micro Business Awards 2016



# consultants, industry experts

## Catherine Lech

### MANAGING FOOD SAFETY

Scope Safety Vision | Food processing | Food hygiene | HACCP



Catherine Lech, the proprietor of Managing Food Safety, a Food Science and Technology consultancy firm, joined the Scope Team as an Advisor in 2005 providing the skills and knowledge required by Food Handlers to ensure that the food is safe and suitable for human consumption.

Catherine has extensive practical experience in the food industry and has developed a large and loyal client base within both metropolitan and regional Western Australia, including: D'Orsogna, Quality Produce International, Brightwater Care Group, Gastev Group Collective, Swan Care Group and South Metropolitan Health Service.

Catherine also consults in work health and safety matters for food manufacturing and food service providers, contracted by ACO Certification Ltd to conduct Certified Organic Auditing.

### QUALIFICATIONS

- Masters in Work Health and Safety
- Graduate Diploma Work Health and Safety
- Certified Organic Auditor
- Bachelor of Applied Science in Food Science & Technology (Honours)
- Post Graduate Diploma in Business (Marketing)
- TAA40104 Certificate IV in Training and Assessment
- BSZ40198 Certificate IV in Assessment & Workplace Training
- FDFFSACA Assess compliance with food safety programs
- FDFFSDFSAA Conduct food safety audit
- FDFFSCHZA Identify, evaluate and control food safety hazards
- FDFFSCOMA Communicate & negotiate to conduct food safety audits
- HLTFS207B Follow basic food safety practices
- THHGHS01B Follow workplace hygiene
- SITXOHS002A Follow workplace hygiene procedures
- SITHFAB009A Provide responsible service of alcohol
- 5144 Course in Liquour Licensing
- TAE40110 Certificate IV in Training and Assessment
- TAA50104 Diploma of Training and Assessment

