# Résumé

## Contact Details

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| **Name:** | Malcolm Charles Frame |
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| **Email Address:** | [mframe62@optusnet.com.au](mailto:mframe62@optusnet.com.au) (Home) |

## Education

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| **Qualifications:** | Certificate IV in Training and Assessment *(TAE)*  Certificate IV in Security and Risk Management  Certificate IV in Workplace Health and Safety  Certificate III in Correctional Practice (Custodial)  Certificate II in Security Operations  Lean Six Sigma – Yellow Belt  Occupational First Aid *(Level 3) Issued: Dec-12*  Apply First Aid *(Level 2) Issued: Aug-12* |
| **Continuing Studies:** | Diploma in Business |
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## Employment History

### Corrections Victoria

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| **Start Date:** | July 2004 |
| **End Date:** | Present |
| **Position/Title:** | ***Prison Officer (Casual) – Metropolitan Remand Centre***  ***Prison Officer (Full-time - Ongoing) – Metropolitan Remand Centre***  ***Prison Officer (Full-time - Temporary) – H.M. Prison Barwon***  ***Prison Officer (Casual) – Melbourne Assessment Prison*** |
| **Responsibilities/ Achievements:** | * Perform custodial and security duties relating to the operations of the prison. * Undertake offender management tasks, including updating and maintaining prisoner IMP files, conducting prisoner interviews and completing relevant reports. * Conduct searches and escorts within the prison. * Liaise with public concerning information requests and visits. * Prepare and maintain relevant documentation concerning the management of prisoners. * Interpret, investigate breaches and enforce relevant legislation, policies and guidelines. * Prepare reports on prisoner behaviour for prison management and/or police and give evidence at appropriate hearings. * Train staff in First Aid. * Act as Senior Prison Officer, when required. |

### Serco Immigration Services

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| **Start Date:** | December 2010 |
| **End Date:** | August 2013 |
| **Position/Title:** | ***National Trainer*** |
| **Responsibilities/ Achievements:** | * Conduct Induction Training Courses for Serco Immigration Services staff at Immigration Detention Facilities. * Train and assess staff in the Certificate II in Security Operations, and the units of Apply First Aid and Perform Cardio-Pulmonary Resuscitation (CPR). * Train and assess staff in Defensive Tactics (Control and Restraint Techniques) within Immigration Detention Facilities. * Conduct Annual Refresher Training for Serco’s Authorised Officers under the *Migration Act 1958*. * Conduct Induction Training for staff involved in client facing roles. * Research, develop and prepare training materials for accredited and non-accredited training. |

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### Chubb Security

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| **Start Date:** | June 2004 |
| **End Date:** | July 2004 |
| **Position/Title:** | ***Security Officer (Casual) – Qantas Domestic Terminal.*** |
| **Responsibilities/ Achievements:** | * Perform Security Duties, including screening, at Melbourne Airport. * Liaise with customers and management in relation to security issues. * Perform customer service duties. |

### New Breed Security

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| **Start Date:** | May 1999 |
| **End Date:** | October 2004 |
| **Position/Title:** | ***Casual Security Officer/Crowd Controller*** |
| **Responsibilities/ Achievements:** | * Perform security related tasks at Hotels, Clubs and Special Events. * Liaise with management and clients and perform customer service related tasks. |

### Simplicity/Le Pine Funerals (Invocare)

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| **Start Date:** | January 2000 |
| **End Date:** | April 2004 |
| **Position/Title:** | ***Funeral Director/Assistant Manager*** |
| **Responsibilities/ Achievements:** | * Arrange and Conduct Funerals for families from a wide range of ethnic and religious backgrounds. * Liaise with relevant professionals, organisations and persons in arranging funerals. * Undertake public relations activities, including talks to relevant organisations, participating in community activities etc. * Deliver appropriate training to organisations and persons in relation to funerals and grief. * Complete relevant funeral paperwork/administrative tasks and undertake administration duties within the branch. * Coordinate maintenance of premises, including employing contractors to provide relevant services. * Manage staff within the branch and on funerals. * Ensure appropriate Occupational Health and Safety requirements within the branch were met. |

### Nelson Bros. Funeral Services

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| **Start Date:** | July 1999 |
| **End Date:** | January 2000 |
| **Position/Title:** | ***Funeral Director's Assistant*** |
| **Responsibilities/ Achievements:** | * Perform tasks associated with funerals. * Liaise with families on issues concerning funerals. * Perform customer service duties. |

### Victoria Police

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| **Start Date:** | April 1990 |
| **End Date:** | April 1999 |
| **Position/Title:** | ***Administration Manager/Project Officer*** |

## Skill Summary

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| **Computer Skills:** | Word/Excel/PowerPoint (Office) - Advanced MS Project/MS Publisher - Intermediate |

## Interests

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| **Swimming Football**  **Fishing**  **Ten Pin Bowling** |