

# Heather Glass

Nationality: Australian citizen Born: GERALDTON Western Australia

## KEY CAPABILITIES

- Communicator** A writer of clear, well-structured reports, submissions and strategies who is also an accomplished public speaker and presenter on training, cross-cultural and international business and occupational language use
- Facilitator** Proven track record in identifying stakeholders and informants, planning, coordinating and facilitating forums, working groups and events, mediating consultations and supporting or leading negotiations face-to-face, or using virtual collaboration and other technologies. Particularly adept at achieving rapport across cultures, including with indigenous stakeholders
- Linguist** Acknowledged as one of Australia's better non-native Japanese speakers, with an abiding interest in languages, having also studied Bahasa Indonesian, French, Italian and Spanish. Extensive interpreting experience in high level domestic and international settings, and a competent translator and translation manager
- Strategic thinker** Apply highly developed primary and secondary research, statistical analysis and critical reading skills in two languages to scope the big picture, develop robust strategies and identify key levers for progress to successfully achieve objectives
- Trainer and Instructional Designer** Extensive experience in learning development: designing and delivering quality training and courseware in translating, interpreting, occupations for which language is a core competence, leadership and management, small business and cross-cultural engagement and for government and corporate clients, VET and industry programs and National Training Package development

## PROFESSIONAL EXPERIENCE

Providing complex and high value-added language and cross-cultural support to client companies and organisations in the following sectors:

<ul style="list-style-type: none"><li>• agricultural processing and biosecurity</li><li>• automotive engineering</li><li>• aviation and shipping</li><li>• biotechnology</li><li>• commerce and finance, including commercial contract negotiation</li><li>• construction and development</li><li>• education and training</li><li>• electrical and mechanical maintenance</li><li>• environmental management and alternative energies</li><li>• fisheries and aquaculture</li><li>• food and beverage production, including viticulture, winemaking and manufacturing</li><li>• geology and mining</li></ul>	<ul style="list-style-type: none"><li>• health, aged care and mental health</li><li>• information technology</li><li>• law and legal process</li><li>• maritime and rail safety</li><li>• oil and gas</li><li>• resources - development and processing</li><li>• shipbuilding</li><li>• television and multimedia</li><li>• theatre and performance</li><li>• tourism and hospitality</li><li>• trade and export</li><li>• unionism and labour relations</li><li>• all three tiers of Australian and Japanese governments</li></ul>
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## CAREER SYNOPSIS

A provider of **professional language and consultancy services** to diverse commercial and government clients in Australia and the Asia-Pacific. Many years experience managing projects and teams servicing diverse industry sectors at frontline, management and executive levels in: research, analysis and reporting; facilitation and negotiation; **multilingual documentation; training and instructional design; cross-cultural communication**; project coordination; tourism; production and location management.

## KEY PROFESSIONAL ROLES

1984 – *Japan Australia Word Services Pty Ltd*

- Managing Director – managed a bilingual team of 13 permanent and over 60 casual staff, providing value added **language services** to international clients
- **Translation Manager** - coordinated translation teams, with particular responsibility for quality control, including accuracy check, editing, formatting, proofreading and version control
- **Interpreter Manager** - provided and coordinated Japanese interpreting services, including for small, medium and large business clients active in a wide range of sectors
- **Interpreter** – comprehensive international experience in commercial, conference, diplomatic and legal settings, including consecutive interpreting for Japanese Foreign Ministers, Australian Prime Ministers, Treasurers and Senior Ministers in Canberra and Japan, and simultaneous interpreting
- **Translator** – personal experience in translation to English, including academic papers and texts, technical and financial documentation, marketing and PR texts, audiovisual scripts for narration and recording, and jStyle magazine (Nichigo Press), Sydney
- Developed and delivered **occupational training** for Japanese Speaking Tour Guides which ultimately became the national Cert III in Tour Guiding

2018 – *Aboriginal Interpreting WA (AIWA)*

- **Instructional Designer and Trainer**  
*Babel International College*
- **Trainer and Assessor** – Advanced Diploma of Translating (English to Mandarin)

2018 - 2019 *Rema Tip Top*

- Technical Writer

2018 *North Metropolitan TAFE*

- **Trainer** – Diploma of Interpreting (LOTE-English)  
*Peak Well Systems*
- Technical Writer

2017 *Hunter Water Corporation, NSW Government*

- Technical Writer  
*Western Sydney University*
- **Tutor** – Interpreting Skills (Japanese)  
*Babel International College*
- **Trainer and Assessor** – Diploma of Interpreting

*Kimberley Interpreting Service*

- **Trainer and Mentor** – supporting Aboriginal interpreter colleagues
- 2015            *Rio Tinto Iron Ore (WA)*
- Technical Writer
- Geoquip Marine AG*
- **Interpreter/Translator** - Facilitating and supporting **technical and management communication** on a multicultural, multidisciplinary project to install a **deep sea drilling rig** on a vessel being built in Shikoku, Japan
- 2014 - 2015    *AVELING*
- **Curriculum Developer** – unpacking Cert IV and Diploma in Leadership and Management for clustered delivery and assessment
- 2014            *Leighton Infrastructure Services Pty Limited*
- Technical Writer - developing standard operating procedures for quality and safety compliance in electrical and mechanical maintenance
- 2013 – 2016    *Western Australian Institute of Translators and Interpreters, Inc. (WAITI)*
- CEO and A/Secretary
- 2012 – 2014    *Leighton Contractors Pty Limited*
- Technical Writer - developing auditable management systems for quality compliance and **training** in mining and project management
- 2002 – 2012    *Western Australian Institute of Translators and Interpreters, Inc. (WAITI)*
- Special Projects Coordinator - responsible for design and delivery of **professional development** programs and successful campaign for cross-industry **nationally endorsed qualifications** for occupations in which the core skill is bilingualism
- 2001 – 13        *Central Institute of Technology, WestOne*
- **Writer and Developer** – student resources and courseware, assessment tools, qualifications mapping, accredited Cert IV in **Bilingual Work**
  - **Lecturer** - part time and casual appointments, **Interpreting, Translating, Bilingual Work**

## KEY CONSULTANCIES

- 2016 - 17 *Western Australian Institute of Translators and Interpreters, Inc. (WAITI)* - **Instructional Designer** responsible for work commissioned by the Office of Multicultural Interests to:
- collaborate with North Metropolitan TAFE to place Diploma and Advanced Diploma of **Interpreting** on scope
  - develop a Diploma level course and learner resources in **Introduction to Translating and Interpreting** for clustered delivery and assessment
- 2015 *National Accreditation Authority for Translators and Interpreters Ltd (NAATI)* - Researcher and Co-Author with Dr Uldis Ozolins of report on job analysis for improved testing
- 2013 *Brownes Foods Operations Pty Ltd* - Japan Export Strategy Advisor  
Assisting the Special Projects Manager to develop a Japan market re-entry strategy. Responsibilities included:
- applying knowledge and understanding of high context societies to **develop and produce bilingual briefing materials**
  - internet research and use of interpersonal and bilingual communication skills to identify and engage key market targets and influencers
- 2012 - 14 *Central Institute of Technology and TAFE NSW* - **Writer**, unpacking units of competency and developing Trainer Guides for Diplomas and Advanced Diplomas in interpreting and translating
- 2011 – 12 *Japanese Consulate General in Perth* - PR Strategy Advisor  
Providing strategic advice and input to improve the consular PR effort and restore top of mind awareness of the depth of the WA-Japan relationship. Responsibilities included:
- researching and **writing promotional material** for and **bilingually compering** events
- 2009 - 11 *Central Institute of Technology and WestOne* – **Writer**, teacher and student resources for Cert IV in Bilingual Work
- 2008 - 09 *Government Skills Australia* - Industry Consultant, Training Package Development Project, **Translator and Interpreter** qualifications
- 2004 - 05 *Service Industry Skills Council* - Report Co-Author with Dr Uldis Ozolins and Ms Susan Briggs, Training Needs Scoping Project, **Translator and Interpreter** qualifications

## TECHNICAL TRANSLATION AND WRITING EXAMPLES

- *Commercial and industrial software* – presentations on power management systems, health and medical applications, finance and document management applications
- *Construction and project management documentation* – Vines Resort and Country Club
- *Construction industry* – investor news and annual reports, corporate profiles
- *Emergency response* - Safety, Health and Environment processes for Leighton Mining
- *Engineering outsourcing* – investor news and annual reports for Meitec Japan
- *Environmental management* – oil and gas environmental survey, annual report for Hitachi Metals
- *Human resources* – HR management processes, training management system, competency based training and assessment procedures for Leighton Contractors
- *Minerals processing* - feasibility study agreement for Doral Resources, standard operating procedures (SOPs) and work instructions for Solomon ore processing
- *Motorway maintenance* – electrical and mechanical standard operating procedures (SOPs) for Leighton Infrastructure
- *Occupational training* – industry scoping and development reports, curricula, student and trainer resources, units of competency, assessment tools, trainer guides
- *Oilfield development* – technical surveys and feasibility studies
- *Patents* – automotive products, breakwaters, mechanical devices, pest management
- *Plant and animal biosecurity* – research and reports for Australian Quarantine Inspection Service
- *Project start up and management* – quality, HSEC and compliance processes
- *Quality assurance* – industrial design of solar hot water systems
- *Radiation safety* – quality, HSEC and compliance processes and SOPs for Solomon Mine
- *Shipping industry* – maritime accident reports for Navrex Japan

## **LEGAL INTERPRETING EXPERIENCE**

- Albany District Court, Western Australia
  - WA Fisheries Department bringing charges against Captain and Fishing Master of Japanese tuna fishing vessel
- Australian Federal Court
  - Australian developer v Japanese construction firm (Dayton v Hazama Gumi)
- Hong Kong Supreme Court
  - Hong Kong branch of Japanese securities company vs Japanese client (Ruriko Nagata et al v New Japan Securities International)
- Perth District Court, Western Australia
  - Criminal cases - various
  - Litigation between businessman and former employee (Izumi v Stoakes)
- Superior Court of the Commonwealth of the Northern Marianas Islands
  - Litigation between Japanese entrepreneur and planning and construction company (CDC Saipan Ltd, CDC Japan Ltd v Sekisui House Ltd)
- Tokyo District Court
  - Singaporean trading firm vs Japanese trading house and Japanese shipper

## **SIMULTANEOUS INTERPRETING EXPERIENCE**

- Eighth Japan-Australia 2+2 Foreign and Defence Ministerial Consultations, 2018 (Sydney)
- Asia Pacific Global Private Systems Seminar, 1995 (Perth)
- Asia Pacific Lotus LAEC Conference
  - 1996 (Kuching), 1997 (Chieng Mai), 1998 (Penang)
- Austrade JETRO Joint Boating Seminar, 1990 (Perth)
- Australia-Japan Tourism Industry Summit, 1997 (Canberra)
- CLAIR Forum on Local Government Reform, 2010 (Perth)
- Committee for Economic Development of Australia (CEDA) Meeting, 1995 (Melbourne)
- DITAC Japan Investment Survey (Amaya) Mission, 1991
- IBM Executive Banking Conference, 1994 (Perth)
- International Concrete Block Paving Conference, 1992 (Auckland)
- International Rail Safety Conference, 2004 (Perth)
- International Union of Local Authorities Conference (Perth)
- Japan Asia Pacific Lotus LAEC Conference, 1995 (Kakadu)
- Japan Australia Joint Committee on Cooperation in Science and Technology, 1993 (Queensland)
- Macdonald's Asia Pacific Store Development Meeting, 1994 (Perth)
- Nippon TV (Channel 4) weekend evening news, 1993 (Tokyo)
- Pacific Association of Tax Agents
  - 1986 (Canberra), 1994 (Sydney)
- PACON (Pacific Congress) 94 (Adelaide)

## PROFESSIONAL QUALIFICATIONS

- **Researching Language 500**  
in partial completion of a Grad Cert in T&I, Curtin University of Technology
- **MBA (streaming in International Management)**  
Graduate School of Management University of Western Australia
- **BA (in Japanese Studies)**  
Tokyo University of Foreign Studies
- **Advanced Diploma in Interpreting (Professional Level)**  
Central Institute of Technology WA
- **Advanced Diploma in Translating (Japanese)**  
Central Institute of Technology WA
- **TAEDES503A** Design and develop e-learning resources  
Centre for Training Excellence, Central Institute of Technology WA
- **TAELNN411 Address adult language, literacy and numeracy skills**  
Aveling
- **TAE40110 Certificate IV in Training and Assessment**  
Aspire Performance Training
- **TAA40104** Certificate IV in Training and Assessment  
Royal Life Saving Society of WA

NOTE: Withdrawn **Diploma in VET and Diploma of Training Design and Development**, Centre for Training Excellence, North Metropolitan TAFE, pending classroom placement

## OTHER

Certificate of Proficiency in **Japanese** for Business (Level 1), JETRO

Advanced **Japanese** Language Proficiency (Level 1), the Japan Foundation

Advanced Professional Competence (Level 4), **Japanese** Language Test for Tour Guides, National Languages and Literacy Institute of Australia

Consecutive and simultaneous interpreter training, **Japanese-English** – Simul Academy, ISS and Inter School, Tokyo

Intensive **Japanese** Language Program, Japanese Language School attached to Tokyo University of Foreign Studies

Certified Translator (**Japanese to English**) and Interpreter (**Japanese**) and Professional Translator (**Japanese to English**) and Interpreter (**Japanese**), National Accreditation Authority of Translators and Interpreters, Ltd (NAATI)

**Monbusho Undergraduate Scholarship**, Japanese Ministry of Education

Withdrew from Bachelor of Engineering, University of WA to pursue language study

**French, Spanish** - Tokyo University of Foreign Studies

**Indonesian** - Edith Cowan University, WA and Sanata Dharma University, Jogjakarta

**Italian** - Geraldton Senior High School

Regional Instructor in **Tea Ceremony**, the Omote Senke School

Computing capability - Microsoft Office Suite, Adobe Pro, Visio; Mac and PC platforms

WA Driver's Licence Class C

## **APPOINTMENTS – EDUCATION, LANGUAGES, POLICY, TRAINING**

Australia Japan Foundation - Board Member advising two Ministers for Foreign Affairs on cultural and educational policy in the Australia-Japan bilateral relationship (two three year terms)

Australian Tourism Training Review Panel (industry skills council) - Member of the Project Steering Group to develop tour guide competency standards

Curriculum Council of WA - Member of the Japanese Syllabus Committee for the secondary school syllabus

Department of Employment, Education and Training (Commonwealth) - Advisor appointed by the Minister to negotiate a Labour Market Agreement with the Japanese inbound tourism industry

Financial Administrative and Professional Services Training Council (WA) - Member of the Translating and Interpreting Task Force for the SPOL

Government Skills Australia Industry Skills Council - Member of the National Technical Reference Group for the project to review and streamline national qualifications for translators and interpreters and draft new units of competency

National Accreditation Authority for Translators and Interpreters Ltd (NAATI) - Member of the Japanese Examiner Panel (two three year terms)

National Languages and Literacy Institute of Australia - Member of the Project Steering Group to develop a Japanese language proficiency test for tour guides

Professionals Australia – WA representative, National Committee, Translators and Interpreters Australia

Service Industry Skills Council (now Service Skills Australia) - Member of the Project Steering Group to scope the need for training in occupations where the core skills are cross-cultural competence and bilingualism

SkillsIQ – Member of the Technical Advisory Committee to review the nationally endorsed translator and interpreter qualifications and prepare a Case for Change

Translator and Interpreter Trainer and Educator Network (TITEN) - Moderator of a national e-forum for VET and university trainers and educators

Western Australian Institute of Translators and Interpreters, Inc. (WAITI) - Various: Committee Member, Vice President, President

## **PROFESSIONAL AFFILIATIONS**

- Fellow: Western Australian Institute of Translators and Interpreters, Inc. (WAITI)
- Member: Translators and Interpreters Australia, division of Professionals Australia

## **CONTACT DETAILS**

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