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AUSTRALIA'S SERVICE STANDARD

11 May 2010

AussieHost in Queensland

Issue 5

In this Issue:

- [QTIC working for you](#)
- [Train the Trainer Program](#)
- [QTIC Membership](#)
- [Professional Development for AIPF](#)
- [AussieHost Activity](#)

QTIC working for you

Any workshops generated from QTIC's business development efforts will be directed straight back to our network of AussieHost Training Providers. In recent weeks QTIC have been actively working on the following:

- submission of paper for presentation at the inaugural Local Government Association of Queensland (LGAQ) Human Resources Conference
- negotiating with Small Business Solutions to potentially recommend AussieHost in SBS resources
- gained support from Gold Coast Tourism to endorse AussieHost as the preferred customer service training product
- direct sales efforts targetted to QTIC's corporate partners, both tourism and non-tourism
- delivery of AussieHost for visitor information centre volunteers in the Tropical North Queensland region as part of QTIC's Tourism Education Pays Awareness Strategy (TEPAS) project
- working with Tourism Tropical North Queensland (TTNQ) and the Department of Employment, Economic Development and Innovation (DEEDI) to hold an event to raise awareness of customer service issues and garner regional industry support for AussieHost implementation
- distribution of AussieHost collateral at regional Try'a Trade events

Train the Trainer Program - refreshers & new trainers

The next Queensland Train the Trainer program for new and existing trainers is scheduled for Brisbane on **1 & 2 June 2010**. Trainers who are becoming newly accredited as AussieHost trainers are required to attend the full 2-day program. Existing trainers who are attending as a refresher are only required to attend the second day. However, they are welcome to sit in on the first day if they would like to. All AussieHost trainers are required to attend a refresher program on an annual basis to retain their certification.

[Click here](#) for more information or download the [Registration Form](#).

QTIC Membership



The Queensland Tourism Industry Council (QTIC) is the state peak body for tourism.

QTIC Skills Link is a workforce planning and advisory network set up for tourism and hospitality in Queensland. Skills Link assist by providing education, training-related and career advice, training delivery and implementation advice contributing to the development of industry training packages, learning products and resources.

Professional development is a critical role of QTIC and QTIC Skills Link and is delivered through the annual trainers conference, study tours and workshops and industry events.

QTIC also provides excellent business opportunities through referrals and members are given the opportunity to work on QTIC projects.

Join our network to gain access to invaluable information and training advice. For more information on how you can become involved, please refer to the below membership prospectus and collateral or call [Kym Stephenson](#) on 07 3238 1969.

 [QTIC Membership Prospectus](#)

 [QTIC Skills Link - Current Initiatives](#)

Professional Development with AIPF



Don't forget to take advantage of the special membership offer for AussieHost Trainers!

AussieHost Trainers can join AIPF as a Member at the special corporate rate of just \$165 (including GST) – a saving of \$110! At this great rate you will still receive all the benefits of a full membership.

Facilitating Disruptive Learners

20 May | 8.30am - 1pm
A Facilitation Passport Program

Disruptive learners are a fact of life! This means that we need the know-how to ensure

disruptive behaviours do not undermine the learning process and desired outcomes. This highly practical workshop covers seven types of disruptive behaviours and their consequences and causes. A key part of the workshop is strategies for preventing and dealing with disruptive behaviours. [More Information](#)

PCTI Certification

27 - 28 May | 2 days

PCTI Consultants agree that the Personality Compass Type Instrument (PCTI) is the most practical personality diagnostic instrument they have used. The type classification is easy to understand, easy to remember, and easy to apply. The PCTI can be incorporated in coaching or training programs and significantly enhances the value of these initiatives. [More Information](#)

2010 Learning Expo - Building Your Influence

Hilton, Brisbane Friday 13 August

We have some great speakers, including Colin James (the Trainers' Trainer) and Julie Cross (an expert in the power of connection), and a choice of breakout sessions relating to Growing Your Business, Enhancing Learning Effectiveness and Challenging Your Thinking. Come, be inspired, gain valuable insights and leave with practical ideas you can immediately put to work. Block out the 13th of August now so you don't miss out.

AussieHost Activity

Queensland has experienced strong AussieHost participation in the 2009/10 financial year, with more workshops scheduled to come before the end of June.

2009/10 Participants: 516

2009/10 Workshops: 51

Administration Contact Changes

Gayle Hughes has recently left her role as AussieHost Administrator at QTIC. We would like to thank Gayle for her great work on AussieHost over the past two years. Holly Simpson will now be handling the administration of AussieHost at QTIC, contact details remain aussiehost@qtic.com.au and 07 3236 1445.

Congratulations

QTIC would like to congratulate one of our AussieHost trainers Sharyn Garrett, of Booringa Action Group in Mitchell, who was recently awarded the Queensland RIRDC Rural Women's Award 2010 for her work in rural community development.

Queensland Tourism Industry Council

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