

Aussie Host

From: QTIC AussieHost [aussiehost@qtic.com.au]
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To: Aussie Host
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27 August 2009

AussieHost in Queensland

Issue 1

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New Management of AussieHost

Below is the announcement regarding the changes in AussieHost that was sent by KiwiHost on 12 June 2009.

From early this year AussieHost has been working in close partnership with KiwiHost New Zealand to bring its experience, resources and energy to the AussieHost brand. Over the past few months some exciting changes have been taking place in AussieHost. Some positive changes will already have been noticed with the introduction of new systems and streamlining of back office processes.

We are pleased to announce that as of 1 June 2009, KiwiHost has taken over full management of AussieHost which will be run as its own entity with a revitalised management team focused on developing the AussieHost brand to its full potential.

The Australian based team will consist of General Manager Simon Nikoloff (ex KiwiHost), AussieHost National Coordinator Caroline Mews and AussieHost National Trainer Penny Delfs. Back office support will be provided by KiwiHost consisting of R&D, marketing, product developers, production, administration and accounts.

AussieHost will continue operating from the offices of ARA in Melbourne with the management team focusing entirely on AussieHost and implementing the exciting developments that will help reposition AussieHost as the Customer Service Standard for Australia.

Comprehensive Development Program

A comprehensive development plan is being formulated, and these will be announced ahead of time. Just some of the changes to be implemented in the coming months will be:

- A new look and feel to the AussieHost brand
- Improved service and communications
- New dedicated website
- New and additional marketing materials
- Regular scheduled Train the Trainer training Australia wide
- Streamlined and efficient ordering, office, administration and systems
- New and simpler Business Certification procedures
- Quarterly Newsletter
- New tools and resources to help the sell in
- New programs
- Active recruitment of AussieHost Trainers and Training Providers

QTIC becomes AussieHost Master Provider for Queensland

Under the new licensing system for AussieHost, QTIC are very proud to announce that it is now the AussieHost Master Provider (AMP) for Queensland across all industry sectors. This new agreement creates opportunities for QTIC to focus on growing the commercial AussieHost business within Queensland, driving more business to our network of AussieHost Training Providers (ATPs).

QTIC's strategic priorities moving forward include:

- To increase the profile and uptake of the AussieHost Customer Service Program by motivating, developing and supporting a network of accredited AussieHost Training Providers within Queensland.
- To reinforce the importance of customer service excellence to the visitor experience to both the business and consumer communities thereby increasing awareness of, and demand for, the AussieHost Customer Service program and business sustainability.
- To facilitate the provision of high quality, cost effective training programs through the encouragement of business, government and community collaboration in the delivery of AussieHost programs.
- To facilitate the awareness of and the prestige related to the AussieHost brand.

How QTIC will be working for you:

- Supporting and expanding the AussieHost Training Provider (ATP) Network within Queensland.
 - Providing ongoing support for the ATP network, including regular communications.
 - Providing professional development opportunities, including continuing our partnership with the Australian Institute of Professional Facilitators (AIPF).
- Stimulating demand for the AussieHost Customer Service program.
 - Working with regional tourism organisations, industry associations and major chains to stimulate demand within the tourism and hospitality industry.
 - Working with industry associations and major chains to stimulate demand in new industry sectors.

- Targeting local governments.
- Developing a network of AussieHost Supporters.
- Promoting new AussieHost products as they become available.
- Raising consumer awareness of the AussieHost program and brand.
 - Expanding the network of AussieHost accredited businesses and promoting these to consumers.
- Securing a sound economic base for the successful ongoing implementation of AussieHost.
 - Working with our Queensland network of ATPs to identify and secure suitable funding and sponsorship opportunities.

Who does what?

It is 'business as usual' as there are minimal changes to the existing administration and support services for AussieHost.

- Any enquiries or support regarding training, workshops, promotion etc are still to come to Gayle at QTIC.
- All workshop paperwork is to be sent to Gayle at QTIC. Registration Summaries, Feedback Summaries and Self Evaluations should be sent by email as soon as possible after your workshop date to ensure timely processing of certificates. Please note that certificates are printed directly from your Registration Summaries, so it is vital that you take care to ensure all names are entered correctly. The hard copies of the Registration Forms and Review & Evaluation sheets are to be posted to Gayle at QTIC.
- **Certificates will now be sent back to the Provider** for you to distribute to your participants. This will give you an excellent opportunity to develop your client relationships and promote your other services.
- Workbooks will continue to be ordered directly from Caroline Mews at the AussieHost office in Melbourne.

Workshop Paperwork & All Enquiries

Gayle Hughes
 QTIC
 PO Box 13162
 BRISBANE GEORGE STREET
 QLD 4003
 Phone: 07 3238 1974
 Email: aussiehost@qtic.com.au

Workbook orders

Caroline Mews
 AussieHost
 Phone: 03 8660 3334
 Email: caroline@aussie-host.com.au

New ATP Licensing Fees

The new AussieHost business model includes the introduction of a new pricing structure for AussieHost Training Providers (ATPs) and Certified Trainers. These fees are outlined in the table below.

Most of our existing Providers are overdue for renewals as we have let them lapse in anticipation of the new model. QTIC will be contacting you all in the next couple of months to discuss your renewals as well as to go through the new changes, the range of new benefits and the work that QTIC will be doing for you. For our newer network members, we will contact you regarding this as your individual anniversary renewal dates approach. We hope that you will see the benefits of the 'new' AussieHost and will make the transition to become an ATP.

ATP & Trainer fee structure

All prices include GST.

ATP initial fee <i>Includes one year's licence fee, materials, support & initial training for 1 certified</i>	\$3,245
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<i>trainer</i>	
Additional trainer for an existing ATP	\$385
ATP annual renewal fee <i>Includes re-certification and refresher training for 1 certified trainer</i>	\$605
Independent trainer <i>Includes first year's certification and training manual</i>	\$1,089
Trainer annual renewal fee <i>Includes refresher training course and re-certification</i>	\$350

For a list of the new benefits you can expect, please refer back to the points under Comprehensive Development Program in the first story of this newsletter 'New Management of AussieHost'.

Train the Trainer Program

The next Queensland Train the Trainer program will be held in Brisbane on 10 & 11 August. If any trainers would like to attend, simply complete and return the [Registration Form](#).

AussieHost Workshop Pricing

The cost price for AussieHost participant manuals will be increasing to \$70 including GST as of 1 September 2009.

The recommended retail price for the AussieHost workshop will remain at \$295 including GST. AussieHost Training Providers have the flexibility to set their workshop prices at their own discretion, based on their own business models.

Queensland ATP Network Meeting

QTIC will be endeavouring to complete the transition of all of our existing Providers into the new AussieHost Training Provider network over the next few months (except those whose who have not yet reached their first anniversary date). With this in mind, QTIC would like to bring everyone together to discuss ways to make the new AussieHost model work for you, QTIC strategies for growing AussieHost and other professional development opportunities. We propose a meeting on **Thursday, 26 November 2009**, so please flag this date in your calendars now. More details will follow in the next newsletter.

New e-Learning Tool for AussieHost

QTIC is delighted to announce its success to partner with the Australian Institute of Management to develop an AussieHost pathway for Registered Training Organisations.

There has been limited uptake of accreditation which has proved a barrier to Providers receiving public monies. This project will enable the AussieHost program to be 'mapped' to a unit of competency to give it national accreditation to one of the core units of competency (SITXCOM001A Work with Colleagues and Customers) in the SIT07 training package. The project will bridge this current gap by developing an e-learning resource to provide an additional learning resource and assessment.

What are the benefits to AussieHost?

This e-learning project will:

- Give the participant the opportunity to complete the unit providing a pathway for accreditation.
- Provide a free resource that RTOs can utilise to close the gap between AussieHost and the units of competencies and assessment.
- It will provide more efficient training and create an assessment that can be used nationally creating the national benchmark in customer service across all RTOs.
- AussieHost nationally will benefit from the PR of this project as QTIC will be involved in the marketing of this project as a requirement of the funding.
- Provides a competitive advantage to AussieHost Training Providers and clients when applying for funding grants to support AussieHost delivery.

The Project will be completed by mid November 2009.

AussieHost Activity

AussieHost is continuing to grow throughout Queensland. Here is a snapshot of the activity of our Queensland network of AussieHost Trainers & Providers for the 2008/2009 financial year:

92 Workshops

1,081 Participants

22 Accredited Businesses

New Providers & Trainers

QTIC welcomes the following new AussieHost Providers and Trainers to the Queensland network. We look forward to sharing your stories as you begin delivering AussieHost in your local areas.

- Remas Pty Ltd, Tara
Trainer: [Roberta Reynolds-Bouquore](#)
 - Booringa Action Group, Mitchell
Trainer: [Sharyn Garrett](#)
-

AussieHost Businesses

Congratulations to the following businesses who have either achieved accreditation for the first time, or have upgraded to a higher level.



[Alexander Lakeside Bed & Breakfast](#), *Urangan*
[Aynsley Bed & Breakfast](#), *Paddington*
[Cow Bay Homestead](#), *Cow Bay*
[Diamondvale B&B Cottages](#), *Stanthorpe*

[Eco Queenslander](#), *Maryborough*
[Golden Rain Bed & Breakfast](#), *Warwick*
[Goomburra Forest Retreat](#), *Goomburra*
 Limestone Clothing, *Calliope*
[Lucerne on Fernberg](#), *Paddington*
[Naracoopa Bed & Breakfast](#), *Shorncliffe*
[Pitstop Lodge Guesthouse and B&B](#), *Warwick*
[Queensland Tourism Industry Council](#), *Brisbane*
[Scenic Rim View Cottages](#), *Warrill View*



[Townsville Hospital Pharmacy](#), *Douglas*



[Bay Bed & Breakfast](#), *Urangan*

Please send feedback, suggestions and articles for inclusion in the next AussieHost in Queensland newsletter to aussiehost@qtic.com.au

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