From: QTIC AussieHost [aussiehost@qtic.com.au]
Sent: Friday, 30 July 2010 2:53 PM
To: QTIC AussieHost
Subject: AussieHost in Queensland - July 2010

AUSSIEHOST

AUSTRALIA'S SERVICE STANDARD

30 July 2010

AussieHost in Queensland

Issue 6

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AussieHost Administration Processes

A reminder for all trainers on the administration processes for AussieHost:

- Any enquiries or support required regarding training, workshops, promotion etc are to be directed to Holly at QTIC.
- All workshop paperwork is to be sent to Holly at QTIC. Registration Summaries 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 Holly at QTIC.
- Certificates will 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. Please allow 10 working days for certificates to be delivered.
- Workbooks will continue to be ordered directly from Amanda at the AussieHost National office in Melbourne.
- Workbook order forms, registration summary sheets and any other updated forms should

be available for download from the **AussieHost intranet site**. If you require further assistance with log-in details, please contact Holly.

- For maximum promotion of your AussieHost workshops, we recommend you notify QTIC of scheduled workshop dates so that we can promote them on our website, in addition to adding them to the AussieHost intranet site.

Workshop Paperwork & All Enquiries
Holly Simpson
QTIC
PO Box 13162
GEORGE STREET BRISBANE
QLD 4003
Phone: 07 3238 1445
Email: **aussiehost@qtic.com.au**

Workbook orders
Amanada Aquilina
AussieHost
Phone: 03 8660 3334
Email: **coordinator@aussie-host.com.au**

New Queensland Trainers

We would like to welcome the following new trainers to our Queensland network:

- Susan Maynard, Sunshine Coast Institute of TAFE
- Trevor Clay, Sunshine Coast Institute of TAFE
- Damien Jackson, Townsville Hospital
- Paula Pianta, Townsville Hospital
- Rowena Wichman, Townsville Hospital
- Jennifer Bartlett, Islanders Board of Industry and Service
- Justin Bayliss, Powerful Presentations

Train the Trainer and AussieHost Conference

The next Queensland **Train the Trainer** program for new and existing trainers will be held in Brisbane on **23rd & 24th September**. 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 but 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.

Over the past 2 years QTIC has held an **AussieHost Trainers Conference** to gather all trainers together for professional development and to discuss future opportunities of the AussieHost program. If you are interested in holding another Trainers Conference this year please register your interest at **aussiehost@qtic.com.au**. The event will be scheduled for a November timeframe, dependant on demand.

New Gold AussieHost Accredited Business

Congratulations to The Workshops Rail Museum who recently achieved AussieHost Gold Certified Service Provider business accreditation. They are the first museum in Australia to achieve Gold Business status! For information on AussieHost certification click **here**.

QTIC Trainers Conference

Registrations are now open for the Queensland Tourism Industry Council's annual Trainers Conference on 11th October 2010.

Our aim is to provide an opportunity for teachers and trainers to update their industry knowledge and skills through a series of workshops and information sessions. This is a great opportunity to network with a range of training providers and industry.

Early bird registrations close on 27th August 2010. Numbers are limited in some workshops - registration is on a first in, first paid basis.

Click here to download the conference program
Click here to download the registration form
If you have any questions please do not hesitate to contact Sharon Galloway on (07) 3236 1445.

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.

2010 National Learning Expo - Building Your Influence
Hilton, Brisbane - Friday 13 August

Participating in the AIPF expo will be some great speakers, including Colin James (the Trainers' Trainer) and Julie Cross (an expert in the power of connection). In addtion, participants will have 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. There will also be various pre-expo workshops held on Thursday 12th August. For further details please click **here**.

AussieHost in the media

- Caravanning QLD Newsletter - AussieHost program promotion
- **Tourism on Q** - Newly accredited businesses
- QTIC newsletter - Newly accredited businesses
- **Brisenews** - Customer service initiatives and accredited business profile

If you see any articles in your local area, be sure to send them into QTIC.

AussieHost Activity

As the 2009/10 financial year has drawn to an end, we look back at Queensland's participation of AussieHost in the past 12 months.

2009/10 Participants: 716

Queensland AussieHost Trainers: 51

Queensland Tourism Industry Council
Level 11, 30 Makerston Street, Brisbane
PO Box 13162, George Street Post Shop
Brisbane, QLD, Australia, 4000
Phone: 07 3236 1445
Fax: 07 3236 4552
Email: **info@qtic.com.au**
Web: **www.qtic.com.au**

QTIC AussieHost Team
Kim Harrington
Phone: 07 3238 1970
Email: **kim.harrington@qtic.com.au**

Holly Simpson
Phone: 07 3238 1972
Email: **aussiehost@qtic.com.au**

Web: **www.qtic.com.au/aussiehost**

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