



AUSTRALIA'S SERVICE STANDARD

## AUSSIEHOST TRAINER CERTIFICATION PROCESS

At AussieHost we recognise the important part that trainers have in delivering high quality learning outcomes and we take pride in maintaining high standards. Our trainers are the important link in the success of the program. All sections need to be completed for full AussieHost Training Certification to be given.

In order for the Certification to begin we ask that you please provide the following details and evidence and complete the Trainer certification process that follows. You will be notified in writing of your success as a certified AussieHost Trainer!

### Stage 1

- Submit AussieHost Nomination Form. A written nomination form from an AussieHost Provider or Industry Referee stating your professional training role, expertise and professional experience.
- Educational Qualifications - Minimum Certificate IV in Training and Assessment (TAA04) or demonstrated equivalent.
- Professional industry and current training experience.
- Demonstrate five years professional industry experience dealing with customer service in a supervisory/managerial capacity indicating areas of industry expertise such as travel & tourism, hospitality, transport, security, retail, finance, community services and human resources or other.
- Demonstrate your current Training Experience. If your training experience is less than one year or you are just commencing your training career you will need to co-deliver two AussieHost workshops with a certified AussieHost Trainer to demonstrate competence. The cost of this training will be at your own expense. Indicate where your experience is from ie. curriculum vitae will show this.

### Stage 2

- Successful completion of the two-day AussieHost "Train the Trainer" Workshop. These are scheduled regularly through each State and we will provide a training calendar for you choose.
- As part of the process a positive attitude, commitment to customer service principles and engaging people skills need to be demonstrated throughout the training.

### Stage 3

- Ongoing Professional Development – Commitment to your ongoing professional development and training is imperative.
- Attendance at the annual conference and keeping abreast of industry updates through your Provider and AussieHost National is preferred.

### Stage 4

- Payment of annual AussieHost licence fee.

#### **AussieHost Program Guidelines**

AussieHost and AussieHost Training Providers monitor the quality and standards of each certified AussieHost Trainer. AussieHost reserves the right to withdraw the AussieHost certification of any trainer at any time.

The copyright, certification and materials associated with all AussieHost products are and remain the property of AussieHost. Program materials, certificates and other materials supporting or related to the program may not be copied or distributed without the express agreement of AussieHost.

The AussieHost program must be presented as a one full day program only. Program content is set and cannot be changed. Trainers are encouraged to inject their own personalities into their presentation of the program along with local knowledge when relevant.

Should the Trainer be unable to fulfil their AussieHost commitments at any time, she/he will notify AussieHost as soon as possible.

#### **All AussieHost trainers must successfully complete the same trainer certification and competency process:**

- Industry Reference and Educational Qualifications
- Evidence of professional Development Portfolio (which may include attendance at Annual Professional Development Conference)
- Successful completion of two day Training Program
- Each Trainer commits to deliver four AussieHost workshops per year