

# QHA TRAINING - IMPORTANT INFORMATION

## INTRODUCTION

The QHA provides a range of training courses for all levels of staff in hotels. These courses can take one of two (2) forms:

1. formal accredited training (see next column); or
2. non-accredited industry specific short courses.

When nationally accredited training is provided, you will see this symbol:



This symbol means that upon successful completion of the assessment items (see below), you will be awarded with a *Statement of Attainment*, which is recognised anywhere in Australia.

This symbol also means that the provider delivering the training has met a number of standards to ensure quality training and assessment are offered.

## STAFF

The QHA only employs trainers who have substantial industry experience. All trainers have obtained the necessary qualifications and industry relevance to deliver their respective courses.

## ASSESSMENT

Students are assessed regularly throughout their unit/course and where appropriate given verbal and/or written appraisal of their work. Competency levels for each assignment are recorded. Assessment conditions, criteria and methods for individual learning outcomes are outlined for each unit. Students are expected to complete and submit all assignments (where applicable) set in the curriculum for grading and are required to achieve a competency level in each unit.

Students will be awarded a grade of either *Competent* or *Not Yet Competent*. Students who are found *Not Yet Competent (NYC)* in assessments may, at the discretion of the assessor and dependent on the overall assessment result, ***undergo reassessment or additional training.***

## RESULTS

The QHA maintains a copy of your results indefinitely. If you require access at any time to your results, please contact the QHA in writing notifying us of your request and supplying details to assist us with your request, which would include: full name and address, name of course, date of course, location of course, trainer and assessors name (if known), reason for request.

## GENERAL COURSE INFORMATION

The QHA reserves the right to cancel courses/units, change the schedule or alter the fee structure.

The QHA runs a selection of accredited courses from the Hospitality and General Education & Training vocational training areas.

### ***Provide Responsible Service of Alcohol (THHBFB09B):***

This course is designed to help students realise that licensed premises are more attractive, commercially viable and more profitable if they implement responsible service of alcohol principles by not serving minors nor unduly intoxicated customers. The course has a focus on identifying and successfully refusing service to customers who display certain behavioural signs which indicate they are intoxicated.

### ***Provide Responsible Gambling Services (THHADG03B):***

Similarly to the responsible service of alcohol, hotels with different forms of gambling are aware of the benefits of providing a regulated environment where customers can access appropriate information to assist them make informed decisions about the amount of money and time they spend gambling. The course also looks at self-exclusion whereby a customer can impose a self-ban on gambling on a venue.

### ***Course in Functioning as a Workplace Health and Safety Officer (WHSO/01, 02, 03, 06):***

Workplaces with 30 or more employees must have a qualified person appointed as the workplace health and safety officer for the workplace. This course is made up of 3 core units and 1 elective unit (service industry), and is delivered over a total of 7 days. On successful completion of the course, participants are able to apply to the Queensland Division of Workplace Health and Safety for their qualification as a Workplace Health and Safety Officer.

## RECOGNITION OF PRIOR LEARNING (RPL)

Students who have completed other training in the field of Hospitality, Travel and Tourism and who, through prior learning and/or life or work experience can demonstrate the required ability or skill will be considered for recognition of prior learning (RPL). Application for RPL in any units is to be addressed to the Training Manager. See attached RPL Policy for more detail and for a list of examples of evidence required to support the process.

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## ACCESS & EQUITY

Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

For students with particular learning or other needs, the QHA has in place a Reasonable Adjustment policy which allows for some adjustments to be made to the way training is delivered or assessments are conducted to suit the individual's requirements. Adjustments may include:

- Modifying education premises – for example making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability;
- Modifying or providing equipment – for example lowering tables, enlarging computer screens, providing specific software;
- Changing assessment procedures – for example allowing for alternative examination methods such as oral exams, allowing additional time for someone else to write the exam for a person with a disability, or providing the assessment in electronic format so a person can type answers rather than writing them;
- Changing course delivery – for example providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.

At all times the extent and viability of the reasonable adjustment will be at the discretion of the RTO Manager and students will be notified immediately once a decision has been reached.

**Please advise us if you have a learning and/or an access need.**

## CUSTOMER SERVICE

We have in place client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

This focus includes a Recognition for Prior Learning Policy, a fair and equitable Refund Policy, and Grievance and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

The QHA has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

## MANAGEMENT & ADMINISTRATION

The QHA has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for trainee perusal on request. *Queensland Hotels Association* has adequate insurance policies.

## MARKETING AND ADVERTISING

The QHA markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation.

## FOR MORE INFORMATION

More information is available in the *Student Handbook*, and includes detailed information on:

- Access and equity policy;
- Recognition of prior learning policy;
- Grievances and appeals policy;
- Complaints resolution procedure;
- Reasonable adjustment policy;
- Refund policy;
- Register of student support services.

The *Student Handbook* and other information is also available on-line at [www.queenslandhotels.com.au](http://www.queenslandhotels.com.au).

Alternatively, you can contact the Training Department to speak with a staff member about a specific request or issue.

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