

## **OUTSTANDING ACHIEVEMENT IN TRAINING**

This category is open to all accommodation providers working to raise the quality and professionalism within the hospitality industry by having an annual employee training and development plan within the property.

This category will be judged on a written submission only of no more than 1200 words plus accompanying documents and pictures where relevant. This should detail your achievements in training throughout the nominated period.

*Important:* Please ensure that each question is addressed in 100 words or less and that your submission follows the **“Written Submission and Entry Format”**.

### **Questions and Judging Criteria.**

(The following should be addressed in your submission)

#### **Question 1**

- a) Provide a general overview of the nature and history of your annual training and development plan operation.
- b) How does your plan contribute to raising the quality and professionalism in our industry?
- c) How is your commitment to quality training and development of benefit to your employees?
- d) Describe what education and training services and/or facilities you provide.
- e) Considering your quality training and development operation; what outcomes do you achieve that give you a competitive advantage for your business?

#### **Question 2**

- a) Describe the key features of your training and development business plan, including the goals, strategies and beneficial outcomes for your business.
- b) Do you use an external provider for your training and development?
  - If yes, explain the relationship with the external training provider and outline the benefits that you gain from working with your external provider.
  - If no, explain how you manage the training internally.

### Question 3

- a) Explain the different ways in which you assess and measure employee development and progression and the specific benefits of these methods.
- b) Give examples of increased levels of employee skills achieved as a direct result of your training and development program.
- c) Provide evidence of increased employee retention as a consequence of your training and development program.
- d) Describe the methods of on-going evaluation of your training and development program to ensure training is kept within or exceeds current industry standards and expectations.
- e) Provide evidence of educating staff regarding environmental sustainability best practice throughout the hotel.

#### Open To

This category is open to TAA (Vic) financial members.

#### Judging Process

Accommodation providers will be judged on their written submission submitted.

#### National Awards

The winner of this category will have the opportunity to be a nominee in the AHA National Award for Excellence.

Nomination Close Date

Thursday 6 April 2017

Entry Fee

\$120 (inc. GST) per application