Welcome from the General Manager

As the General Manager of TAFE Queensland South West, it is my privilege and pleasure to send you this greeting.

TAFE Queensland South West is government owned and the largest public vocational education and training provider in south east Queensland, providing education and training to more than 20,000 local, national and international students each year. We cover one third of the state’s geographic area.

TAFE Queensland South West employs in excess of 400 staff and offers more than 300 nationally accredited programs. These programs are offered through nine locations, in the work place and online. Overall it delivers over three million accredited hours of training each year. Our staff are highly qualified professionals who work closely with industry to ensure leading practice training which meets current and emerging needs.

I am confident we can meet your future study tour needs and I look forward to establishing a long and productive partnership with your organisation.

Trevor Schwenke
General Manager
Advantages of TAFE Queensland South West

TAFE Queensland South West is committed to the provision of Vocational Education and Training that meets the needs of students and schools. The Institute’s products and services are:

- relevant
- accessible
- cost effective
- innovative, and
- equitable.

Study tour costs include:

- All transfers from Brisbane International Airport
- All hospitality training sessions are face-to-face in a classroom environment and restaurant service session to the public
- Face-to-face English language training sessions
- All transfers to/from excursion to theme park (1 day includes lunch)
- All transfers to/from excursion to Brisbane for industry visit (includes lunch & overnight stay at hotel)
- Homestay provider (includes all meals and daily transport to/from college)
- Welcome reception to Toowoomba Regional Council
- Visit to University of Southern Queensland

TAFE Queensland South West is strongly committed to contributing to your school students achieving educational excellence. We would be honoured to host your students on a study tour and enjoy the opportunity to contribute to:

- Strengthening the students’ language application capabilities
- Raising their ability to communicate with Australian students and restaurant patrons in English
- Experiencing practical skills in a range of vocational training areas
- Developing global perspectives

“Thank you for your kind enthusiastic help and arrangement in the process of the skill practice. Because of your excellent teachers and well-equipped facilities, our students have actually learned a lot of practical skills. If it had not been for your sincere help, the activity could not have had a perfect ending.
Sincerely yours,”

Ms Lin, Yu-Chu
Principal, Hsing Hwa Senior High School
Study tour solutions

Program activities that fit your budget
We develop the programs you want and deliver training activities that are specific to your students’ needs. We are aware of the challenges your institution is facing, and we have the capacity to devise programs which provide specific solutions for you at a very competitive price.

Hospitality classes may include:
▪ preparing cocktails
▪ breadmaking
▪ preparing coffee
▪ cookery
▪ training for restaurant service

Beauty classes may include:
▪ taking appointments in a retail area
▪ design and apply make-up
▪ apply safe working practices
▪ learn about skin care products

Digital media classes may include:
▪ learning to think creatively
▪ understanding film, broadcasting & digital media options
▪ health & safety in the entertainment & media industry

Photoimaging classes may include:
▪ learning lighting techniques
▪ using 35mm SLR camera or digital equivalent
▪ using photoshop skills

Children’s Services may include:
▪ fine and gross motor skills
▪ music and movement for children
▪ stimulating senses (play-dough, rice, slime)
▪ food experiences for children
▪ fun story-telling
▪ visiting a child care centre

Creative media may include:
▪ optimising images
▪ using props to enhance photos
▪ photo diary techniques
▪ video or photobook production

“It was very enjoyable to work with you and all teachers for 2010 hospitality training program. All students and teacher escorts are all very satisfied with your high teaching, accommodation quality and your good service”

Ruby Chen
Manager—Chief Consultant
Green International Study Group
### Example hospitality study tour program

<table>
<thead>
<tr>
<th>WEEK 1</th>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
<th>Day 4</th>
<th>Day 5</th>
<th>Day 6</th>
<th>Day 7</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sunday</strong></td>
<td><strong>Monday</strong></td>
<td><strong>Tuesday</strong></td>
<td><strong>Wednesday</strong></td>
<td><strong>Thursday</strong></td>
<td><strong>Friday</strong></td>
<td><strong>Saturday</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Breakfast</strong></td>
<td>In-flight</td>
<td>Homestay</td>
<td>No need to pack m/tea or lunch</td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
</tr>
<tr>
<td><strong>Morning</strong></td>
<td>TAFE Queensland South West Representative Caroline Lewis to meet students at Brisbane International Airport. FLIGHT ARRIVAL Greyhound bus collects students at Brisbane International Airport—transfer to Toowoomba</td>
<td>Homestay families to transfer students to/from Institute Welcome to TAFE Queensland South West and inspection of premises. Meet teachers</td>
<td>Cookery class: Restaurant set up of Australian restaurant styles</td>
<td>Face-to-face class: English language, bread making</td>
<td>Face-to-face class: English language, cookery language</td>
<td>TAFE Queensland South West Representative: Caroline Lewis to travel with group 8:00am Greyhound Bus to Brisbane Industry visit eg. Hilton Hotel in Brisbane. This helps students to understand career experiences.</td>
<td>TAFE Queensland South West Representative, Caroline Lewis to travel with group 09:00 Greyhound to Lone Pine Koala Sanctuary OR Gold Coast Theme Park</td>
</tr>
<tr>
<td><strong>Lunch</strong></td>
<td>12noon–1pm</td>
<td>lunch provided</td>
<td>lunch provided</td>
<td>lunch provided</td>
<td>lunch provided</td>
<td>lunch provided</td>
<td>lunch provided</td>
</tr>
<tr>
<td><strong>Afternoon</strong></td>
<td>Face-to-face class: English language, restaurant set up &amp; cocktails</td>
<td>Restaurant class: Prepare cocktails; pina colada, banana, B52, Martini &amp; Gibson, Black Russian, Margarita, Daquiri, Brandy Alexander</td>
<td>Bakery class: focaccia, Swiss milk bread, chelsea buns, doughnuts</td>
<td>Cookery class: Italian—how to make fresh pasta (fettuccini), pesto sauce, carbonara</td>
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</tr>
<tr>
<td><strong>Homestay family to collect students at</strong></td>
<td>4pm</td>
<td>4pm</td>
<td>4pm</td>
<td>4pm</td>
<td>Dinner at hotel in Brisbane</td>
<td>6.30pm host families to collect students</td>
<td></td>
</tr>
<tr>
<td><strong>Evening</strong></td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
<td>Stay at hotel in Brisbane</td>
<td>Homestay</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WEEK 2</th>
<th>Day 8</th>
<th>Day 9</th>
<th>Day 10</th>
<th>Day 11</th>
<th>Day 12</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sunday</strong></td>
<td><strong>Monday</strong></td>
<td><strong>Tuesday</strong></td>
<td><strong>Wednesday</strong></td>
<td><strong>Thursday</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Breakfast</strong></td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
<td></td>
</tr>
<tr>
<td><strong>Morning</strong></td>
<td>Free day with homestay families</td>
<td>Visit Toowoomba Mayor at Toowoomba Regional Council. Cookery class: Savoury finger food—filo parcels, fish fingers, vegetarian</td>
<td>Restaurant class: Preparing coffee—cappuccino, latte, flat white, long &amp; short black, hot chocolate</td>
<td>Homestay families have late drop-off students to TAFE for farewell</td>
<td></td>
</tr>
<tr>
<td><strong>Lunch</strong></td>
<td>12noon–1pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Afternoon</strong></td>
<td>Visit University of Southern Queensland (USQ)</td>
<td>Cookery class: Australian pizzas, garlic breads</td>
<td>Students to prepare for farewell banquet (homestay parents are invited to celebrate)</td>
<td>1pm Departure by Greyhound bus to Brisbane International airport</td>
<td></td>
</tr>
<tr>
<td><strong>Homestay family collect students at</strong></td>
<td>4pm</td>
<td>4pm</td>
<td>4pm</td>
<td>Flight departure time</td>
<td></td>
</tr>
<tr>
<td><strong>Evening</strong></td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
<td>Homestay</td>
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Quality Management and Continuous Improvement

As a Registered Training Organisation (RTO), the Institute has implemented the Australian Quality Training Framework (AQTF) which is the set of national standards for providers of vocational education and training. These standards are incorporated into the Institute’s existing quality management systems through implementation of Institute policies, procedures and templates designed to assist the Institute manage, monitor and improve its delivery of vocational education and training.


As part of the Institute’s ongoing review of its quality management system the Quality Policy statement has been reviewed to ensure it aligns with the Institute’s current goals and objectives.
Why partner with TAFE Queensland South West to deliver your study tours?

We work with you to develop programs that help you meet your students’ needs

We listen to you to gain an understanding of your needs. Our Study Tour programs are developed in consultation with you and personalised for your establishment.

We fit in with you

We deliver tailored activities in our modern, fully equipped training premises. You nominate the delivery days, times and length of the activities.

We have the expertise

TAFE Queensland South West is the largest and most dynamic provider of vocational education and training in south east and south west Queensland. Our industry-experienced instructors will ensure that your students can participate in relevant first class activities.

Latest resources

We regularly update our training resources to include the latest, most relevant and best practice material possible.

You are our priority

TAFE Queensland South West allocates one team member as the main contact person for your organisation who deals directly with you and is personally responsible for addressing all training and related issues from delivery to finance and administration.

Regional strategic partners

Toowoomba Regional Council
Toowoomba Chamber of Commerce and Industry
Department of Primary Industries and Fisheries
Department of Employment, Economic Development and Innovation
Queensland Department of Education and Training
University of Southern Queensland
TAFE Queensland South West locations

Bundamba
Cnr Mary & Byrne Streets, Bundamba Q 4304

Toowoomba
100 Bridge Street, Toowoomba Q 4350

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