

The Quality Tourism eLearning Hub

Flexible online learning designed for Australian tourism operators and their teams.



Quality
Tourism
Framework

Learning Designed for Australia's Tourism Industry

The Quality Tourism eLearning Hub is designed to support individuals and businesses across Australia's tourism industry in building practical skills, enhancing team performance, and delivering exceptional customer experiences.

With tourism constantly evolving, tourism operators and their teams need access to learning that is not only relevant and up-to-date but also flexible enough to fit around busy work schedules.

Whether you work on the frontline assisting guests, volunteer to support tourism activities, a working holiday maker, manage a team, or own a tourism business, the eLearning Hub provides tailored learning opportunities to meet your unique needs.

Each course is carefully developed to ensure it delivers practical knowledge and skills that can be immediately applied in your workplace, supporting your daily operations.



Flexible, accessible, and practical, the Quality Tourism eLearning Hub is a trusted resource for tourism operators and their staff across Australia who want to enhance their skills, grow their teams, and contribute to the success of their business or organisation.

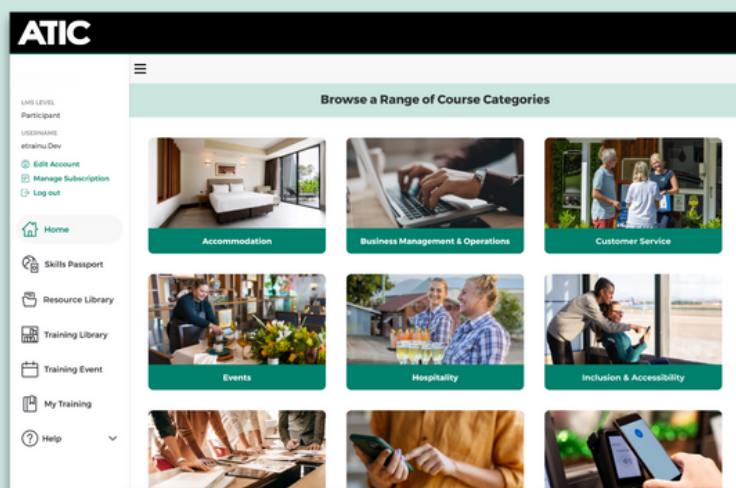


Courses to Grow Your Skills and Business

The Quality Tourism eLearning Hub offers a broad suite of courses designed to help tourism operators and their staff develop practical skills and apply them directly in their work. Each course focuses on real-world outcomes, giving learners the tools they need to improve customer experiences, streamline operations, and drive business success.



Courses are short and focused, taking just 15 to 60 minutes, and can be completed independently anytime, anywhere. Delivered on a user-friendly platform that works on smartphones, tablets, and computers, many courses also include practical tools and downloadable resources that can be applied directly in a business setting.



Course Areas Include:

- Customer Service
- Marketing & Digital Skills
- Inclusion & Accessibility
- Sustainability
- Cultural Awareness

...and more!

The eLearning Hub's course library is continuously growing, with new courses added regularly to address emerging industry needs and trends, ensuring learners always have access to relevant, up-to-date training.





Access Courses for Every Stage of Your Business

A selection of core courses is available **free** of charge to businesses registered in the Quality Tourism Framework, with additional premium content unlocked through an affordable individual or business subscription.

Subscriptions provide access to a wider library of professional development courses, covering team management, staff onboarding, communication, compliance, and customer engagement. These courses are ideal for businesses aiming to grow their team, improve service consistency, and streamline onboarding for new staff.



For details on pricing and upgrade options, please contact your local State or Territory Tourism Industry Council.

Benefits of Learning Through the eLearning Hub



- **For Individuals:** Develop skills that are immediately useful on the job, gain confidence, and earn certificates of completion that demonstrate professional growth.
- **For Businesses:** Strengthen team capabilities, improve service quality, and enhance overall operational performance, helping your business thrive and stay competitive in a changing industry.



Getting Started is Easy

To start learning, register through the Quality Tourism Framework (QTF).

Once approved within the QTF, you'll gain access to the Quality Tourism eLearning Hub where you can explore courses and begin learning at a pace that suits you.

[Learn More](#)

