



Welcome

Hi it's great to have you with us and we hope that you have a great week here in Townsville. We trust that you arrive without **too** many hiccups and *are not too* tired. We appreciate your travelling to be with us and we hope you find the bed comfy and the service helpful.

The Holiday Inn has a great reputation for service and friendliness and we find that with a smile the hotel will do just about anything for our guests.

Just a couple of reminders for you-

1. Twin share rooms have been booked for you – that's an Abstudy ruling. The twin share rooms have no balcony however- and some people prefer windows that open.... for airflow.
2. You can elect to stay in a single room with a balcony (if the hotel has any available) for an additional \$30 per night - but you have to pay for that yourself. *(That would cost an additional \$180 for the 6 nights and you can't claim it back from Abstudy– you would have to pay for it while you are here as well).* That's the best we can do on this issue. If you have a special need for a single room and you didn't indicate that on the booking sheet – i.e. you snore like a trooper or you have a phobia of sharing rooms or whatever...with a doctor's certificate we may be able to justify that back to Abstudy – so quickly go and get a Doctors certificate. However if the hotel is fully booked out for any of the nights of your stay.... and you didn't specify your need on your

'food and special needs form' sent back to us...with your enrollment form.....there is nothing we can actually do.

3. Fill in your **food preferences** sheet in your enrolment pack and send it to us.

If you have a special need for a particular type of food – like gluten free, or diabetic, or vegetarian or allergic to fish or can only eat peas or whatever....etc. you can also tell the hotel receptionist when you book in that you are part of the CTA group studying and the course you are in and they can pass this on to the chef. The chef may take another day to get in the 'special' food if it's not in stock *or you may get lucky*. If they forget at any stage during the week, just ask someone in food and beverage politely and they will do their best to get you something you *CAN* eat safely. CTA passes on all special diet requests prior to your arrival. If you don't provide this information to us before hand and if the hotel isn't given early warning ...they just do their usual food for groups.

4. If you are in a group of less than 12 students – dinner time is from the Take Inn Menu (you can select) (*unless you have special dietary needs and have told the chef*). If you are in a larger group – the chef usually puts on a buffet meal for the group. It's usually tasty and plentiful. They put a sign on the table saying CTA table so you can be sure to get a setting where you can sit with other students. It's OK however if you want to sit on your own anywhere in the restaurant. They just set a table for us in case students want to hang out together.
5. There is **no room service** with Abstudy and you can't take your own hot food to your room for OHS reasons. (i.e. carrying hot food around the hotel in the lift etc is against the OHS regulations) But if you are sick we can often organise a plate of cold food so you don't have to come down to dinner. (We've had some poor students stuck in their room for a couple of days without much to eat cause they got sick and

couldn't tell anyone....ring reception on the room phone if that happens and CTA will be up to visit you to make sure you don't die of starvation in there!!)

6. Remember there is a bulk billing medical centre just a couple of doors up the mall – Northtown Medical Centre. They have appointments till late and we have a chemist just up the hill a little past the Cowboys club but it is open just normal shop hours. If you need Panadol CTA has some on hand.
7. Please be on time for your training sessions. They start at 9 am. Don't be late back from lunch or breaks as it holds up the training for everyone as it takes a lot of effort to catch even one person up on 10 minutes of vital information. Show respect and care for the other students and your trainer – who has done a lot of work before you arrive.
8. Remember NO smoking in the rooms – if the fire brigade is called, it costs the hotel a fortune and you may be fined. (we are talking \$1000's) – it seems amazing but it is true as the fire brigade have to check out every room on 20 floors to ensure everyone is safe from fire and the whole place is evacuated. The elders and grannies may have to walk down 20 flights of stairs in their nighties as well and there may be disabled people and little kids, pregnant women and babies as well. The automatic sprinklers may turn on and wreck furniture and carpets and lounges and beds. It's hard to imagine that **one little ciggy** can do that...but be warned...you won't be popular if this happens and you were the one found smoking in your room!!
9. Remember the hotel is like a small community with up to 400 or more people living in it at a time...so be caring for everyone in the hotel, whatever colour, creed, age, shape or belief. The world needs more respect and that starts with each of us.

10. If you have a complaint for CTA in any aspect of training then please don't waste valuable training time talking to your trainer in front of the whole group. Ask for a complaint form after class and the trainer will get that for you. In that way your concern will go to the right people and we can process the issue according to our policies and procedures. If it is an emergency issue then ask to speak to the trainer immediately outside of the training room and explain the situation – you can be sure they will be understanding and help you sort it out in due course.
11. Mobile phones. Please turn them off during class and turn them on again in break times to get your messages etc. It is very disrupting to the other students and the trainer if you are walking in and out of the class talking to other people.
12. Computer use after class. If your particular training involves computers there may be a chance for you to use the computers after class if there is an available staff member from CTA to be on hand. We can't leave the rooms open with no one around to take responsibility for the computers as it violates our insurance policy. CTA staff work 8.30 – am to 5 pm, but there may be night classes on in other rooms and if this is the case students are able to use the CTA computers in the training rooms. We cannot take the computers out of the training rooms for insurance reasons. There is however an internet den which is open late in the mall. Take a friend with you to the Internet Den for safety if you need to use the internet and computers after hours and the room has been locked due to no staff availability in the evening. You will need to bring along with you a data stick so that you can transfer your information.
13. **NO DRINKING POLICY** - There is to be **NO** drinking or drug use by students during training and after hours. As this is an intensive training block you need to SLEEP as long as you can each night to cover the

work required during the day. Please recognise the risks to yourself and others and agree to a 'booze free zone' for your training period. Our capacity to act in an intelligent and respectful manner to other guests and other students when we have had a few drinks is diminished. Please represent CTA and other students in a good way while you are here in the Holiday Inn.

14. These points have been compiled in accordance with students requests of CTA over the time of them coming to study with us and we hope that this is helpful to all and ensures a really wonderful time of learning and achieving qualifications in 'super quick time' together.

Good luck in your studies and best wishes from the staff at CTA!



Toni Mehigan

Director