

Empowering Members Through Modern Learning

AHA SA streamlined hospitality training with TopClass, improving access, engagement, and oversight for venues statewide

OVERVIEW

The Australian Hotels Association – South Australian Branch (AHA SA) represents and advocates for South Australia’s hotel and hospitality industry, including accommodation venues, pubs, and hospitality operators across metropolitan and regional areas.

The Association supports members through industrial relations advice, compliance guidance, and training, and works with government and industry partners to promote a responsible and sustainable hospitality sector.

PROBLEM

AHA SA managed compliance training through a mix of in-person sessions and online webinars, relying heavily on manual processes like paper-based assessments. Tracking registrations and completions was inefficient, involving constant back-and-forth email and phone follow-ups for enrolments, resubmissions, and certificates, which reduced efficiency and consistency across the training experience. With training venues spread across South Australia, the costs of travel, lost staff hours, and inconsistent delivery made compliance both expensive and difficult to maintain.

AT A GLANCE



INDUSTRY

Professional/Trade Association

SOLUTIONS

TopClass

MEMBER SIZE

600+ Company Members

WEBSITE

ahasa.com.au

“ *With TopClass, there really isn’t a limit. We can expand training from basic workplace modules to fully accredited qualifications.* ”

– Training Manager at AHA SA

THE IMPACT



**Hours of
Administrative
Work Saved**



**Increase in
Member
Engagement**



**Real-Time
Compliance
Tracking**



**Course Completion
Rate**

SOLUTION

TopClass replaced manual, face-to-face training with an online and blended learning model that meets legislative compliance requirements. Learners can complete courses at their own pace through interactive content and live sessions, improving access for metropolitan, regional, and remote venues while reducing costs and administrative effort.

Enrolments, assessments, and certificates are now automated, giving managers real-time visibility of progress and compliance. In its first year, AHA SA delivered more than 1,300 course completions and saved staff hundreds of administrative hours.

- ✓ **Eliminated manual enrolment tracking** and spreadsheet administration, reducing duplication and human error.
- ✓ **Strengthened compliance oversight** and consistency across South Australia's hospitality industry.
- ✓ **Reduced training costs for regional venues** from up to \$5,000 per learner, to only a few hundred dollars per learner.
- ✓ **Improved visibility and reporting**, with staff now able to generate compliance summaries in minutes instead of days.

“*We're breaking records by long, long ways. TopClass has given us the ability to be a one-stop shop for our members. It's empowered us to increase the value of membership and deliver real support to the industry.*”

– Training Manager at AHA SA