

# IHF Quality Employer Programme

## Shaping Brighter Futures

Shaping Brighter Futures Conference  
29<sup>th</sup> May 2024



# QEP WORKING GROUP



Denyse Campbell  
Dalata Hotels



Aaron Mansworth  
Trigon Hotels



Dr Donagh Davern  
Munster Technological University



Aisling Arnold  
Arnolds Hotel



Yvonne O'Malley  
HR Consultant



Jennifer Emerson  
Midlands Park Hotel



# A VISION FOR SUCCESS

## IHF Quality Employer Programme

- Assisting members to enhance their HR practices in line with industry best practice
- Delivering a positive and meaningful impact on employee attitudes and perceptions of working within the Irish hotel & guesthouse sector
- Improving perceptions of the sector among the wider public and prospective employees



# 6 QEP PILLARS



Two mandatory Pillars for IHF QEP Certification

Four pillars required for Advanced Level status

All six pillars for Expert Level status





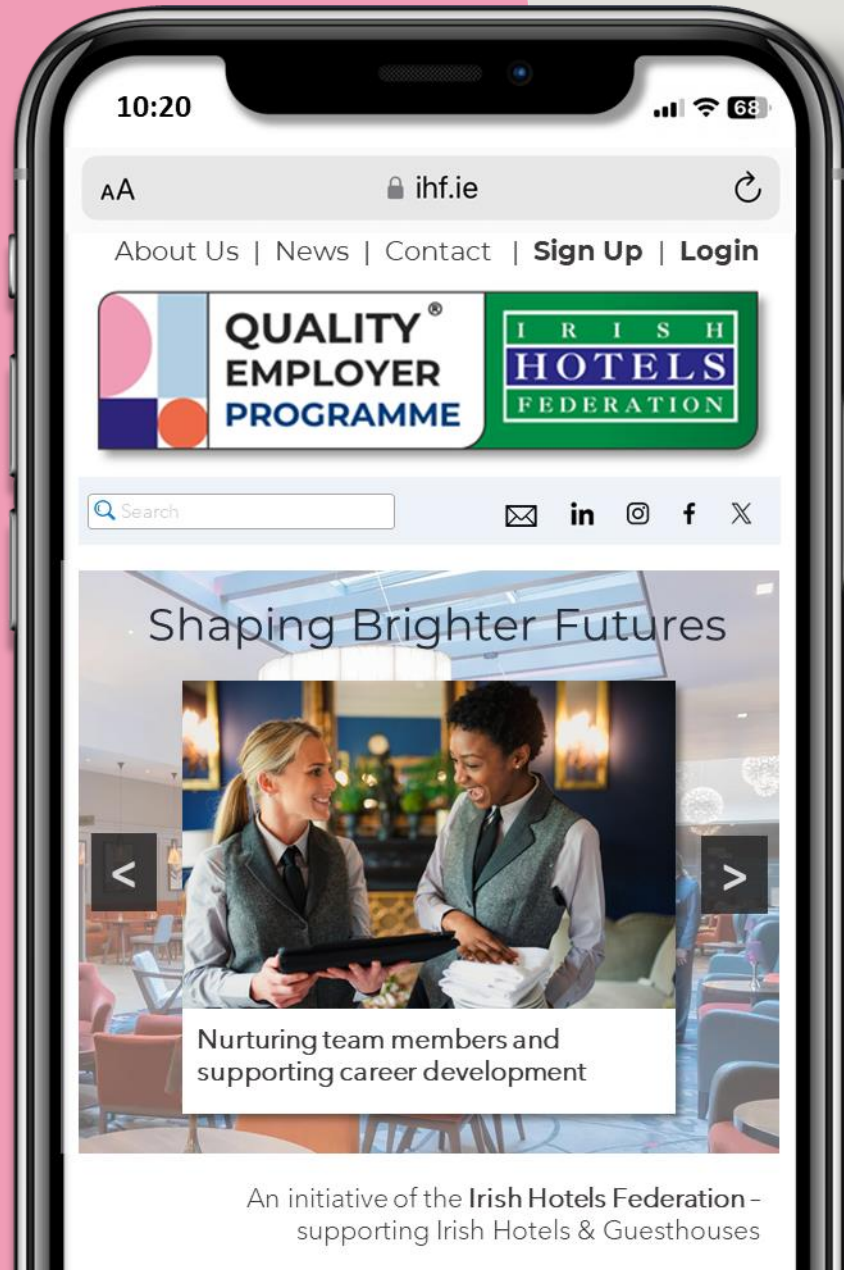
# QEP CERTIFICATION PROCESS

- The QEP programme is a free IHF members resource designed to promote and recognise excellence in people development and outstanding HR practices.
- The programme is based on **6 distinct pillars** covering hotel and guesthouse HR policies and operating procedures.
- Each pillar is based on a set of '**critical criteria**' requiring completion in addition to a set of '**desirable criteria**' which members are also encouraged to meet.
- The pillars are supported by a **comprehensive suite of HR resources**, policies, guidance, templates and checklists.



# QEP CERTIFICATION PROCESS

- Based on a self-assessment, members compile a **portfolio of evidence** to support their journey through the initiatives listed in addition to any other initiatives.
- This is submitted to the IHF **online via the QEP platform** and reviewed.
- A **follow-up meeting** takes place on-line with feedback and recommendations provided to the hotel / guesthouse.
- Having successfully met the criteria, the member achieves **the relevant Pillar** for a period of two years.
- Exemplars are chosen as finalists for each Pillar, with winners announced at the **Quality Employer Awards** ceremony.



# QEP Digital Platform Six Programme Pillars

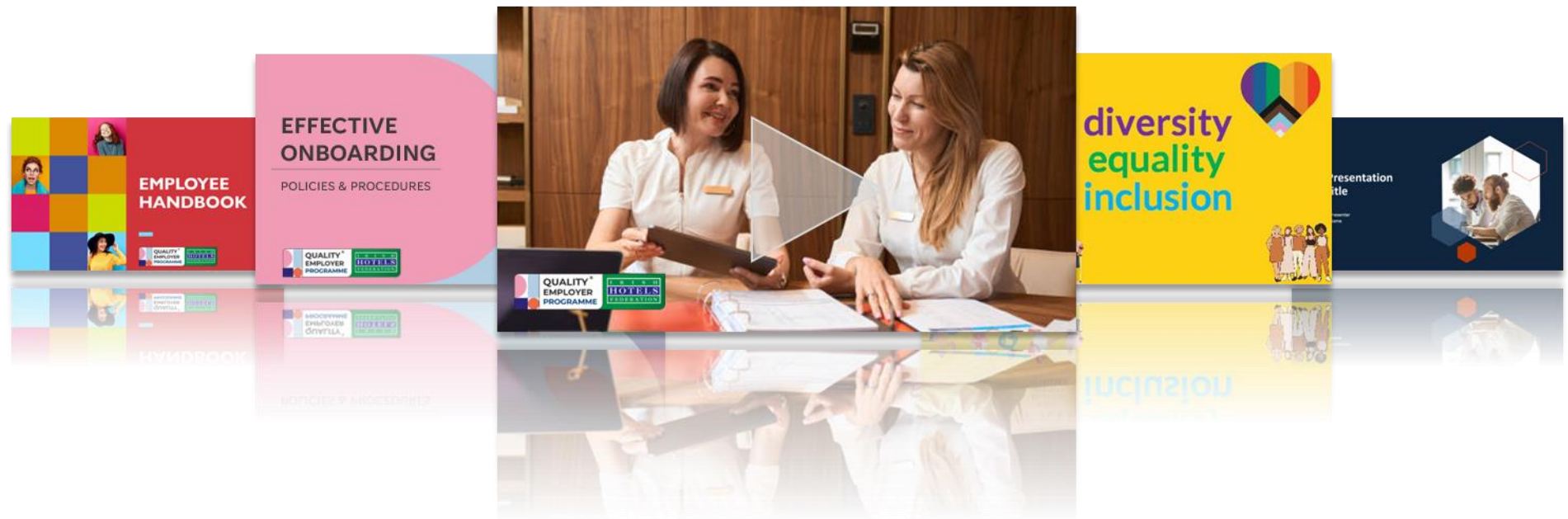
**User Friendly  
Certification process**  
Supported by extensive suite  
of members resources





# QEP RESOURCES FOR MEMBERS

Comprehensive Suite of HR Resources  
& Supports across all Six Pillars





# QUALITY EMPLOYER AWARDS



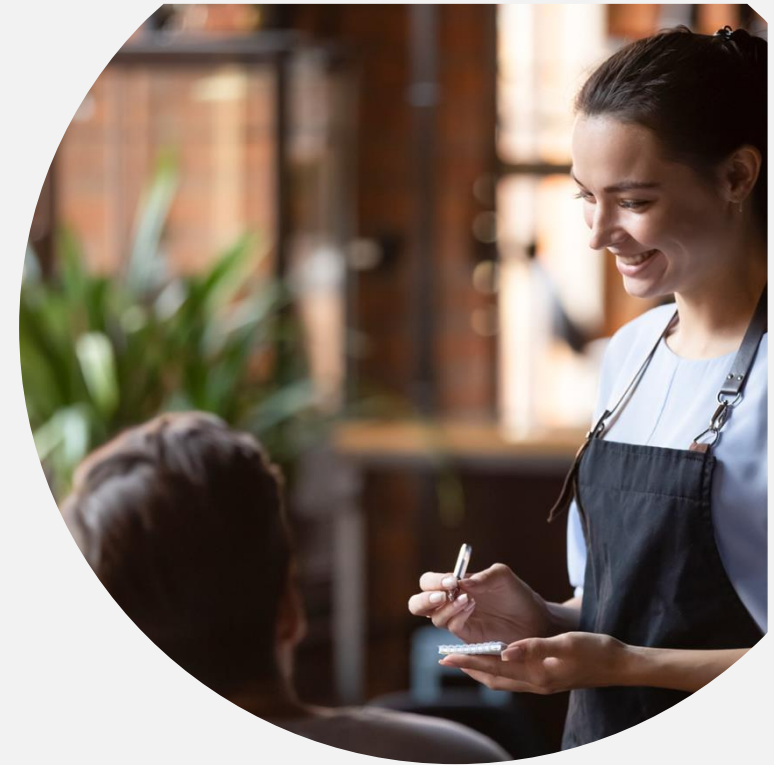


# WHAT'S COMING?

## IHF Quality Employer Programme

- Regional Workshops to interact with you regarding the programme and the application process
- Applications accepted from September 2024 through the portal





Thank You

