

Becoming Travel Accredited

WORKSHOPS MAY 2014

Gary O'Riordan, General Manager - Accreditation

Overview

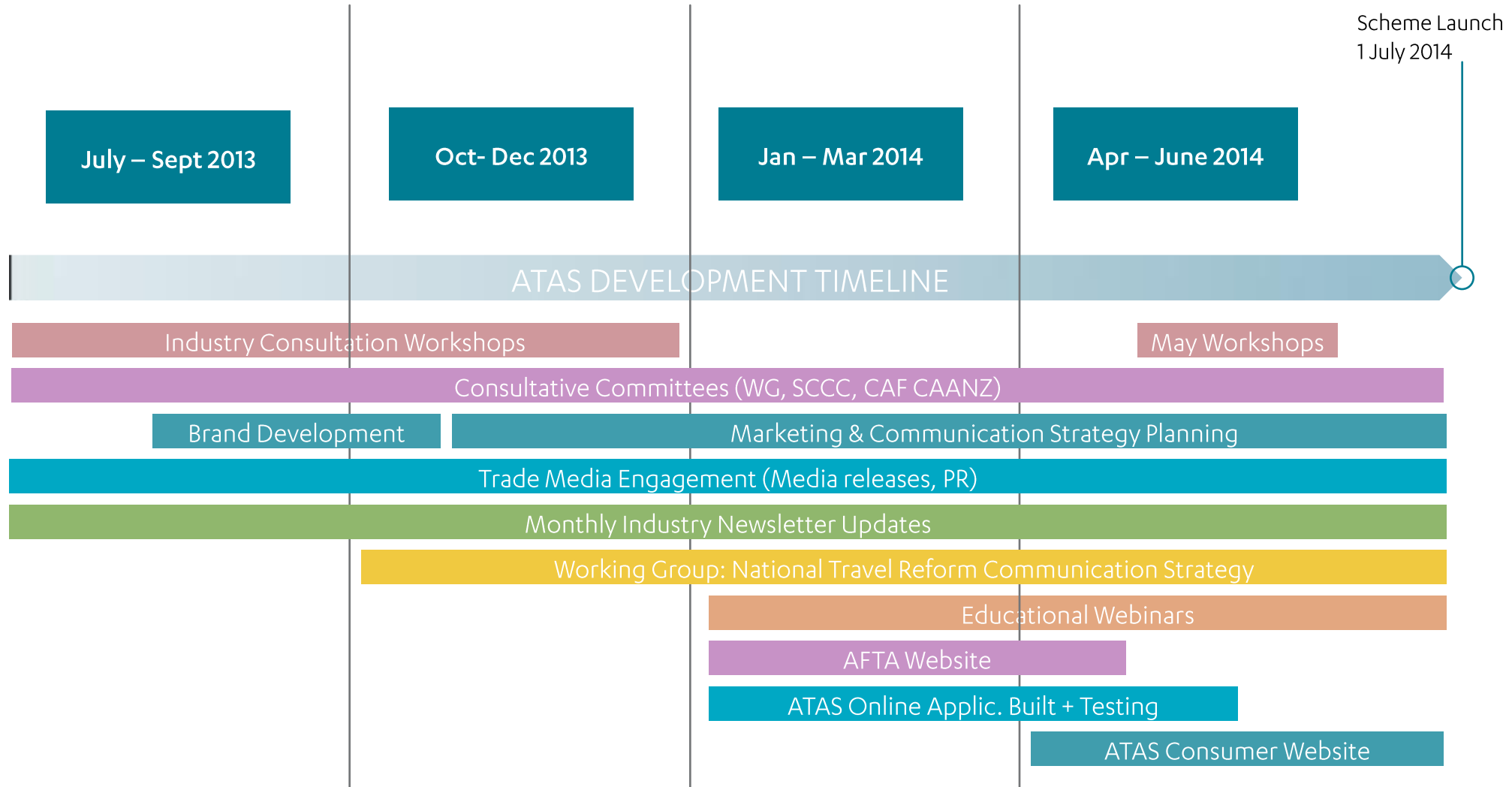
1. Welcome
2. ATAS –a national accreditation scheme
3. Bringing “ATAS travel accredited” to life
4. Applying for ATAS accreditation
5. ATAS participant – what’s next?
6. Question & Answer

AFTA TRAVEL ACCREDITATION SCHEME (ATAS)

* a national accreditation scheme for the Australian travel industry

01

9 month process of intense planning & consultation



ATAS delivers on reform objectives

- Remove inconsistencies between state-based licensing requirements
 - ✓ **ATAS is national voluntary industry accreditation scheme**
- Create a level playing field
 - ✓ **ATAS is for ALL travel intermediaries (those that buy and sell travel)**
- Reduce compliance burden and cost on travel intermediaries
 - ✓ **Lower cost of entry, no participation / license fee, no annual audit**
- Elevate travel industry standards
 - ✓ **Participants are vetted against strict criteria to help consumers identify reputable, professional and reliable travel professionals.**



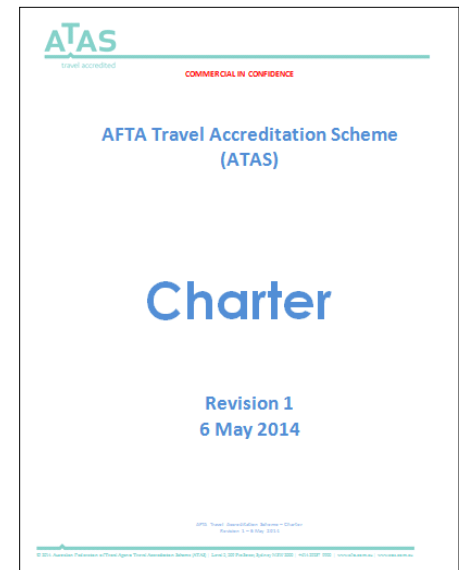
Future-proofing the Australian travel industry

ATAS
sets a new
benchmark of
quality for the
travel
industry.

- ✓ Governing Charter
- ✓ Code of Conduct
- ✓ Robust criteria for entry into ATAS
- ✓ Special criteria 9 for start-up businesses
- ✓ Alignment with Australian Consumer Law (ACL)
- ✓ Consumer awareness initiatives
- ✓ Drive relevance of travel intermediaries in today's highly competitive, choice abundant market place where consumer is king.

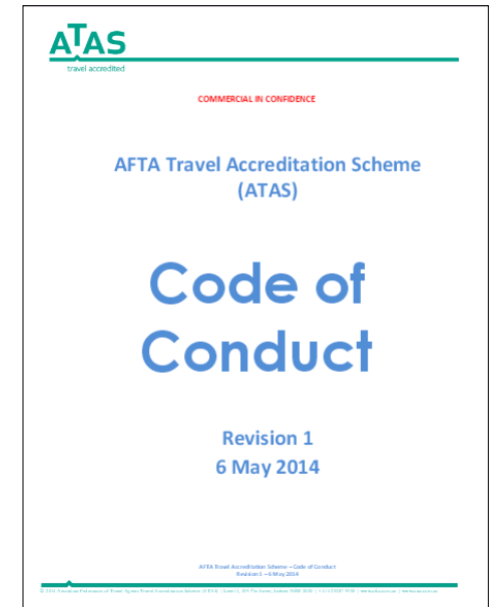
Charter provides sound governance

- 5 primary ATAS objectives – nationally recognised scheme, elevate standards, educate consumers about the benefits, disputes resolution, professionalism of the travel industry
- Becoming a participant
- General commitments – Code compliance
- Resolving complaints and disputes – ACCMC, escalation process
- ATAS Code compliance, monitoring and sanctions - appeals
- Confidentiality and conflict of interest
- Definitions
- Attachments – Code, Deed Poll, Fees, Use of ATAS symbol, Solvency definition, Complaints Handling Policy, ACCMC Terms of Reference



Code of Conduct elevates industry standards

- About ATAS
- ATAS Benefits
- Key Commitments and Obligations (from the travel intermediary's perspective)
- Information you will provide about your service delivery
- Professional resolution of complaints and disputes (including appropriate escalation procedures)



Robust criteria ensures scheme integrity

1. Meet the definition of a 'Travel Intermediary'
2. Workforce development
3. Dispute resolution & complaint handling
4. Commercial safeguards
5. Business compliance and governance
6. Charter & Code of Conduct
7. Consumer protection & engagement (Deed Poll, ACL)
8. Payment of fees
9. Special criteria for start-up businesses

Clarifying Criteria 9 (Start-up businesses)

Defined as business that is in the first stages of its operations, and has either recently started trading or is about to commence trading. This business did not hold a travel agent license in 2013/14.

The following documentation must be provided with an application:

- Forecast operational budget (12 month minimum) – outlining cash reserves, borrowing capacity or details of other means available to meet operational expenses and the estimated timing of revenues and expenses
- Business Plan– including start-up business information, financial, professional fees (legal and/or accounting), regulator charges (cost to incorporate etc.)
- Copy of your Business Name / ABN Registration
- Copy of your most recent bank account statements (including the setup of a Client Account)
- Start-up businesses cannot become accredited until 1 July 2014

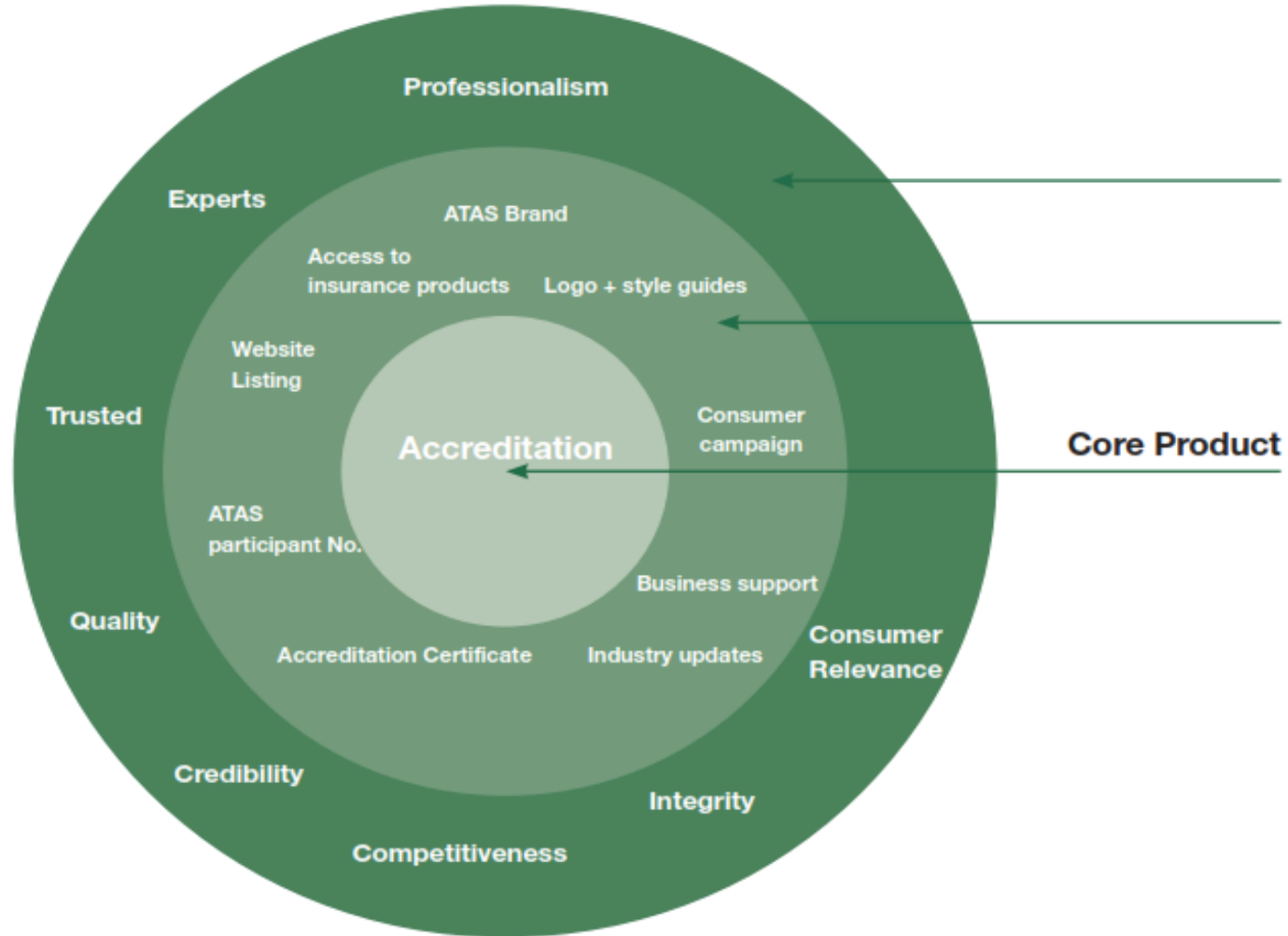
Bringing “ATAS – travel accredited” to life

02

ATAS statement of purpose

Elevating travel industry standards in Australia by driving increased and continued **participation** by travel intermediaries in ATAS...
and raising consumer **awareness** of the benefits of **booking** travel through an **ATAS accredited agent**.

ATAS – Total Product Model



Drive **AWARENESS** of what ATAS stands for.

Promote the **BENEFITS** of booking through an ATAS accredited travel agent.

ENCOURAGE consumers to actively seek out and book travel through an ATAS accredited travel agent.

The challenge...



Our role



-

Negative
consumer
perception
barriers

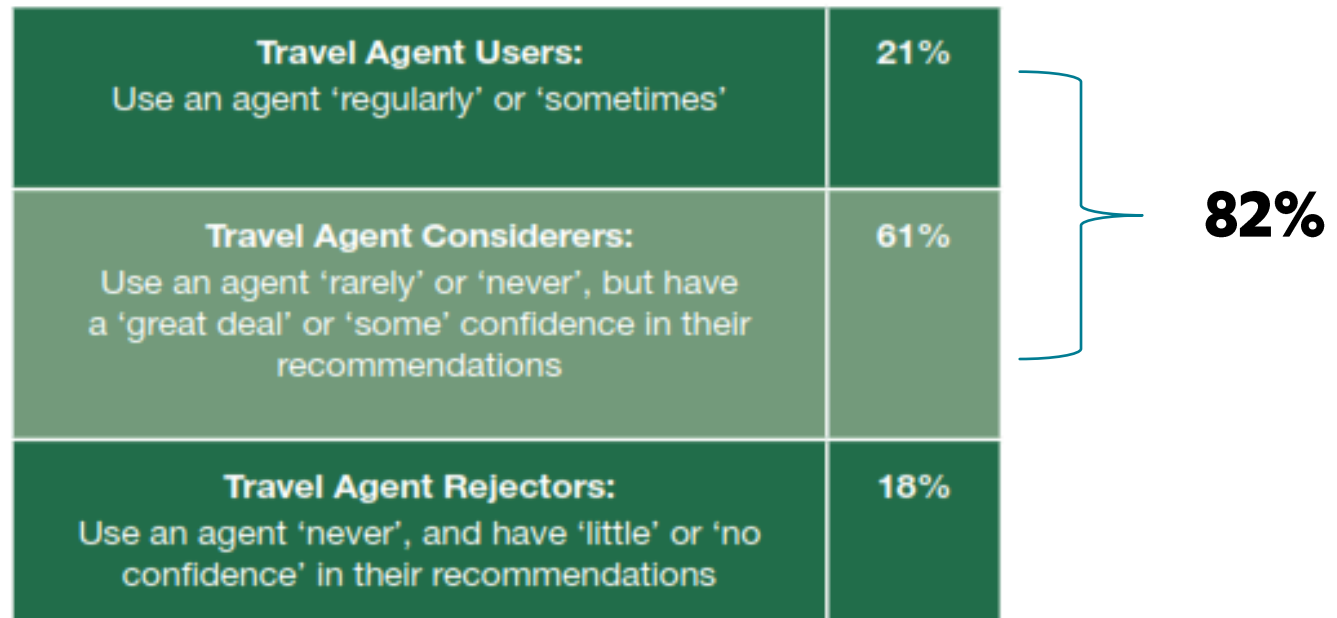
+

Experts
professional
trusted
credible

=

Positive
awareness
& intention
to book

Who will we talk to?



Source: Australia Scan, 2013.

Our engagement strategy

Direct booking can be confusing, time consuming, stressful & costly....lead to disappointing travel experience.

ATAS provides immediate and clear guidance on where a consumer can access better quality travel.



Key Message:
ATAS accredited = the expert guides to a world of better travel.

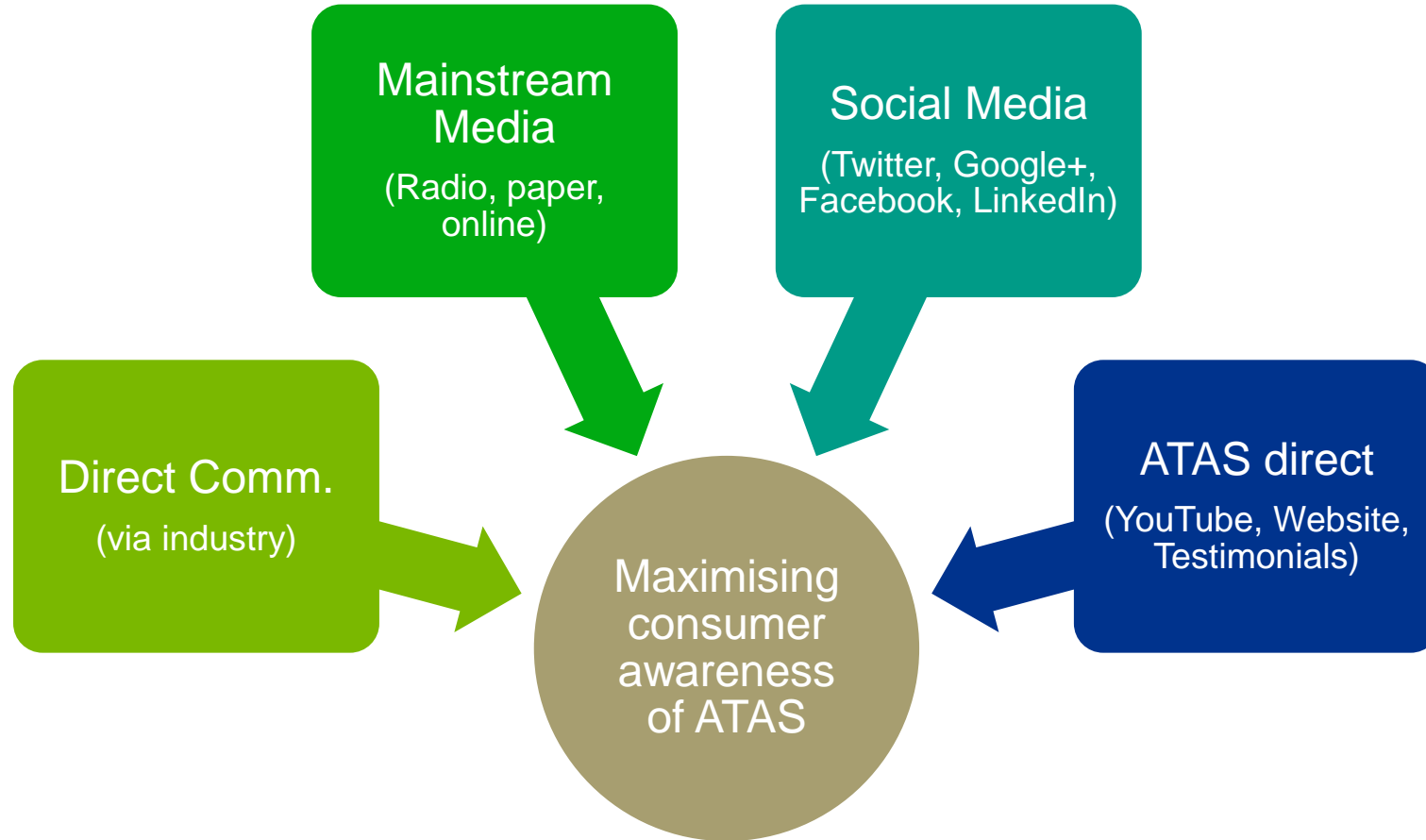
Consumers are in the safe hands of trusted experienced and trained travel professionals.

Travel agents genuinely unlock better quality travel for consumers.

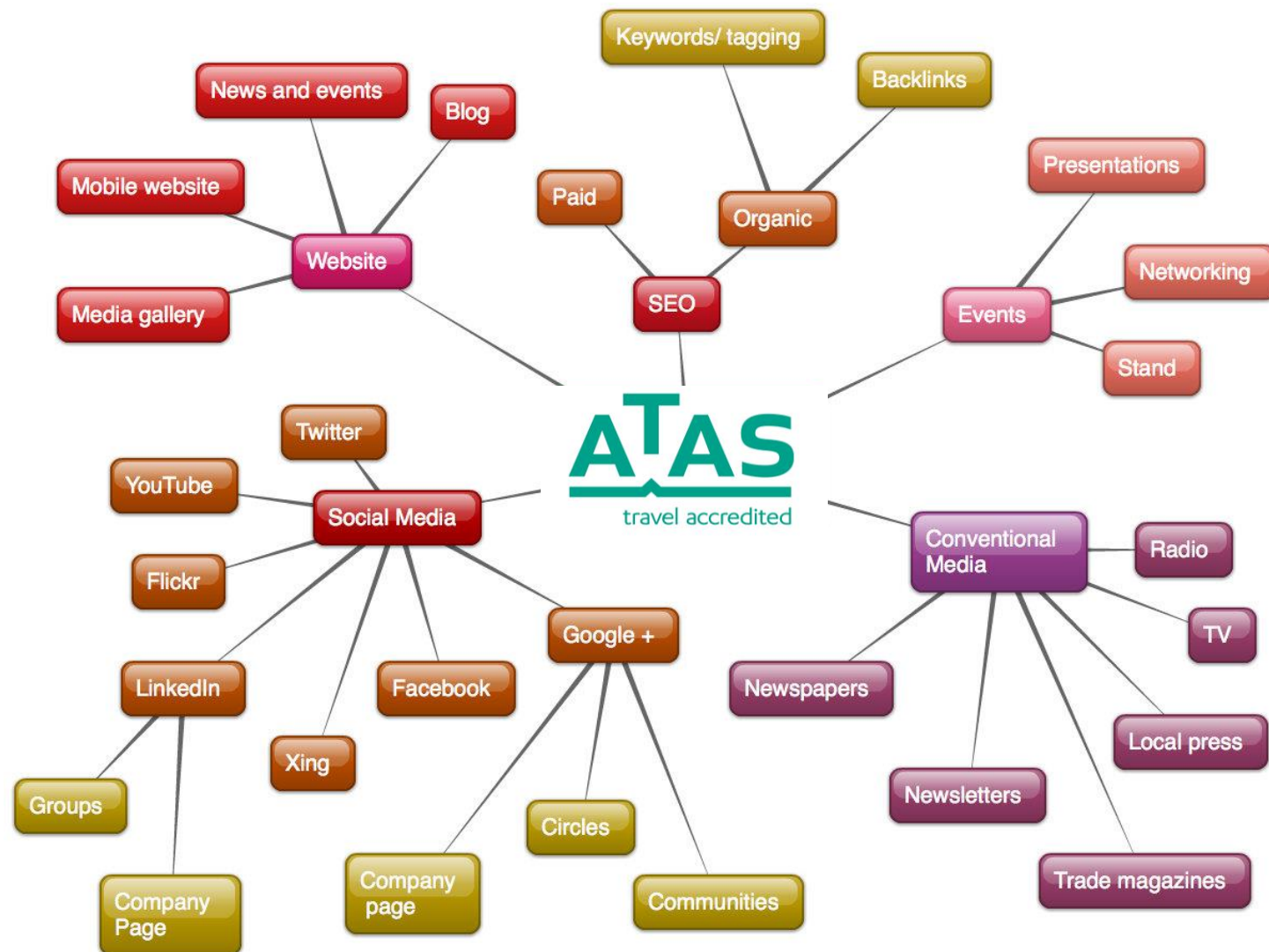
Stems from our research



Multi-platform approach



Multi-platform approach



Digital & Social Media



Australians are social



**2.5 MILLION ACTIVE
AUSTRALIAN USERS**



**1.4 MILLION
CONSUMERS
RESEARCHING
EACH MONTH**



**13.2MILLION
PEOPLE
INTERACTING**

**1.6 MILLION
USERS
SHARING**



**3.65 MILLION
PEOPLE
CONNECTING**



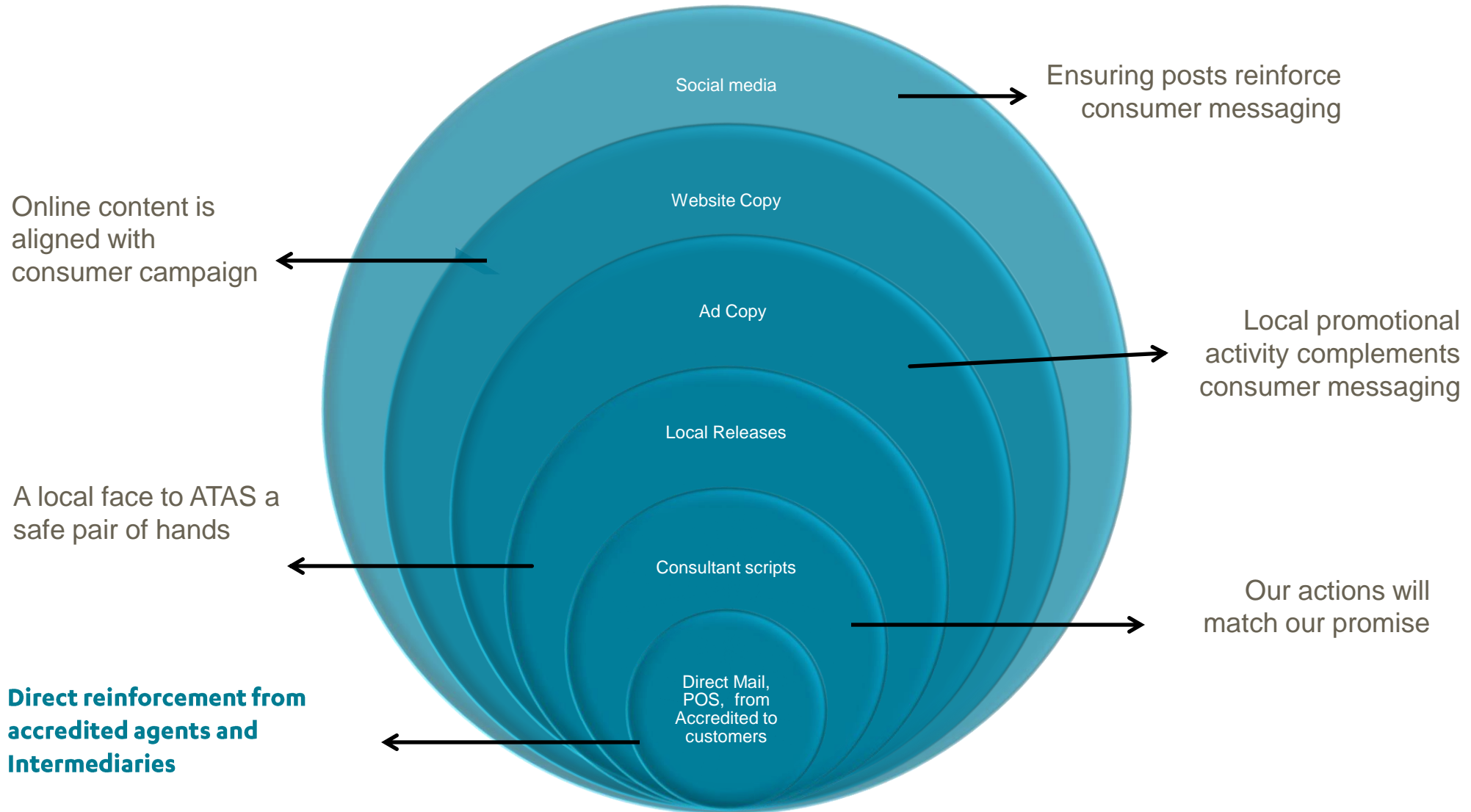
**65,000
ACTIVE USERS
EACH MONTH**



**12.6 MILLION
PEOPLE WATCHING**

Source: socialmedianews.com.au, March 2014

How we will do this...

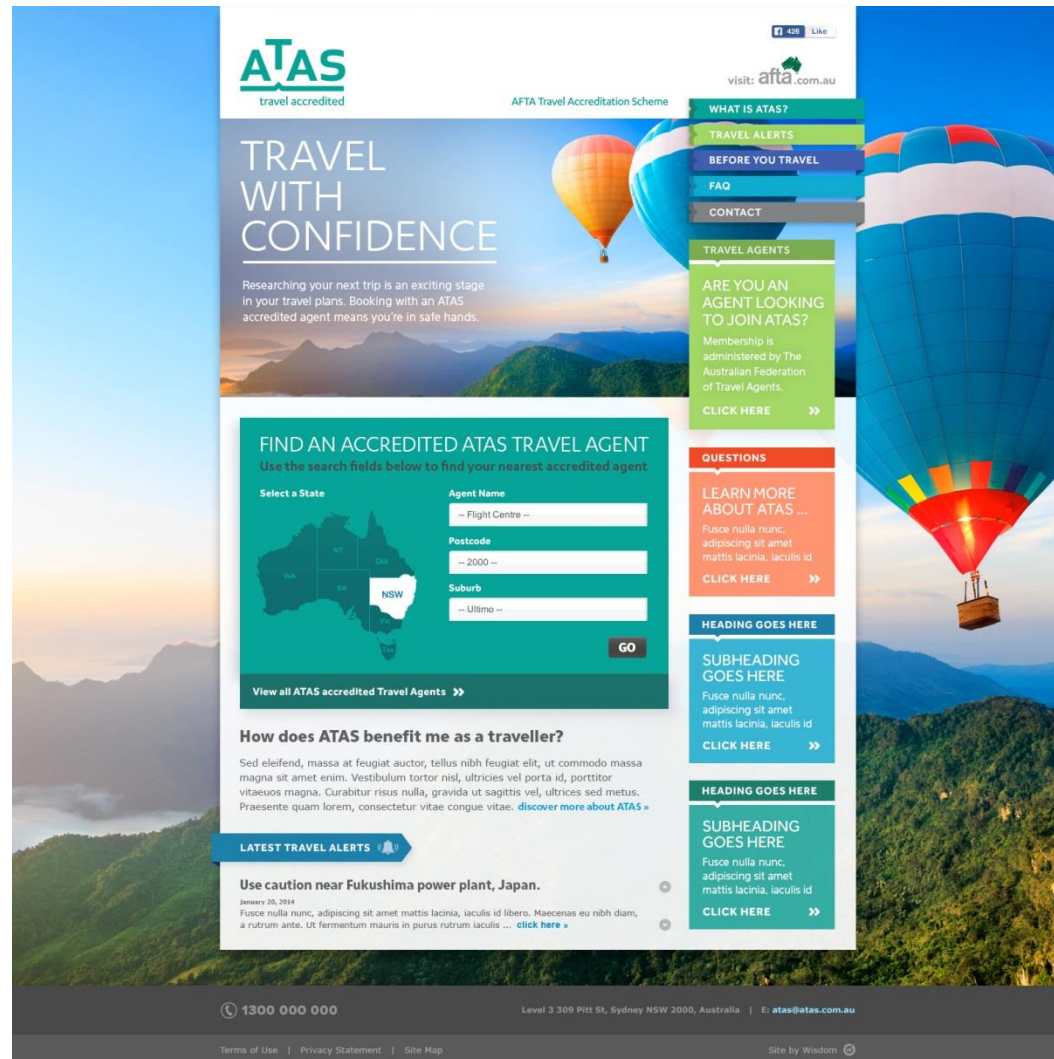


Dedicated Consumer Website



Design concepts only.
This may not be representative of the
final design.

Dedicated Consumer Website



Design concepts only.
This may not be representative of the
final design.

Applying for ATAS accreditation

03

Dedicated trade website

Quick access to Home Page

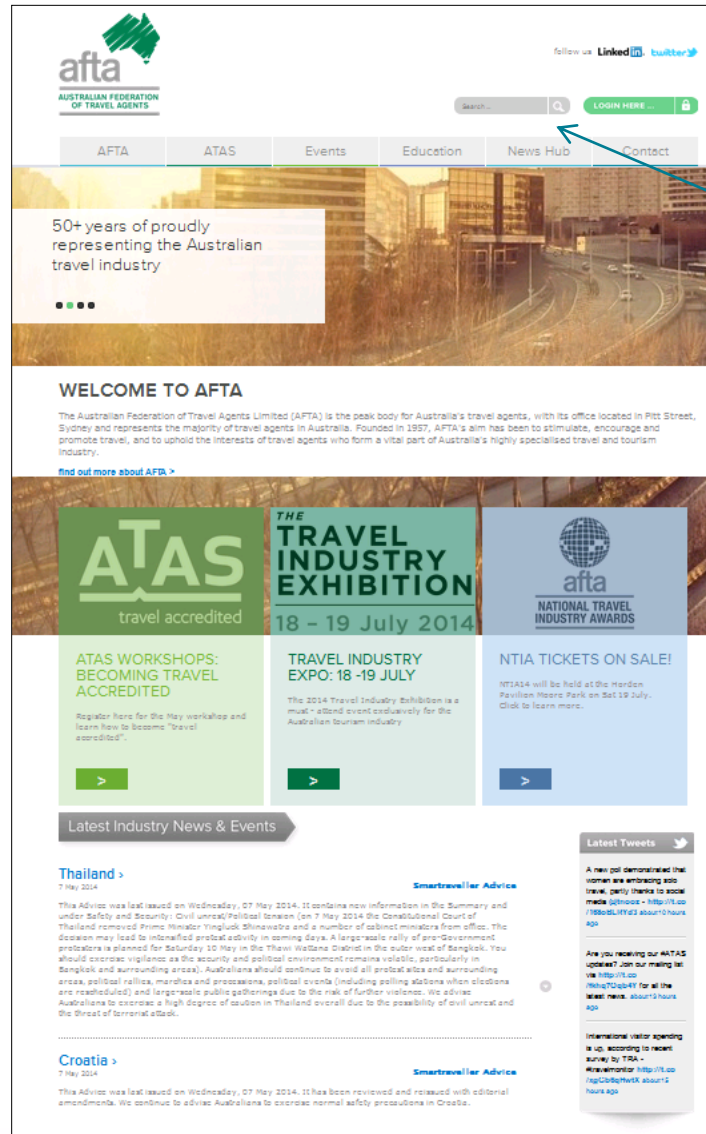
Main navigation

Rotating hero banner

Introductory copy

“Quick link” promo tiles

RSS Feed – live updates



Social Media Links

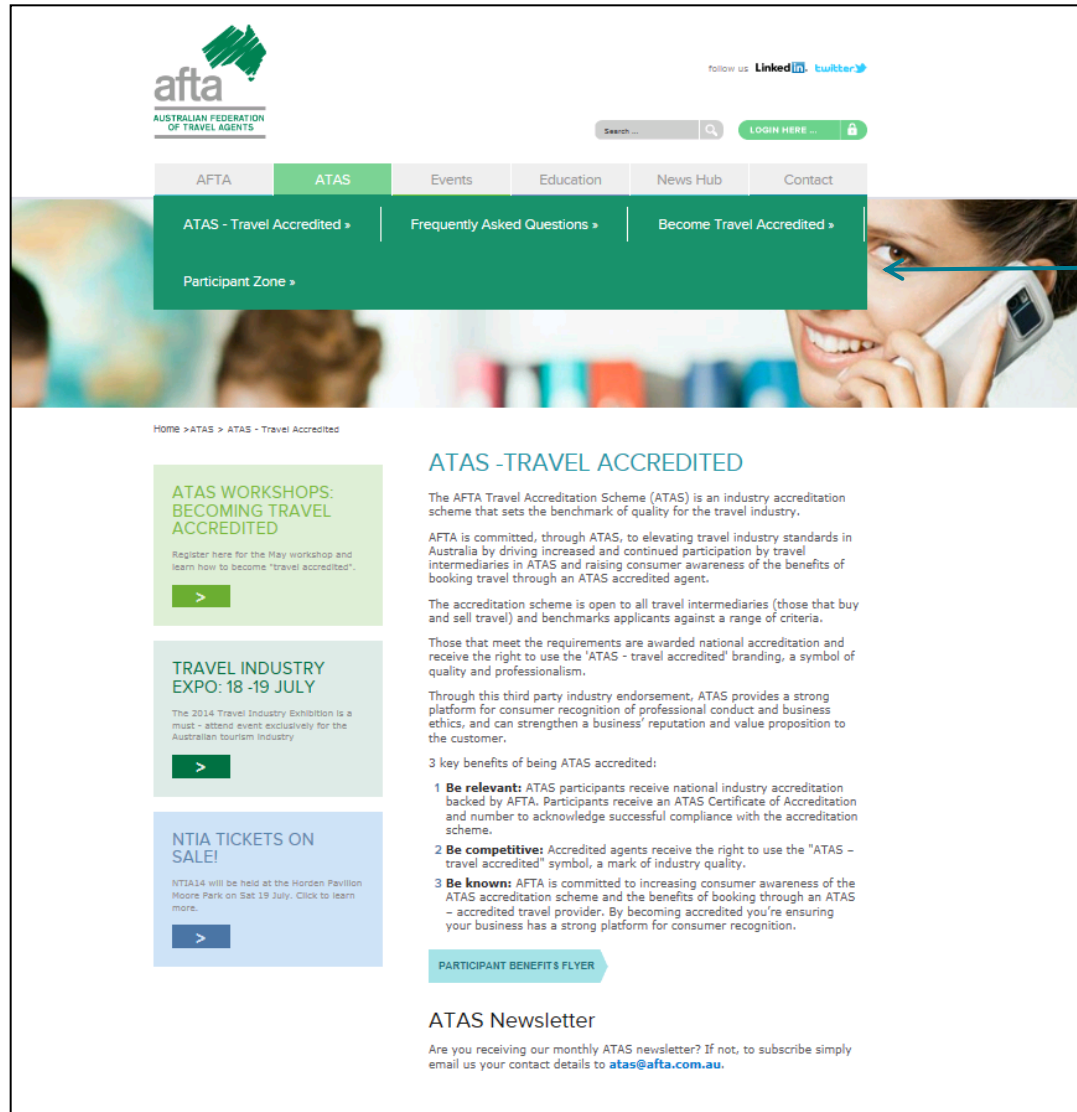
My AFTA access

Site search

Live Twitter Feed



Dedicated ATAS pages



Overview of ATAS
Benefits
FAQs
Applying + guidelines
Participant Zone

Application Guidelines

APPLICATION GUIDELINES

Ready to apply for ATAS accreditation? This useful guide will help ensure you have all the necessary information and supporting documentation on hand when you go to complete your ATAS application.

To apply for ATAS accreditation, an online application must be completed. This application will be available at www.afta.com.au. The online system has been designed to support you throughout the application process and will take you step-by-step through the criteria. Please refer to the table below to understand what information is required under the various application sections.

Please note the Deed Poll document requires the nomination of an authorised person, within your company, for the purpose of ATAS accreditation. This person will have the authority to lodge ATAS applications and be responsible for ensuring the accredited entity remains compliant with the ATAS Code of Conduct and Charter.

01. COMPANY PROFILE

This section is all about providing us with the details of the company applying for ATAS accreditation.

You will need:

- ☐ Trading name and company name
- ☐ Australian Business Number (ABN)
- ☐ Australian Registered Body Number (ABRN) (if applicable)
- ☐ Company address, authorised person contact details, website, etc
- ☐ Industry membership including member number details (i.e. ATEC, CATO, CLIA, IATA, Licence No., AFTA, etc)
- ☐ If you are including multiple branches under your Accredited entity, we require full contact details. Please upload our "Additional Locations/Outlets" template.

02. WORKFORCE DEVELOPMENT

You will be asked how many front line travel selling positions (TSP) hold:

- Certificate III in Travel or above OR,
- Recognition of prior learning (RPL) for a minimum period of two (2) years in a front line selling travel position.

You will need to provide:

- ☐ Total number of employees
- ☐ Total number of travel selling positions (TSP)
- ☐ Total % of qualified travel selling positions (TSP)

03. COMPLAINT HANDLING

To uphold the integrity of the scheme, it is important that all ATAS participants have a process to professionally and promptly respond to customer complaints. Therefore, all ATAS participants should have a Customer Dispute Resolution and Complaints Handling Policy & Procedures.

To meet the criteria you will need to upload a copy of your Complaints Handling Policy and Procedures.

Don't have a current Complaints Handling Policy & Procedures in place? Contact us at atas@afta.com.au. We are happy to provide a template that you can adopt in your business.

04. COMMERCIAL SAFEGUARDS

To ensure all ATAS participants protect both themselves and their customers, a minimum standard of business insurance protection is required.

You will need to upload a copy of your:

- ☐ Professional Indemnity Policy - Certificate of Currency
- ☐ Public Liability Insurance Policy - Certificate of Currency
- ☐ Other optional insurances if you have chosen to hold these

And provide:

- ☐ Policy number
- ☐ Policy expiry date
- ☐ Insurer company name

05. BUSINESS COMPLIANCE

This section is all about assessing the health of your business and ensuring that the company applying for ATAS accreditation is solvent.

You will need to upload a copy of your:

- ☐ Income Statement (Profit & Loss Statement) & Balance Sheet, OR
- ☐ Audited financial accounts if you complete this for other purposes

And provide your company's:

- ☐ Financial year end date
- ☐ Annual gross Total Transaction Value (TTV) (excluding GST) in AUD for the last full financial year of trading
- ☐ Accountant/financial contact details *

* Please confirm you have their permission to provide this information to ATAS/ AFTA and are this person AFTA may need to contact them regarding the financial position of your company.

* If you are a start-up business, please see Criteria 06 below for further application requirements.

06. DEED POLL & CHARTER

ATAS participants are required to agree to abide by the ATAS Code of Conduct and Charter. Both documents are available on the AFTA website.

You will need to:

- ☐ Download, read and agree to both documents

ATAS participants are required to agree to abide by the ATAS Deed Poll and Australian Consumer Law. The Deed Poll requires the nomination of an authorised person, within your company. This person will have the authority to lodge ATAS applications and be responsible for ensuring the accredited entity remains compliant with the ATAS Code of Conduct and Charter.

You will need to:

- ☐ Download, read, agree and duly sign the Deed Poll
- ☐ Acknowledge that you agree to abide by Australian Consumer Law

We are serious about the longevity of the ATAS and future proofing the Australian travel industry. Therefore the monies received for ATAS accreditation will be reinvested into the scheme to support the administration and ongoing marketing of ATAS to consumers.

You will need to:

- ☐ Pay annual fee – credit card, invoice or EFT are all available payment options.

Notes: Applicants that were current holders of a Travel Agents' Charter or Affiliates are exempt from a fee in year one, provided you give us undertaking to remain an ATAS participant for a minimum of two (2) years.

If you are a start-up travel business*, the following additional documentation must be provided with your application.

You will need to upload a copy of your:

- ☐ Business Name/ABN Registration
- ☐ Business Plan – including start-up business information, financial, professional fees (legal and/or accounting) and regulatory charges (cost to incorporate etc)
- ☐ Forecast operational budget (12 month minimum) – outlining cash reserves, borrowing capacity or details of other means available to meet operational expenses and the estimated timing of revenues and expenses
- ☐ Most recent bank account statement for your Client Account

*New business is defined as a business that is in the first stages of its operation, and has either recently started trading or is about to start trading, and did not hold a Travel Agents' Charter in 2015/16.

The ATAS accreditation commences from 1 July 2016 subject to your application's approval.

Online ATAS application



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AFTA

ATAS

Events

Education

News Hub

Contact

Become Travel Accredited today



WELCOME TO AFTA

Login – 3 options



follow us [LinkedIn](#) [twitter](#)

Search ...



LOGIN HERE ...



REGISTER

If you're a new user and do not yet have a username/login.

REGISTER NOW »

PARTICIPANT ZONE

Accredited ATAS participants click here for access to the secure business support area.

LOGIN »

MY AFTA

Returning users log in to commence or access your ATAS application.

MY AFTA LOGIN »

AFTA

ATAS

Events

Education

News Hub



Contact

Become Travel Accredited today

ATAS



Register



50+ years of proudly representing the Australian travel industry

Public Access

Return to Australian Federation of Travel Agents

Close

Registration

1 2 3 4

MY AFTA

To access the "My AFTA" secure area where you can complete your online ATAS application, please follow the instructions below.

MY AFTA LOGIN

To log in to the secure My AFTA area, click the 'Login' button under **Step 1** and enter your username and password (HINT - for an easy to remember username use your personal business email address).

Note: The online ATAS application must be completed by the 'authorised person' only.

ALREADY REGISTERED?

Already registered but don't have a username? Go to **Step 2** to create a username.

FORGOT PASSWORD?

To reset your password, simply click '**Reset Password**'.

CREATE A LOGIN

To create a username and password to access the My AFTA secure section, please create one via the **New Registration** button below (under Step 2).

Disclaimer Copy: AFTA is collecting your personal information for the purposed of processing your application and managing your ATAS accreditation. AFTA may retain and use your personal information for accreditation purposes, in accordance with our Privacy Policy.

New user →

New Registration

Step 3 - New Registration

We do not currently have you listed in our system. Please enter your details and click submit. On completion of this step you will be sent an email asking you to set your password.

All fields marked by * are mandatory.

ABN: *	<input type="text" value="12345678900"/>
Trading/Group Name: *	<input type="text" value="ATAS Workshop Test"/>
Legal Entity name of the Company: *	<input type="text" value="ATAS Workshop Test Pty Ltd"/>
Title:	<input type="text" value="Mr"/> <input type="button" value="v"/>
First Name: *	<input type="text" value="Jo"/>
Last Name: *	<input type="text" value="Smith"/>
Job Title:	<input type="text" value="Managing Director"/>
Email address: *	<input type="text" value="jo@afta.com.au"/>
Confirm email address: *	<input type="text" value="jo@afta.com.au"/>
Username: *	<input type="text" value="jo@afta.com.au"/> <input type="button" value="v"/>
Is the address an Australia Address?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Street Address: *	<input type="text" value="Level 3"/> <input type="text" value="309 Pitt Street"/> <input type="text"/>
City: *	<input type="text" value="SYDNEY"/>
State: *	<input type="text" value="NSW"/> <input type="button" value="v"/>
Postcode: *	<input type="text" value="2000"/>
Country: *	AUSTRALIA
Postal Address same as Street Address	<input checked="" type="checkbox"/>
Business Phone:	<input type="text" value="02"/> <input type="text" value="92879900"/>
Mobile:	<input type="text"/> <input type="text"/>
Home Phone:	<input type="text"/> <input type="text"/>
Indicate preferred: *	<input type="text" value="Business"/> <input type="button" value="v"/>

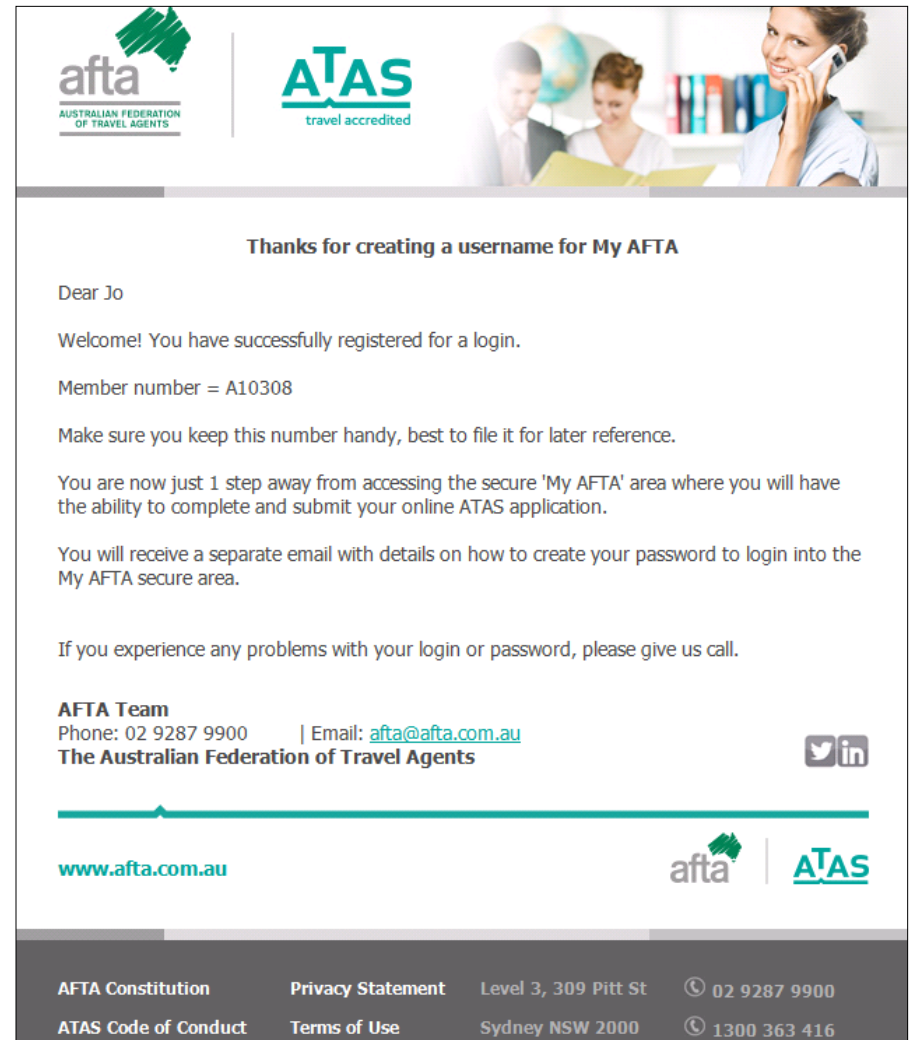
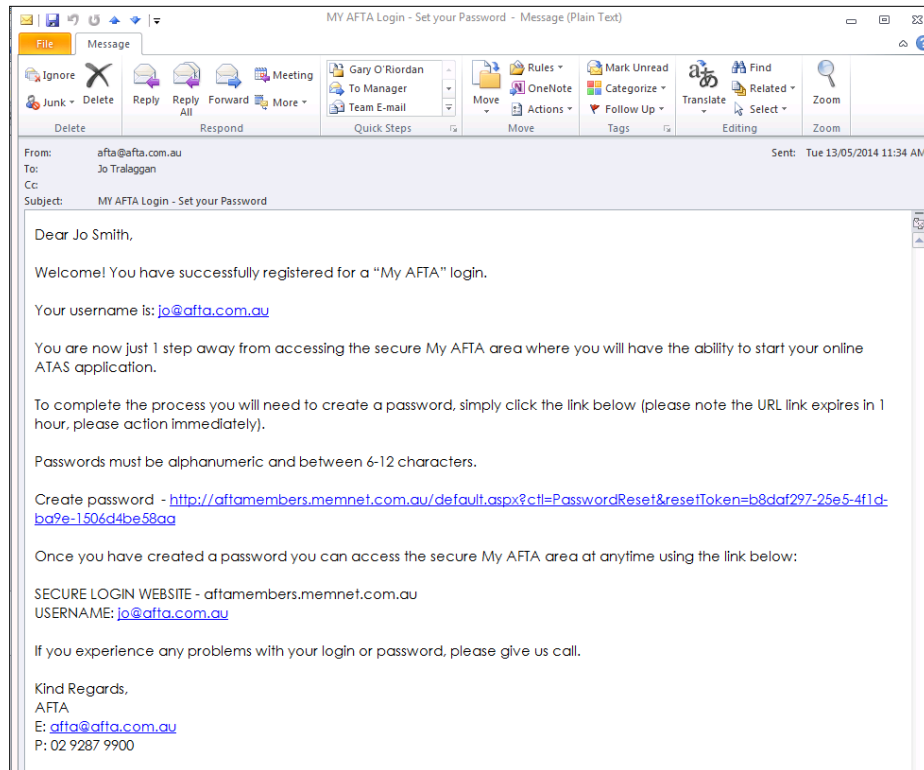
Error Message

• ABN must be 11 digits long.

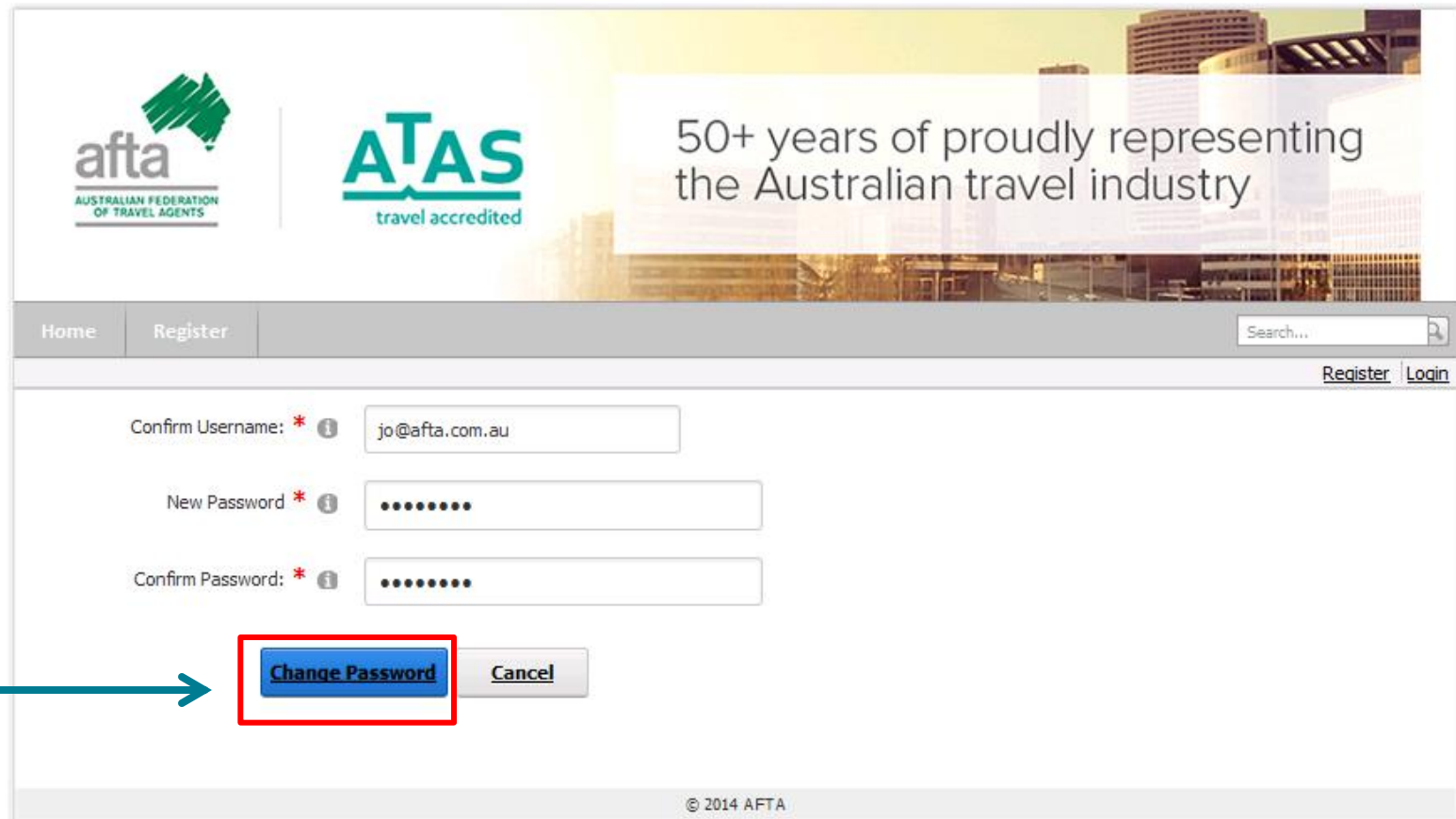
ABN: *	<input type="text" value="123456789"/> <input type="button" value="X"/>
Trading/Group Name: *	<input type="text" value="ATAS Workshop Test"/>
Legal Entity name of the Company: *	<input type="text" value="ATAS Workshop Test Pty Ltd"/>
Title:	<input type="text" value="Mr"/> <input type="button" value="v"/>
First Name: *	<input type="text" value="Jo"/>
Last Name: *	<input type="text" value="Smith"/>

Email confirmation

➤ Asking you to create a password



Create a password



The screenshot shows the registration page for the Australian Federation of Travel Agents (AFTA) and the Australian Travel Accreditation Scheme (ATAS). The page features the AFTA and ATAS logos, a banner stating "50+ years of proudly representing the Australian travel industry", and a navigation bar with "Home" and "Register" links. A search bar is also present. The main form area contains three input fields: "Confirm Username" (with a red asterisk and an information icon), "New Password" (with a red asterisk and an information icon), and "Confirm Password" (with a red asterisk and an information icon). The "Confirm Username" field contains the text "jo@afta.com.au". The "New Password" and "Confirm Password" fields are filled with dots. Below the form, there are two buttons: "Change Password" (highlighted with a red box) and "Cancel". A blue arrow points from the text "Set password" to the "Change Password" button. The footer of the page displays "© 2014 AFTA".

Home Register Search... Register Login

Confirm Username: * ⓘ jo@afta.com.au

New Password * ⓘ

Confirm Password: * ⓘ

Change Password Cancel

© 2014 AFTA

Set
password

Password set, ready to start your application!

The screenshot displays the 'My AFTA' online member area. At the top, there are logos for 'afta' (Australian Federation of Travel Agents) and 'ATAS' (travel accredited). A banner on the right states '50+ years of proudly representing the Australian travel industry'. Below the logos, there are navigation links: 'My ATAS Application' and 'Reset Password'. A search bar is also present. The user is logged in as 'Jo Smith' with a 'Logout' link. The main content area is titled 'My AFTA' and includes a welcome message. Under the 'My ATAS Application' section, there is a note: 'Please note: Button below will open in a new window'. Below this, the user's member ID is shown as 'Member: A10308 ATAS Workshop Test'. A button labeled 'ATAS Application' is highlighted with a red box. An external annotation with an arrow points to this button, stating 'My AFTA - start application'.

afta
AUSTRALIAN FEDERATION
OF TRAVEL AGENTS

ATAS
travel accredited

50+ years of proudly representing
the Australian travel industry

My ATAS Application Reset Password Search...

Jo Smith Logout

My AFTA

Welcome to the My AFTA online member area. To get started simply click on the button below.

- **My ATAS Application**
Start, edit or submit your ATAS application

Please note: Button below will open in a new window

My ATAS Application

Member: A10308 ATAS Workshop Test

ATAS Application

© 2014 AFTA

My AFTA -
start
application



Login – 3 options



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Search ...



LOGIN HERE ...



REGISTER

If you're a new user and do not yet have a username/login.

REGISTER NOW »

PARTICIPANT ZONE

Accredited ATAS participants click here for access to the secure business support area.

LOGIN »

MY AFTA

Returning users log in to commence or access your ATAS application.

MY AFTA LOGIN »

AFTA

ATAS

Events

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News Hub

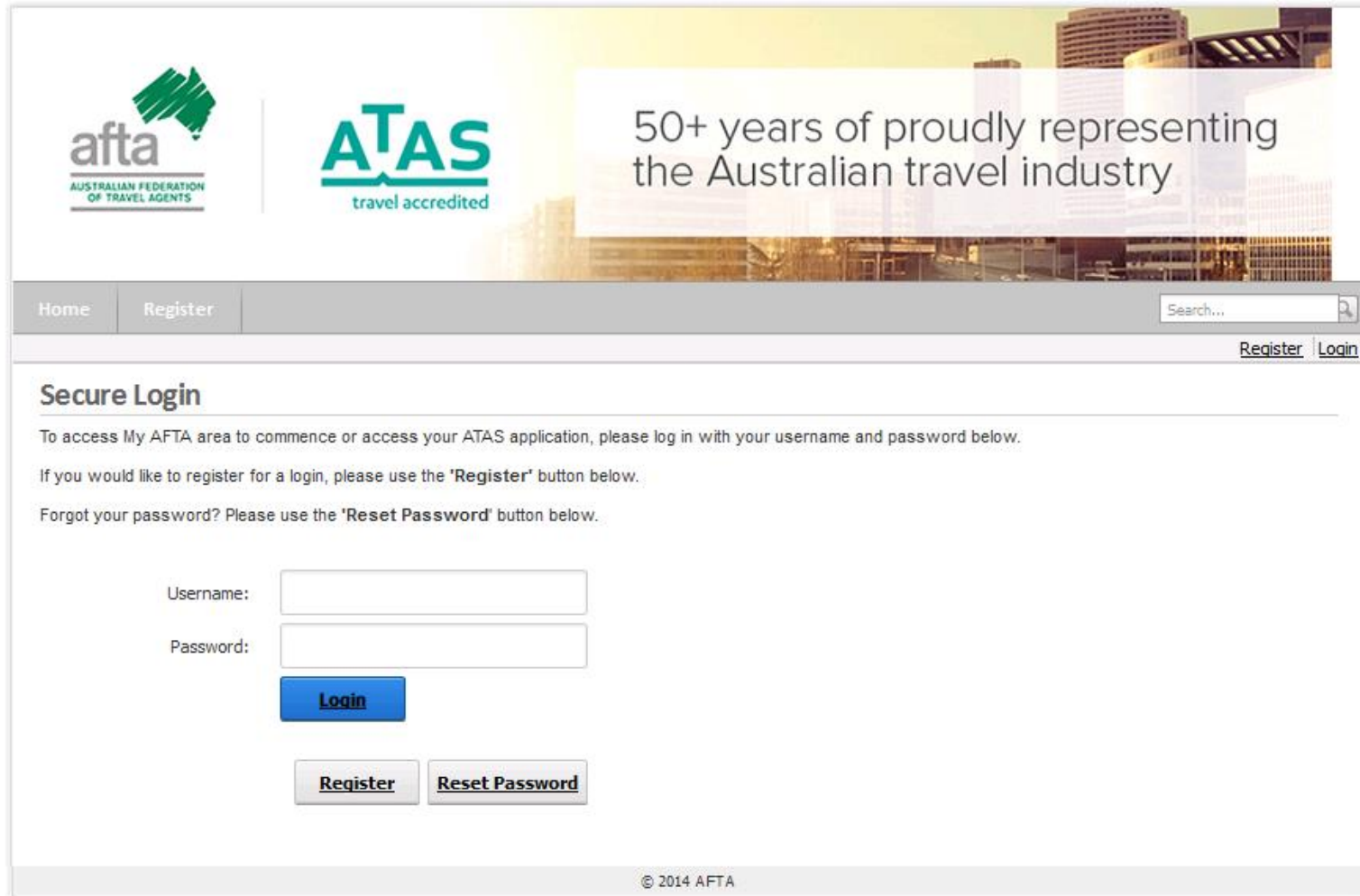
Contact

Become Travel Accredited today

ATAS



Login: My AFTA



The screenshot shows the My AFTA login page. At the top, there is a banner with the AFTA logo (Australian Federation of Travel Agents) and the ATAS logo (Travel Accredited Scheme). To the right of the logos, a text box states "50+ years of proudly representing the Australian travel industry". Below the banner is a navigation bar with "Home" and "Register" links, and a search bar. On the right side of the navigation bar are "Register" and "Login" links. The main content area is titled "Secure Login" and contains instructions: "To access My AFTA area to commence or access your ATAS application, please log in with your username and password below." and "If you would like to register for a login, please use the 'Register' button below." Below this, there are input fields for "Username:" and "Password:", followed by a blue "Login" button. At the bottom of the login section are "Register" and "Reset Password" buttons. The footer of the page states "© 2014 AFTA".

afta
AUSTRALIAN FEDERATION
OF TRAVEL AGENTS

ATAS
travel accredited

50+ years of proudly representing
the Australian travel industry

Home Register Search... Register Login

Secure Login

To access My AFTA area to commence or access your ATAS application, please log in with your username and password below.

If you would like to register for a login, please use the 'Register' button below.

Forgot your password? Please use the 'Reset Password' button below.

Username:

Password:

Login

Register **Reset Password**

© 2014 AFTA

ATAS Application Home

ATAS
participant
number →

A10308 ATAS Workshop Test (Jo Smith) [Log Out](#) [Return to Australian Federation of Travel Agents](#) [Close](#) [Back](#)

AFTA Travel Accreditation Scheme (ATAS) Application Home

Welcome! Start your journey now to apply online to become ATAS accredited.

Our online application process will take you step-by-step through the necessary criteria to becoming accredited.

From this page you can:

- Start an application
- Retrieve, edit or continue an existing application
- View a previously submitted application
- Cancel an application

The application process is divided into eight (8) sections and they can be completed in any order at any time.

You may save, exit, retrieve or edit at any time until you Submit your application. All sections must be fully completed and supported by your relevant documentation before you can submit your application.

Once an application has been submitted for ATAS accreditation, it will remain in a view only mode below.

Getting Started

We recommend you print and read the [ATAS Application Guidelines](#). This document outlines all the information and supporting documentation you will require when completing your ATAS application.

The [ATAS Deed Poll](#) should also be read and understood. As an ATAS participant you must abide by your undertakings given in the ATAS Deed Poll.

The Deed Poll requires the nomination of an **authorised person**, within your company, for the purpose of ATAS accreditation. The Authorised person will be the person responsible for completing the ATAS application.

As an applicant for ATAS accreditation, you acknowledge and accept that as part of the assessment process, AFTA may determine to undertake additional background checks to determine your ability to meet all eligibility requirements.

Such checks would be conducted through appropriate credit reporting and/or criminal checking agencies, and may relate to the company, its directors or office holders. All costs associated with any background checking are to be met by the applicant.

Application Resources

To assist with your application process we have provided a range of resources. Simply click the links on the green buttons to access supporting documentation and useful templates.

Privacy

AFTA is collecting your personal information for the purpose of processing your application in accordance with our [Privacy Policy](#).

My ATAS Applications

There are currently no Open application records.

[Start New Application](#)

Application Resources

GUIDELINES

ATAS FAQs

CHARTER

FEE SCHEDULE

CODE OF CONDUCT

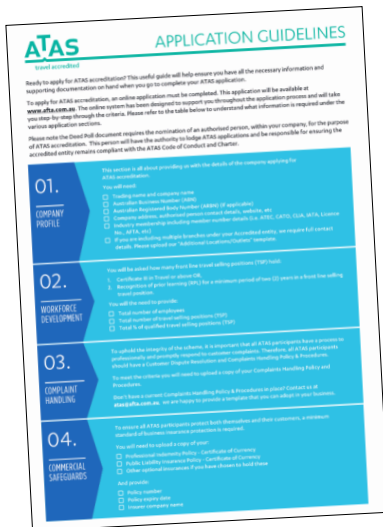
TEMPLATES

DEED POLL

CONTACT US

Start New Application



My AFTA Summary Status



ATAS Application Summary Status		
Application Criteria	Status	Documentation & Responses
1. Company Profile	Incomplete	<ul style="list-style-type: none"> Trading name and company name Australian Business Number (ABN) Australian Registered Body Number (ARBN) (If applicable) Company address, authorised person contact details, website, etc Industry membership including member number details (i.e. IATA, Licence No., AFTA, etc) If you are including multiple locations/outlets under your Accredited entity, please complete and upload the 'Additional Locations/Outlets' template
2. Workforce Development	Incomplete	<p>How many front line travel selling positions (TSP) hold:</p> <ul style="list-style-type: none"> Certificate III in Travel or above OR Recognition of prior learning (RPL), for a minimum period of (2) years as a TSP <p>Please provide:</p> <ul style="list-style-type: none"> Total number of employees Total number of 'TSP' Total % of qualified 'TSP'
3. Complaint Handling	Incomplete	<ul style="list-style-type: none"> Copy of your Complaint Handling Policy and Procedures (if available)
4. Commercial Safeguards	Incomplete	<ul style="list-style-type: none"> Professional Indemnity Policy - Certificate of Currency Public Liability Insurance Policy - Certificate of Currency Other optional insurances - Certificate of Currency <p>And provide:</p> <ul style="list-style-type: none"> Policy number Policy expiry date Insurer company name
5. Business Compliance	Incomplete	<ul style="list-style-type: none"> Income Statement (Profit & Loss Statement) & Balance Sheet OR Audited financial accounts if you complete this for other purposes. <p>Provide your company's:</p> <ul style="list-style-type: none"> Financial year end date Annual gross Total Transaction Value (TTV) (excluding GST) in AUD for the last full financial year of trading Accountant/ financial contact details
6. ATAS Code of Conduct and Charter	Incomplete	<ul style="list-style-type: none"> Download, read and agree to both documents
7. ATAS Deed Poll	Incomplete	<ul style="list-style-type: none"> Download, read, agree and duly sign the Deed Poll

[Next step](#)
[Application Home](#)

Application: Company profile



50+ years of proudly representing the Australian travel industry

A10308 - ATAS Workshop Test (Jo Smith) [Log Out](#)

Return to Australian Federation of Travel Agents

Close

Save

Prev step

Next step

Application Summary

ATAS Application - ATASA10308-140513113903

Company Profile

Please complete the fields below for the company applying for ATAS accreditation.

Important! Please check all details below that have been pre-populated from your initial 'Registration for a Login' are still correct.

Please note the Authorised Person completing the ATAS application needs to provide additional information to demonstrate they are a fit and proper person.

Please ensure all mandatory * fields have been completed.

Click **SAVE** or **NEXT** to save your application (the system will timeout after 1 hour of no activity).

Application Resources

GUIDELINES

CHARTER

CODE OF CONDUCT

DEED POLL

ATAS FAQs

FEE SCHEDULE

TEMPLATES

CONTACT US

Introductory copy

Application: Company profile

Company Details

All fields marked by * are mandatory.

Details of company applying for ATAS accreditation

Company name (legal entity name): *

ATAS Workshop Test Pty Ltd

Trading name: *

ATAS Workshop Test

The applying entity must be an Australian registered business. Your nominated ABN: *

12345678900

(if the details above for your Company name, Trading name/s or ABN are incorrect please contact AFTA)

Please advise your Australian Registered Body Number (ARBN) if applicable:

What type of business entity are you? *

- ☐ Company
- ☐ Partnership
- ☐ Sole Trader
- ☐ Trust
- ☐ Other

Please indicate what type of business you are? *

- ☐ Retail Travel Agent
- ☐ Consolidator
- ☐ Corporate Travel Agent
- ☐ Mobile Travel Agent Network
- ☐ Online Travel Operator
- ☐ Wholesaler
- ☐ Inbound Tour Operator
- ☐ Other

Do you have additional locations/ outlets under this ABN? *



Additional Location/Outlet Template

If you are applying for ATAS accreditation on behalf of multiple locations and/or outlets, you will be required to upload the contact and address information for these locations. Please find a template below.

[Additional Location/Outlet Excel Template](#)

Application: Company profile

Is your business part of a consortia/ multi-buying group? *	Select ▼
Street Address: *	Select ▼
	Level 3
	309 Pitt Street
Suburb: *	SYDNEY
State: *	NSW
Postcode: *	2000
Country: *	AUSTRALIA
Postal Address same as Street Address <input type="checkbox"/>	
Postal Address: #	
Suburb: #	
State: #	Select State ▼
Postcode: #	
Country: *	AUSTRALIA
Company website:	
Company email address: *	
Company phone number (+ area code): *	<input type="text"/> <input type="text"/>
Company fax number (+ area code):	<input type="text"/> <input type="text"/>

Application: Company profile

Authorised Person's Contact Details
Please complete your contact details below.

Title: *	Mr ▾
First name: *	Jo
Surname: *	Smith
Position: *	Managing Director
Email address: *	jo@afta.com.au
Direct phone (+ area code): *	02 92879900
Fax (+ area code):	
Mobile:	
Are you an undischarged bankrupt? *	Select ▾
Have you been the subject of any proceedings under Section 558 (G) of the Corporations Act 2001? [Directors duty to prevent insolvent trading by a company] *	Select ▾
Have you ever been disqualified from managing a corporation under Part 2D.6 of the Corporations Act 2001 [Disqualified from managing corporations] *	Select ▾
Have you been a director of a company that has been or is in the course of being wound up under Part 5.4 of the Corporations Act 2001? [winding up in insolvency] *	Select ▾

Application: Company profile

Company Memberships

Are you a current financial FULL member of AFTA? *

Select ▼

Are you a current financial member of another association or industry body? *

☐ ATEC
☐ CATO
☐ CLIA
☐ IATA
☐ Other
☐ None

Was your company a licensed travel agent in 2013/2014? *

Select ▼

* Mandatory fields # Incomplete Mandatory fields X Error message

Moving pages Auto-saves unless you 'Cancel Changes'

Save Prev step Next step Application Summary

Cancel Changes

Application: Workforce Development

Workforce Development

All fields marked by * are mandatory.

How many staff does your company employ? #

Of these employees, how many are client facing or "selling" staff? #

Please indicate the number of front line travel selling positions (TSP) that have #

Certificate III in Travel or above

RPL (minimum 2 years TSP)

Percentage of qualified client facing staff: 0

Moving pages Auto-saves unless you 'Cancel Changes'

* Mandatory fields # Incomplete Mandatory fields X Error message

Save Prev step Next step Application Summary

Application: Complaint Management

Complaint Handling Templates

This resource is designed as a guide to assist participants in developing their own Complaint Handling Policy and Procedure, participants should ensure their individual policies are appropriate for their business.

COMPLAINT HANDLING POLICY - SAMPLE

[Complaint Handling Policy Template](#)

[Complaint Handling Form Template](#)



Complaint Handling

All fields marked by * are mandatory.

Does your company have a Customer Dispute Resolution and Complaint Handling policy and procedure in place? #

Select ▼

Moving pages Auto-saves unless you 'Cancel Changes'

* Mandatory fields # Incomplete Mandatory fields X Error message

Save

Prev step

Next step

Application Summary

Cancel Changes

Application: Commercial Safeguards – mandatory insurances


Mandatory Insurances

All fields marked by * are mandatory.

Professional Indemnity Insurance Policy

Insurer company name: *

Policy number: *


Expiry date: * 

Upload your current Certificate of Currency: *

Public Liability Insurance Policy

Insurer company name: *

Policy number: *

Expiry date: * 

Upload your current Certificate of Currency: *

Application: Commercial Safeguards – optional insurances

Optional →



Optional Insurance Protection

If you hold one of the optional insurance policies below, please provide ALL relevant information and documentation.

Scheduled Airline Failure Insurance (SAFI) Policy

Insurer company name:

Policy number:

Expiry date:

Upload your current Certificate of Currency:

select doc...

End Supplier Failure Insurance (ESFI) Policy

Insurer company name:

Policy number:

Expiry date:

Upload your current Certificate of Currency:

select doc...

Travel Agent & Intermediary Failure Insurance (TAIFI) Policy

Insurer company name:

Policy number:

Expiry date:

Upload your current Certificate of Currency:

select doc...

Moving pages Auto-saves unless you 'Cancel Changes'

* Mandatory fields # Incomplete Mandatory fields X Error message

Save Prev step Next step Application Summary

Cancel Changes

Application: Business Compliance

Financial Statements

All fields marked by * are mandatory.

Accountant/ financial contact details

Please note you are about to provide personal information about your accountant/ financial contact. Please confirm you have their permission to provide this information to AFTA/ ATAS and are they aware AFTA may need to contact them regarding the financial position of your company? #

▼

Do you operate a 'Client Account'? ^ # ▼

Do you have a 'Trust Account'? ^ # ▼

^ Please note not mandatory requirement for ATAS Accreditation.

Please advise what is the close off date for your financial year? eg 30 Jun, 31 Dec etc #

(DD MMM)

Do you have an external financial Annual Audit? # ▼

Total Transaction Value (TTV)

What is your annual gross TTV including any additional locations/ outlets in AUD (excluding GST) for the last full financial year of trading? #

▼

Moving pages Auto-saves unless you 'Cancel Changes'

* Mandatory fields # Incomplete Mandatory fields X Error message

Application: Code of Conduct and Charter

ATAS Code of Conduct and Charter

All fields marked by * are mandatory.

As an authorised representative of *ATAS Workshop Test Pty Ltd* I declare that *ATAS Workshop Test Pty Ltd* will abide by the standards and details outlined in the ATAS Code of Conduct and Charter

I agree (please tick)

ATAS Code of Conduct: #

☐

ATAS Charter: #

☐

Moving pages Auto-saves unless you 'Cancel Changes'

* Mandatory fields # Incomplete Mandatory fields X Error message

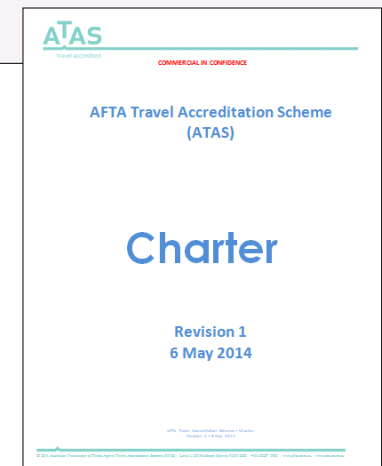
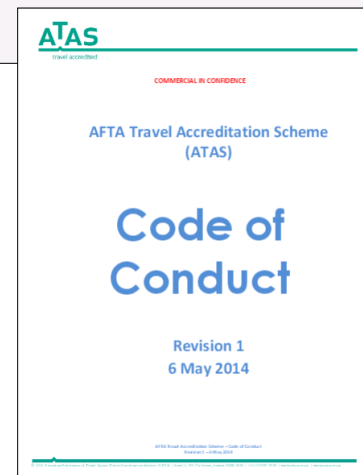
Save

Prev step

Next step

Application Summary

Cancel Changes



Application: Deed Poll

ATAS Deed Poll

All fields marked by * are mandatory.

As an ATAS participant you must abide by your undertakings given in the Deed Poll, which sets out the obligations and warranty by the applicant.

Please upload your duly signed and dated Deed Poll (as per requirements outlined at the top of the page)

Please upload a copy of your document (ie pdf, xls, xlsx, doc, docx, ppt, pptx): #

I declare that the information I have provided in this application is to the best of my knowledge true and correct, and that my application for ATAS Accreditation may be refused, if it is found that I have provided false or misleading information.

I agree (please tick) #



Moving pages Auto-saves unless you 'Cancel'

* Mandatory fields # Incomplete Mandatory fields X Error message



DEED POLL

Deed Poll by the party described in item 1 of Schedule 1 (Applicant), dated the date specified in item 2 of Schedule 1.

In favour of:

THE AUSTRALIAN FEDERATION OF TRAVEL AGENTS LTD (ACN 008 444 275), of Level 3, 309 Pitt Street, Sydney, NSW 2000 (AFTA) and each individual member or ally from time to time and at any time of the ATAS Code Compliance Monitoring Committee established under ATAS (ACCMC)

1. Definitions

ACCMC	Means each individual member severally of the ATAS Code Compliance Monitoring Committee appointed by AFTA.
ATAS	means the AFTA Travel Accreditation Scheme, owned by AFTA.
Australian Consumer Law	means the Australian Consumer Law as contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth).
Claim	means any claim, action, proceeding or demand, however raised and whether it is present or future, fixed or unascertained, actual or contingent.
Charter	means the AFTA Travel Accreditation Scheme Charter, as amended from time to time.
Code	means the AFTA Travel Accreditation Scheme Code of Conduct as amended from time to time.
Officer	has the same meaning as officer of a corporation under the Corporations Act 2001.
Related Body	has the same meaning as in the Corporations Act 2001.
Corporate Solvent	means, in respect of an entity, that the entity is able to pay its debts when they fall due.

2. Acknowledgement of receipt of Code and Charter

The Applicant acknowledges that it has received, read and understood the Code and the Charter.

3. Obligations and warranty by the Applicant

The Applicant, upon being granted accreditation under ATAS:

- will comply with the Code and will use its best endeavours to ensure that its employees comply with the Code;
- understands and agrees that its accreditation under ATAS is subject to the Charter;

APRIL - 2014, Page 1

Application: Participant Fee

Participation Payment Details

Your annual ATAS participation fee is based on the answers you have provided in your application. (If any of these answers are incorrect please go back to the relevant criteria to update):

Are you a current full AFTA member:	Yes
Were you a licensed travel agent in 2013/2014:	Yes
Annual TTV (excl GST) last financial year:	Less than \$1m TTV

No participation fee is due for the period through to 30 June 2015

Submit ATAS Application

All sections of your application are now completed, you are now able to Submit your ATAS application.

[Submit Now](#) [Submit Later](#)

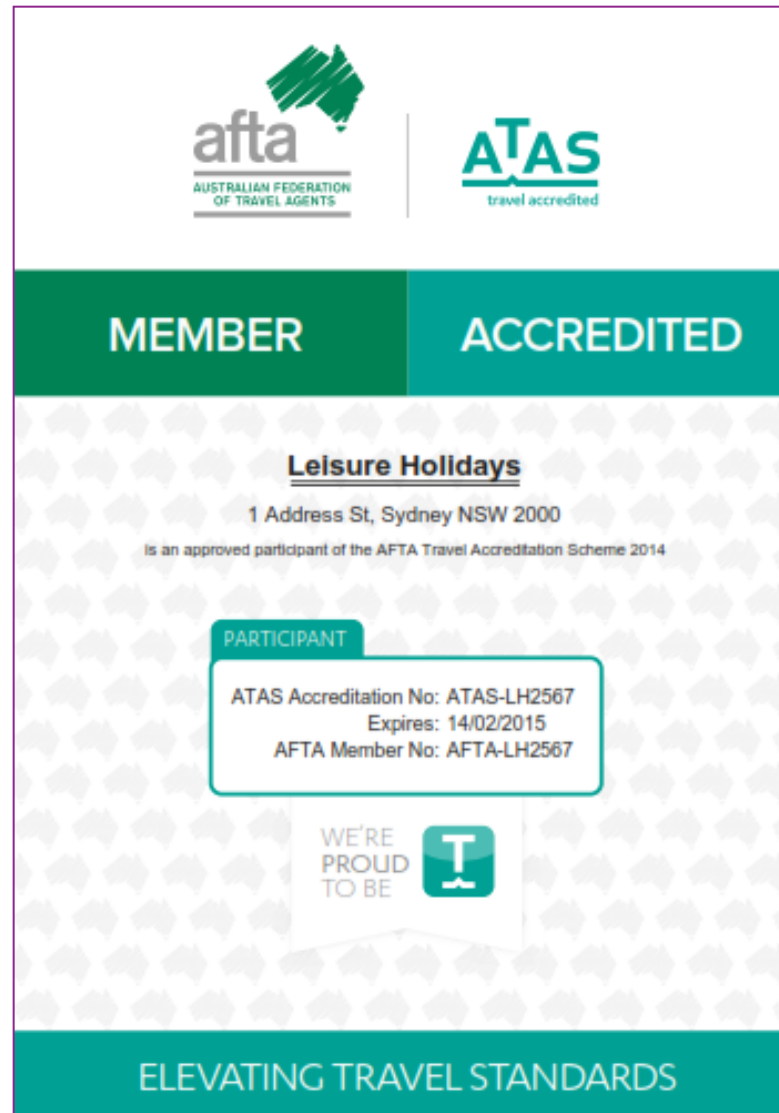
[Application Summary](#)

Application: Participant Fee

- Annual fee & divided into 7 categories
- Entity's annual gross total transaction value (TTV)
- Multiple office selling locations then TTV is for all locations under the single entity's ABN
- AFTA Full Member vs. Non AFTA Member
- Existing 2013/14 licence holders = no fees year 1 based on a 2 year commitment

ANNUAL ATAS PARTICIPANT FEES							
Category	1	2	3	4	5	6	7
TTV	< \$1M	\$1M - \$2.5M	\$2.5M - \$5M	\$5M - \$10M	\$10M - \$100m	\$100m - \$250M	> \$250M
AFTA Full Member	\$475	\$525	\$650	\$750	\$950	\$5,000	On applic.
Non AFTA Member	\$1,350	\$1,400	\$1,550	\$1,670	\$1,900	\$20,000	On applic.

Becoming Travel Accredited



ATAS participant renewals

- Provide financial documents annually to prove solvency
- Provide insurance policy details
- Continue to abide by ACL, Code of Conduct, Charter
- Sign Deed Poll

In summary, it's easy!

- ▶ **Print & read** the Application Guidelines – this will tell you all the documents and information you need when completing your application.
- ▶ Nominate an **Authorised Person** within your organisation who will complete the application process and sign the Deed Poll
- ▶ **Register** for a username and password to gain access to the “My AFTA” area.
- ▶ **Login** to “My AFTA” to start a new application
- ▶ Read all the information provided to you in My AFTA. It will help you complete your application! Be sure to **save** as you go.
- ▶ Complete all the **mandatory** fields and **upload** all the documents requested.
- ▶ Need to stop and return later? Simply save and **log out**. You can **login** at anytime and continue your application.
- ▶ **Submit** your application. Once all sections are complete you can submit your application. You will not be able to edit your application once submitted.
- ▶ **Help?** Still need assistance email compliance@afta.com.au

ATAS participant – what's next?

04

Participant Zone



follow us [Linked in.](#) [twitter](#)

Search ...



LOGIN HERE ...



REGISTER

If you're a new user and do not yet have a username/login.

REGISTER NOW »

PARTICIPANT ZONE

Accredited ATAS participants click here for access to the secure business support area.

LOGIN »

MY AFTA

Returning users log in to commence or access your ATAS application.

MY AFTA LOGIN »

AFTA

ATAS

Events

Education

News Hub

Contact

Become Travel Accredited today

ATAS

Participant Zone (secure login for accredited participant)



Home > Members

Exclusive Partner Offers

ATAS Logo and Brand Guidelines

Business Protection Information

Industrial Relations Hotline

Governance and Supporting
Business documents

ATAS WORKSHOPS:
BECOMING TRAVEL
ACCREDITED

PARTICIPANT ZONE

Welcome!

The Participant Zone has been designed with you in mind.

In this area of the website you will find useful resources to ensure you get the most out of your ATAS participation.

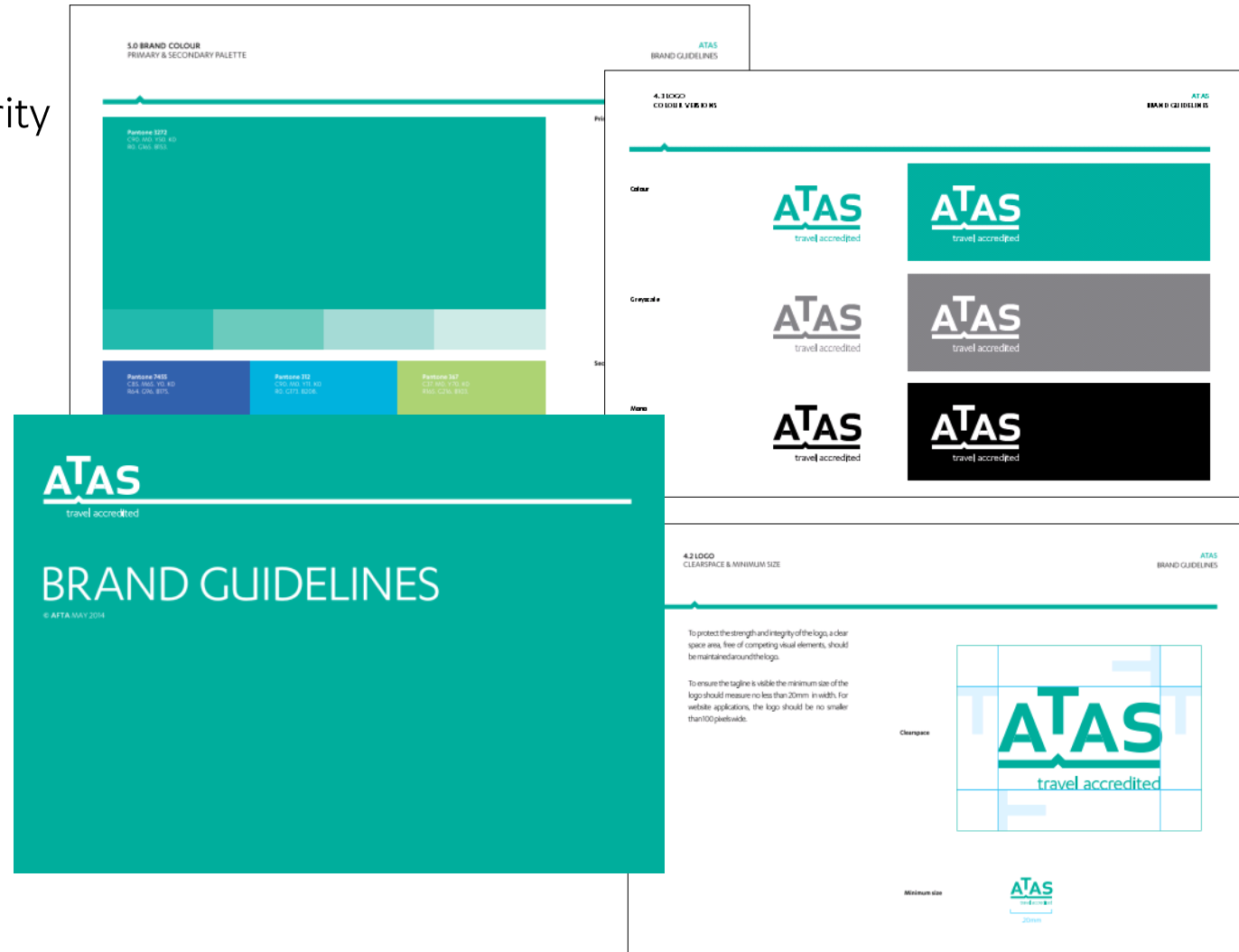
You now have access to:

- ▶ Governance and supporting business documents
- ▶ ATAS logos and brand guidelines
- ▶ Business protection information
- ▶ Exclusive partner offers

If you are not able to find what you're looking for or need further assistance, please contact us at atas@afta.com.au.

ATAS Brand Guidelines

- Maintaining brand integrity
- ATAS symbol
- Logo, colours, typeface
- Appropriate use
- Not appropriate use
- Report misuse
brand@afta.com.au



Sharing the message with your clients!

- ATAS – AFTA Travel Accreditation Scheme
- ATAS is governed by the industry body AFTA
- A brand new accreditation scheme for the travel industry – which sets strict criteria to ensure that only reputable businesses are accredited
- We are an accredited business who has met a set of criteria
- When booking with me we deliver high customer service standards
- Save you time & money, choice & flexibility
- Trained staff & systems listen & act on concerns you may have
- ATAS = a mark of industry quality

Invite you to use ATAS proudly...



Proud to be ATAS travel accredited logo

Invite you to use ATAS proudly...



Sample Website



Sample Travel Flyer



Sample Email Signature

Become Travel Accredited

Get on-board

Consumer campaign

WE'RE
PROUD
TO BE



United

Industry future

Questions?

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