

SUMMARY OF CHANGES ATAS CHARTER REVISION 5 EFFECTIVE 1 JULY 2018

1. **Background Checks:** addition of “formal background checks are required” for new applicants to determine fit and proper requirements are met, see cl 2.5(d).
2. **Fit and Proper:** addition of civil convictions in assessing whether an applicant is fit and proper (see cl 2.5(d)(ii) B(VI)).
3. **Solvency Definition:** Attachment D Solvency Definition revised to show greater transparency in how AFTA conduct financial assessment tests, see cl 2.5(d)(i).
4. **Workforce Development:** Increase from 30% to 50% of consumer facing staff that must hold a Certificate III – Travel, or equivalent (or recognition of prior learning of at least 2 years in a front-line travel selling position), see cl 2.5(j).
5. **Addition of Australian Consumer Law obligations:** the ATAS Code of Conduct has incorporated the Australian Consumer Law Guarantees and other obligations into the Service Quality Promise, see Code cl 3.2(a)(vi), (vii),(viii),(xi).
6. **Ineligible Complaints:** removal of some types of ineligible complaints, see cl 5.5(c).
7. **Time frames aligned:** discrepancies removed and business day references removed. Agents to acknowledge a complaint within 5 days and inform of an outcome within 21 days, see Code 5.1(c), (e).
8. **Change of name from ACCMC to ACAC:** the independent committee has been renamed from ATAS Code Compliance Monitoring Committee (ACCMC) to ATAS Complaint Appeal Committee (ACAC), see Attachment F Terms of Reference.
9. **Right of ACAC to reopen a closed complaint removed.**
10. **ACAC Terms of appointment:** adjusted to stagger end of appointment dates, see Attachment F Terms of Reference, cl 5.2.