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## ATAS Workshops: "Becoming Travel Accredited"

Register now for the ATAS Workshops: "Becoming travel accredited"

ATAS applications will open early May and AFTA is running a series of workshops for applicants.

The workshops will outline how travel intermediaries can apply to become "travel accredited", showcase the new AFTA website, the online application process, ATAS marketing initiatives, and provide an overview of the supporting consumer awareness campaign to take place when the scheme officially launches from 1 July this year.

Make an informed decision about becoming ATAS accredited and join us at one of our workshops. There will be plenty of time to ask questions.

To secure your position at a workshop closest to you, simply [register here](#).

### Workshop dates and locations

Brisbane	Thursday 15 May	11.00am – 1.00pm	Mercure King George Brisbane
Perth	Tuesday 20 May	9.00am – 11.00am	Novotel Langley Perth
Adelaide	Wednesday 21 May	10.00am – 12.00pm	Crowne Plaza Adelaide
Melbourne	Wednesday 28 May	10.00am – 12.00pm	Rydges Melbourne
Sydney	Thursday 29 May	10.00am – 12.00pm	Vibe Hotel Sydney

**REGISTER NOW**

For those unable to attend the workshop session locations, we will also be holding a webinar session in early June. Email [atas@afta.com.au](mailto:atas@afta.com.au) if you are interested in attending the webinar session.

## New and improved AFTA website

We are excited to announce that a new website is coming soon!

Launching next week [www.afta.com.au](http://www.afta.com.au) will offer improved functionality, user friendly navigation, provide more relevant information more often, and deliver this through a fresh modern design. The functional flexibility of the new site will enable us to continue to provide excellent services to our existing members whilst also providing the critical infrastructure needed to effectively deliver the ATAS accreditation scheme.

The new website will feature a dedicated member self-service section giving members control over their own details, a secure participant zone where approved ATAS participants can access useful business support tools and templates, a user defined news feed, an easy step-by-step application process for ATAS accreditation and mobile responsive capability. Content for the site will be focused around AFTA at work, the new accreditation scheme- ATAS, Events, Education & Training and our News Hub.

The member-self service section and on-line application process will be released as part of a second development phase early May. Watch this space!

## Free AFTA Webinar – Complaint Management

**Tuesday 8 April – 11.00am (AEST)**

**What happens when a customer lodges a complaint? Is your business ready? Do you have an appropriate complaints handling framework?**

[Register](#) for our AFTA webinar ‘Complaint Management’ and learn about resolving complaints effectively. Our guest speakers will also teach you that appropriate complaints management can build consumer confidence and loyalty.

Demonstrating that your business has a complaint management process is one of the criteria for ATAS accreditation, so secure your position today.

For more info on our guest speakers [read here](#).

Kind regards,



Gary O’Riordan

General Manager – Accreditation

P 02 9287 9900

E [gary@afta.com.au](mailto:gary@afta.com.au)

