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REMINDER - 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 (space limited)

REGISTER NOW

ATAS Webinar - Becoming Travel Accredited

For those unable to attend the workshop session locations, we will also be holding a webinar session on Wednesday 4 June. For more information or to register for the webinar visit our [website](#).

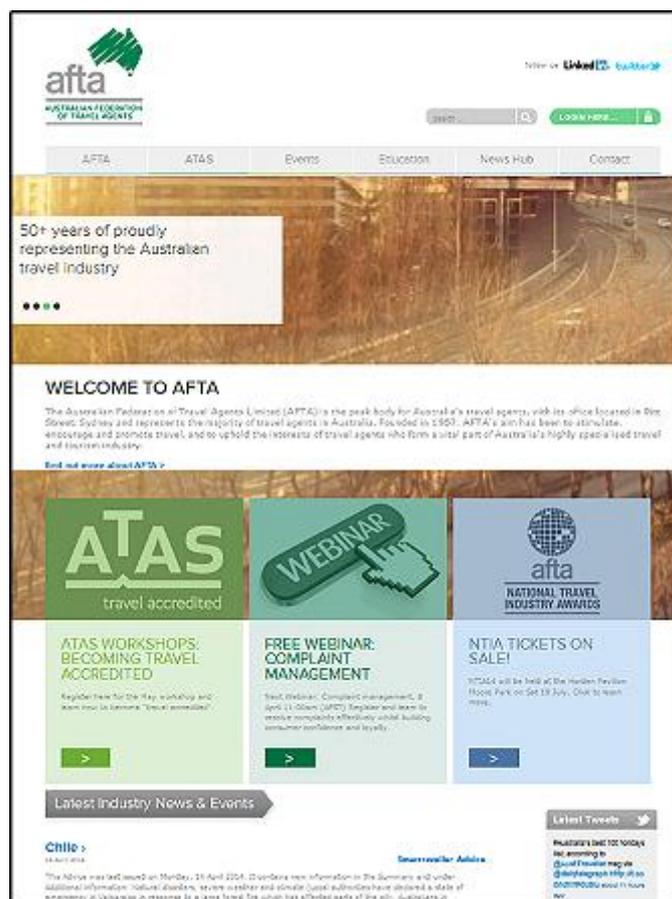
New and improved AFTA website

We are excited to announce that our new website is here!

- Enjoy improved navigation and accessibility
- Learn about AFTA's ongoing work in the travel & tourism industry
- Register for our May workshop: Becoming Travel Accredited
- Check out the latest industry news & events
- NTIA dedicated event pages
- Learn about ATAS & what is required when applications open in May
- Register or watch missed webinar sessions

Coming Soon:

- My AFTA - secure member area where you can manage your online ATAS application
- ATAS online application process
- ATAS Participant Zone



Complaint Handling – Top 10 tips

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

Missed our webinar on Complaint Handling? Don't worry, here are the top 10 tips when dealing with a complaint from our guest speakers from The Australian Commercial Disputes Centre.

1. Manage your emotions
2. Boomerang principle (you get what you give out)
3. Manage the 'emotion' first
4. Find some common ground
5. Explain why you appreciate the complaint
6. Acknowledge feelings and actions
7. Apologise if there has been a mistake
8. Actively listen
9. Clarify and avoid saying 'I understand'
10. Respond, acknowledge and explain

Want more info on this topic? Visit our [website](#) for the full webinar recording and presentation.

Free AFTA Webinar – Financial Considerations for your ATAS application

Tuesday 13 May – 11.00am (AEST)

AFTA continues to run a series of webinars to support travel intermediaries as they prepare to apply for ATAS accreditation when applications open next month.

This month's FREE 1hr webinar will walk you through what financial information you will be required to submit with your application. We will outline how we will determine financial solvency and apply any solvency tests if required.

We are pleased to announce that our guest speaker is Steve Heller from DFK Lawrence Varney, who will discuss best practice financial management.

For more info or to register visit our [website](#).



Kind regards,

Gary O'Riordan

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