

Australian Quality Tourism Framework



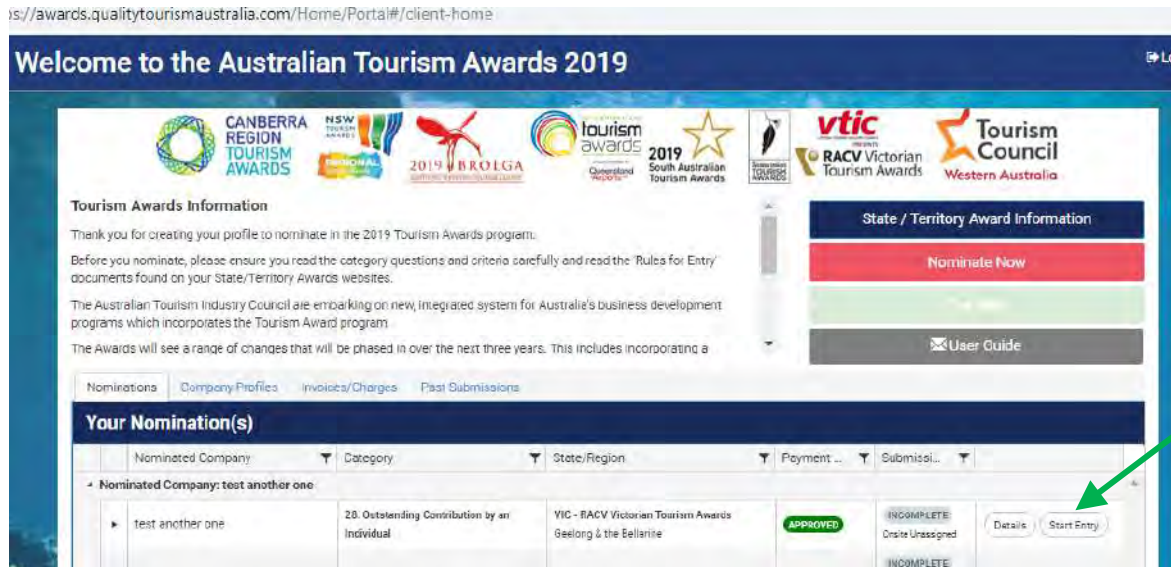
**Quality
Tourism**
Framework

**Australian Tourism Awards
Business Standards
USER GUIDE**

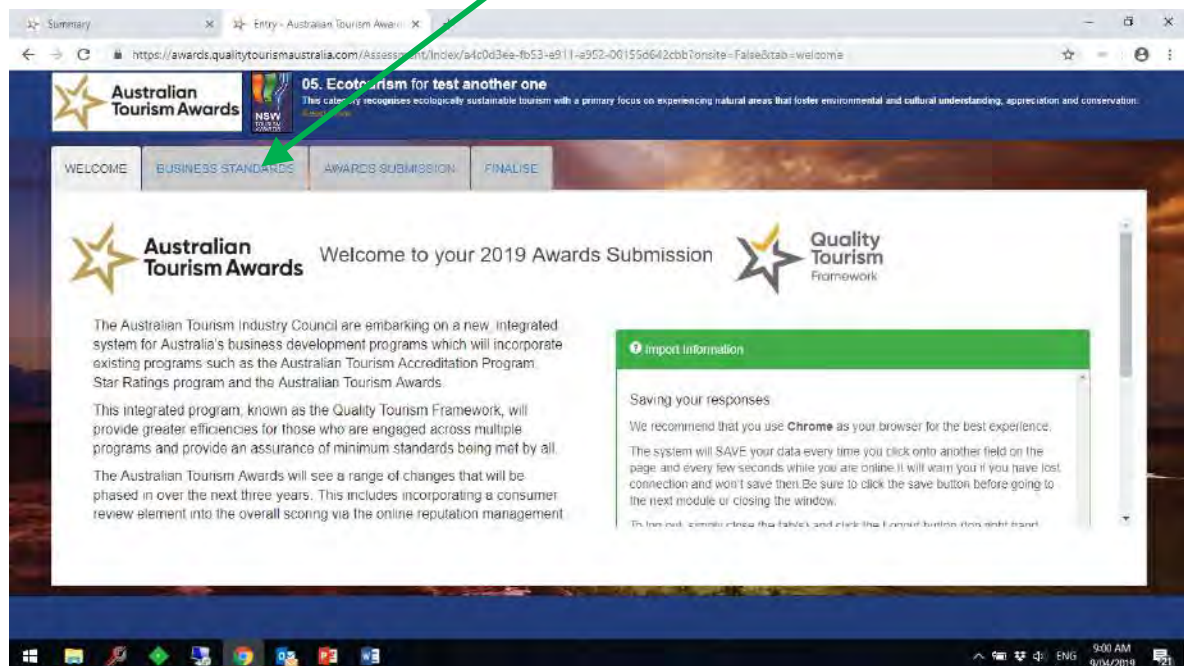
V1-1 : 9.4.2019

1. TIME TO START THE AWARDS SUBMISSION

When you have logged into the portal and gone to the Awards section, you will see a list of the categories that you have entered. Click on the Start Entry button related to the category you want to start entering data for.



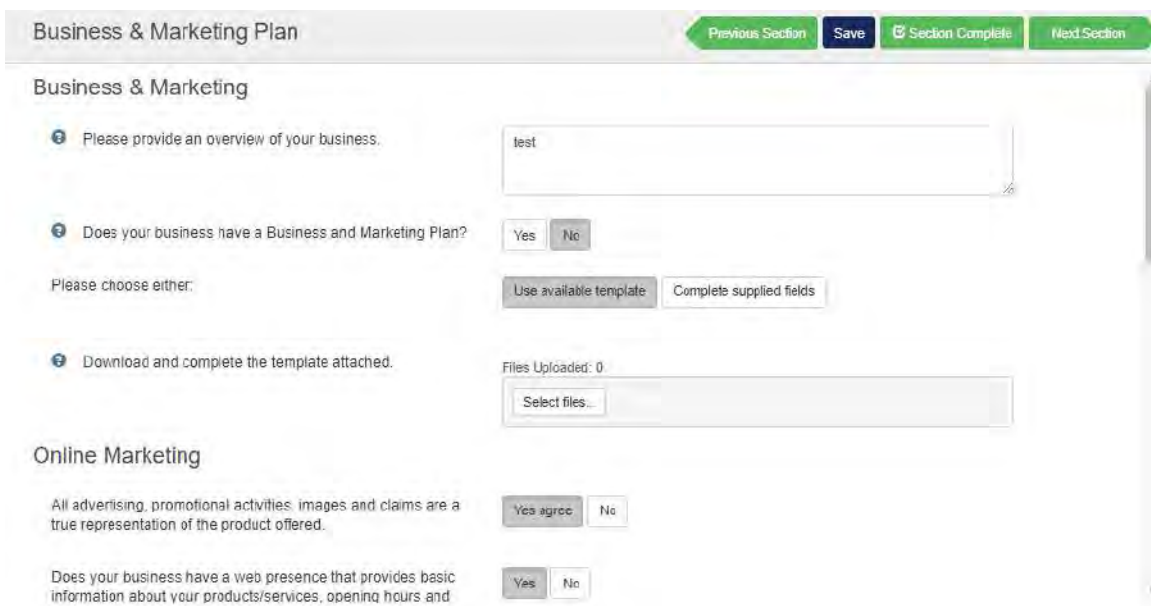
This will show you which modules you need to complete in conjunction with the Awards submission. As part of the Quality Tourism Framework, if you have not already achieved Quality Tourism Accreditation, you will be required to complete the Business Standards module before you can submit your Awards entry. You will only need to do this once for your organisation irrespective how many awards entries you are making.



The Business Standards section details are listed on the bottom of the screen or you can click on “Next Section” to move forward, or “Previous Section” to move back.



Select the correct response option or fill in the text fields.



As you make your way through the program the Progress Bar will indicate whether you have incomplete modules.



If a section has a red cross, then you have mandatory questions that have not yet been answered in that section.

You can continue to work on and save your application, but you will not be able to submit until these questions have been answered.

To identify which questions have not yet been answered, you can click on the Highlight Incomplete Question button and it will show by red star or red writing which ones have not yet been completed.

The screenshot shows the 'Licences, Permits & Compliance' section. The navigation bar includes 'Previous Section', 'Save', 'Highlight Incomplete Questions', and 'Next Section'. The section title is 'Licence/Permit'. There are three questions:

- Question 1: 'Does your business have the required tourism licences and permits to operate?' with 'Yes' and 'No' radio buttons.
- Question 2: 'Licence/Permit' with a text input field and a red star icon to the right.
- Question 3: 'Type of License' with a text input field and a red star icon to the right.
- Question 4: 'Reference Number' with a text input field and a red star icon to the right.

When all questions have been done in the section it will show Section Complete and the tab along the bottom will show a green tick.

The navigation bar now shows: 'Previous Section', 'Save', 'Section Complete' (with a green checkmark icon), and 'Next Section'.

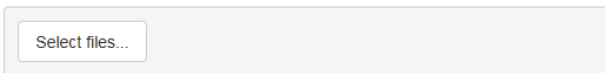
When you have completed all sections a Submit Business Standards button will appear – bottom right.

The screenshot shows a grey bar with the text 'All required sections completed.' and a green button labeled 'Submit Business Standards' with a checkmark icon.

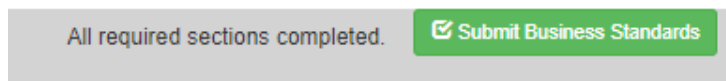
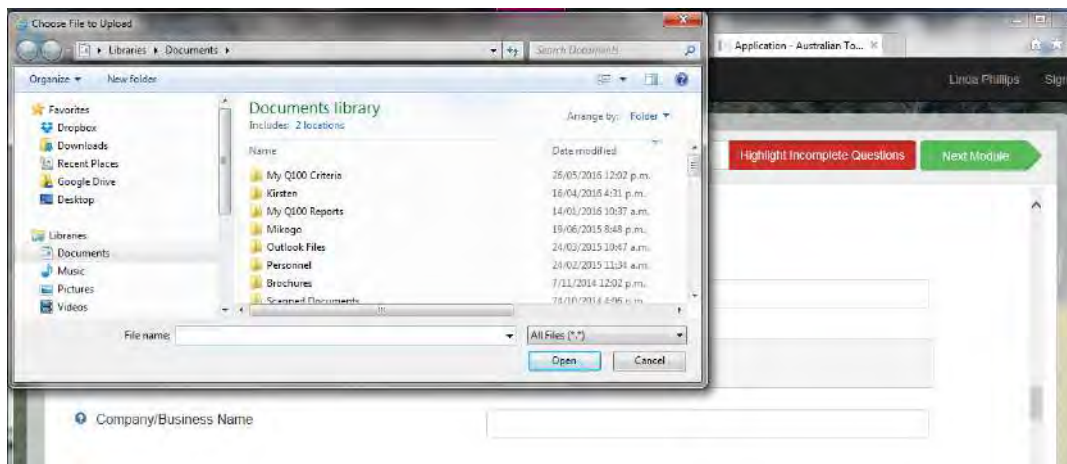
1.1 UPLOADING ATTACHMENTS/FILES/PHOTOS

Throughout the program, underneath the questions, you have the ability to upload attachments. This is provided so that if you already have documents in existence, you do not have to re-write them. Photos may also be attached. Unless it says optional, you have to attach something.

Please attach (optional)

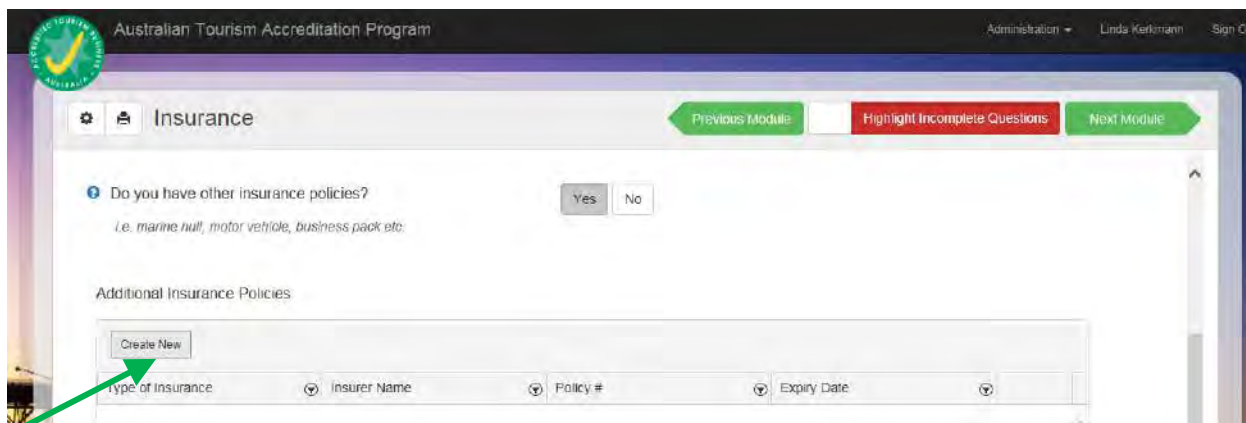


Click on the "Select files" button and a window will open. Select the chosen files, enter the file name and click on Open and it will save into your application.



1.2 ADDING ADDITIONAL INSURANCE/LICENCE INFO

When you have selected 'Yes' for additional Insurance or Licences, a new question appears. Click on Create New to open the tab to enter the details




Click on Create New to open the tab to enter the details.

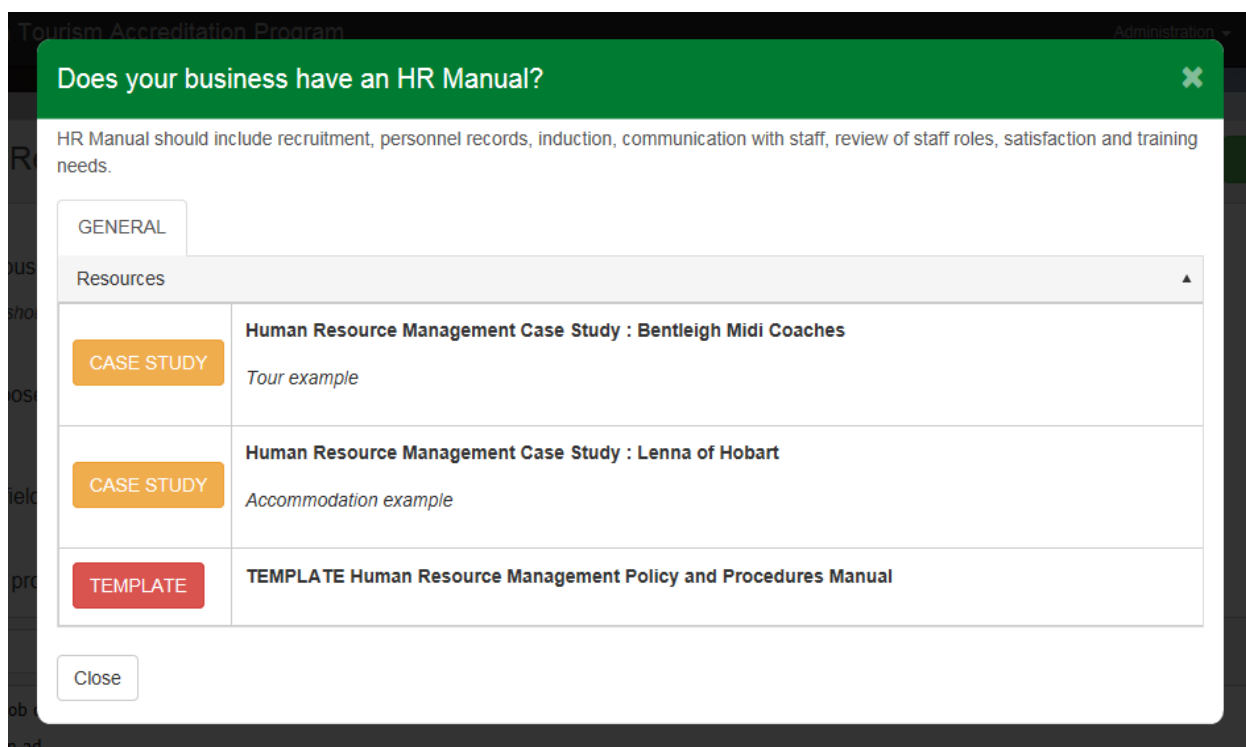
When details are entered, click on Create to save. Repeat these steps until all details are entered.

Type of Insurance	Insurer Name	Policy #	Expiry Date
Example additional insurance	AGI	1234 5678	18/08/2016

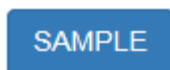
1.3 INFORMATION RESOURCES

Wherever you see the blue  there is more information available. Click on the icon to open a new pop-up.

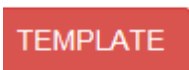
This will help you with what information the question requires. It will also give you relevant state information and links to further information and resources.



You may also see the following buttons:



If you are using the program to develop business practise there are samples available for you as a guide.



Templates are available for you to use in your business. You must tailor these to your business needs. Add your logo, make it relevant and adjust it to suit your business needs. Not all templates will be relevant to your business.



These show best practice within the industry. These demonstrate the importance of having the various operating policies and procedures, as well as showing how different businesses have approached the accreditation requirements.

2. CONTACT DETAILS

If you require any further information or if you encounter any difficulties, please contact the QTF Program Manager in your State or Territory.

If you do not have their details contact the ATIC Office:

Email: info@qualitytourismaustralia.com

Ph: 03 9978 6802

If you have technical issues please email SupportAustralia@qlbs.com or phone 1300 180614.