

USER GUIDE

Australian Tourism Accreditation Program (ATAP)



www.atap.net.au

INDEX

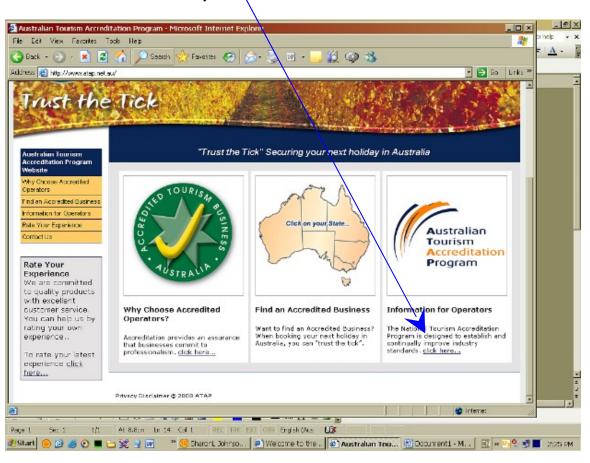
1.	Accessing the Online Program	.3
2.	Logging On	.4
3.	Selection Online / Offline	.6
4.	Uploading Attachments/ Files / Photos	.7
5.	Mandatory Questions	.8
6.	Information Boxes	.9
7.	Completing Program	0
8.	Offline Users	4
9.	Low-bandwidth Package (for all tools ONLY with Offline Program)1	5
10.	Saving the Offline Program	6
11.	Submitting the Offline Program Document	8
12.	Contact Details	8

1. ACCESSING THE ONLINE PROGRAM

NB: (If you have a dial-up connection you may wish to access the Offline version of the Program and the low-bandwidth package which contains all the tools, templates and more information scenarios) For more information see Section 8.

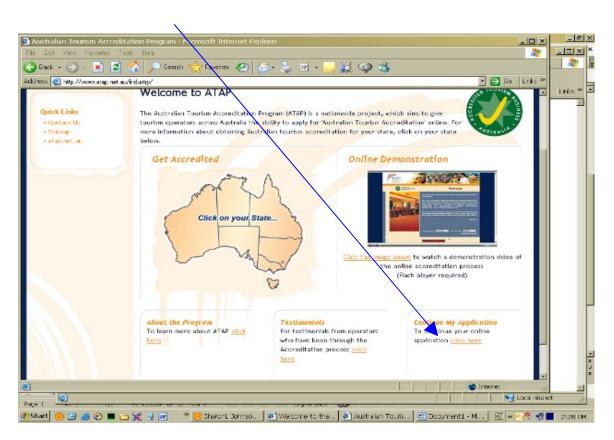
Ensure you have received your **User ID** and **password** from the Accreditation Manager.

Go to the site www.atap.net.au



Click on "Information for Operators".

Click on "Continue my application" located at the bottom right of the page.



2. LOGGING ON

This will then take you to the Login page (below).



Enter your User Name and Password and click on the Login button.



You will be presented with several options (shaded dark blue):

- 1. Start a new application (if this is your first time); **OR** Continue my application (if you have already commenced).
- 2. Access the ATAP toolset all templates, more information, samples etc. (For use when working **OFFLINE**.)
- 3. Offline Accreditation.
- **NB**: If you are working in **ONLINE** format all tools will be available to you throughout the Program.

3. SELECTION ONLINE/OFFLINE

If you have DIAL-UP INTERNET ACCESS or limited accessibility to the Internet, you may find working in **OFFLINE** format suits you better. To acquire this package and a **Low-Bandwidth Package** – (this contains all the attachments for the Program) please go to Page 14 for further instructions.



When you press "Start a new application" or "Continue my application" you will be presented with the opening page (above).

Section numbers and details are listed on the left and at the bottom you will see numbered squares which also equate to the sections.

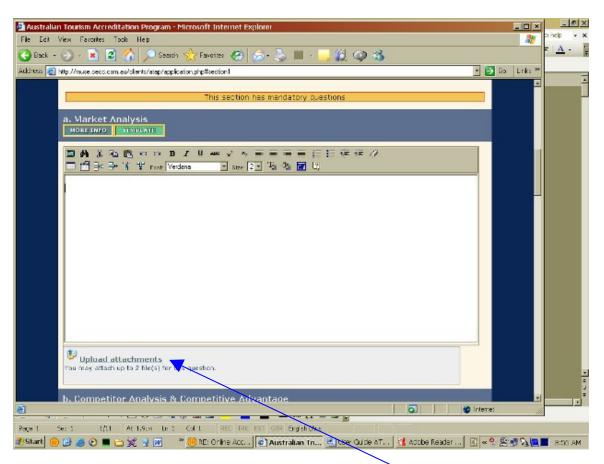
RED indicates an **Incomplete** section where there are mandatory questions.

GREEN is another important indicator – this means you have **SAVED** your documentation. It is important when working on the Program that you **SAVE** regularly and at the end of each section.

You can use either the numbering on the left or the buttons to travel to the sections.

PLEASE REMEMBER TO SAVE 🖬 YOUR WORK THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE!

4. UPLOADING ATTACHMENTS/FILES/PHOTOS



Throughout the program, underneath some of the boxes, 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. Photos may also be attached.

Currently, the default is set to two attachments per box. If you require more, please contact the Program Manager to re-set the defaults for you.

PLEASE REMEMBER TO SAVE 🖬 YOUR WORK THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE

Work through the sections, remembering to check the	MORE INFO	boxes for your
State and National information.		-

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	Section 1: Business Details	
	MORE INFO	
	This section has mandatory questions Registered Business or Company Name Commencement Date	
	More this section has mandatory questions Commencement Date My Company S1 December 2003 ACh, ABLY or Registration of Business varie Number Date of Issue	
	More this section has mandatory questions Commencement Date My Company Sile December 2003 ACN_ABLY or Registration of Business Vame Number Date of Issue 123 456 789 Sile December 2006 Preferred Business Name (This is the name that will appear on your Accreditation Certificate.) Entertime Entertime	Internet

5. MANDATORY QUESTIONS

You will note that there is a statement "*This section has mandatory questions*". <u>You must answer these</u> so that your application can be submitted to the Accreditation Manager for desktop verification.

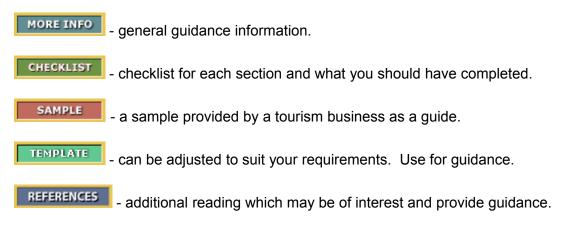
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Throughout the Program, you will find:

INFORMATION BOXES

6.



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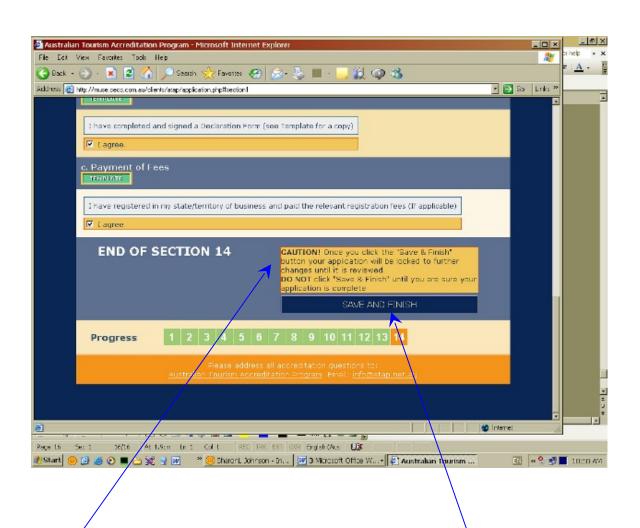
7. COMPLETING THE PROGRAM

Once you are satisfied that you have completed all sections of the program that apply to your business, please go to the bottom of the page on Section 14.

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Thaxe completed and signed a Declaration Form (see Template for a copy)		
I agree.		
c. Payment of Fees		
I have registered in my state/territory of business and paid the relevant registration fees (If applicable)		
I agree.		
Your application is not complete ! Section 3: 'Insurance Details' contains 'andatory questions that have not been answered Click on the bright red section numbers above to return to the section(s) you need to complete Once you have completed all mandatory questions, you will be able to save and finish the application		
Progress 1 2 3 4 5 6 7 8 9 10 11 12 13 14		
Pease address all accreditation questions to: eustralian fourism eccreditation = noram. Email: info@stap.nat.au		
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If you see this message, your application is not complete. Any uncompleted sections will show as RED. You must go back to the appropriate section and complete any unanswered or mandatory questions.

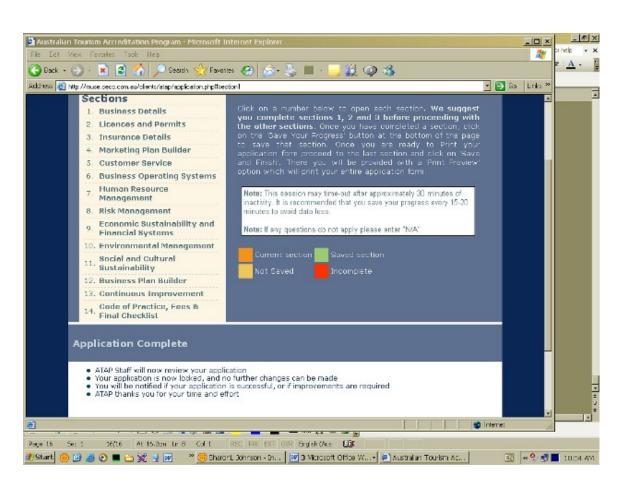
PLEASE REMEMBER TO SAVE YOUR WORK THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE



Once you have completed all the sections required, you will receive the message "CAUTION! Once you click the 'Save and Finish' button your application will be LOCKED to further changes until it is reviewed. DO NOT click 'Save and Finish' until you are sure your application is complete'."

If you are sure, click the dark blue button "SAVE AND FINISH".

PLEASE REMEMBER TO SAVE THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE



You will then see this window "Application Complete".

You will also have the option to print within Web Browser or print within Word.

PLEASE REMEMBER TO SAVE 🖬 YOUR WORK THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE

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Vois O Yes O No		Ĩ
Type of Business		
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Have any employees of the business completed any other business skilling programs? O Yes O No		
(If YES Please Specify)		
END OF SECTION 1 SAVE THIS SECTION SAVE AND CONTINUE TO SECTION 2 OOWNLOAD WORD COPY		
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Please address all accreditation questions to: <u>Australian Fourism Accreditation Program</u> , Email: <u>infortistap.net.au</u>	Ī	
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Throughout the Program, you will be presented with these options:

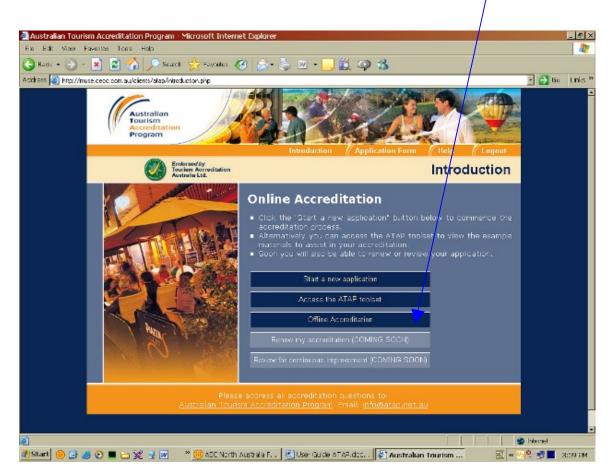
- 1. Save this Section
- 2. Save and Continue to Section X
- 3. Download Word Copy.

It is **IMPORTANT** that you **SAVE** regularly throughout this process. **There is no AUTO SAVE function**.

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

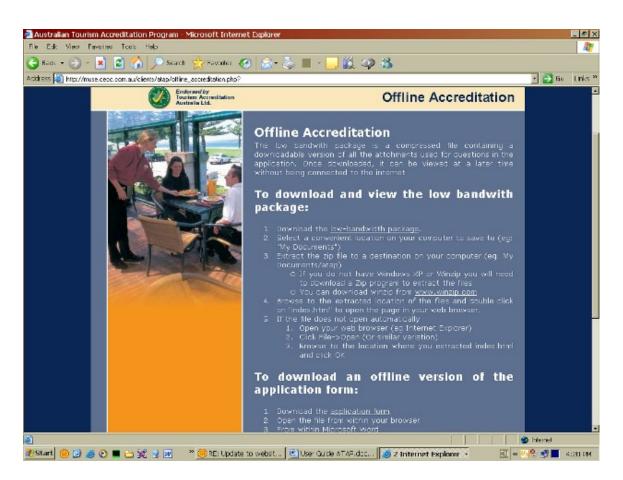
8. OFFLINE USERS

The first page of the Program will allow you to select the third option: **Offline Accreditation.**



You will then be taken to the next page which details both the **ATTACHMENTS** for the Program which are in a low-bandwidth package and the **OFFLINE** form.

Make the appropriate selection. PLEASE REMEMBER TO SAVE YOUR WORK THROUGHOUT THE PROGRAM



9. LOW BANDWIDTH PACKAGE

The low bandwidth package is a compressed file containing a downloadable version of all the **attachments** used for questions in the application. Once downloaded, it can be viewed at a later time without being connected to the internet.

To download and view the low bandwidth package:

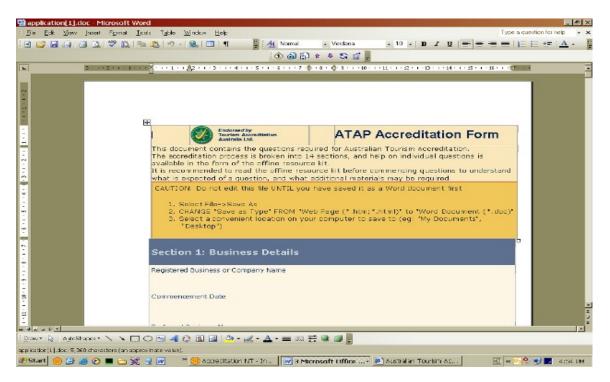
- 1. Download the low-bandwidth package.
- 2. Select a convenient location on your computer to save to (eg: "My Documents")
- 3. Extract the zip file to a destination on your computer (eg: My Documents/atap)
 - If you do not have Windows XP or Winzip you will need to download a Zip program to extract the files
 - You can download the free Winzip program from <u>www.winzip.com</u>
- 4. Browse to the extracted location of the files and double click on "index.html" to open the page in your web browser.
- 5. If the file does not open automatically
 - 1. Open your web browser (eg Internet Explorer)
 - 2. Click File->Open (Or similar variation)
 - 3. Browse to the location where you extracted index.html and click OK

10. SAVING THE OFFLINE PACKAGE

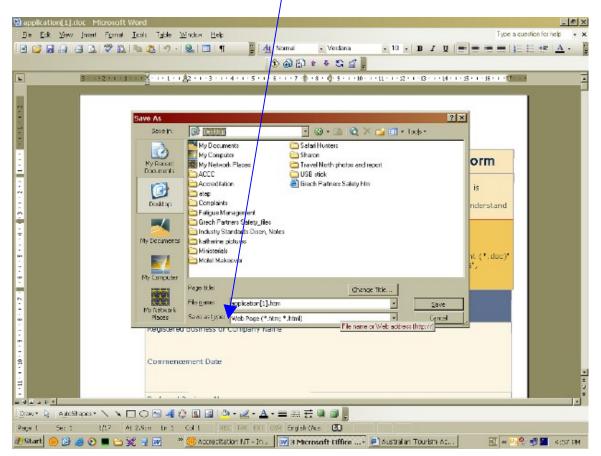
- 1. Download the <u>application</u>
- Select "Open," rather than "Save".

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The form will open like this:



 Change "Save as Type" FROM "Web Page (*.htm;*.html)" to "Word Document (*.doc)" Select a convenient location on your computer to save to (eg: "My Documents", "Desktop").



4. You will now be able to fill in the form using Microsoft Word.

NB: If the document does not download:

- Check that pop ups are allowed in your browser settings.
- Make sure you have a copy of Microsoft Word (or a compatible Word processing program) installed.

IMPORTANT: You are now working in Microsoft Word so saving regularly is important! If you wish to add attachments, use "Cut and Paste" or append to the end of the file.



11. SUBMITTING THE OFFLINE PACKAGE

When you have completed the offline program document in Microsoft Word, please either print and mail or email (dependent on the size of the document). If you require assistance with this aspect of the program, please contact the Accreditation Manager for further information.

12. CONTACT DETAILS

If you require any further information or if you encounter any difficulties, please contact the ATAP Program Manager in your State or Territory. If you do not have their details contact the National Project Manager, Sally Hollis:

Email: <u>shollis@tourismcouncilwa.com.au</u> Ph: 0407 191 813