

MARINE TOURISM ACCREDITATION

The Marine Tourism Accreditation Program is a module of the Australian Tourism Accreditation Program (ATAP). A business must meet the ATAP Online requirements in addition to the Marine Tourism Accreditation requirements to achieve 'Marine Tourism Accreditation'.



REQUIREMENTS CHECKLIST	MORE INFO ATAP ONLINE	ACHIEVED ✓
Business Operations		
Business Insurance		
▪ Where applicable insurance covers activities operating outside the vessel eg. swimming, snorkelling or walking on land	Section 3	
▪ Sufficient vessel/marine hull, vehicle and equipment insurance is held	Section 3	
Operating Licences		
The following Operating Licences are held and details included in Section 2: Licences and Permits;		
▪ Certificate of Survey – AMSA	Section 2	
▪ Certificate of Operation – AMSA	Section 2	
▪ Fishing Tour Licences – Department of Fisheries	Section 2	
▪ Tourism Transfer Licence – Department of Transport	Section 2	
▪ Omnibus Licence – Department of Transport	Section 2	
▪ Commercial Operations Licence – Department of Parks and Wildlife	Section 2	
▪ Wildlife Interaction Licence – Department of Parks and Wildlife	Section 2	
Marine Qualifications		
▪ Staff hold relevant Certificate of Competency	Section 2	
Marine Operations		
The business has met the National Standard for Commercial Vessels administered by the Australian Maritime Safety Authority (AMSA); Covering;	Section 9	

▪ Safety Management System	Section 9	
▪ Periodical Maintenance	Section 9	
▪ Emergency Procedures	Section 9	
▪ Severe Weather (Cyclone) Contingency Plan	Section 9	
▪ Record Keeping	Section 9	
▪ First Aid and Safety	Section 9	
The business has documented policies and procedures for the following and acknowledges they have met the WA Marine Tour Operators Best Practice Standards in these areas;		
▪ Docking and Departure Procedures	Section 7	
▪ Pre-departure Checks	Section 7	
▪ Embarkation/Disembarkation Checks and Procedures	Section 7	
▪ Food and Refreshments	Section 7	
Sound Environmental Practices covering;	Section 11	
▪ Mooring	Section 11	
▪ Anchoring	Section 11	
▪ Waste Management	Section 11	
▪ Marine Pests	Section 11	
The business acknowledges they have met the WA Marine Tour Operators Best Practice Standards for the following activities they undertake;		
▪ Fishing - The business has read and acknowledges the following publications;	Section 11	
○ Catch Care - Tips for Recreational Fishers – Department of Fisheries WA	Section 11	
○ Fish Welfare Code of Conduct – Recfishwest	Section 11	
○ National Code of Practice for Recreational and Sport Fishing – Recfish Australia	Section 11	
○ Recreational Fishing Guide – Department of Fisheries WA	Section 11	
○ Code of Conduct for Recreational Fishing in the Kimberley – Department of Fisheries WA	Section 11	
○ Code of Conduct for Recreational Fishing in the Pilbara – Recfishwest	Section 11	
○ Rowley Shoals Marine Park Information Guide – Department of Parks and Wildlife	Section 11	
▪ Diving & Snorkelling – The business has met the Department of Sport and Recreation Diving and Snorkelling Code of Practice	Section 11	
▪ Wildlife Interaction	Section 11	
▪ Collecting and Souveniring – The business follows the Department of Fisheries Recreational Fishing Guide requirements	Section 11	

▪ Island and Lagoon Activities	Section 11	
▪ Visitor Education – Appropriate educational and interpretive materials are made available to guests	Section 11	
Customer Operations		
Customer Service		
The business has documented policies and procedures addressing the following;	Section 6	
▪ Receiving and Managing Bookings which includes;	Section 6	
o Bad weather policy	Section 6	
o Cancellation policy noting 'no-refund' or 'alternate tour offering' communicated to guest at time of booking	Section 6	
▪ Handling Customer Feedback and Complaints which includes;	Section 6	
o Customer feedback is sought within 2 weeks of a tour	Section 6	
o All negative customer feedback is responded to within 7 days	Section 6	
o The business keeps a record of all feedback for a period of 12 months to track trends and issues	Section 6	
▪ All guests are offered assistance when embarking and disembarking from a vessel	Section 6	
▪ All staff wear neat well-presented uniforms with name tags	Section 6	
▪ All staff have written job descriptions that clearly outlines their role and responsibilities	Section 8	
▪ All staff are appropriately trained, covering:	Section 8	
o Customer service training	Section 8	
o Emergency evacuation training	Section 8	
o Delivery of interpretive and educational information	Section 8	
Social and Cultural Sustainability		
▪ The business respects traditional owners' cultural values and assets and acknowledges the following publications;	Section 12	
o WAITOC Cultural Protocols	Section 12	
o Tourism Australia's Aboriginal Tourism Protocols	Section 12	
o DAAs Simple Rules travelling through Aboriginal lands	Section 12	
▪ The business acquires entry permits for entry onto and through Aboriginal Lands where required by the Aboriginal Affairs Planning Authority Act 1972	Section 12	

I agree that _____ has met the Marine Tourism Accreditation requirements as outlined in the above checklist.
(Business Name)

Name

Signature

Date

Please save this form and upload it to 'Section 14f Marine Tourism Accreditation' of the ATAP Online Program.
Alternatively you can email it to accreditation@tourismcouncilwa.com.au or fax 08 9472 0111.

Evidence to support the above requirements should be uploaded into the relevant sections of the ATAP Online Program.