

2019 QUEENSLAND TOURISM AWARDS BUSINESS STANDARDS AND ACCOMMODATION STANDARDS

Click 'Start Entry' in your nomination Dashboard

Tourism Awards Information

Thank you for creating your profile to nominate in the 2019 Tourism Awards program.

Before you nominate, please ensure you read the category questions and criteria carefully and read the 'Rules for Entry' documents found on your State/Territory Awards websites.

The Australian Tourism Industry Council are embarking on new, integrated system for Australia's business development programs which incorporates the Tourism Award program.

The Awards will see a range of changes that will be phased in over the next three years. This includes incorporating a consumer review element into the overall scoring via the online reputation management system, ReviewPro, as well as a thorough review of all questions

State / Territory Award Information

Nominate Now

Pay Now

User Guide

Nominated Company	Category	State/Region	Payment	Status
Gem B&B	21. Standard Accommodation 4.5 (Accommodation Standard Rating) Hosted Accommodation	QLD - Queensland Tourism Awards Mackay (Mackay Tourism Limited)	PAID	INCOMPLETE Onsite Unassigned Business Standards Required

You will need to complete all tabs outlined at the top of the page:

Australian Tourism Awards

WELCOME BUSINESS STANDARDS ACCOMMODATION STANDARDS AWARDS SUBMISSION FINALISE

Australian Tourism Awards Welcome to your 2019 Awards Submission **Quality Tourism Framework**

The Australian Tourism Industry Council are embarking on a new, integrated system for Australia's business development programs which will incorporate existing programs such as the Australian Tourism Accreditation Program, Star Ratings program and the Australian Tourism Awards.

This integrated program, known as the Quality Tourism Framework, will provide greater efficiencies for those who are engaged across multiple programs and provide an assurance of minimum standards being met by all.

The Australian Tourism Awards will see a range of changes that will be phased in over the next three years. This includes incorporating a consumer review element into the overall scoring via the online reputation management system, ReviewPro, as well as a thorough review of all questions to ensure relevancy to the specific category being entered in to.

For 2019 there are some small adaptations to some category descriptors and questions. In addition, the minimum standards of the framework will be incorporated into the question set to ensure that all entries into the awards program are operating legitimately. For those that are accredited through the Quality Tourism Framework (formerly known as the Australian Tourism

Import Information

Saving your responses

We recommend that you use Chrome as your browser for the best experience.

The system will SAVE your data every time you click onto another field on the page and every few seconds while you are online. It will warn you if you have lost connection and won't save then. Be sure to click the save button before going to the next module or closing the window.

To log out, simply close the tab(s) and click the Logout button (top right hand corner).

COMPLETING BUSINESS STANDARDS:

To complete the business standards, please click on the 'Business standards' tab above, this will load the question set for this section.

In order to complete this, please go through and fill out each section until all the red crosses below are turned to green ticks. Once they all green, you can submit this section.

*If you have ATAP accreditation, this section will not appear in your portal.

Gem B&B Business Standards Next Section

The business standards will be demonstrated via a tourism business standards question set which determines the various components of your business.

When completed, you will be one step closer to obtaining Quality Tourism Framework accreditation and use of the Quality Tourism Framework trademark if you wish to pursue. You can discuss with your Program Manager the option of applying for official Quality Tourism Framework accreditation should you wish to do so.

Please follow the instructions and hints on answering the Business Standards questions.

You can navigate and respond to the different sections of the entry by clicking the menu items listed on the bottom of this page or simply click 'next section' to progress through.

Quality Tourism accredited businesses are not required to complete tourism Business Standards questions.

To assist you in completing the Business Standards a checklist of the criteria can be [downloaded here](#).

Please contact the Quality Tourism Framework Program Manager in your state if you require further assistance.

Saving your responses
We recommend that you use **Chrome** as your browser for the best experience.
The system will **SAVE** your data every time you click onto another field on the page and every few seconds while you are online. It will warn you if you have lost connection and won't save then. Be sure to click the save button before going to the next module or closing the window.
To log out, simply close the tab(s) and click the Logout button (top right hand corner).

[User Guide](#)
[Contact Us](#)

Intro Insurance ✖ Licences, Permits & Compliance ✖ Business & Marketing Plan ✖ Customer Service ✖ Business Operating Systems ✖ Risk ✖ ES&CR ✖

ACCOMMODATION STANDARDS

To confirm your category eligibility, please fill out the 'Accommodation standards' as soon as you can! To start, please click the 'Accommodation standards' tab and use the scroll bar on the right to click proceed.

Tourism Awards accommodation experiences that have obtained a rating of 3, 3.5 or 4 in the awards Accommodation Standards, or an official Star Rating of ... [Read more](#)

WELCOME BUSINESS STANDARDS ACCOMMODATION STANDARDS AWARDS SUBMISSION FINALISE

These standards will give you an indicative rating according to how highly you score in two key areas of assessment:

- Facilities & Services
- Quality & Condition

When completed, you will receive a report with details of your overall rating and how you have scored in specific areas.

Please note, this does not give your business an official Star Rating, however it does take you one step closer to obtaining an official star ratings and use of the Star Rating trademark if you wish to pursue. You can discuss with your Program Manager the option of applying for an official Star Rating should you wish to do so.

Clicking on the button below will open a new tab in your browser and take you to the accommodation standards portal.

Star Rated businesses are not required to complete Accommodation Standards questions.

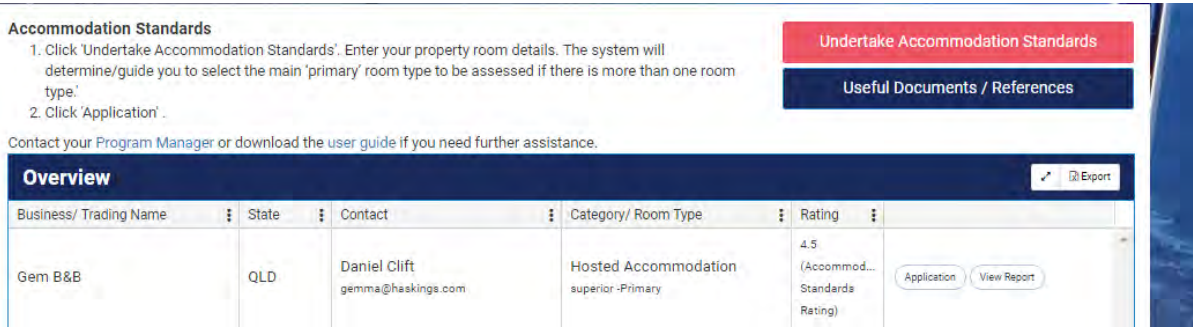
To assist you in completing the Business Standards a checklist of the criteria can be [downloaded here](#).

Please contact the Quality Tourism Framework Program Manager in your state if you require further assistance.

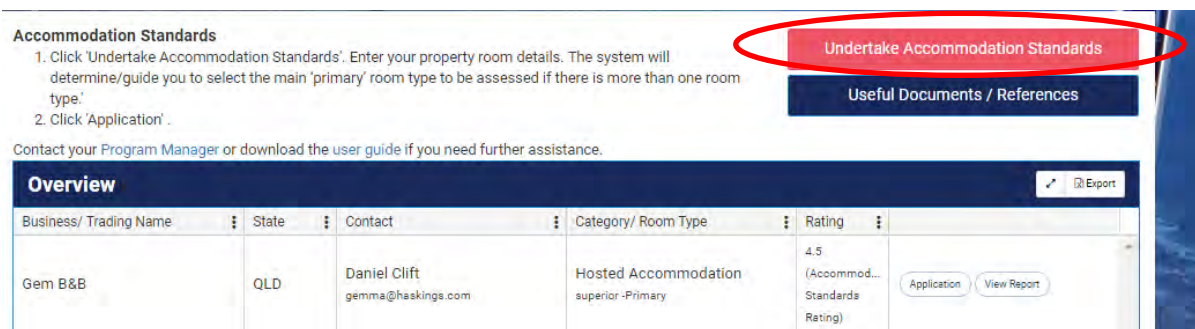
The Accommodation Standards Component has been Completed

[Proceed to Accommodation Standards](#)

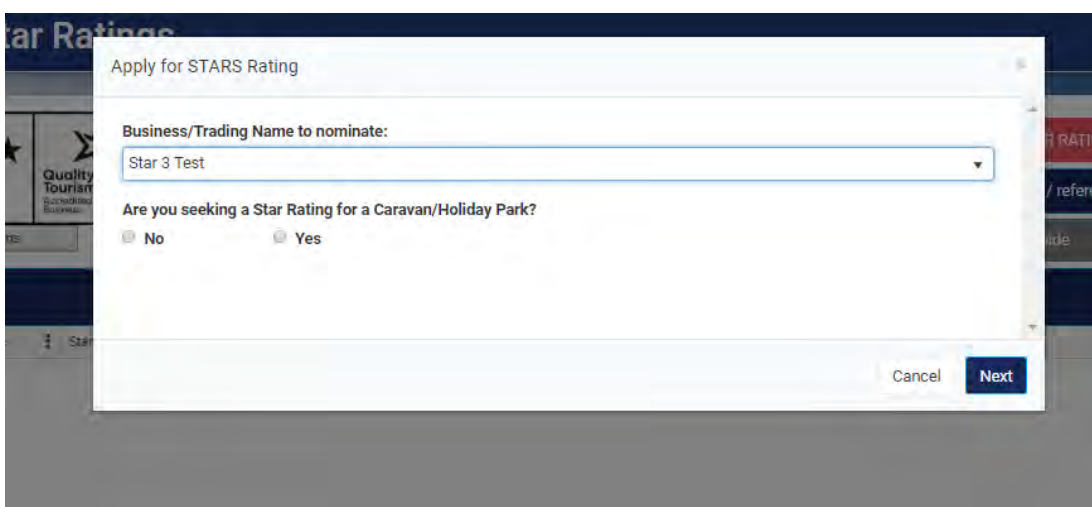
Once you hit proceed a second Tab will open, this tab will outline your accommodation dashboard and have your business name and application.



Click on the pink 'Undertake Accommodation Standards' button.



Select your Business name from the dropdown list. All the Businesses names that are associated with your log in will be listed here.



Read the explanations on how to complete each page. Click on "Add Room Type" to list all your accommodation details.

Apply for STARS Rating

Please identify the type and number of rooms per type. Unlimited number of room type/configurations are possible. The breakdown of rooms should equal the total number of the property. I.e. a Hotel could have **60 rooms** with 5 types

- Deluxe Suite – 3 rooms
- Superior Suite – 10 rooms
- Standard Suite – 20 rooms
- Standard Studio – 17 rooms
- Self-Contained – 10 rooms

Please click on the "+ Add Room Type" button to start adding rooms

Room Types		+ Add Room Type	Total Rooms: 10
Room Type	Nbr of Rooms		
Standard	10	Update Delete	

Previous Cancel **Next**

Apply for STARS Rating

Please identify the type and number of rooms per type. Unlimited number of room type/configurations are possible. The breakdown of rooms should equal the total number of the property. I.e. a Hotel could have **60 rooms** with 5 types

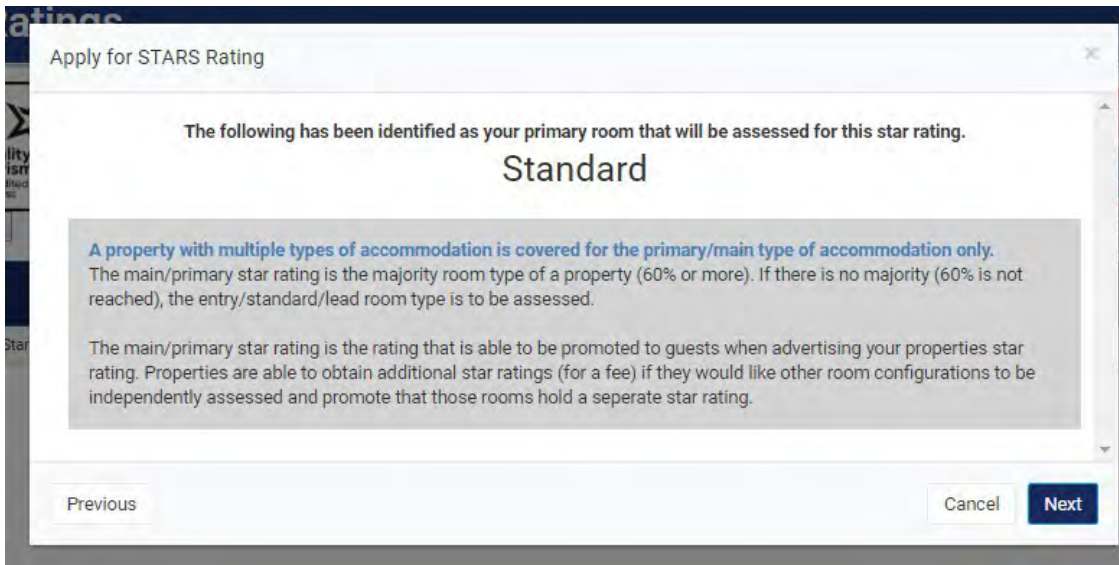
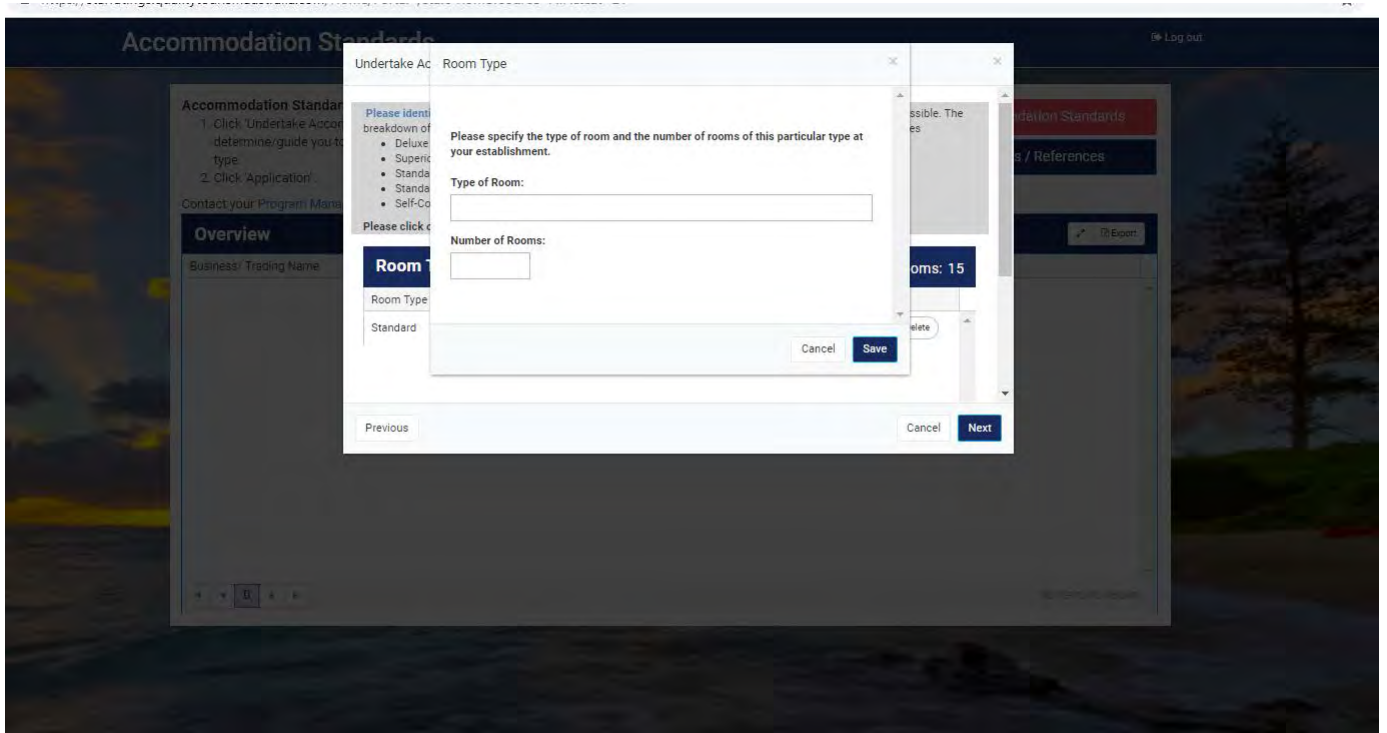
- Deluxe Suite – 3 rooms
- Superior Suite – 10 rooms
- Standard Suite – 20 rooms
- Standard Studio – 17 rooms
- Self-Contained – 10 rooms

Please click on the "+ Add Room Type" button to start adding rooms

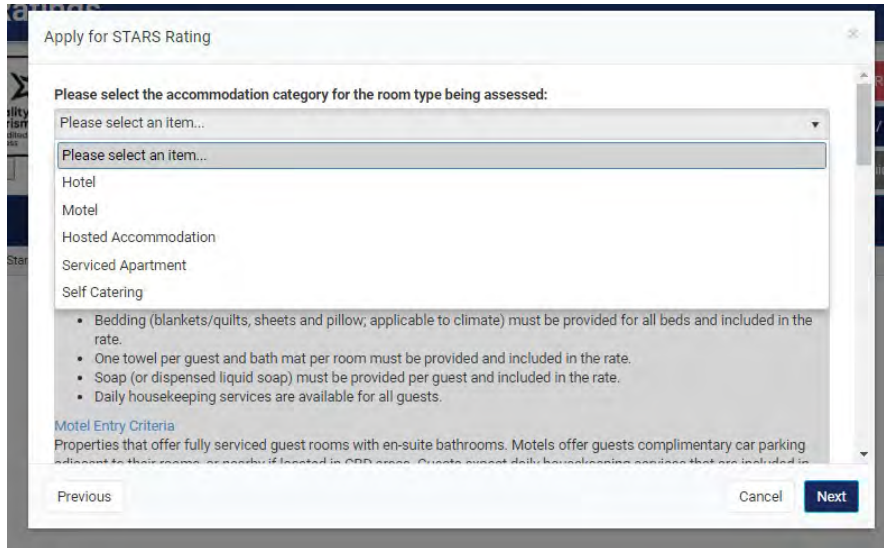
Room Types		+ Add Room Type	Total Rooms:
Room Type	Nbr of Rooms		

Previous Cancel **Next**

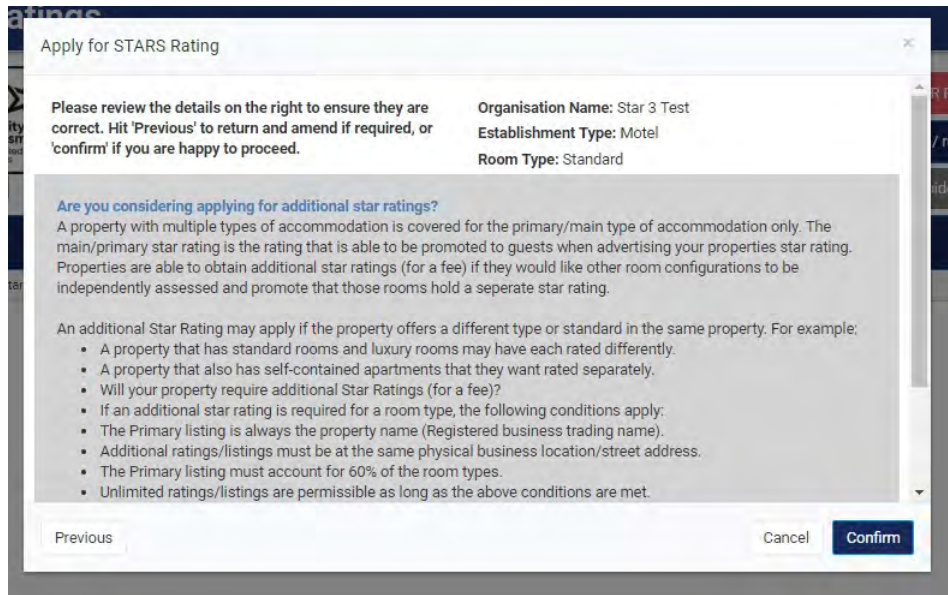
When adding the room type we suggest to ONLY ADD IN THE MOST COMMON ROOM TYPE. The assessment will be based on this, no need to add in any other rooms for awards purposes. Then hit the next button.



Then it's time to select which type of accommodation you are providing from the drop down.



You can then review what has been selected and either go back and change it or confirm details.



START FILLING IN THE DATA FOR THE ASSESSMENT

Your home page will show what has been selected.

Accommodation Standards

1. Click 'Undertake Accommodation Standards'. Enter your property room details. The system will determine/guide you to select the main 'primary' room type to be assessed if there is more than one room type.
2. Click 'Application'.

Contact your [Program Manager](#) or download the [user guide](#) if you need further assistance.

Undertake Accommodation Standards
Useful Documents / References

Overview ✎ Export

Business/ Trading Name	State	Contact	Category/ Room Type	Rating
QTIC	null	Brook Cook Group for hens Kayla.sanda@qtic.com.au	Hotel Standard-Primary	Application

Click on the Application button to start filling in the data. Read the instructions and the Important Information

Stars Caravan Park Test	QLD	Park Accommodation	Chalets Deluxe	Registering	Application Rooms Business Details
-------------------------	-----	--------------------	----------------	-------------	--

★★★★★
Accredited Accommodation
Quality Standard
Excellence

Stars Caravan Park Test (Park Accommodation)

Stars Accreditation Assessment Next Section

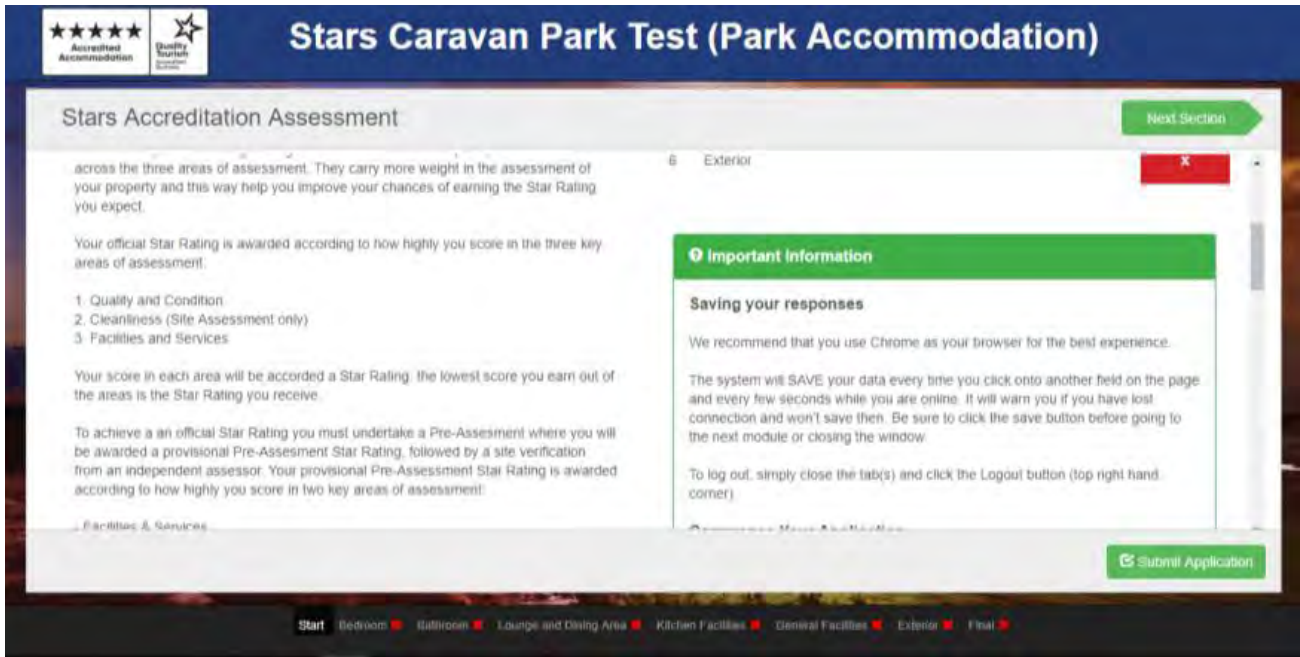
Welcome

Star Ratings are about standards – your standards, our standards and the standards expected by your guests. More than 200 criteria have been ranked by Australian travellers according to what's important to them. The 'Consumer Importance Weighting Index' is a proven evaluation technique originally developed by the Sustainable Tourism CRC at Victoria University.

Each of the three key assessment areas – Facilities and Services, Cleanliness, and Quality and Condition – are applied to aspects of a property, for instance, bedrooms, bathrooms, recreational facilities, in-room facilities and so on. Within each of these aspects, guests have similarly placed greater and lesser value on things that make up their experience. So, within the bedroom, guests place most value on the bed/size of the mattress, followed by bedding and window coverings/privacy. Look carefully at those things that guests value most and compare your standards across the three areas of assessment. They carry more weight in the assessment of your property and this way help you improve your chances of earning the Star Rating you expect.

#	Module Name	Complete
1	Bedroom	X
2	Bathroom	X
3	Lounge and Dining Area	X
4	Kitchen Facilities	X
5	General Facilities	X
6	Exterior	X

Submit Application



Your proposed rating is awarded according to how highly you score in two key areas of assessment:

1. Quality and Condition
2. Facilities and Services

There are different types of questions. If there are options, you must select one of them. If it's a checkbox, then you can leave it blank if your answer is No.

There are different types of questions. If there are options, you must select one of them. If it's a checkbox, then you can leave it blank if your answer is No.

Recreational Facilities
Previous Section
Save
Highlight Incomplete Questions

2.1 Swimming Pool

Swimming pool size

Large swimming pool (minimum size 15m x 5m or 75 sqm)

Medium swimming pool (minimum size of 10m x 4m or 40sqm)

Small swimming pool (minimum size 24sqm)

Swimming pool (size less than 24sqm)

None

Heated indoor pool within the complex

Pool towels available in-room/pool area/reception.

Rate the condition of the Pool

Degree

None

Light

Moderate

Severe/Heavy

N/A

Frequency

None

Few Issues (< 3)

Some Issues (3-4)

Major Issues (> 4)

N/A

Recreational Facilities Previous Section Save Highlight Incomplete Questions

2.1 **Swimming Pool**

Swimming pool size

Large swimming pool (minimum size 15m x 5m or 75 sqm).
 Medium swimming pool (minimum size of 10m x 4m or 40sqm)
 Small swimming pool (minimum size 24sqm)
 Swimming pool (size less than 24sqm)
 None

Heated indoor pool within the complex

Pool towels available in-room/pool area/reception.

Rate the condition of the Pool

Degree

None **Light** Moderate Severe/Heavy N/A

Frequency

None **Few Issues (< 3)** Some Issues (3-4) Major Issues (> 4) N/A

Quality questions have a dropdown list – you must select one.

UPLOADING ATTACHMENTS/FILES/PHOTOS

You are asked to upload photos if applicable, you can still get a rating if you do not upload photos, this is just some additional proof if you wish- **IT IS NOT A REQUIRED FIELD!**

Underneath each section of 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/if applicable, you have to attach something.

Please provide supporting images if applicable



At the bottom of each module there is an opportunity to make a comment pertaining to that module.

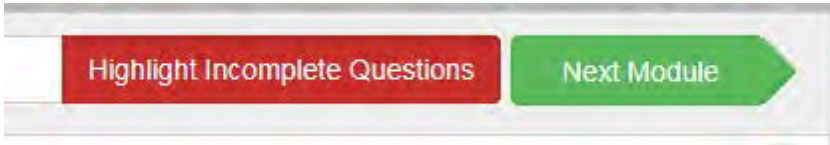
Do you have any further comments to add overall for Bathroom

COMPLETING THE ASSESSMENT

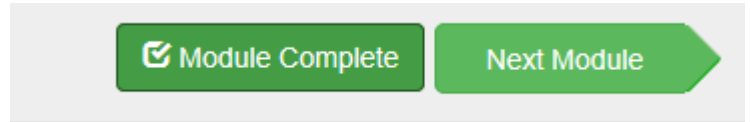
Once you are satisfied that you have completed all sections of the assessment that apply to your business, you can submit your application by clicking on the **SUBMIT APPLICATION** button.



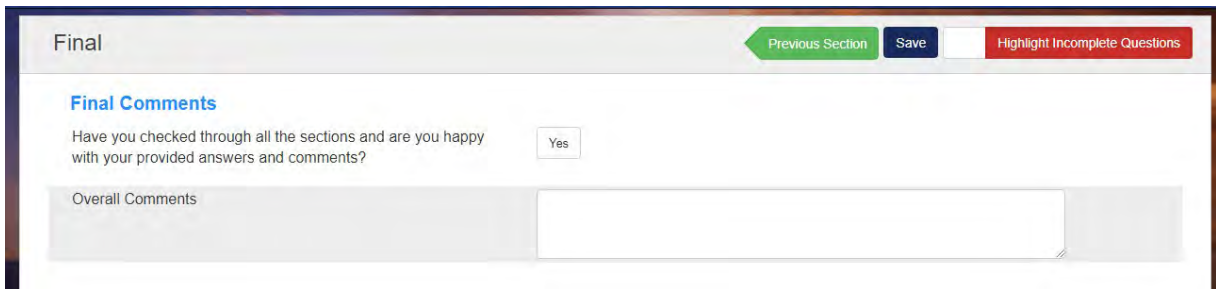
If any of the modules have a red cross, your application is not complete. You must go back to the appropriate module and complete any unanswered mandatory questions. To find which questions still need answering, you can click on the button, 'Highlight incomplete Questions'.



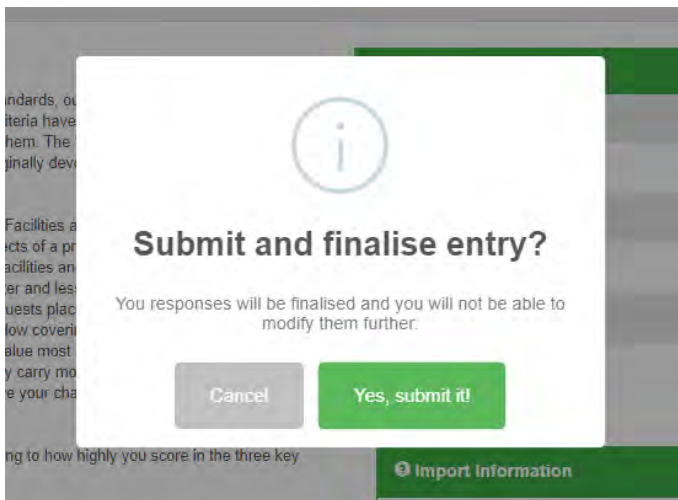
This will show all unanswered questions with a red border. Once all mandatory questions have been answered, the button will change to:



A Final module asks you to check everything and gives you the opportunity to make an Overall Comment.



When all modules are complete you are able to submit the application.



The system will then provide you with your proposed rating and this will be acknowledged on your nomination dashboard.

If you have any issues regarding the rating, please contact QTIC's Accreditation Manager.

Gemma Haskings | Accreditation Manager

Phone: [+61 7 3238 1980](tel:+61732381980) | Email: gemma.haskings@qtic.com.au | Website: qtic.com.au
Level 5, 189 Grey Street, South Brisbane QLD 4101

