



**ENTRANT GUIDELINES -
SUPPLIER CATEGORIES
25 - 34**

Gala Dinner & Awards Presentation
SATURDAY 18TH NOVEMBER

OVERVIEW FOR CATEGORIES 25 - 34

Categories & Eligibility Criteria

Please visit the AFTA website (www.afta.com.au) for the list of NTIA 2023 categories and eligibility criteria.

Awards Process for Most Popular Categories (#25 - 31)

Nominations: This category is subject to peer nomination. Following nominations, a one-step process will be used to determine the winner in this category.

Step 1: Eligible nominees will be asked to accept their peer nomination. Once the nominees have been confirmed and announced, there will be a three week voting period. The top 5 voted nominees will be confirmed as finalists.

Winner Determination: The winner is the supplier with the most number of votes received, and will be announced at the NTIA Gala Dinner and Awards presentation.

Voting Instructions

- Eligible nominees will be contacted during the week of 24/07/23 to accept their peer nomination.
- The voting period will commence on 28/08/23 and conclude on 15/09/23.
- Finalists will be announced during week starting 18/09/23.

Awards Process for Most Outstanding Categories (#32 - 34)

Nominations: This category is subject to peer nomination. Following nominations, a two-step process will be used to determine the winner in this category.

Step 1: Eligible nominees will be asked to accept their peer nomination and required to provide a written submission. A scoring matrix will also be made available to nominees to assist in crafting your responses.

All submissions will be assessed by an Independent Assessor and the top five (5) scoring nominees will be confirmed and announced as Finalists.

Step 2: The finalists' original submission will then be re-assessed by a panel of industry judges who will provide their own set of scores.

Winner Determination: The winner will be determined by the finalist with the highest combined score, and announced at the NTIA Gala Dinner and Awards presentation.

Submission instructions

- Nominees are required to submit a **written submission** addressing their category questions. This is listed in the following pages.
- Each question will have a word limit. Any text after this word limit will not be assessed.
- Nominees will be able to submit their written responses to the submissions portal between 07/08/23 and 20/08/23. That is, submissions will close 11.59pm AEST sharp, 20/08/23.
- Please ensure your responses relate to achievements over the last 12 months, from July 2022 – June 2023.
- Should your business be confirmed as a finalist, you won't need to provide another submission or answer additional questions. Your original submission will be re-assessed by a panel of judges.

SUBMISSION TERMS EXPLAINED

Below is an explanation of the instruction works you may come across in the submission questions.

Articulate

Express your ideas clearly and succinctly.

Compare

Identify similarities and differences between concepts, ideas or time frames.

Demonstrate

Show by example / evidence.

Describe

Provide a detailed explanation about the process / operation / feature.

Explain

Give a reason for; say why something occurred or came to be.

Outline

List the key features without going into intricate details; provide a high level overview.

Summarise

Give a condensed version that includes the main facts and omits irrelevant information.

CATEGORY 32 - MOST OUTSTANDING TRAVEL INDUSTRY TRAINING INSTITUTION

Submission Questions

- 1. Provide a general overview of your training institution. (200 words)**
 - Be succinct in your response by outlining the purpose and role of the institution, its unique value proposition and student demographic.
- 2. In your opinion, what is the biggest challenge facing travel education in Australia and how has your institution addressed this? (400 words)**
 - Outline the challenges facing travel education in Australia.
 - Summarise the ways your institution has addressed these.
- 3. How does your institution ensure its courses are credible and relevant to the evolving needs of the travel industry? (400 words)**
 - Describe how your institution updates its course content and structure.
 - Summarise other ways your institution has been able to maintain a standard of quality within its curriculum.
- 4. How have you supported your graduates? (400 words)**
 - Describe any programs or initiatives you have implemented to support graduates in their career development.
 - Summarise the successful outcome of these programs or initiatives.
 - For example, alumni network, mentorship programs, continuing education, or participation in independent accreditation such as AFTA Accredited Training Provider.
- 5. What are you most proud of as a training institution? (200 words)**
 - Provide a well thought-out and logical response.
 - Summarise your response by substantiating any of the answers given above.

CATEGORY 33 - SUSTAINABILITY AWARD - SUPPLIER

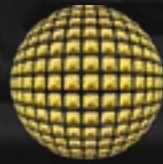
Submission Questions

- 1. Provide a general overview of the nature of your business and its commitment to sustainability. (200 words)**
 - Be succinct in your response by outlining your business values and objectives, and how sustainability is at the core of your operations.
- 2. What meaningful changes, either within your own business or in the wider community, have you implemented to demonstrate your commitment to environmental or social sustainability? (300 words)**
 - Environmental sustainability examples could include commitments and activities to:
 - reduce greenhouse gas emissions
 - reduce climate change impacts
 - support nature and biodiversity including sustainable tourism destinations
 - reduce waste and promote recycling.
 - Social sustainable examples could include commitments and activities to:
 - support/ promote inclusion and diversity (for example Gender; LGBTQIA+; Accessibility)
 - support/ promote Aboriginal and Torres Strait Islander employees, suppliers, communities and/ or customers
 - support/ promote community programs
 - support/ promote gender diversity
 - support/ promote health and safety.
- 3. Describe how you have engaged your clients on the sustainability journey. (400 words)**
- 4. What have been the positive benefits or impacts of these changes? (400 words)**

CATEGORY 34 - INNOVATION IN TRAVEL SUPPORT SERVICES

Submission Questions

- 1. Provide a general overview of your travel support service (200 words).**
 - Be succinct in your response by outlining the key aspects of your support service and practical applications for travel agency partners.
- 2. In the last 12 months, what innovative solutions has your business implemented to add value to your ATAS travel business partners? (500 words)**
 - ATAS travel businesses include travel agencies, tour operators, wholesalers and consolidators.
 - Outline the challenges that your ATAS travel business partners were experiencing.
 - Summarise the strategies or initiatives that have been introduced in response.
 - Describe how these strategies or initiatives addressed the needs of your ATAS travel business partners.
 - Explain how your solution is innovative, unique, or different from your competitors.
 - For example, integrating existing technology, development and implementation of new technologies, streamlining booking processes, training and education opportunities, marketing support.
- 3. What has been the outcome of your innovative solutions? (300 words)**
 - Describe the benefits to your ATAS travel business partners e.g., cost savings, automating manual tasks.
 - Summarise how your innovative solutions have positively impacted the overall customer experience.
 - Demonstrate, and provide examples of, customer satisfaction.



NATIONAL TRAVEL
INDUSTRY AWARDS

NTIA 2023