

MARINE TOURISM ACCREDITATION - APPLICATION CHECKLIST

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 ✓ or NA
Business Operations		
Business Insurance		
▪ Where applicable insurance covers activities operating outside the vessel eg. swimming, snorkelling or walking on land	Section 2	
▪ Sufficient vessel/marine hull, vehicle and equipment insurance is held		
Operating Licences		
The following Operating Licences are held and details included in Section 3: Licences and Permits;	Section 3	
▪ Certificate of Survey – AMSA		
▪ Certificate of Operation – AMSA		
▪ Fishing Tour Licences – Department of Fisheries		
▪ Tourism Transfer Licence – Department of Transport		
▪ Omnibus Licence – Department of Transport		
▪ Commercial Operations Licence – Department of Parks and Wildlife		
▪ Wildlife Interaction Licence – Department of Parks and Wildlife		
Marine Qualifications		
▪ Staff hold relevant Certificate of Competency	Section 3	

Marine Operations		
The business has met the National Standard for Commercial Vessels administered by the Australian Maritime Safety Authority (AMSA) by developing and implementing a Safety Management System (SMS). Areas covered include;	Section 3	
▪ Periodical Maintenance	Section 8	
▪ Emergency Procedures	Section 8	
▪ Severe Weather (Cyclone) Contingency Plan	Section 8	
▪ Record Keeping	Section 8	
▪ First Aid and Safety	Section 8	
▪ Docking and Departure Procedures	Section 7	
▪ Pre-departure Checks	Section 7	
▪ Embarkation/Disembarkation Checks and Procedures - including a passenger safety briefing	Section 7	
▪ Food and Refreshments	Section 7	
Sound Environmental Practices covering;	Section 9	
▪ Mooring	Section 9	
▪ Anchoring	Section 9	
▪ Waste Management	Section 9	
▪ Marine Pests	Section 9	
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;		
○ Catch Care - Tips for Recreational Fishers – Department of Fisheries WA		
○ Fish Welfare Code of Conduct – Recfishwest		
○ National Code of Practice for Recreational and Sport Fishing – Recfish Australia		

○ Recreational Fishing Guide – Department of Fisheries WA		
○ Code of Conduct for Recreational Fishing in the Kimberley – Department of Fisheries WA		
○ Code of Conduct for Recreational Fishing in the Pilbara – Recfishwest		
○ Rowley Shoals Marine Park Information Guide – Department of Parks and Wildlife		
▪ Diving & Snorkelling – The business has met the OSH requirements relating to the recreational diving industry and Department of Sport and Recreation Adventure Activity Standard for SCUBA Diving		
▪ Wildlife Interaction		
▪ Collecting and Souveniring – The business follows the Department of Fisheries Recreational Fishing Guide requirements		
▪ Island and Lagoon Activities		
▪ Visitor Education – Appropriate educational and interpretive materials are made available to guests		
Customer Operations		
Customer Service		
The business has documented policies and procedures addressing the following;		
▪ Receiving and Managing Bookings which includes;	Section 6	
○ Bad weather policy	Section 6	
○ 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	
○ Customer feedback is sought within 2 weeks of a tour	Section 6	
○ All negative customer feedback is responded to within 7 days	Section 6	
○ 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 5	
▪ All staff are appropriately trained, covering:	Section 5	
○ Customer service training	Section 5	
○ Emergency evacuation training	Section 5	

○ Delivery of interpretive and educational information	Section 5	
Social and Cultural Sustainability		
▪ The business respects traditional owners' cultural values and assets and acknowledges the following publications;		
○ WAITOC Cultural Protocols		
○ Tourism Australia's Aboriginal Tourism Protocols		
○ DAAs Simple Rules travelling through Aboriginal lands		
▪ The business acquires entry permits for entry onto and through Aboriginal Lands where required by the Aboriginal Affairs Planning Authority Act 1972	Section 9	

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 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.