



Welcome to the Summer edition of the AITT Newsletter! You will be kept informed on a regular basis on the latest industry developments, special offers for members and upcoming events.

Internationally recognised travel agency qualifications to be implemented

From January 1, 2006 there will be sweeping changes to the requirements for qualifications to be a travel agency consultant and travel agency manager.

A joint state government review panel operating under the National Competition Policy decided to remove all qualification requirements for travel agents who sell domestic-only travel.

The only licensing requirement for qualifications is a Unit of Competency THTSOP20A (which in industry jargon is Fares and Ticketing One) for a travel manager **or** to have worked in the industry in the last five years and have accumulated one year directly selling international travel. This is Australia-wide with the exception of the Northern Territory.

The effect is to make all travel qualifications redundant as the Unit of Competency is a hopelessly inadequate means of qualifying anyone for the responsibilities of agency management. AITT Inc. views the changes as an opportunity to allow

the industry to self-regulate qualifications for travel agency managers and staff.

Over the next few months, AITT Inc. will introduce a comprehensive range of industry qualifications to international standards. We will be working in close association with The Travel Institute in the USA to implement a complete series of new internationally recognised travel agency qualifications into the Australian travel industry.

In this global community, we need transportable qualifications to allow members of the travel industry the opportunity to work overseas and bring their expertise back to their home countries.

A more comprehensive press release will be made later in December 2005 when the AITT Federal Council ratifies the agreement with the Travel Institute.

Industry Advertising Guidelines

The ACCC has just released its 'Guidelines to Advertising in Travel' brochure. If you haven't yet received a copy of this most important document, please contact Lisa Taliga at AITT Federal Secretariat.

Remember, ignorance is not a valid plea for a defence. There are some major changes to the way you can now advertise, failure to adhere to the guidelines can result in prosecution under the Trade Practices Act.

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Re-election of Federal Council Directors



At the recent Federal Council Meeting on 29 October 2005, the following Federal Council Directors were re-elected:

- James Pegum - President
- Rob Gordon -Treasurer
- Harry Levin
- John Alway
- Gary Vial

Beware of credit card excesses on "free" travel insurance

The spate of recent terrorist attacks in London, Egypt and Turkey has caused a spike in travel insurance sales.

Insurance brokers warn that travellers relying on travel insurance attached to high end credit cards may have a false sense of security. Michael McAuliffe of Suresave Travel Insurance warns that while no excess applies to most travel insurance policies sold by travel agents, the credit card policies charge excesses from \$200-\$400 per claim. The policy attached to Westpac's Gold

Attitude has an excess of \$200, for example.

Conditions have also become tighter, with McAuliffe recalling one major bank cardholder being run over by a taxi outside an airport while on a stopover, only to find her insurance only covered her within the terminal.

Since the introduction of the Financial Services Reform Act in 2004, there seems to be a reduced consumer understanding because travel agents are no longer legally permitted to interpret policy

features, but instead must point clients to lengthy product disclosure statements.

Travel agency purchased travel insurance does cover injury and property damage sustained in a terrorist attack, provided the DFAT has not prior to departure issued a specific terrorist warning for the destination.

Policies do not cover cancellations due to fear and reluctance to travel due to terrorism threats.

ISE Card Offer for AITT members



The most generous offer from Graham Piercey of ISE cards to produce an AITT member card for all members is still available.

Today the ISE Card is sold in over 50 countries worldwide. It provides a great range of benefits at thousands of locations both in Australia and New Zealand as well as internationally.

All ISE discount offers are available to AITT card holders. In order to obtain a very handy industry ID card at zero cost, please supply Lisa Taliga at the AITT Federal Secretariat with a

recent passport size photo, along with your name and membership designation.

Remember the IATA card now sells for \$50. The ISE/AITT member card is **FREE** for financial members.

The AITT Members Handbook

Due to a publishing problem, the 2006 edition will be delayed until June 2006. For those members and other valued advertisers, we extend our most sincere apologies for the unexpected delay.

Should you wish to advertise in our 200 page, full colour handbook, which is circulated to 10,000 travel industry personnel and businesses, please call Lisa Taliga at the AITT Federal Secretariat.



Membership Fees

All AITT members are reminded that annual fees are now due and payable.

Best Wishes for the Festive Season

President James Pegum and all AITT Federal Councillors and State Chapters wish all our members a very Merry Christmas, a Happy Chanukah or a Happy Kwanzaa and of course a Happy and Prosperous New Year!



About the AITT



The Australian Institute of Travel & Tourism was established in 1966 by a number of Travel Industry leaders. It was born out of

AFTA and was the initiative of Stewart Moffat who for many years was its patron. The concept was that, while AFTA represented the employers in the industry concerned with industrial issues, AITT would become a forum for individuals,

with no hierarchy, focusing on professional development.

Over the years, AITT has developed into the only cross-sector industry association, allowing great networking opportunities and enhancing career management.

Today, AITT members are drawn from the full range of the travel & tourism industries, firms and organisations, including, hotels, tour wholesalers & operators, agencies, airlines, state tourism bodies, education & training institutions, personnel agencies and many more.

The Institute operates at a Chapter level, usually within a State or Territory. Its committee members are all volunteers as are those who make up the Federal Council. As a not-for-profit organisation, members support activities by subscription and fund raising events. All monies are returned to the industry in one way or another.

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