



AWARDS ONLINE PORTAL  
USER GUIDE  
2025

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### **FYI Moment**

Find things quickly!

Press [ctrl] + [F] and type in a distinctive word to help you find all sections you are looking for.

E.g.

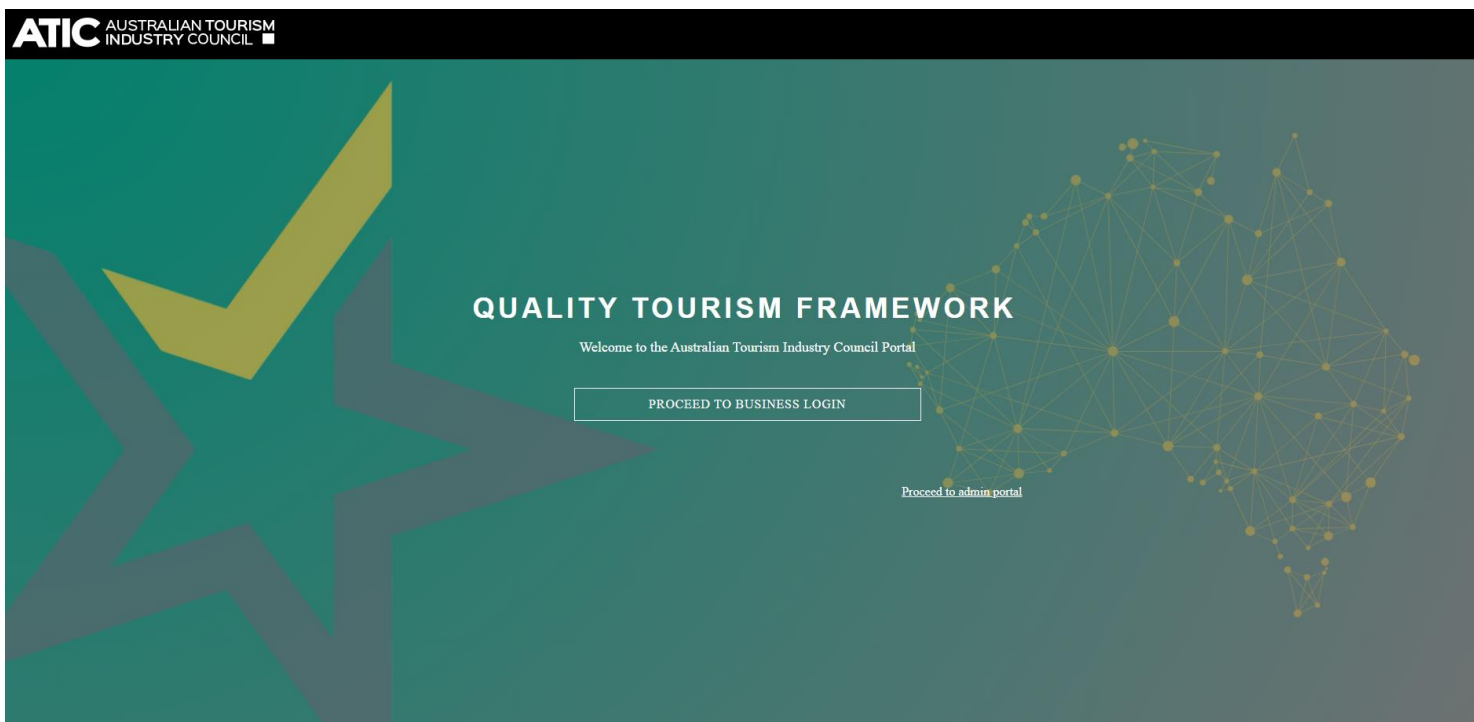
[ctrl] + [F] images

[ctrl] + [F] formatting

[ctrl] + [F] table

# Accessing the Awards System

1. The system is located at <https://online.qualitytourismaustralia.com/>
2. As an entrant: click on [PROCEED TO BUSINESS LOGIN]



## Signup

If this is your first time using the system - please make an account

A screenshot of the 'QUALITY TOURISM FRAMEWORK' signup page. The layout is identical to the login page, but with a 'SIGN UP' section. The instructions state: 'Please provide your details below. Password should be at least 8 characters and contain one number, one special character (e.g. !), and be combination of upper and lower case characters.' The form includes input fields for First Name, Last Name, Email, Confirm Email, Trading Name, State (a dropdown menu), Password, and Confirm Password. There is a prominent orange 'SIGN ME UP!' button and a smaller 'EXISTING USER? LOGIN HERE' link below it.

\*\*\*Your password will have to be deemed

**Password is Strong.**

for it to be accepted as a password in the system\*\*\*

Register your business by filling in all of the correct information.

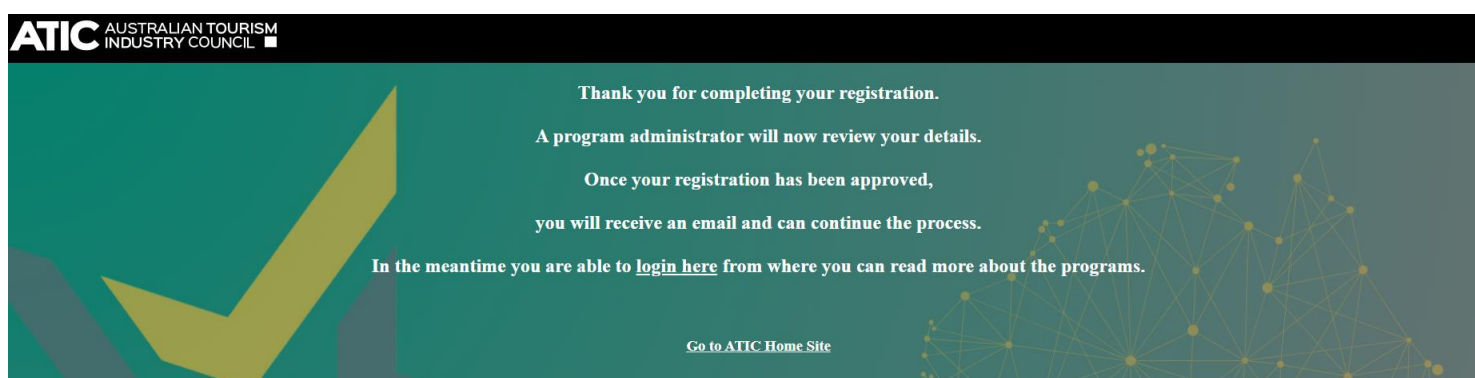
The screenshot shows the 'Registration' progress bar at the top, indicating 42% completion. Below it, the 'Business Information' section contains several fields: 'Business Name' (with a note about its use on accreditation certificates), 'Company Name', 'Commencement date of business' (with a calendar icon), 'ABN/ACN', 'What is your Business Structure?' (with a dropdown arrow), and 'Are the majority of the business owners First Nations?' (with 'Yes' and 'No' radio buttons). At the bottom, three buttons are visible: 'Show Incomplete' (circled in red), 'Saved ✓' (circled in green), and 'Submit Assessment'.

**[Save]** = Saving you answers (it automatically saves anyway)

**[Show incomplete]** to see fields you have missed. It will not let you submit until every questions on every page has been completed. Please note: you can enter a "X" or "n/a" if the question does not apply to you. EG: Booking.com link: N/A

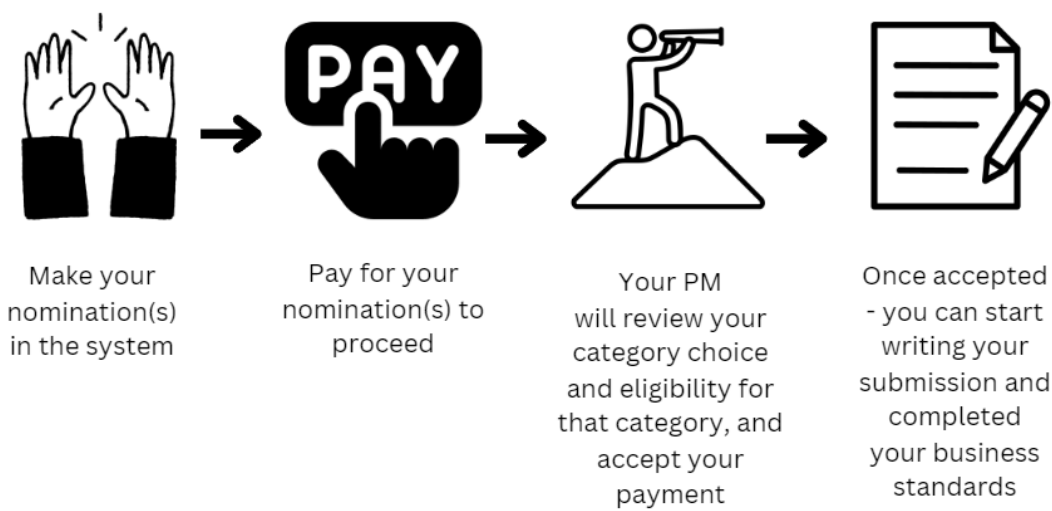
**[Submit Access]** = when you are ready to submit your business standards OR entry submission.

You will then be shown this screen when completed. Please login.



## How to Nominate in the awards

Process



Making a Nomination

Click on “nominate” to bring up this screen and choose which category to enter.

**ATIC**

Business: ATIC

+ Add business

userguide@awards.com

Logo

Welcome

User Guide

Manage Account

Resources

Cert & Logos

Nominate

Tip Tourism Town & Australian Tourism Award Nominations are now open for selected states.

Info on Programs

Find out more about our programs.

Enrol

For a new program

Available to members only

Pending Actions

Your Shiji ReviewPro account has been requested. You will receive an email with instructions once it's been activated Please make payment for your unpaid nominations in order to proceed

PAY

Program	Status	Action	Last Modified
11. Major Tour & Transport Operators Use correct spelling, punctuation & CAPSlock	Incomplete * Business Standards Required	Proceed to your Awards Entry	
26. Excellence in Accessible Tourism test - accommodation - user guide	Incomplete * Business Standards Required * Accessibility Standards Required	Proceed to your Awards Entry	

GO TO

Details

GO TO

Details

Import Answers

You will then see this page - READ ALL INSTRUCTIONS CAREFULLY.

Perth Airport WA Tourism Awards

State website

Nomination Details

Business Name: ATIC

Category:

State: WA

Region:

Fee(\$):

Employees:

How many employees in your business?

What region is your business in?

Please tick if member of the following:

☐ Tourism Council WA


Which category do you wish to enter?

Close

Next

## Make a nomination

Perth Airport WA Tourism Awards



Perth Airport

Western Australian Tourism Awards

State website

Nomination Details

Business Name:

ATIC

Category:

11. Major Tour & Transport Operators

State:

WA

Region:

Australia's South West

Fee(\$):

825

Employees:

25 employees or more

Please clearly write the name of the business/event/campaign/person EXACTLY how you would want it to be written on your trophy if you are successful. Be careful with spelling & punctuation as this title will be used throughout the awards process and show.

Use correct spelling, punctuation & CAPSlock

Please provide a brief description of your eligibility for this category (limit to 100 words).

100 word description provided by you so your PM can see if this is the right category for you...

Commencement date of your business

Day

Month

Year

06

JAN

2024

How many previous years have you entered these Awards?

Close

Previous

Next

Provide a brief description of why you are eligible to enter that specific category. Read the categories and their criteria CLOSLEY and make sure you have the right amount e.g: of staff, visitor numbers, facilities etc. to enter THAT category. If your Program Manager feels you are not eligible for that category, they will contact you to discuss. If they feel you are eligible, they will email you with approval, you can pay and then start writing your submission.

Businesses that commenced trading/visitation or service delivery for the first time WITHIN the qualifying period MUST enter the New Tourism Business category. They cannot enter any other category.  
1<sup>st</sup> July - 30<sup>th</sup> June is the qualifying period.

Please clearly write the name of the business/enterprise. Be careful with spelling & punctuation as this will be used for the award certificate.

Use correct spelling, punctuation & CAPSlock

Please provide a brief description of your eligible business.

100 word description provided by you so your PM can be aware of your business.

Commencement date of your business

Day	Month	Year
06	JAN	2024

are successful.

and these Awards?

Close Previous Next

\*\*\*Remember all fields MUST HAVE text in them. N/A will suffice\*\*\*

## Submit your Nomination

## Make a nomination

### Perth Airport WA Tourism Awards



**Perth Airport**  
Western Australian  
Tourism Awards

[State website](#)

### Nomination Details

**Business Name:** ATIC  
**Category:** 11. Major Tour & Transport Operators  
**State:** WA **Region:** Australia's South West  
**Fee(\$):** 825 **Employees:** 25 employees or more

Thank you for your nomination. If you are satisfied with the information you entered click the "submit" button to submit your nomination.

Note: To be able to gain access to your submission you will need to pay the required nomination fee. You can do this by clicking on the "Pay" button next to the relevant nomination(s).

Refer to your state/territory Awards website for conditions, rules of entry, category questions and deadlines.

Good luck!

[Close](#)[Previous](#)[Submit Nomination](#)

## Paying for your Nomination

For ease - make sure you nominate in all categories you want to enter before paying.

\*\*\*You must pay to start writing your submission\*\*\*

The [PAY] button is found here

Welcome  
**User Guide**

[Manage Account](#)[Resources](#)[Cert & Logos](#)

**Nominate**  
Top Tourism Town & Australian  
Tourism Award Nominations are now  
open for selected states.

**Info**  
on Programs  
Find out more about our programs.

**Enrol**  
For a new program  
Available to members only.

**Pending Actions**

Your Shiji ReviewPro account has been requested. You will receive an email with instructions once it's been activated. Please make payment for your unpaid nominations in order to proceed [PAY](#)

Program	Status	Action	Last Modified
11. Major Tour & Transport Operators Use correct spelling, punctuation & CAPSlock	Unpaid * Business Standards Required	Please make payment	<a href="#">Details</a>

You can pay via Invoice or Credit Card.

**Pay Nomination Fees**

**Order Summary**

- 11. Major Tour & Transport Operators (\$825)
- 26. Excellence in Accessible Tourism (\$825)
- 03. Major Festivals & Events (\$275)

**Total: \$1925**

Select a method of payment: ☒ Credit Card ☐ Invoice

Enter your credit card details below, and you will receive a receipt via email after payment.

Card number MM / YY CVC

**Pay Now**

Once you have paid for your nominations - you can start writing your entry to the awards.

**Welcome User Guide**

**Manage Account Resources Cert & Logos**

**Pending Actions**

Your Shiji ReviewPro account has been requested. You will receive an email with instructions once it's been activated.

Program	Status	Action	Last Modified
11. Major Tour & Transport Operators Use correct spelling, punctuation & CAPSlock	Incomplete * Business Standards Required	Proceed to your Awards Entry	<a href="#">GO TO</a> <a href="#">Details</a>
26. Excellence in Accessible Tourism test - accommodation - user guide	Incomplete * Business Standards Required * Accessibility Standards Required	Proceed to your Awards Entry	<a href="#">GO TO</a> <a href="#">Details</a> <a href="#">Import Answers</a>
03. Major Festivals & Events test - M F&F - user guide	Incomplete * Business Standards Required	Proceed to your Awards Entry	<a href="#">GO TO</a> <a href="#">Details</a>

### FYI moment

#### Regional Vs State

If you are nominating a business from a state that is also running regional awards, e.g. QLD, Whitsundays then the process to apply will differ slightly compared to the rest.

You will be asked to enter:

1. State Awards
2. Regional Awards
3. or Both.

If you choose 'Both' - it will be just 1 nomination you have to complete for the regional & state awards instead of 2.

## Business Standards & Accommodation Standards

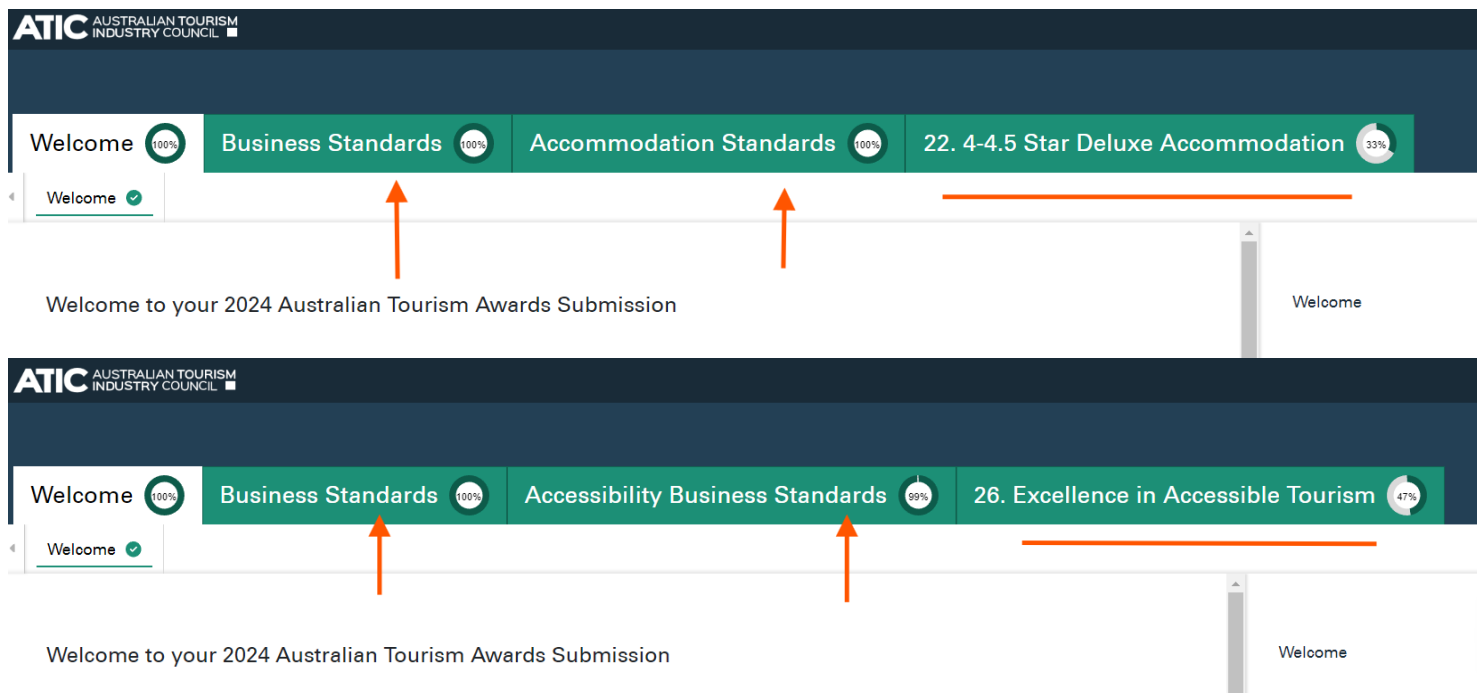
You are exempt from these if you are already accredited in the QTF.

But:

- You will need to complete the Business standards to enter the awards
- You will need to complete the Accommodation standards if entering an accommodation category
- You will need to complete the Accessible standards if entering the Excellence in Accessible Tourism category



You can find these as TABS when you access your category to start writing your submission. The last TAB will always be where you write your submission.



For further information on [how to complete the Business Standards](#) - please see the guide here...

For further information on [how to complete the Accommodation Standards](#) - please see the guide here...

For further information on [how to complete the Accessibility Standards](#) - please see the guide here...

## To complete your submission

You will not be able to submit your Awards entry until the Business Standards and/or Accommodation Standards have been submitted (if they are applicable).

If you enter the Accessible category - you also must complete these standards to be able to enter this category and cover all relevant parts of your business that caters to guests with accessible needs.

Once everything in your submission has been completed - you can navigate to the **Final** Tab.

- Please read through the information on the Final Tab and hit [Yes] to submit your entry
- If you are not able to hit [Yes] you have NOT completed everything
- You must have
  - o Business Standards completed
  - o Accommodation Standards submitted (if you are entering an accommodation category)
  - o Accessible Standards submitted (if you are entering an accessible category)
  - o Awards submission - **all questions completed**

for the [Yes] button to show at the end of the Entry.



## Media & Promotional Details

- Spelling, format of punctuation etc. will be carried over to trophies, award slides, award programs etc. if you are successful.
- Hero images will be used throughout the awards process - use images to showcase what your product/service is and make it easy for viewers to understand what your businesses does
  - o E.g. Hotel - show the rooms or pool
  - o Tour - show people enjoying being on the tour at an attraction
- FYI Moment - please name your images correctly.

## Dashboard Features

This screen is your DASHBOARD

### Top

- Manage your account - users, company details etc.
- Resources - view guides on how to use the system etc.
- Cert & Logos - download important assets that would be of use to you
- Make a nomination into the awards
- Info on Programs - see what else the QTF can offer you
- Enroll for a new program

### Middle (pending actions)

You can also see what is pending - this is where your nominations will show.

### Bottom (achievements)

Here you can see previous Achievements. This will be a log of all previous awards entries, alongside any QTF programs you have achieved.

**ATIC** Business: ATIC + Add business userguide@awards.com Logout

Welcome  
**User Guide**

[Manage Account](#) [Resources](#) [Cert & Logos](#)

**Nominate**  
Top Tourism Town & Australian  
Tourism Award Nominations are now  
open for selected states.

**Info  
on Programs**  
Find out more about our programs.

**Enrol  
For a new program**  
Available to members only

**Pending Actions**  
Your Shiji ReviewPro account has been requested. You will receive an email with instructions once it's been activated.

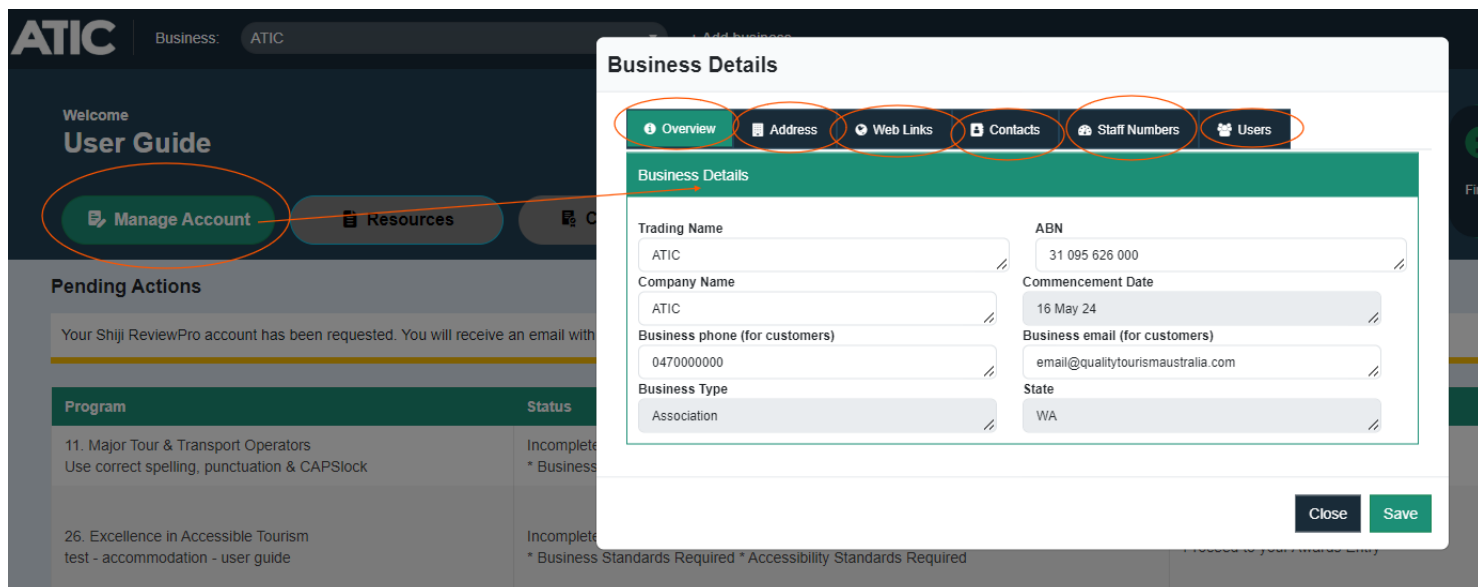
Program	Status	Action	Last Modified
11. Major Tour & Transport Operators Use correct spelling, punctuation & CAPSlock	Incomplete * Business Standards Required	Proceed to your Awards Entry	<a href="#">GO TO</a> <a href="#">Details</a>
26. Excellence in Accessible Tourism test - accommodation - user guide	Incomplete * Business Standards Required * Accessibility Standards Required	Proceed to your Awards Entry	<a href="#">GO TO</a> <a href="#">Details</a> <a href="#">Import Answers</a>
03. Major Festivals & Events test - M F&F - user guide	Incomplete * Business Standards Required	Proceed to your Awards Entry	<a href="#">GO TO</a> <a href="#">Details</a>

**Achievements**

[Accreditation](#) [Awards](#)

Program	Year
If you had any Award nominations from previous years, it would display here	

## How to edit your Account & Business Details



### Manage Account

**Overview** = Company details. Your company name will be carried through invoices so please make sure it is correct.

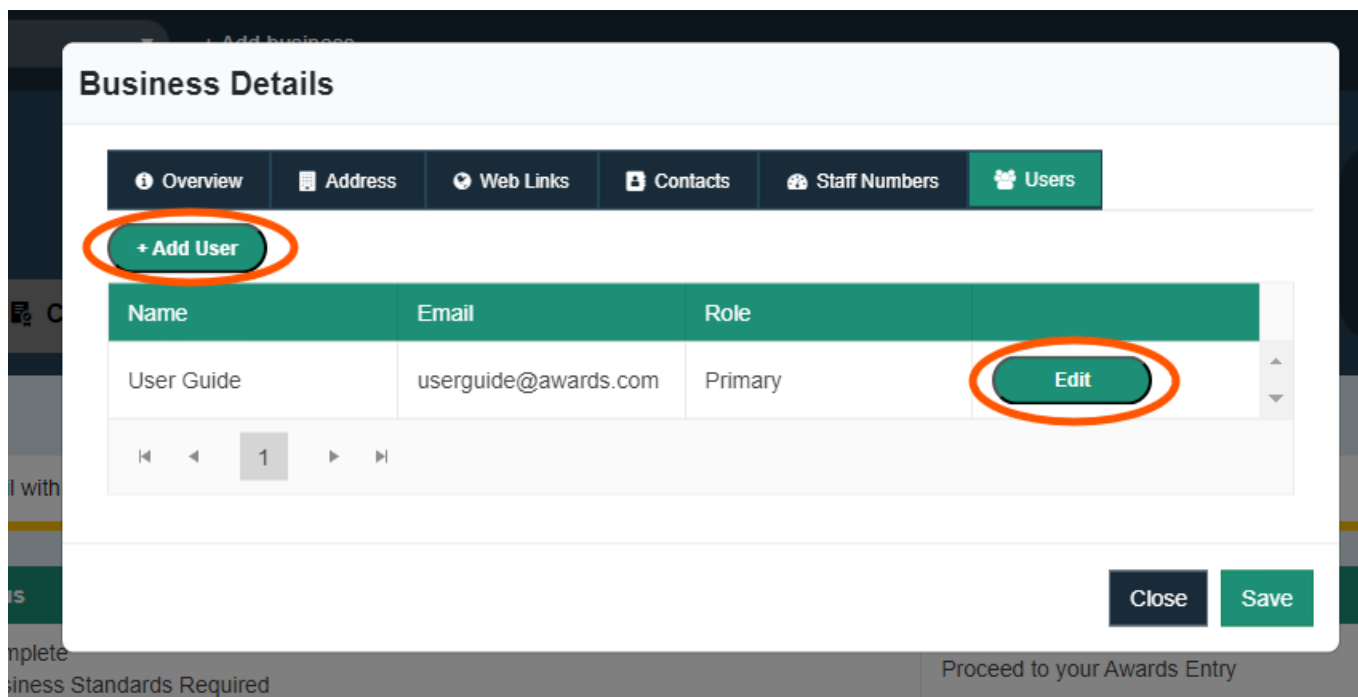
**Address** = Address of head office

**Web links** = please make sure you include as many as you use. Your online review section of your awards section will pull from here.

**Contacts** = Please keep contacts up to date. Register a member of staff who is likely to be there year on year rather than an admin assistant who might be for the short term.

**Staff numbers** = How many people work in your organization. This might affect what category you enter so be accurate.

**Users** = adding and deleting user accounts in this section.

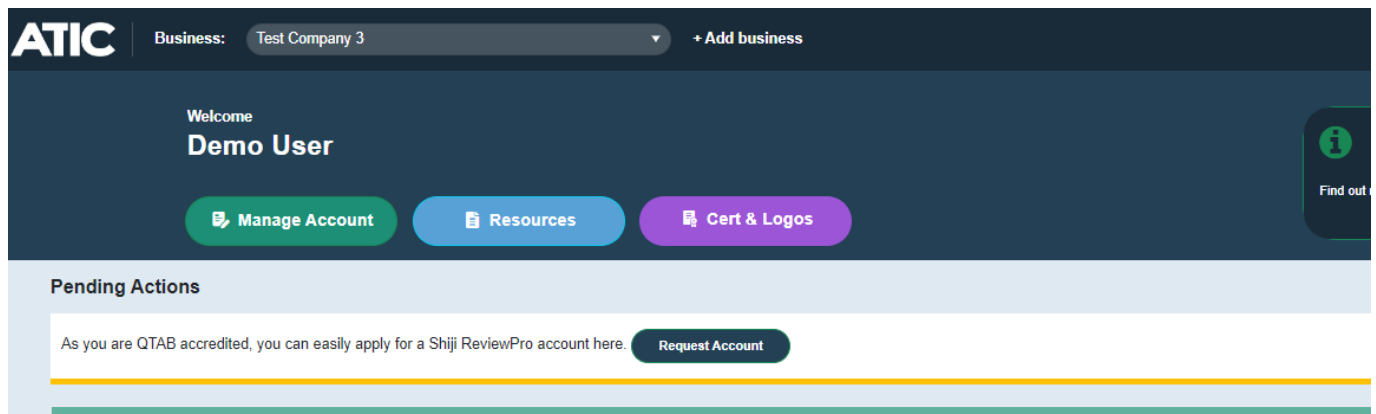


## ReviewPro - obtaining an account

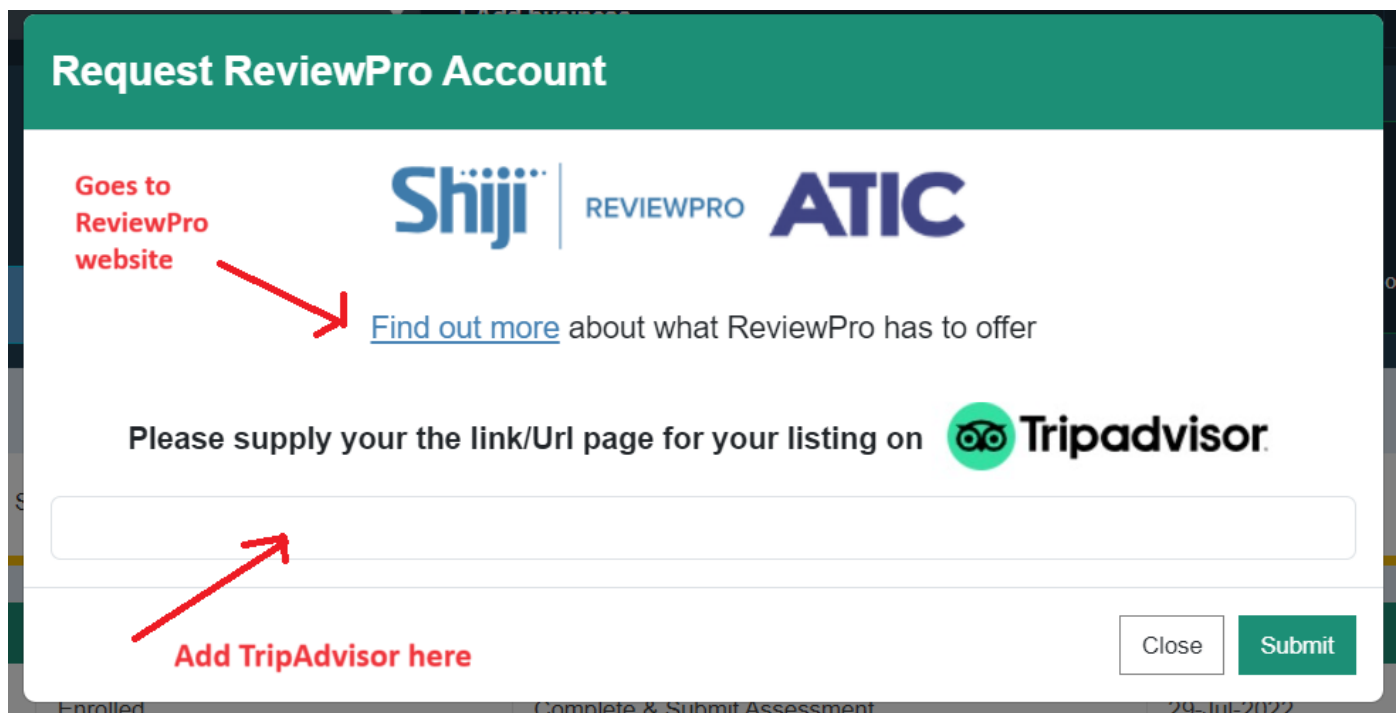
As part of your awards entry and accreditation you get to use the useful tool: Shiji ReviewPro.

When you nominate in a category or if you are Accredited, you will be granted an account.

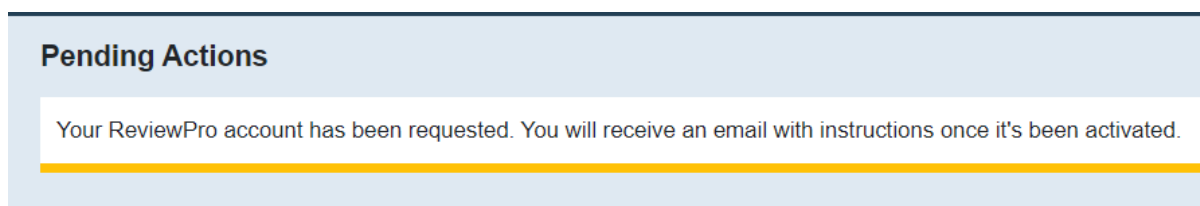
It is incredibly useful to assess what is being said online about your business via popular review sites - [learn to use it for your benefit](#).



When you click on the “Request Account” button you get the following popup:



Supply your Tripadvisor URL and click “submit”



Between 1 and 7 days the email address registered should receive an email with instructions how to activate the account.

# Writing your Entry

Please read the formatting and image guide before you start.

The Welcome Page has an Image guide & a formatting Tables guide. Please also see below for how to use the portal!

**11. Major Tour & Transport Operators**

*This category recognises a business who makes a major contribution in the combined provision of touring and transport services. This category is open to businesses with 15 or more annual full-time equivalent employees.*

**WELCOME**

To enter the awards please make sure you have read the rule book and fully understand the criteria of the category you are about to enter.

If you have any issues or questions, please contact your Program Administrator.

Please note:

- The portal will automatically save any text written into the boxes of your submission. There is no need to hit SAVE consistently, but feel free to, for your own peace of mind.
- We recommend updating your browser if you are not using the latest. Chrome or Edge (Windows) or Safari (Mac/iOs) will provide you with the best experience.
- Word counts are provided in each section in each question for every category. Please pay close attention to any minimum end/or maximum word counts for the best spread of information for the judges reading your entry.
- You will not be able to submit your entry if you exceed the allocated word count in your submission. Please check the maximum word count allowed per entry - per category.
- You will not be able to submit your entry if you exceed the allocated amount of images in your submission. Please check the maximum image count allowed for your entry in your category.
- Good spelling and grammar will be considered. we suggest using a spellchecker and grammar tool.

**Media & Promotional**

Please pay close attention to the information you submit in the "Media & Promotional" section especially. When supplying a contact please use a member of staff who is likely to still be working for the business in the next 12 months so you can follow email communications from your TIC.

Please also make sure your company details and spellings are 100% correct in your "Manage Account" settings, as this is where we will pull the information from if you are nominated and will be visible across websites, award shows, trophies etc.

**Tips**

For hints on uploading and hyperlinking images, click here: [How to: Image Upload Link Feature](#)  
For hints on setting up tables and other formatting, click here: [Formatting Guide for TextBoxes PDF](#)

Good luck with your submission!

	Completed?	
Welcome	✓	➔
Media & Promotional	✗	➔
Business Impact Summary (0)	✗	➔
Introduction (15)	✗	➔
Business Development (15)	✗	➔
Marketing (15)	✗	➔
Customer Experience (15)	✗	➔
Responsible Tourism (10)	✗	➔
Final	✗	➔

## Entering Data

### Copy & Paste

With the NEW ENTRANT'S PORTAL, comes NEW RULES. Please read the formatting guide carefully so you can fully **understand how to use the portal.**

### DO!!!

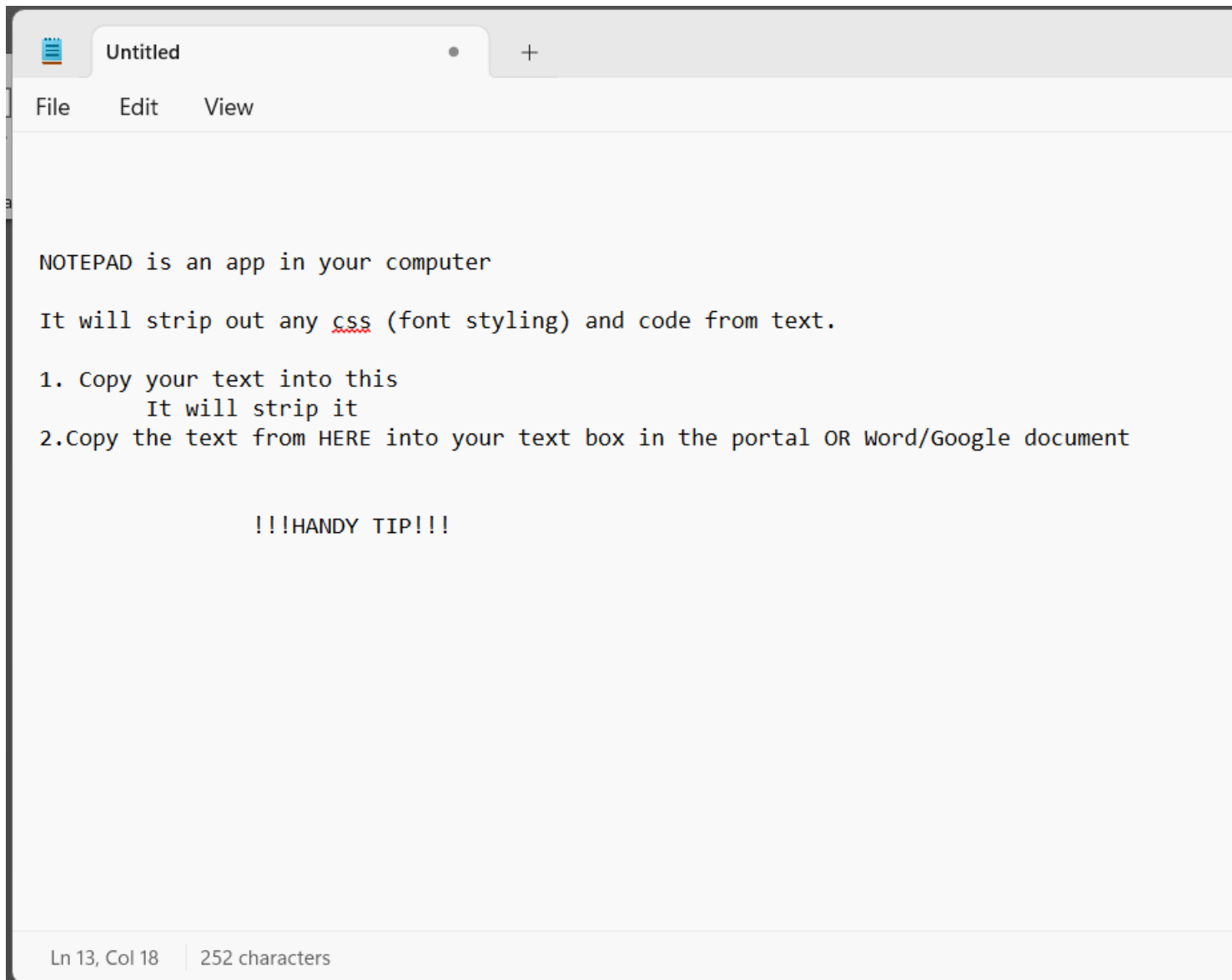
- **Have a backup copy** of your entry saved outside the portal
- **Make a google** account so you can use Google Docs - this is the easiest word document software to copy and paste text from into the portal. It is free! And you can find the "**How to Use**" [info here...](#)
- **Use the formatting tools** in the portal to **make your text** say **what you want it to say!**
- **If using a table** to demonstrate your point, please **1. Make** and **2. Populate it in the Portal**. This will save you any hassle trying to copy it from other software. It will not 100% look the way it did in Google Docs or Word.
- **Read the guide!** It is comprehensive software and it will save you so much time if you read the instructions given. You can find these on the *Welcome Page*.
- **Listen to the word count** that is shown in the portal. Some software will or won't count - / ' " The overall word count that is in the portal - is the TRUE WORDCOUNT.
  - o \*Tip\* Keep a spreadsheet of how many words are in each question.

## DON'T

- Copy text from your old submissions into the new portal.
- Copy text from websites straight into the portal. Your “about” page on your website could possibly carry malicious code and our portal system won’t accept it. See the **FYI moment** below form copying text from websites -> Notepad -> word/google doc -> portal
- Listen to the word count in word/google docs - only listen to the portal’s count... otherwise it won’t let you submit (10,000 words max)
- Copy & paste Tables into the portal - make tables IN the portal for ease.
- Expect highlighted text to carry over from word/google docs into the portal

### **FYI Moment**

If you put text into your NOTEPAD app (it is in all computers) it will strip the font styling. See below image for instructions.



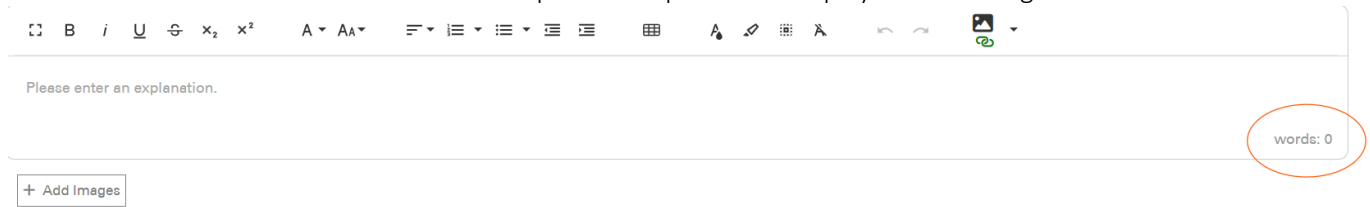
## Word Count

Remember - the word count in the portal is the only TRUE wordcount

Categories 1 -25 = 10,000 words MAX

Category 26 (Accessible) = 4,000 words MAX

- You are required to stay within the overall total word count requirement for the entire entry
- This includes words in tables
- The number of words used for a particular question is displayed bottom right

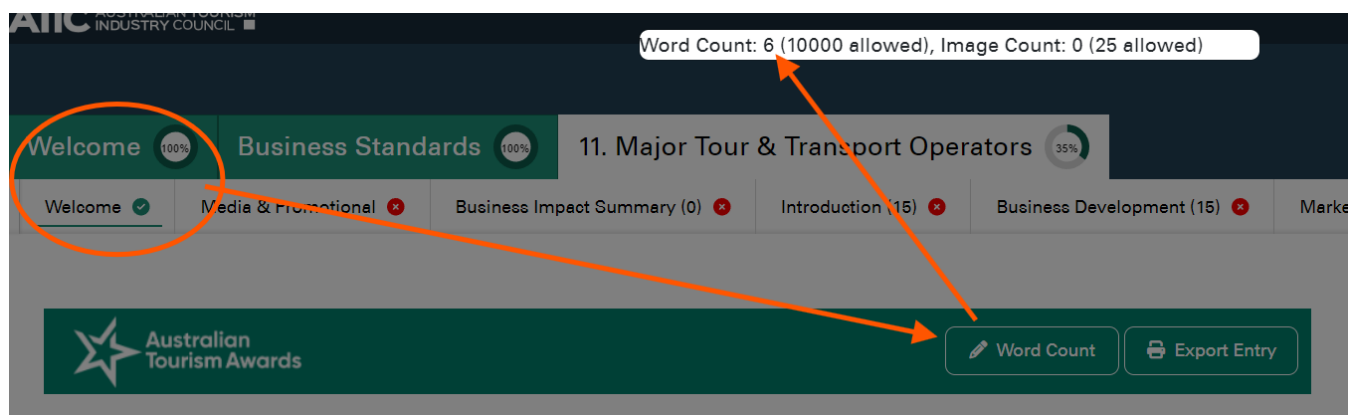


Please enter an explanation.

+ Add Images

words: 0

To see the overall word count for the entire entry, click the word count button on the Welcome page.



You can keep track of how many words are in each question by using a spreadsheet and the [AUTOSUM functionality](#).

## Text Editor Functions

The toolbar will provide you with all of the options to enhance your text. Most functions will copy over from Word.

\*\*\*All except the colour of the text and any highlights around the text\*\*\*

You have the option to go **full screen** when entering your text so you can see clearer.



Standard formatting options: **Bold** *Italic* Underline

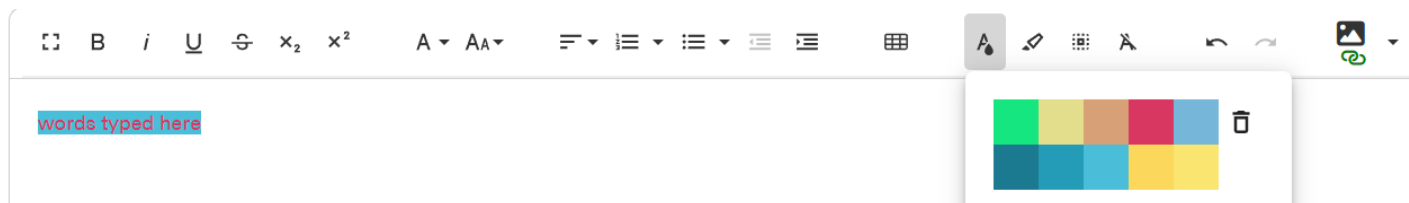


Change text size





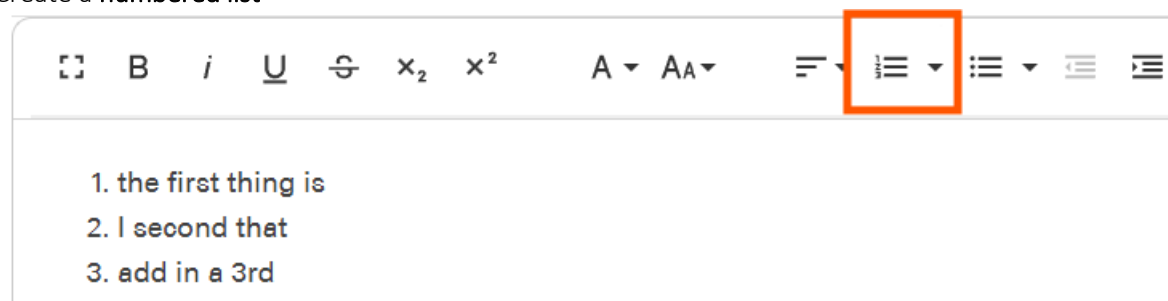
Change the colour of your text and highlight in different colours



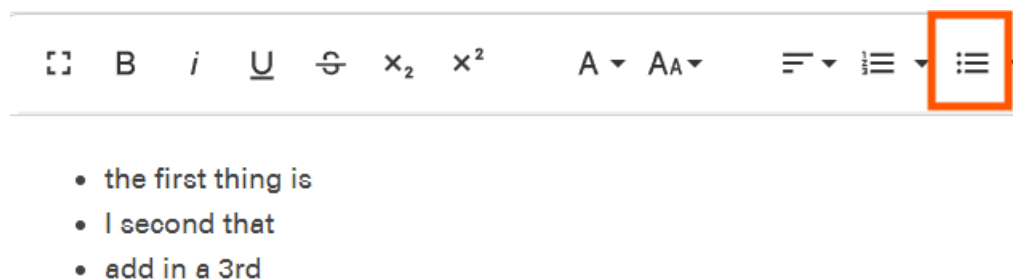
Change your alignment



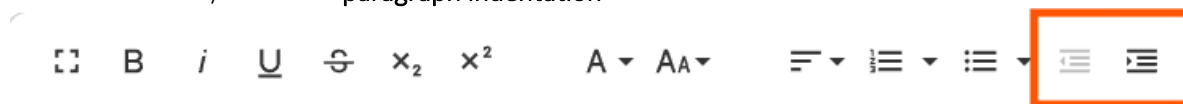
Create a numbered list



Add bullet points

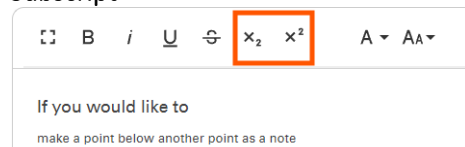


Increase / decrease paragraph indentation

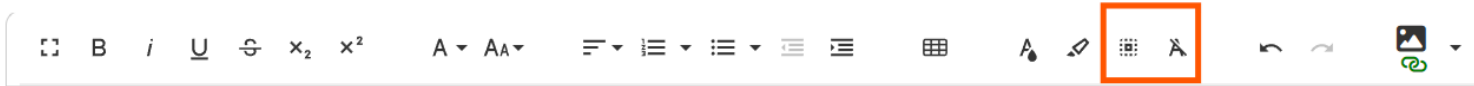


Indent your text

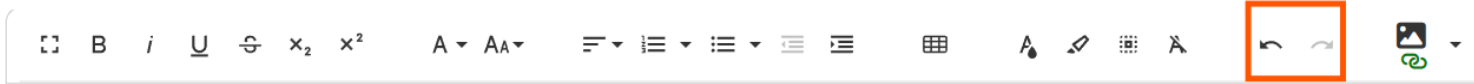
Subscript



Select all contents of textbox (useful for apply formatting option across all text) and removing all formatting from selected text.



Undo/redo



## Tables

Tables can be pasted from Google docs, Word or Excel - but they won't copy your formatting.

**FYI Moment**

You are better to make and populate a table directly in the system.

How to create a table in the system for you to populate.

There are some tools within the table to personalize it to the way you need.  
View the tools available by right clicking on a cell.

# Images






## Uploading

You can upload images in a jpeg or png file (max 10MB) to your submission to assist the judges in understanding your product to the fullest.




You have 25 images MAX (15 in the accessible category) per award submission. DO NOT BULK UPLOAD IMAGES!

You can upload images to each section - keep count however!

*Attach images to support and enhance your response*

 **B** *i* U   $x_2$   $x^2$  **A** **AA**   

Please enter an explanation.

## Captions















You can add captions to your images to explain what something is. Eg; rear pool





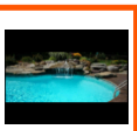

## Hyperlinked Images

You can also hyperlink an image in the text in your submission.

*Attach images to support and enhance your response*

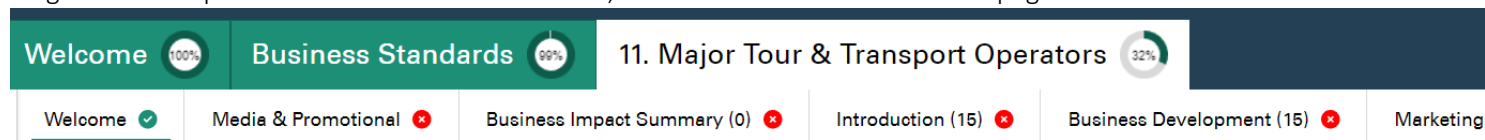
 **B** *i* U   $x_2$   $x^2$  **A** **AA**            

Enter an image for the judges to click on to see your point alongside the answer... [Our rear pool at the hotel](#)

## Generating a word document

To generate a report to view the entire submission, download it from the Welcome page.



### 11. Major Tour & Transport Operators

*This category recognises a business who makes a major contribution in the combined provision of touring and transport services. This category is open to businesses with 15 or more annual full-time equivalent employees.*

#### WELCOME

To enter the awards please make sure you have read the rule book and fully understand the criteria of the category you are about to enter.

If you have any issues or questions, please contact your Program Administrator.

\*\*\*Images and tables might appear differently in the report than online. It should be noted that the report is not used in the judging process, it is merely a document for you to keep on record\*\*\*

## Review and Submit

The tabs show what has been completed and what still need to be completed.

### Ticks & Crosses

A red cross indicates not all questions have a response.

**Marketing (15)** ✖

A green tick indicates the section has been complete.

**Responsible Tourism (10)** ✔

When all sections have been completed you can view the last steps on the FINAL tab to submit your entry for the awards.

## How to get back to original dashboard

If you want to return to the main dashboard of the QTF and your awards entries - go back to the original tab in your web browser (each section will open a new tab for ease).

You can log out from the original dashboard page.

## Draft Review

Click Submit for Draft Review (only available for some states)

Submit for Draft Review does not submit the entry - it puts it into draft review mode.

You will be informed via email when your entry has been reviewed and you will be able to see the notes on what to improve upon.

OR

Submit your finalised Entry (once clicked - your entry will no longer be editable!)

If you click [Submit] you have completed the process. Your Entry will now be reviewed and scored by the judges. Your submission will reload and become read-only when you click OK.

\*\*\*If you have exceeded the word or image count you will be unable to submit your entry\*\*\*

## Accessible Category - Importing text

As the accessibility category mirrors questions from other categories, should you choose to enter other categories in addition to this category, you will have the option to import the responses to your accessibility submission.

\*\*\*Please read through and make sure it makes sense to the Accessible category. You will lose points if the question is not answered for the right category. You can still edit your text after importing over\*\*\*

To clarify, the following table lists the questions in the categories 1-25\* and where they appear in the Excellence in Accessible Tourism category.

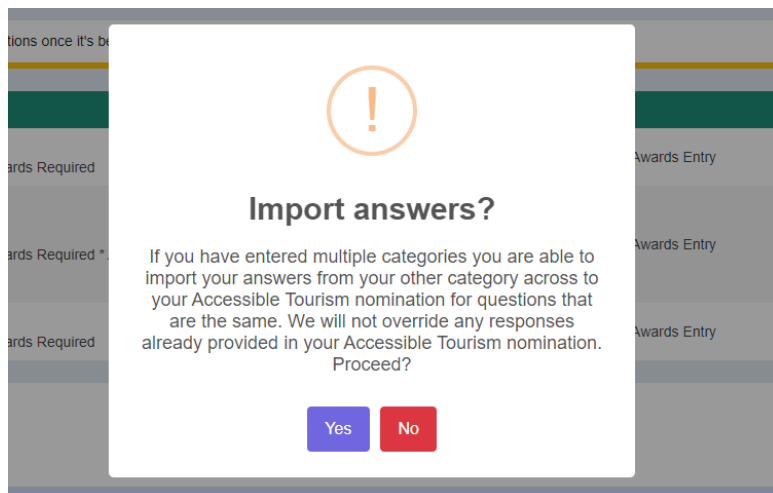
Categories 5,6,7 & 9	All other categories	Converted to the Accessible Tourism Submission
1.A	1.A	1.A
1.B	1.B	1.B
5.A (excl. cat 7)	4.A	2.C
5.C	4.C	2.A

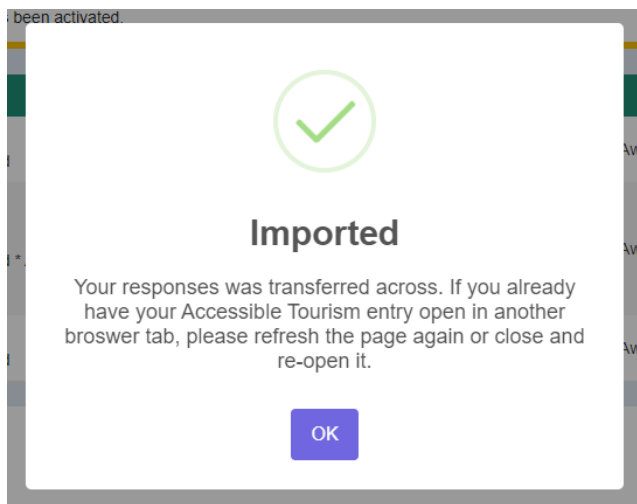
### FYI moment

The following categories will not have this option as their question sets differ too much:

- Major Festivals and Events
- Festivals and Events
- Tourism Marketing and Campaigns

Please Note:





After you have imported your answers - refresh the page to view.

## Troubleshooting

### **My table is not pasting correctly**

If you are using Microsoft Edge V41 or above, any table pasted from Excel will convert to an image. Try pasting the table into Word first, and then from Word to your entry.

Alternatively, if you have copied a table direct from a website the formatting may be interpreted incorrectly.

### **My text is not pasting correctly**

If you have copied direct from a website the formatting may be interpreted incorrectly. Try pasting into notepad to strip it of outside formatting rules (right click –select Paste – choose option Keep Text only) first, to clean up any formatting.

### **My image won't upload**

- If you are seeing the message 'Something went wrong. Please try again' then your image file size may be too large or an unsupported file type (images must be JPG or PNG)
- 10MB upload limit exists.
- 25 images per entry MAX (15 images MAX in the accessible category)
- Upload images 1 at a time. DO NOT BULK upload

### **I am unable to add any text**

If you are not connected to the internet, you will not be able to edit your submission. Connect to the internet and you will be able to proceed.

### **I can't see the submit button**

On the Final tab the Submit button will only appear if ALL sections have been completed. This includes Business and Accommodation Standards if applicable to you.

### **My Table won't keep its format**

Tables are best constructed IN the portal. If you must copy & paste a table in - please be aware it will not retain a highlighted cell colour but most other formatting.