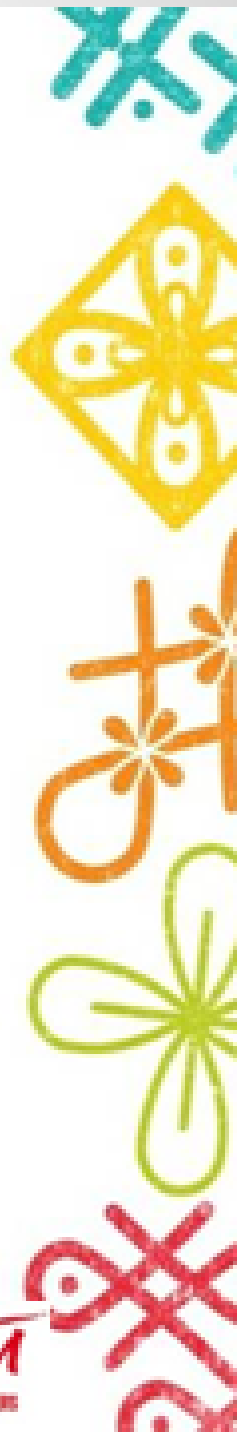


Vanuatu Tourism Accreditation System



HISTORY

Vanuatu Tourism Accreditation Program

1. 1996/1997 & 2005/2006– NZ TA – costed over \$300k
2. Government decided:
 - **Ownership**/context fit of the program = Developed it ourselves
 - **Compulsory**/Not voluntary
 - costed us just over \$75K [including Consultations & Workshops] 3 years work
4. **Accreditation Program:**
 - Rolled out in 2015/2016
 - Information collection exercise
 - Review & Amendments

GOING FORWARD

5. Sustainability & Credibility of the Program
 - SCU (over 2 years)
 - EA (since last year – 2015)
 - **Operational Plan** [How to enforce – Make this program work]
 - Build in into our Category Standards – Sustainability aspect
 - Develop & Introduce – suitable **Eco Certification Program** for Vanuatu
 - Success Story
 - Regional Approach



TOURISM STANDARDS



Existing Categories [24]

2015/2016

Hotel
Resort
Motel
Unique Accommodation
Self Contained / Holiday Homes
Guest House
Island Bungalows
Home Stay
Camp Site
Helicopter & Plane
Water Transport
Yacht or Boat Charters
Land Transportation [**Service Bus & Taxi**]
Rental and Hire Services
Tours & Transfers
Educational and Interest tours
Travel Agency
Inbound Operator
Handicraft and Arts Shop
Marine & Water Adventure
Scuba Diving
Game Fishing
Land adventures
Traditional & Cultural Activity

New Revised Categories [34]

2017

Hotel
Resort
Motel
Unique Accommodation
Self Contained / Holiday Homes
Guest House
Island Bungalows
Home Stay
Camp Site
Air Transport, Transfer and Tour Operator - Tourism Accredited
Water Transport, Transfer and Tour Operator - Tourism Accredited
Bus Transport and Transfer - Tourism Accredited
Taxi Transport and Transfer - Tourism Accredited
Private Transfer Operator - Tourism Accredited
Rental and Hire Services - Tourism Accredited
Spa and Beauty Services Operator - Tourism Accredited
Restaurants, Cafes, Takeaways and Bars - Tourism Accredited
Tourist Information Service
Inbound Travel Operator
Outbound Travel Operator
Tour Guide
Unique Tourism Service
Land Active and Adrenaline Activity Operator
Land Recreational and Soft Adventure Activity Operator
Traditional and Cultural Activity Operator
Handicraft and Arts Shop
Recreational Grounds and Facilities
Wildlife Activities
Water Active and Adrenaline Activity Operator
Water Recreational and Soft Adventure Activity Operator
Scuba Diving
Yacht and Boat Charters
Yacht Club
Cruise Port of Call

PATHWAY TO TOURISM ACCREDITATION

Department of Tourism

Step 1:
Tourism Product Classification System
(Identify Business License category)

Step 2:
Tourism Operators Minimum Standards
(Comply with required Operator Standards)
A. Operator Required Standards
B. Assessors Standards Assessment Form

Step 3:
Tourism Permit issued by the
Department of Tourism

Step 4:
Issue of Business License

Department of Customs &
Inland Revenue (Municipal Areas)

Provincial Government Council
(Non-Municipal Areas)

2015 & 2016

- ← Tourism Product Classification Table: (pg 11-14)
- ← Refer to the relevant Operator category Minimum Standards (pg 16-50)
- ← Self Assessment
- ← Organize official assessment (if complete) for issue of Permit
- ← Issue of Business License

TOURISM STANDARDS



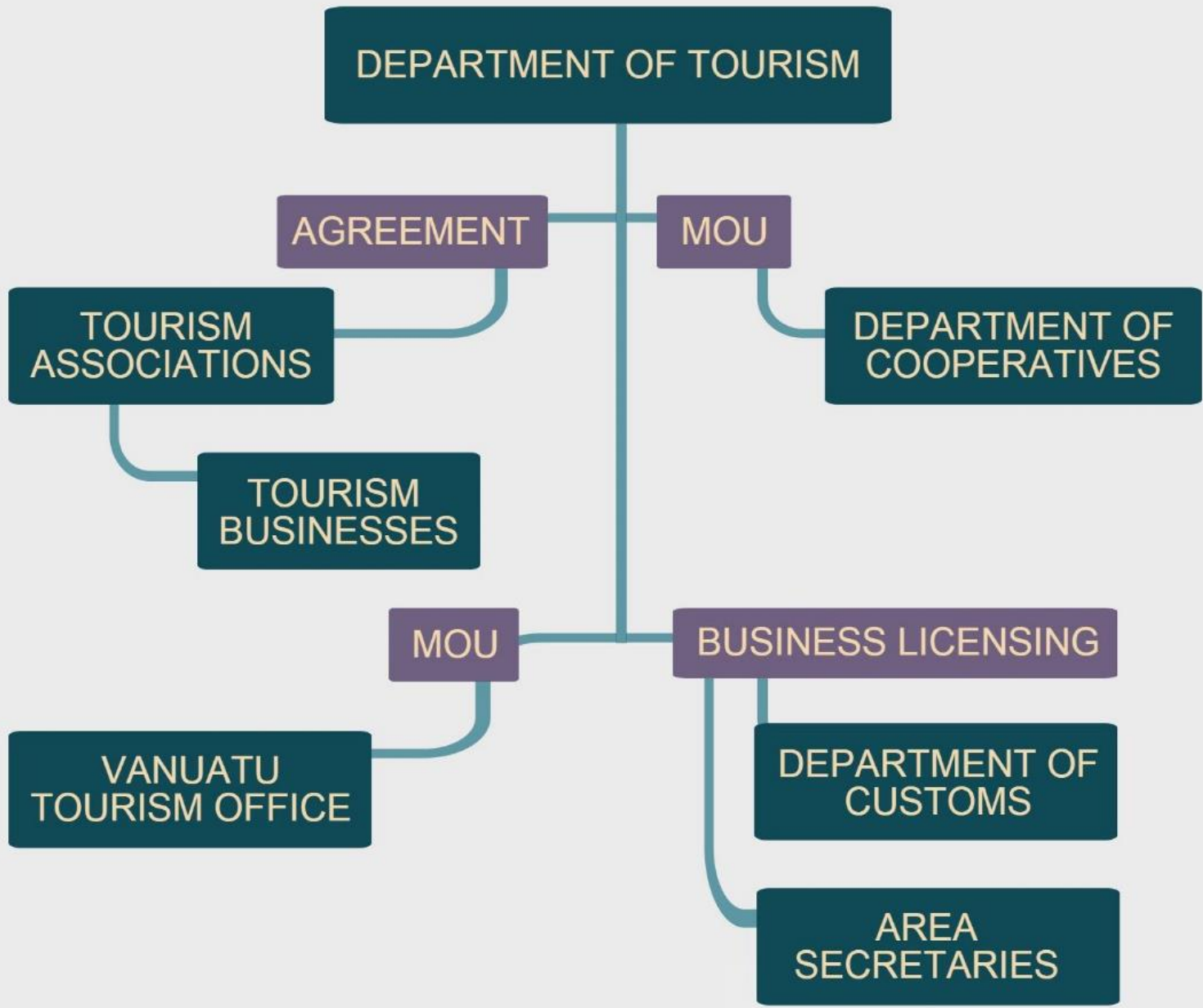
Vanuatu
BECOME WHAT MATTERS

Operational Plan? [Full Enforcement]

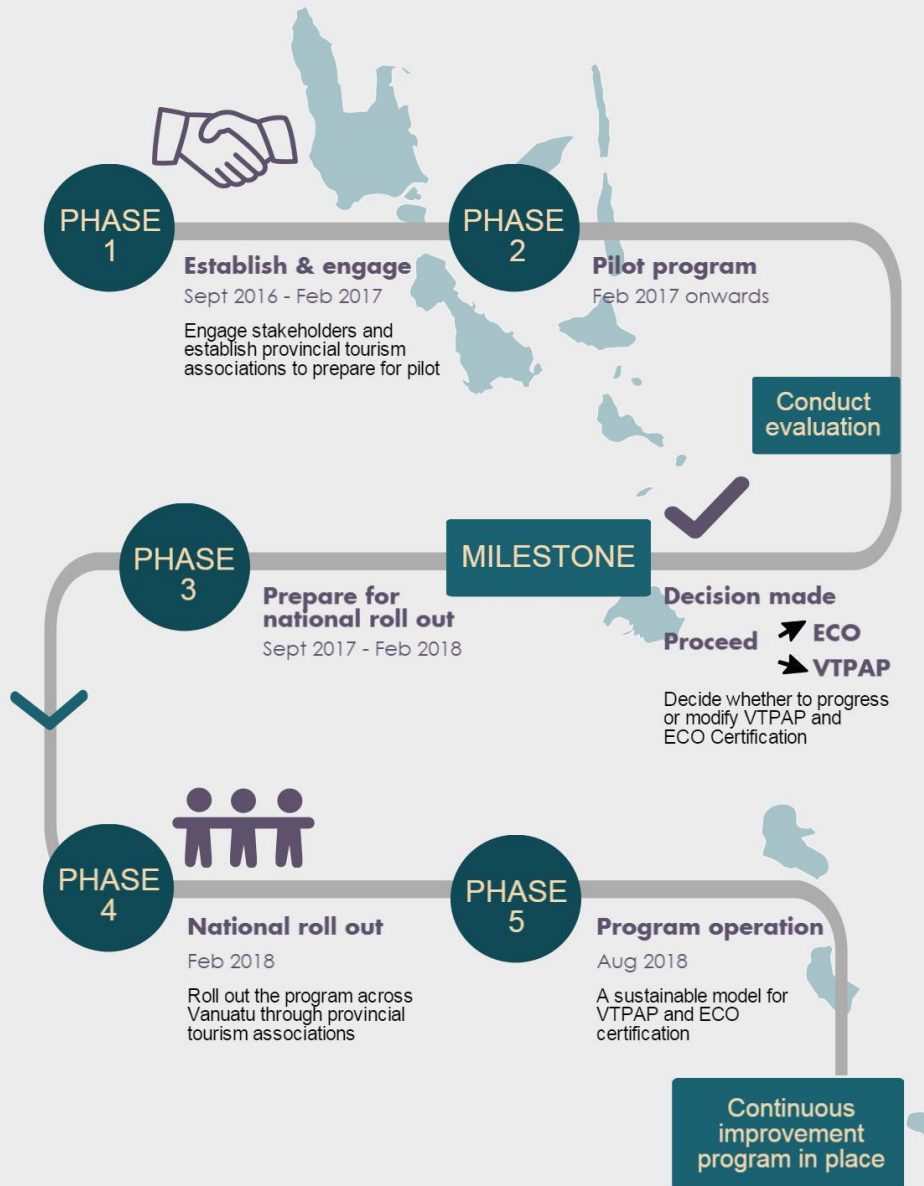
3 PILOT AREA'S – VTPAP 2016/2017

- **TAFEA** – Tafea Provincial Tourism Association
- **SANMA**- Sanma Local Government Tourism Council
- **VILA** – Vanuatu Scuba Operators Association
- Key Notes for Consideration [**Pilot Phase**]
 - **Assessors**
 - **Auditors**
 - **Credibility**





2016/2017/2018



Tourism business joins
tourism association
Renew membership

1

2

Tourism association
provides tools and support
for tourism business

DoCooP audits tourism
associations annually to
ensure compliance

7



3

Tourism
association issues
tourism permit
Renew permit

Independent auditor
undertakes a sample
assessment to verify

6

5

4

Tourism business buys
business licence from
customs or province

Tourism association works with
tourism business to ensure
delivering at or above standards