

# How to complete self-assessment on Trade Portal





All listed self-catering properties will now come under the **Welcome Standard Sector.**

This is a short step by step guide to assist you with completing the self-assessment using the trade portal for this Sector.



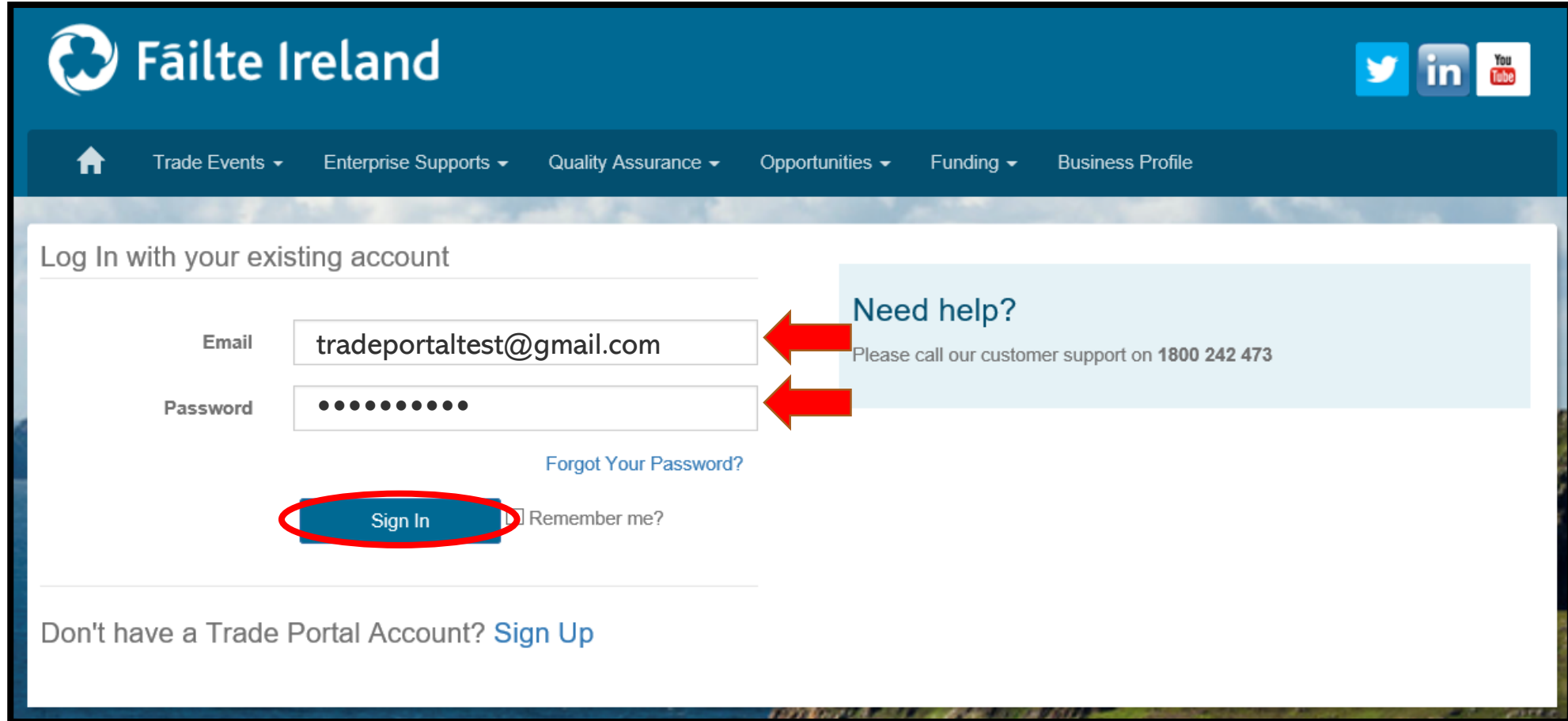


The screenshot shows the top navigation bar of the Fáilte Ireland website. The 'Log In' button is highlighted with a red circle. Below the navigation bar, the main heading reads 'Welcome to Fáilte Ireland's Trade Portal'. The page features six content tiles: 'TRADE EVENTS', 'QUALITY ASSURANCE', 'ENTERPRISE SUPPORTS', 'OPPORTUNITIES', 'FUNDING', and 'BUSINESS PROFILE'. The footer contains various links such as 'Portal Signup Request', 'Contact Us', 'Accessibility', 'Media centre', 'Site Map', 'Careers', 'Freedom of Information', 'Legal Terms', 'Privacy Policy', and 'Cookies Policy'.

Log into the Trade Portal in the same way that you do for your renewals:

[www.tradeportal@failteireland.ie](mailto:www.tradeportal@failteireland.ie)

Click on the "Log In" button on the top right hand side.



**Fáilte Ireland**

Home Trade Events Enterprise Supports Quality Assurance Opportunities Funding Business Profile

Twitter LinkedIn YouTube

Log In with your existing account

Email

Password

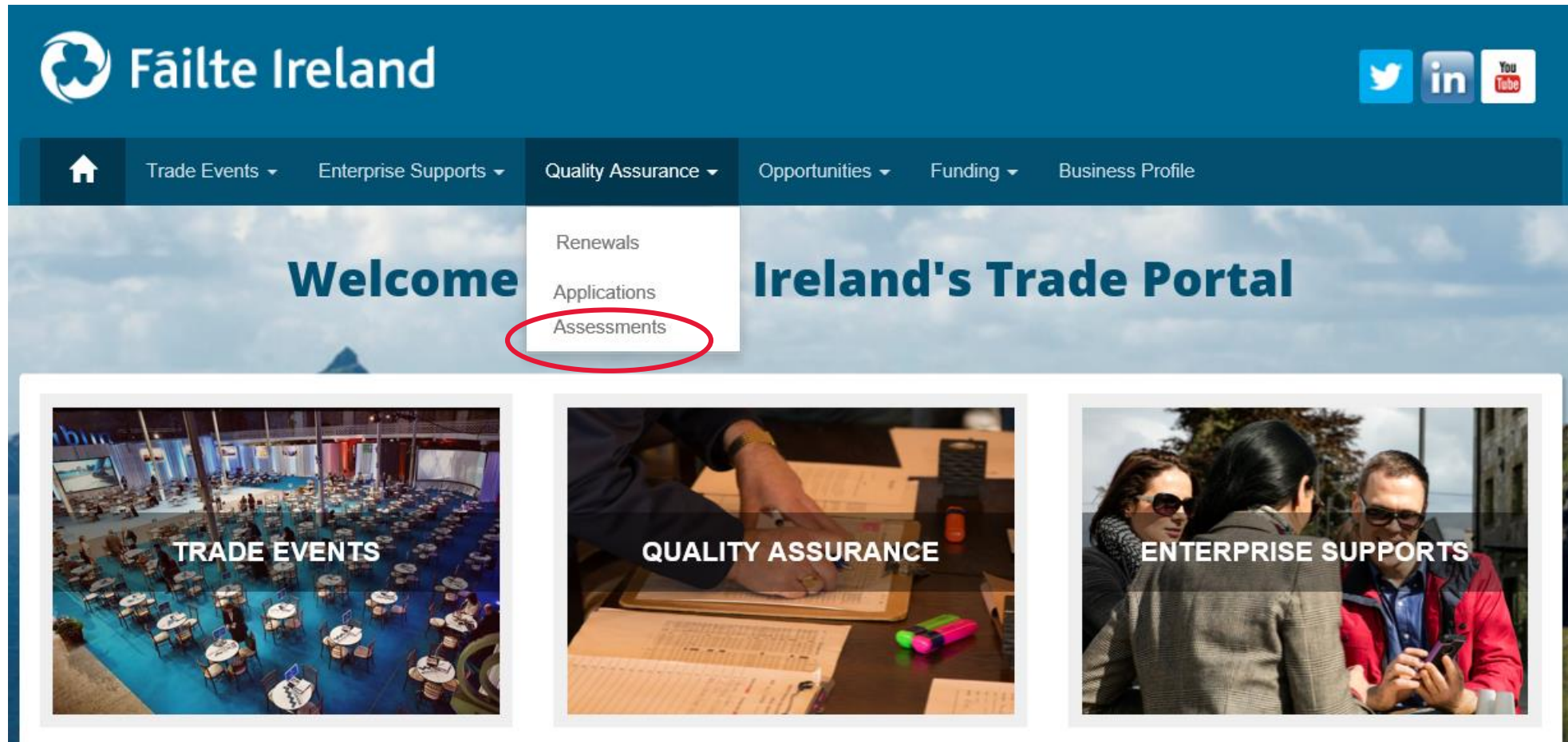
[Forgot Your Password?](#)

Remember me?

Don't have a Trade Portal Account? [Sign Up](#)

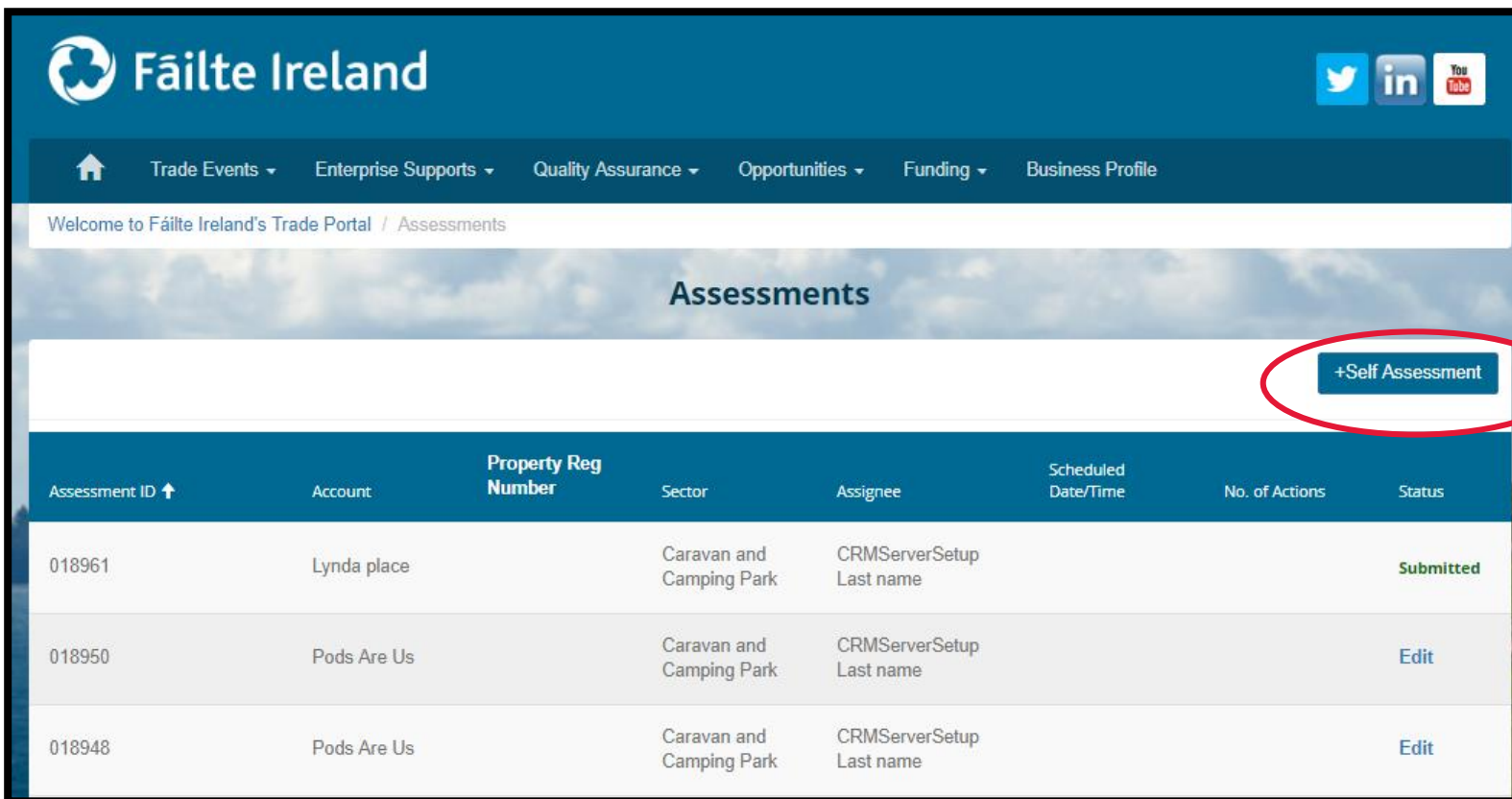
**Need help?**  
Please call our customer support on 1800 242 473

Enter your email address and password in the same way that you do for Renewing your property



Click on the '**Quality Assurance**' tab at the top of the screen

Then click on the '**Assessments**' section



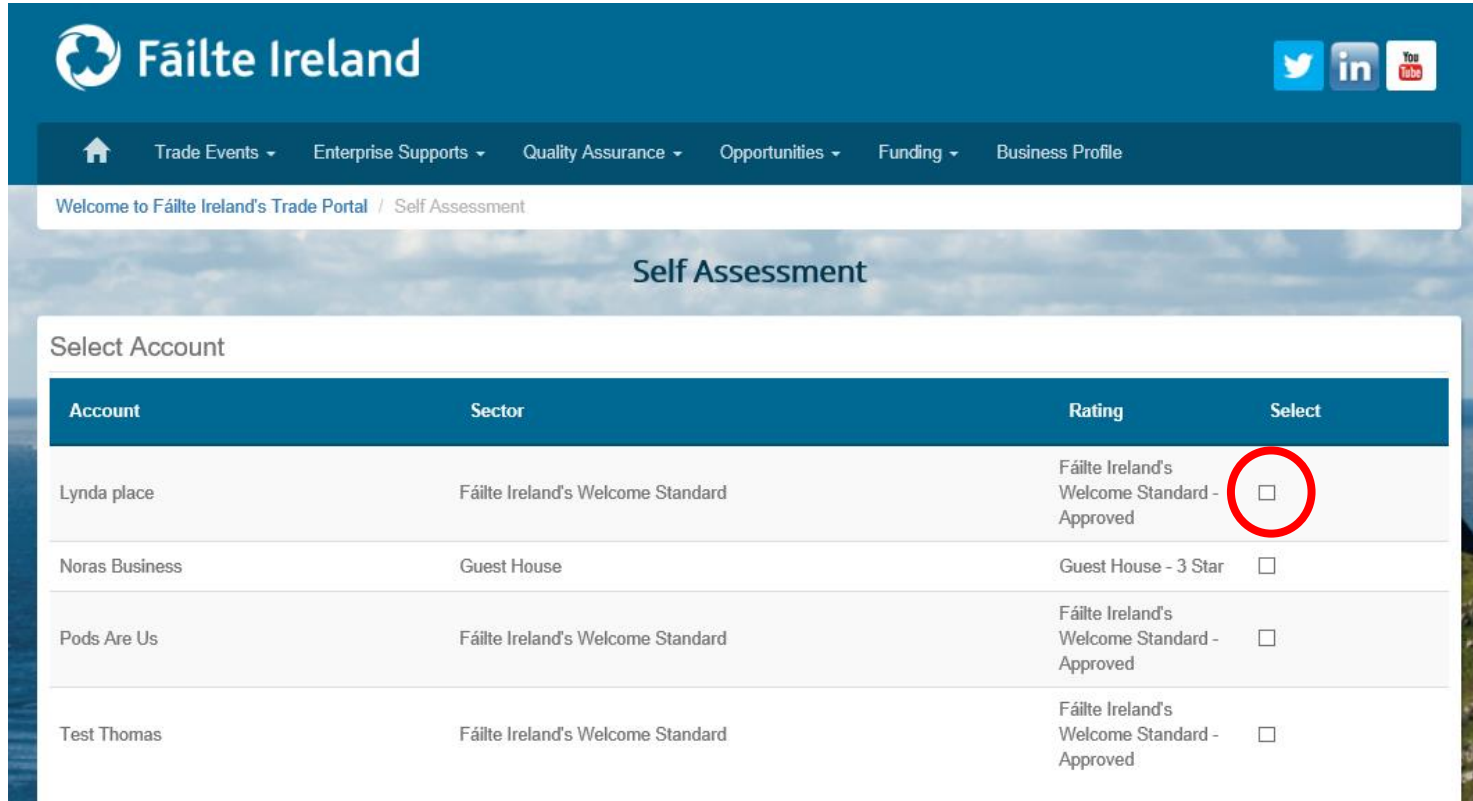
**Assessments**

[+Self Assessment](#)

| Assessment ID ↑ | Account     | Property Reg Number | Sector                   | Assignee                 | Scheduled Date/Time | No. of Actions | Status               |
|-----------------|-------------|---------------------|--------------------------|--------------------------|---------------------|----------------|----------------------|
| 018961          | Lynda place |                     | Caravan and Camping Park | CRMServerSetup Last name |                     |                | <b>Submitted</b>     |
| 018950          | Pods Are Us |                     | Caravan and Camping Park | CRMServerSetup Last name |                     |                | <a href="#">Edit</a> |
| 018948          | Pods Are Us |                     | Caravan and Camping Park | CRMServerSetup Last name |                     |                | <a href="#">Edit</a> |

Then click on the **'+ Self Assessment'** button on the right hand side to start your self assessment.

You can complete the self assessment in multiple sittings, just make sure to save your answers. This is where you can see the **Edit** button to continue with a self assessment. Once you have completed the self-assessment, you will see the **Submitted** button.



**Fáilte Ireland**

Trade Events ▾ Enterprise Supports ▾ Quality Assurance ▾ Opportunities ▾ Funding ▾ Business Profile

Welcome to Fáilte Ireland's Trade Portal / Self Assessment

### Self Assessment

Select Account

| Account        | Sector                            | Rating                                       | Select                   |
|----------------|-----------------------------------|--|--------------------------|
| Lynda place    | Fáilte Ireland's Welcome Standard | Fáilte Ireland's Welcome Standard - Approved | <input type="checkbox"/> |
| Noras Business | Guest House                       | Guest House - 3 Star                         | <input type="checkbox"/> |
| Pods Are Us    | Fáilte Ireland's Welcome Standard | Fáilte Ireland's Welcome Standard - Approved | <input type="checkbox"/> |
| Test Thomas    | Fáilte Ireland's Welcome Standard | Fáilte Ireland's Welcome Standard - Approved | <input type="checkbox"/> |

Choose your property that you wish to self-assess by ticking in the box to the right of the property.

## Self Assessment

### Select Sector

Account \*

Accommodation Test Ltd

Sector

Classifications

Generate Assessment

This page will allow you to choose the sector and classification, whether it is Approved or if you wish to go for classification.

As you will now be under a new sector, please choose the below sector for your self assessment.

**Fáilte Ireland Welcome Standard**



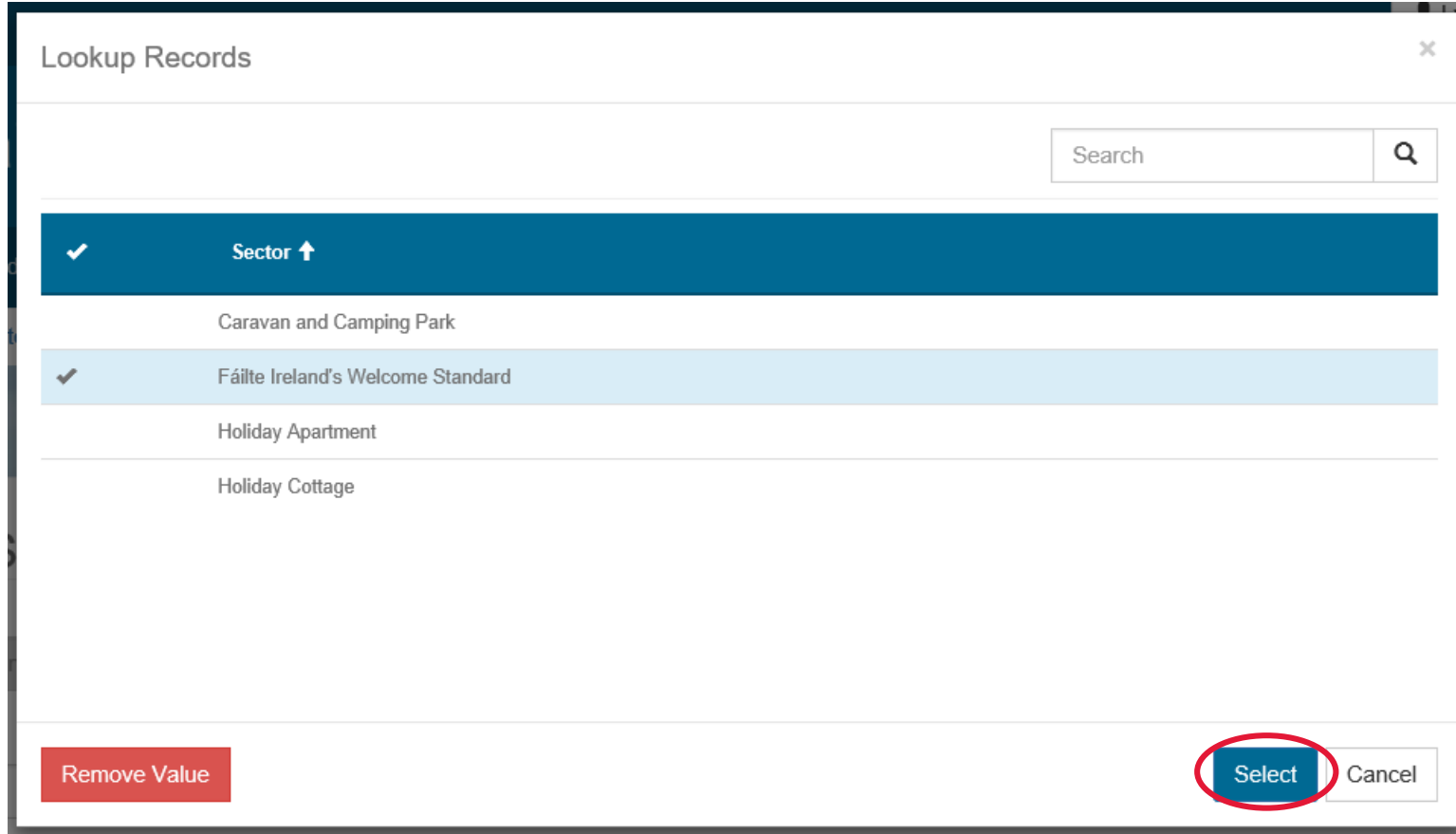
Click and choose your correct sector i.e. Fáilte Ireland Welcome Standard

Lookup Records ×

Search

| ✓ | Sector ↑                                 |
|---|--|
|   | Caravan and Camping Park                 |
|   | <b>Fáilte Ireland's Welcome Standard</b> |
|   | Holiday Apartment                        |
|   | Holiday Cottage                          |

Then click on **'select'** at the bottom right to confirm the sector.



Lookup Records

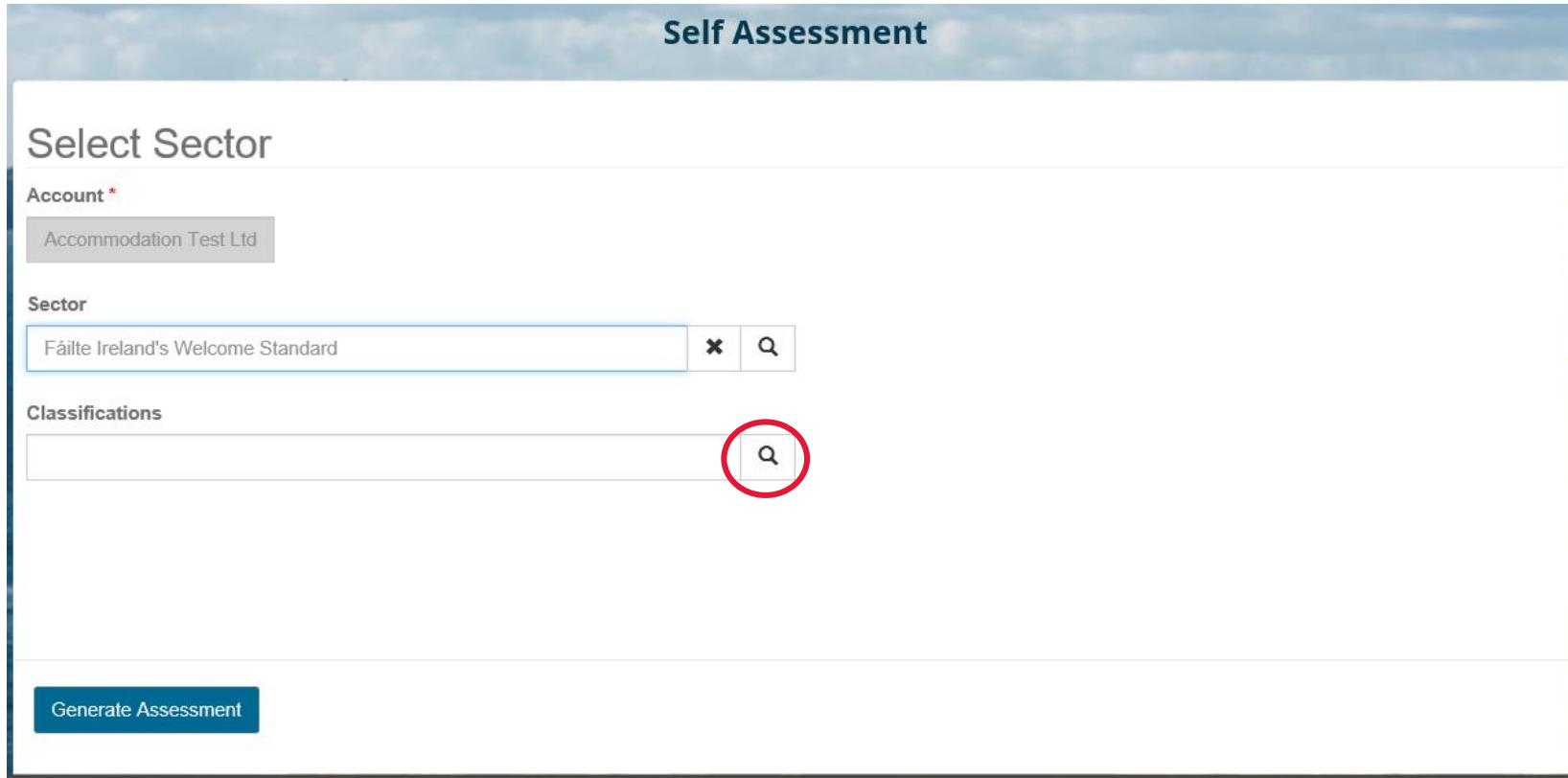
Search

| ✓ | Sector ↑                          |
|---|-----------------------------------|
|   | Caravan and Camping Park          |
| ✓ | Fáilte Ireland's Welcome Standard |
|   | Holiday Apartment                 |
|   | Holiday Cottage                   |

Remove Value

Select Cancel

Next, choose the classification that you would like to self assess, whether it is for Approved or if you would like to apply for classification.



**Self Assessment**

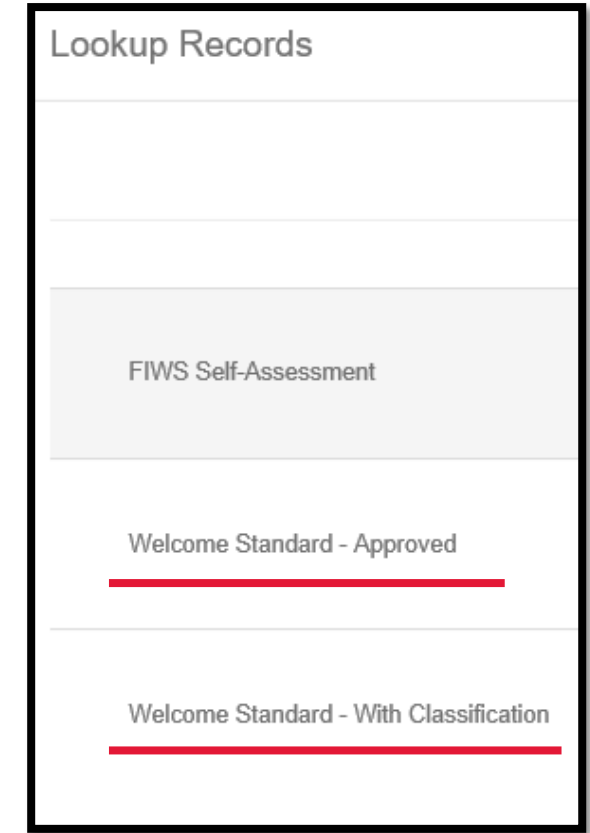
Select Sector

Account \*  
Accommodation Test Ltd

Sector  
Fáilte Ireland's Welcome Standard

Classifications

Generate Assessment



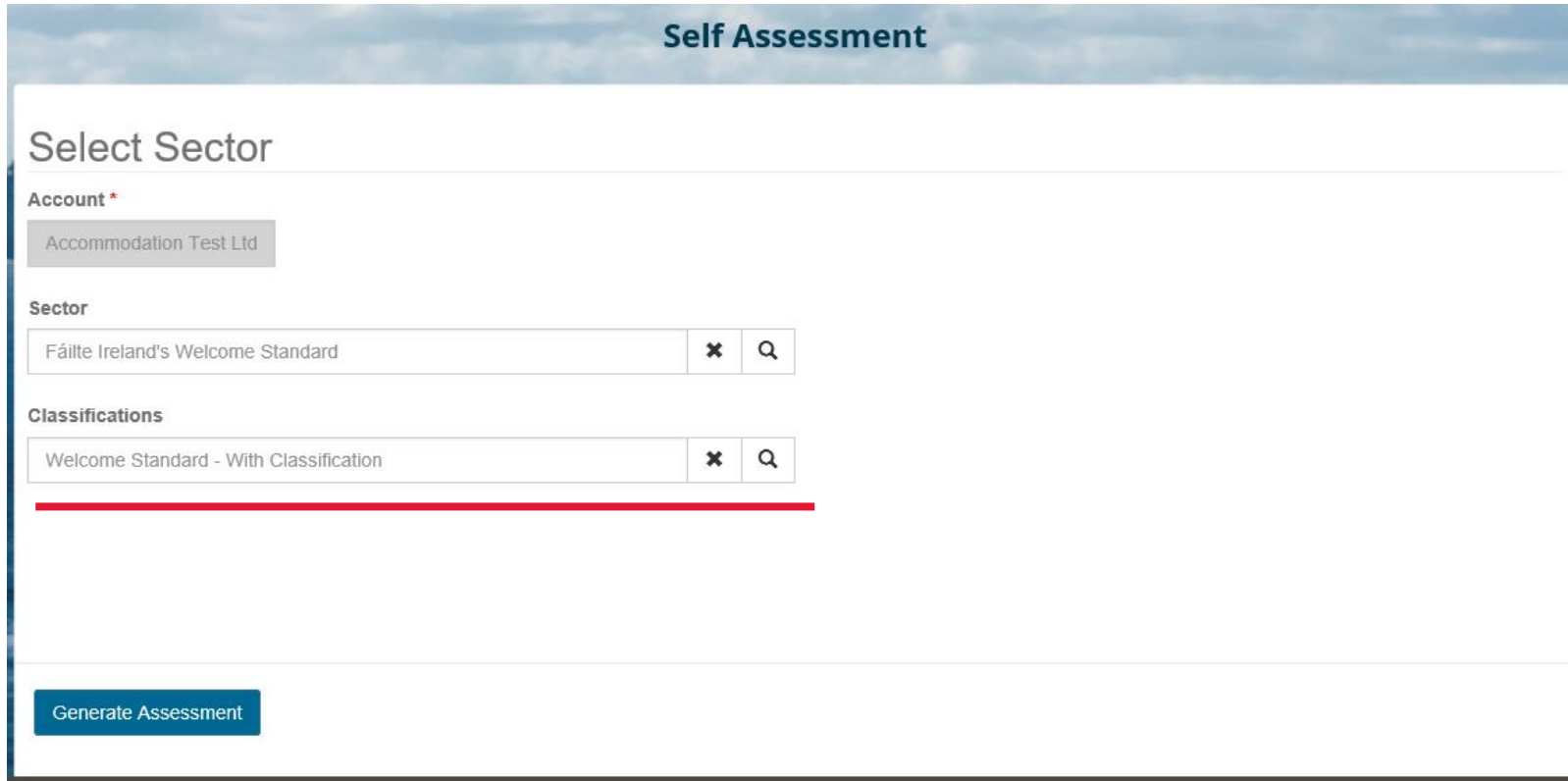
Lookup Records

FIWS Self-Assessment

Welcome Standard - Approved

Welcome Standard - With Classification

If you wish to choose to continue to be assessed as 'Approved', please choose  
**'Welcome Standard – With Classification'**



**Self Assessment**

Select Sector

**Account \***  
Accommodation Test Ltd

**Sector**  
Fáilte Ireland's Welcome Standard

**Classifications**  
Welcome Standard - With Classification

Generate Assessment

Then click on **'Generate Assessment'**

If you wish to be assessed with a classification, the following 4 parts must be complete:

1. Standards
2. Code of Ethics
3. Requirements
4. Classifications

**Standards:** This covers questions relating to the customer journey. They focus on the fundamental guest-orientated aspects of the business.

**Code of Ethics:** These underpins the standards and identifies practices and procedures that are common to all successful, responsible and sustainable Irish tourist accommodation businesses.

**Minimum Requirements:** There are 2 questions that you must be compliant with to proceed with classification.

**Classifications:** This part is divided into 6 sections which you must answer all questions in each section to help achieve your provisional rating. Guidelines with examples are available on the website to view.

# Standards

When completing the standards, please answer all questions. Once all questions have been answered, click on '**Save and Continue**'.

Please note, you must be able to answer yes to all questions to be able to proceed, with the exception of question 4.5

|   |                                      |
|---|--------------------------------------|
| 6.1 Staff are on duty for departure, check out and exit.                            | Yes <input type="button" value="v"/> |
| 6.2 Check out, departure or exit process in place.                                  | Yes <input type="button" value="v"/> |
| 6.3 Where appropriate, bill account correct and clearly presented with explanation. | Yes <input type="button" value="v"/> |
| 6.4 Guest satisfaction check carried out.   | Yes <input type="button" value="v"/> |
| 6.5 Guest thanked for choosing the business, the region or Ireland as appropriate.  | Yes <input type="button" value="v"/> |
| 6.6 Guest wished farewell hoping they will return soon in the future.               | Yes <input type="button" value="v"/> |

# Code of Ethics

When completing the code of ethics, please answer all questions. Once all questions have been answered, click on '**Save and Continue**'.

Please note, you must be able to answer yes to all questions to be able to submit the self-assessment.

| Question   | Select Answer                        |
|--|--------------------------------------|
| 1. Maintain high standards and fair practice in all business transactions.   | Yes <input type="button" value="v"/> |
| 2. Recognise the right of the guest to courteous and honest service at all times.  | Yes <input type="button" value="v"/> |
| 3. Acquaint themselves with the respect visitors and guests and find out about their lifestyle, tastes and expectations.   | Yes <input type="button" value="v"/> |
| 4. Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.   | Yes <input type="button" value="v"/> |
| 5. Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.                                     | Yes <input type="button" value="v"/> |
| 6. Respect employees by providing appropriate training and development where required or beneficial, and by establishing a culture of honesty and trust amongst all staff. | Yes <input type="button" value="v"/> |
| 7. All activities should be conducted with respect for the artistic, historic and cultural heritage of Ireland.  | Yes <input type="button" value="v"/> |
| 8. All activities and developments should, where possible, integrate with and benefit the local community and environment.   | Yes <input type="button" value="v"/> |
| 9. Maintain the highest standards of cleanliness throughout all parts of the business.   | Yes <input type="button" value="v"/> |
| 10. Uphold the interests and reputation of Ireland as a high quality destination for guests from home and overseas.  | Yes <input type="button" value="v"/> |

# Requirements

When completing the Requirements, please answer all questions. Once all questions have been answered, click on '**Save and Continue**'.

Please note, you must be able to answer yes to the both of these questions to be allow you to proceed.

## Requirements

You must be able to answer yes to both questions to proceed.

1. Telephone enquiry service provided
  - Potential guests should be able to make contact by phone or leave a message and be responded to.
  - This may be by landline or mobile.

| Question  | Select Answer                    |
|---|----------------------------------|
| 1. Telephone enquiry service is provided                    | <input type="text" value="Yes"/> |
| 2. Security for guests ensured and maintained at all times. | <input type="text" value="Yes"/> |



# Classifications

When completing the Classifications, please answer all questions. Once all questions have been answered, click on **'Save and Submit'**.

Classifications

1. All 6 sections must be completed.  
2. Please answer as honestly as possible – to avoid any major surprises/disappointments during your assessment.  
3. Some questions/criteria have multiple choice options. Choose the option that is relevant to your own circumstances.  
4. Please note that every answer for each question/criteria is points weighted.

| Section Heading ↑             | Status      |
|-------------------------------|-------------|
| 1. General Business Processes | Not Started |
| 2. Pre-Arrival                | Not Started |
| 3. Arrival                    | Not Started |
| 4. During The Visit           | Not Started |
| 5. Facilities                 | Not Started |
| 6. Exit/Departure             | Not Started |

Previous Save and Submit

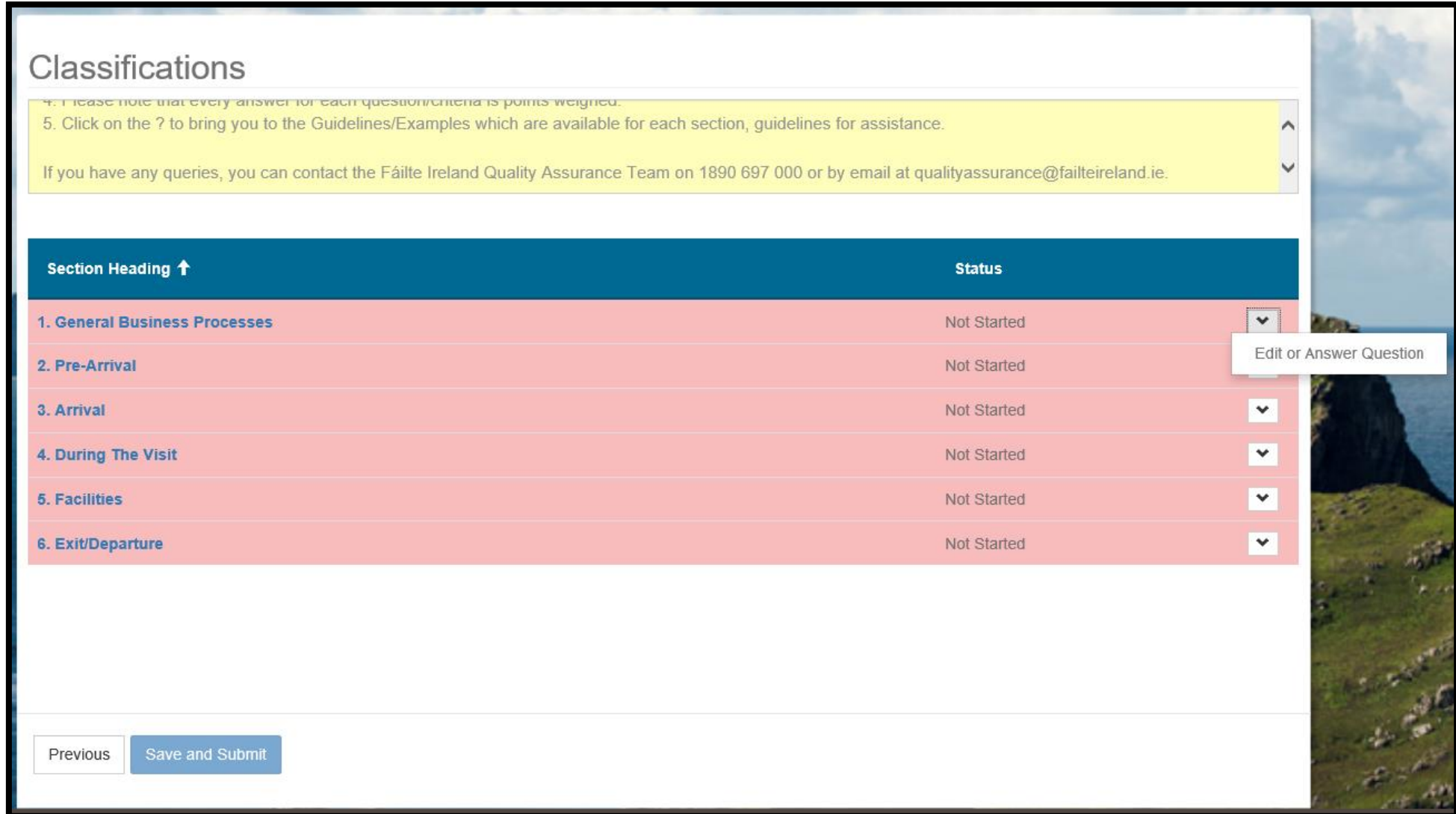
In the yellow box, you will see some details to help explain the sections.

Please answer all six sections as honestly as possible.

Guidelines are available to view for each of the questions.

Should you have any queries you can contact the Fáilte Ireland Quality Assurance Team on 1890 697 000 or email [qualityassurance@failteireland.ie](mailto:qualityassurance@failteireland.ie)

Click on the downward arrow of each section to see the questions.



The screenshot shows a web interface for 'Classifications'. At the top, there is a yellow box with instructions: '4. Please note that every answer for each question/criteria is points weighed.' and '5. Click on the ? to bring you to the Guidelines/Examples which are available for each section, guidelines for assistance.' Below this is a text box: 'If you have any queries, you can contact the Fáilte Ireland Quality Assurance Team on 1890 697 000 or by email at qualityassurance@failteireland.ie.' The main content is a table with two columns: 'Section Heading ↑' and 'Status'. The table lists six sections, all with a status of 'Not Started'. A dropdown arrow is visible next to the first section, and a tooltip 'Edit or Answer Question' is shown over it. At the bottom, there are two buttons: 'Previous' and 'Save and Submit'.

| Section Heading ↑             | Status      |
|-------------------------------|-------------|
| 1. General Business Processes | Not Started |
| 2. Pre-Arrival                | Not Started |
| 3. Arrival                    | Not Started |
| 4. During The Visit           | Not Started |
| 5. Facilities                 | Not Started |
| 6. Exit/Departure             | Not Started |

Previous Save and Submit

Please answer as honestly as possible.

Should you have any queries, please click on the ? Symbol to view the guidelines.

Please note that you do not have to complete the section in 1 sitting.

You can click **Save Answers** at the bottom at any time to save the answers you have given and return to the section at a later stage.

**Save Answers**

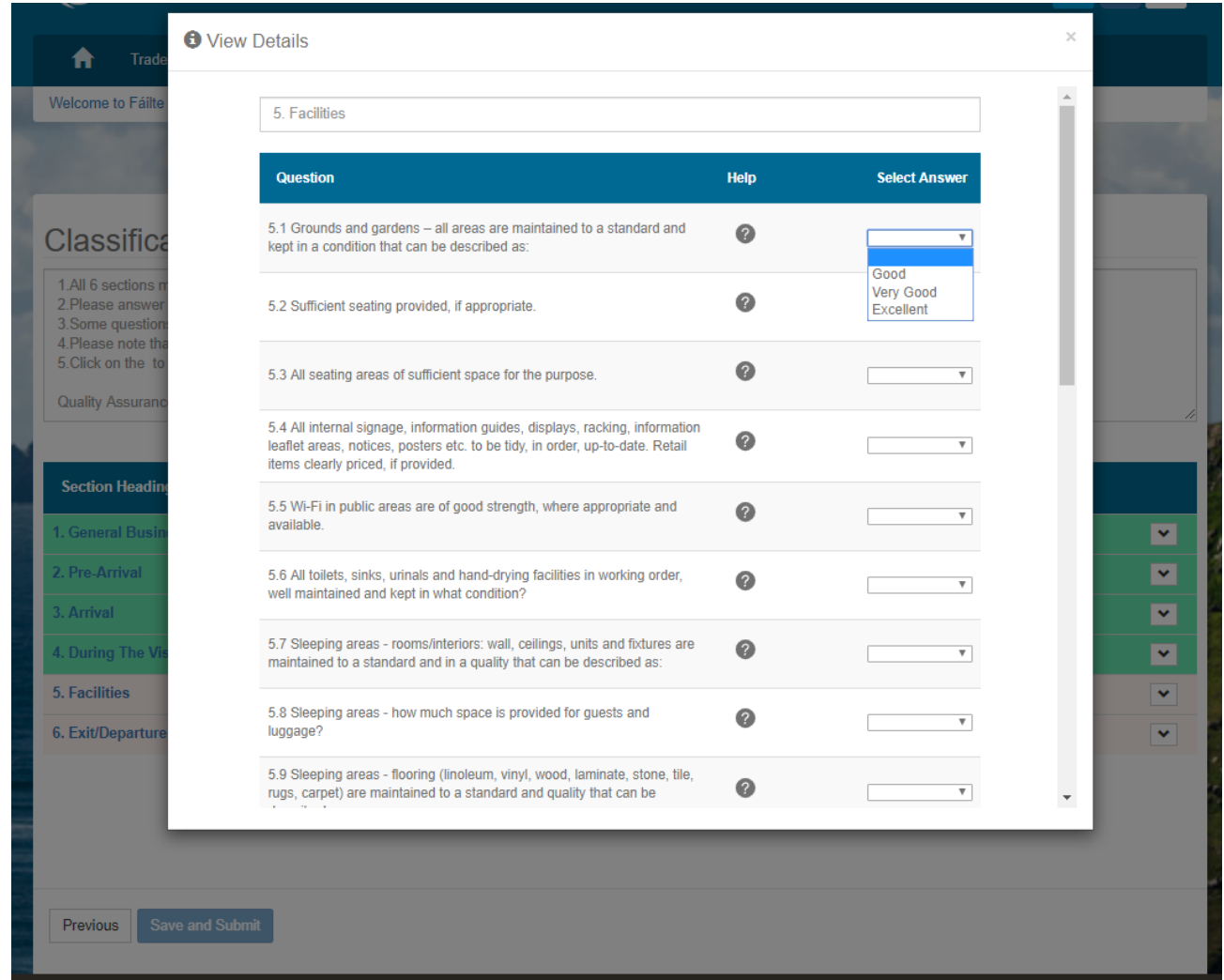
View Details

1. General Business Processes

| Question   | Help | Select Answer        |
|--|------|----------------------|
| 1.1 Business planning process showing evidence of plans for growth over a minimum 3-year period.   | ?    | <input type="text"/> |
| 1.2 Marketing planning process demonstrating an understanding of Ireland's, and the business's, main markets.  | ?    | <input type="text"/> |
| 1.3 Evidence of operational processes (at a minimum verbally by clear description) including maintenance, safety and cleanliness.  | ?    | <input type="text"/> |
| 1.4 Guest service policy, including procedures for handling enquiries, responding to phone calls and emails.   | ?    | <input type="text"/> |
| 1.5 Guest service planning processes for the effective management of current and future guest requirements (at a minimum a clear verbal description).  | ?    | <input type="text"/> |
| 1.6 Evidence of collaboration with other tourism operators, locally and/or nationally e.g. Irish Self Catering Federation and Irish Caravan & Camping Council, regional tourism organisation/body, service level agreements with suppliers, etc.). | ?    | <input type="text"/> |
| 1.7 Documented processes for the management of guest feedback including complaints.  | ?    | <input type="text"/> |
| 1.8 An access policy and strategy for welcoming all guests is evident and/or the business to hold a recognised accessibility award.  | ?    | <input type="text"/> |

Some answers are multiple choice so please answer as honestly as possible to ensure there are no surprises or disappointments.

Should you have any queries, please click on the ? Symbol to view the guidelines.











The screenshot shows a 'View Details' modal window with a table of classification questions. The table has three columns: 'Question', 'Help', and 'Select Answer'. The 'Help' column contains a question mark icon for each row. The 'Select Answer' column contains a dropdown menu for each row. The first dropdown menu is open, showing the options 'Good', 'Very Good', and 'Excellent'. The background shows a sidebar with a list of section headings: '1. General Business', '2. Pre-Arrival', '3. Arrival', '4. During The Visit', '5. Facilities', and '6. Exit/Departure'. The '5. Facilities' section is currently selected.

| Question  | Help | Select Answer                     |
|---|------|-----------------------------------|
| 5.1 Grounds and gardens – all areas are maintained to a standard and kept in a condition that can be described as:  | ?    | <input type="text" value="Good"/> |
| 5.2 Sufficient seating provided, if appropriate.  | ?    | <input type="text"/>              |
| 5.3 All seating areas of sufficient space for the purpose.  | ?    | <input type="text"/>              |
| 5.4 All internal signage, information guides, displays, racking, information leaflet areas, notices, posters etc. to be tidy, in order, up-to-date. Retail items clearly priced, if provided. | ?    | <input type="text"/>              |
| 5.5 Wi-Fi in public areas are of good strength, where appropriate and available.  | ?    | <input type="text"/>              |
| 5.6 All toilets, sinks, urinals and hand-drying facilities in working order, well maintained and kept in what condition?  | ?    | <input type="text"/>              |
| 5.7 Sleeping areas - rooms/interiors: wall, ceilings, units and fixtures are maintained to a standard and in a quality that can be described as:  | ?    | <input type="text"/>              |
| 5.8 Sleeping areas - how much space is provided for guests and luggage?   | ?    | <input type="text"/>              |
| 5.9 Sleeping areas - flooring (linoleum, vinyl, wood, laminate, stone, tile, rugs, carpet) are maintained to a standard and quality that can be   | ?    | <input type="text"/>              |

To view the guidelines to help answer the questions, please click on the ? symbol.

ew Details

1. General Business Processes

| Question   | Help  | Select Answer        |
|--|---|----------------------|
| 1.1 Business planning process showing evidence of plans for growth over a minimum 3-year period.   |    | <input type="text"/> |
| 1.2 Marketing planning process demonstrating an understanding of Ireland's, and the business's, main markets.  |    | <input type="text"/> |
| 1.3 Evidence of operational processes (at a minimum verbally by clear description) including maintenance, safety and cleanliness.  |    | <input type="text"/> |
| 1.4 Guest service policy, including procedures for handling enquiries, responding to phone calls and emails.   |    | <input type="text"/> |
| 1.5 Guest service planning processes for the effective management of current and future guest requirements (at a minimum a clear verbal description).  |   | <input type="text"/> |
| 1.6 Evidence of collaboration with other tourism operators, locally and/or nationally (may include membership of a relevant trade association e.g. Irish Self Catering Federation and Irish Caravan & Camping Council, regional tourism organisation/body, service level agreements with suppliers, etc.). |  | <input type="text"/> |
| 1.7 Documented processes for the management of guest feedback including complaints.  |  | <input type="text"/> |
| 1.8 An access policy and strategy for welcoming all guests is evident and/or the business to hold a recognised accessibility award.  |  | <input type="text"/> |

ew Details

1. General Business Processes

Guidelines - Classifications

### Section 1: General Business Processes

**NOTE: Sample templates will be available from the Fáilte Ireland site for these General Business Processes.**

General Business Processes may be described **verbally**, when appropriate, without a document being presented. Documentation, where available, may assist the assessment.

For very small businesses, some or all plans may be described **verbally, but with some thought and planning being evident**. This will usually be acceptable for very small businesses. These are usually, but not exclusively, those businesses with around three or fewer staff. However, documentation, however brief, is always recommended.

| General Business Processes |   |
|----------------------------|---|
| 1.1                        | <p>Business planning process showing evidence of plans for growth over a minimum 3-year period.</p> <p><i>For example. These are for guidance and not requirements but examples of best practice.</i></p> <ul style="list-style-type: none"> <li>Evidence of business plan (may only be one page) demonstrating an understanding of the current business environment and a plan for the future. This may be described verbally without the document being presented.</li> <li>The plan may be an outline of activity only for very small businesses, as a guideline, usually those with around three or fewer staff.</li> <li>Sit with your staff to discuss what your business and service goals are, how they can contribute and what the likely benefits are to all concerned for trying to be better at what you do.</li> </ul> |
| 1.2                        | <p>Marketing planning process demonstrating an understanding of Ireland's, and the business's, main markets.</p> <p><i>For example. These are for guidance and not requirements but examples of best practice.</i></p>  |

# Classifications

| Section Heading ↑             | Status      |
|-------------------------------|-------------|
| 1. General Business Processes | Started     |
| 2. Pre-Arrival                | Not Started |
| 3. Arrival                    | Not Started |
| 4. During The Visit           | Not Started |
| 5. Facilities                 | Not Started |
| 6. Exit/Departure             | Not Started |

When you have answered some but not all questions and click save, you will see that the section is marked as **Started**.

When you have answered all questions and click save, you will see that the section is marked as **Completed**.

| Section Heading ↑             | Status      |
|-------------------------------|-------------|
| 1. General Business Processes | Started     |
| 2. Pre-Arrival                | Completed   |
| 3. Arrival                    | Not Started |
| 4. During The Visit           | Not Started |
| 5. Facilities                 | Not Started |
| 6. Exit/Departure             | Not Started |

# Classifications

**Self Assessment**

## Classifications

1. All 6 sections must be completed.  
2. Please answer as honestly as possible – to avoid any major surprises/disappointments during your assessment.  
3. Some questions/criteria have multiple choice options. Choose the option that is relevant to your own circumstances.  
4. Please note that every answer for each question/criteria is points weighed.  
5. Click on the to bring you to the Guidelines/Examples which are available for each section, guidelines for assistance.

Quality Assurance Team on 1890 697 000 or by email at [qualityassurance@failteireland.ie](mailto:qualityassurance@failteireland.ie).

| Section Heading ↑             | Status    |
|-------------------------------|-----------|
| 1. General Business Processes | Completed |
| 2. Pre-Arrival                | Completed |
| 3. Arrival                    | Completed |
| 4. During The Visit           | Completed |
| 5. Facilities                 | Completed |
| 6. Exit/Departure             | Started   |

[Previous](#) [Save and Submit](#)

**Self Assessment**

## Classifications

1. All 6 sections must be completed.  
2. Please answer as honestly as possible – to avoid any major surprises/disappointments during your assessment.  
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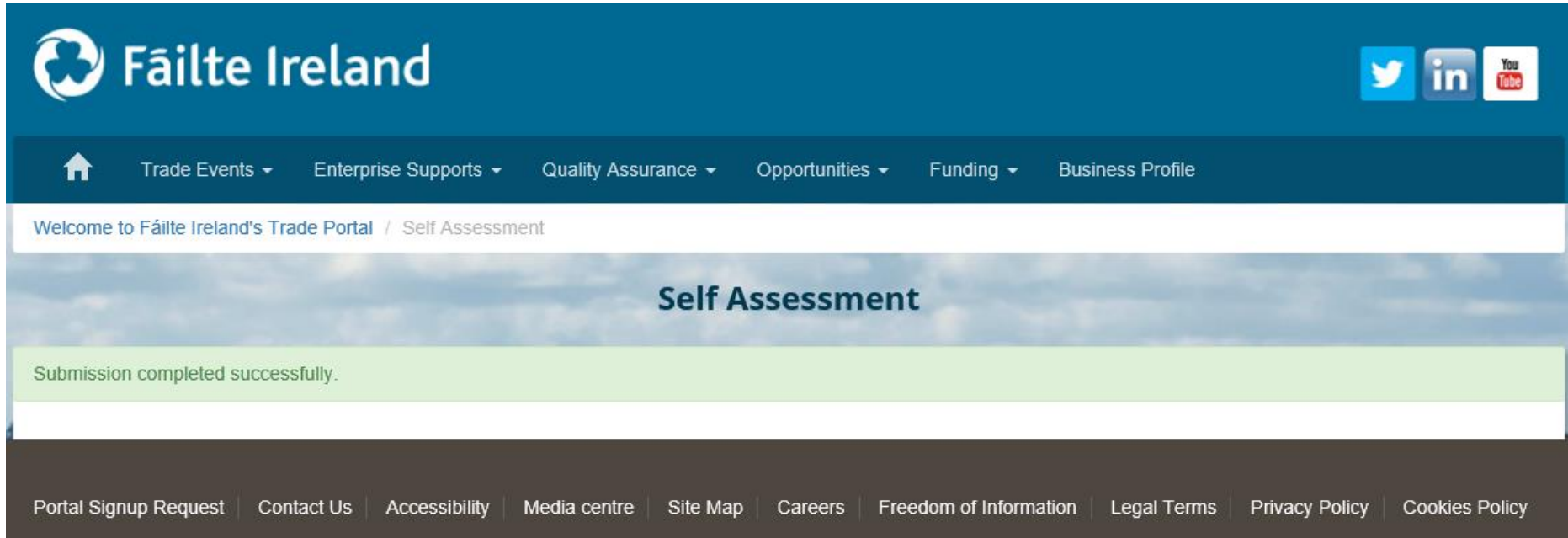
Quality Assurance Team on 1890 697 000 or by email at [qualityassurance@failteireland.ie](mailto:qualityassurance@failteireland.ie).

| Section Heading ↑             | Status    |
|-------------------------------|-----------|
| 1. General Business Processes | Completed |
| 2. Pre-Arrival                | Completed |
| 3. Arrival                    | Completed |
| 4. During The Visit           | Completed |
| 5. Facilities                 | Completed |
| 6. Exit/Departure             | Completed |

[Previous](#) [Save and Submit](#)

You will see that you cannot submit the self-assessment until all questions have been answered. You can submit the self-assessment when the **'Save & Submit'** button is highlighted.

Once you have submitted your self-assessment, you will receive an email within 48 hours confirming that your self-assessment has been submitted.



The screenshot displays the Fáilte Ireland Trade Portal interface. At the top, the Fáilte Ireland logo and name are on the left, and social media icons for Twitter, LinkedIn, and YouTube are on the right. Below this is a navigation menu with a home icon and links for Trade Events, Enterprise Supports, Quality Assurance, Opportunities, Funding, and Business Profile. A breadcrumb trail reads "Welcome to Fáilte Ireland's Trade Portal / Self Assessment". The main content area features a large "Self Assessment" heading over a background image of a cloudy sky. A prominent green banner below the heading contains the text "Submission completed successfully." The footer is a dark grey bar with links for Portal Signup Request, Contact Us, Accessibility, Media centre, Site Map, Careers, Freedom of Information, Legal Terms, Privacy Policy, and Cookies Policy.





**Thank You**