



**Fáilte Ireland**  
National Tourism Development Authority

**Holiday Apartment – With Classification**

# How to complete self-assessment on Trade Portal





# **The aim of this presentation**

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





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Fáilte Ireland

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

## Welcome to Fáilte Ireland's Trade Portal

**TRADE EVENTS**

**QUALITY ASSURANCE**

**ENTERPRISE SUPPORTS**

**OPPORTUNITIES**

**FUNDING**

**BUSINESS PROFILE**

Portal Signup Request | Contact Us | Accessibility | Media centre | Site Map | Careers | Freedom of Information | Legal Terms | Privacy Policy | Cookies Policy

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

[www.tradeportal@failteireland.ie](http://www.tradeportal@failteireland.ie)

Click on the “Log In” button on the top right hand side.



# Fáilte Ireland

National Tourism Development Authority

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Log In with your existing account

Email

Password

[Forgot Your Password?](#)

☒ Remember me?

**Sign In**

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

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

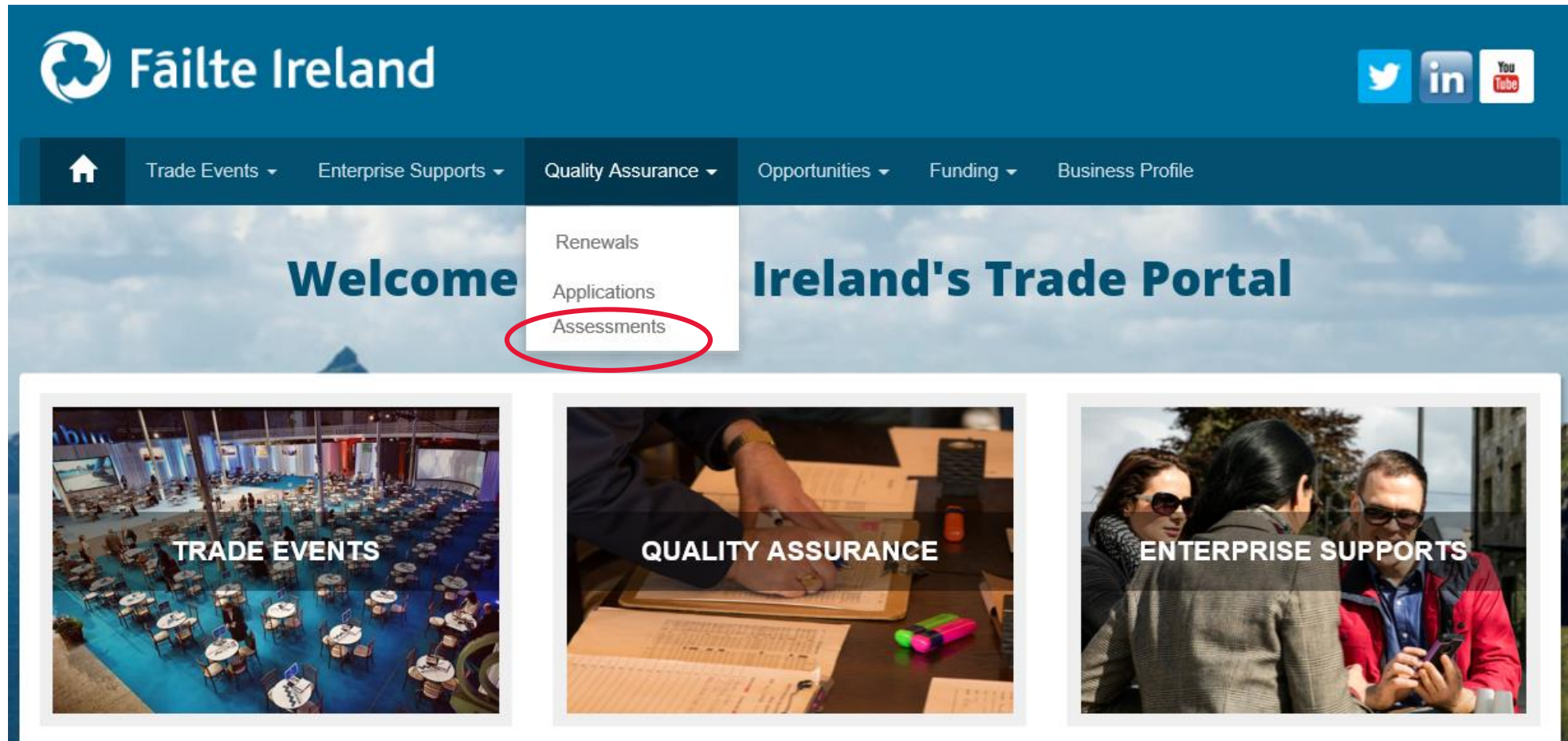
Enter your email address and password in the same way that you do for Renewing your property





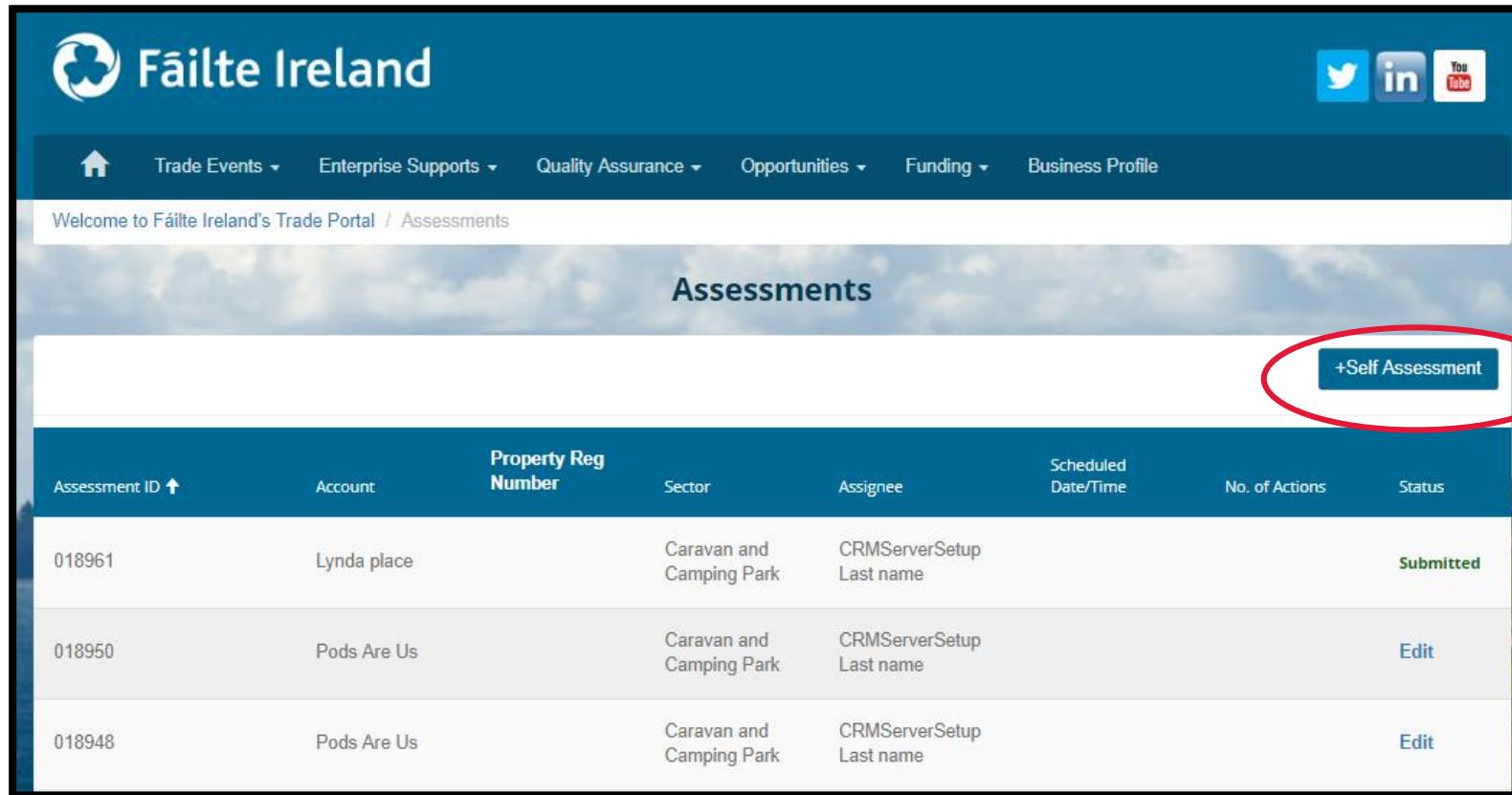
# Fáilte Ireland

National Tourism Development Authority



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			Submitted
018950	Pods Are Us		Caravan and Camping Park	CRMServerSetup Last name			Edit
018948	Pods Are Us		Caravan and Camping Park	CRMServerSetup Last name			Edit


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

You can start the self assessment mid way and it will save you answers, this is where you can see the Edit button. Once you have completed the self-assessment, you will see the Submitted button.



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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.



**Fáilte Ireland**

National Tourism Development Authority

This page will allow you to choose the sector and classification.  
You can choose to have the property as Approved or with a classification.

### Self Assessment

#### Select Sector

**Account \***

Accommodation Test Ltd

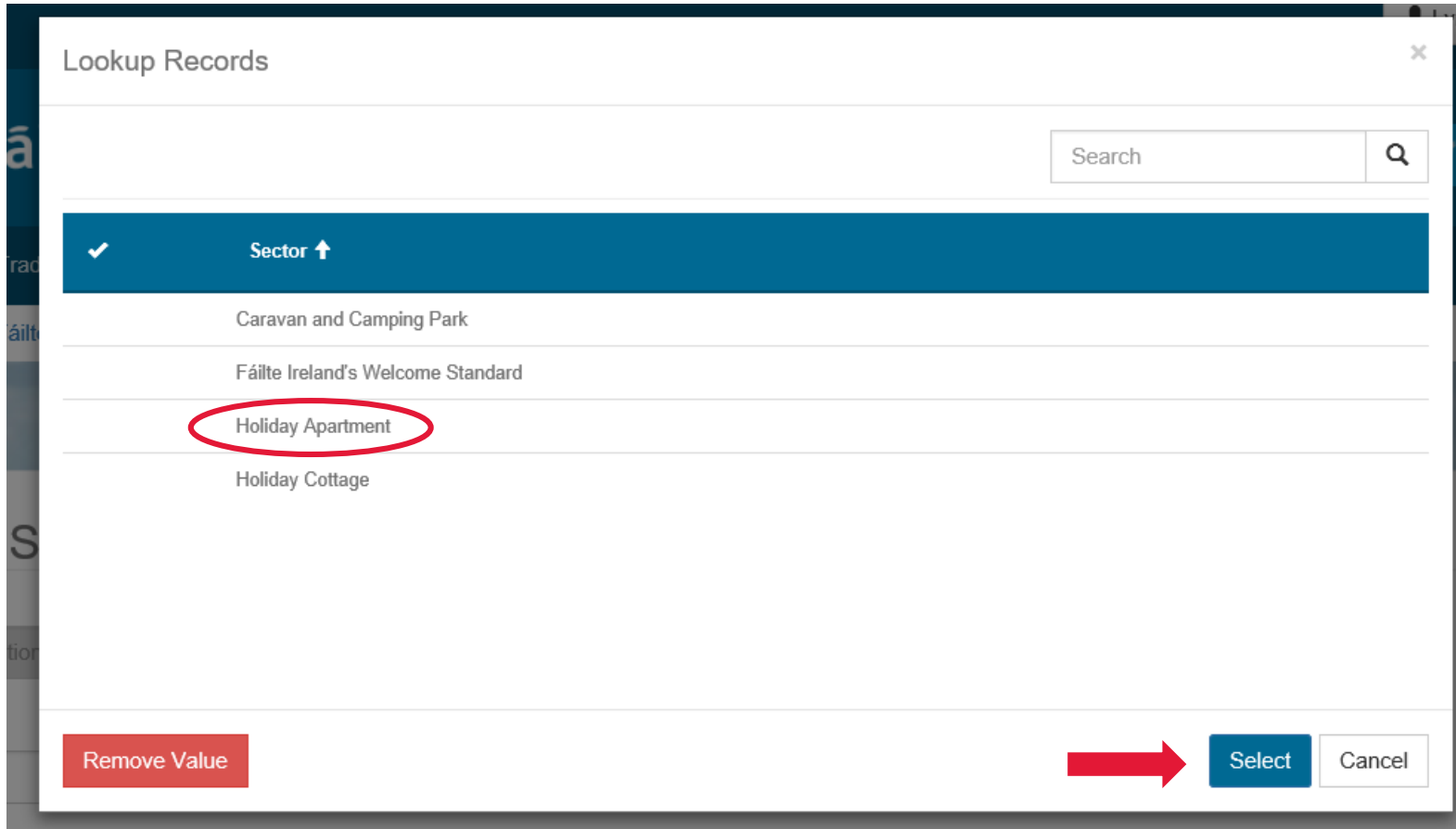
**Sector**

**Classifications**

**Generate Assessment**



Click and choose your correct sector i.e. **Holiday Apartment**



Lookup Records

Search

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

Remove Value

Select Cancel

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

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**

Holiday Apartment! ✕ 🔍

**Classifications**

🔍

**Generate Assessment**

Choose

Holiday Apartment - Approved

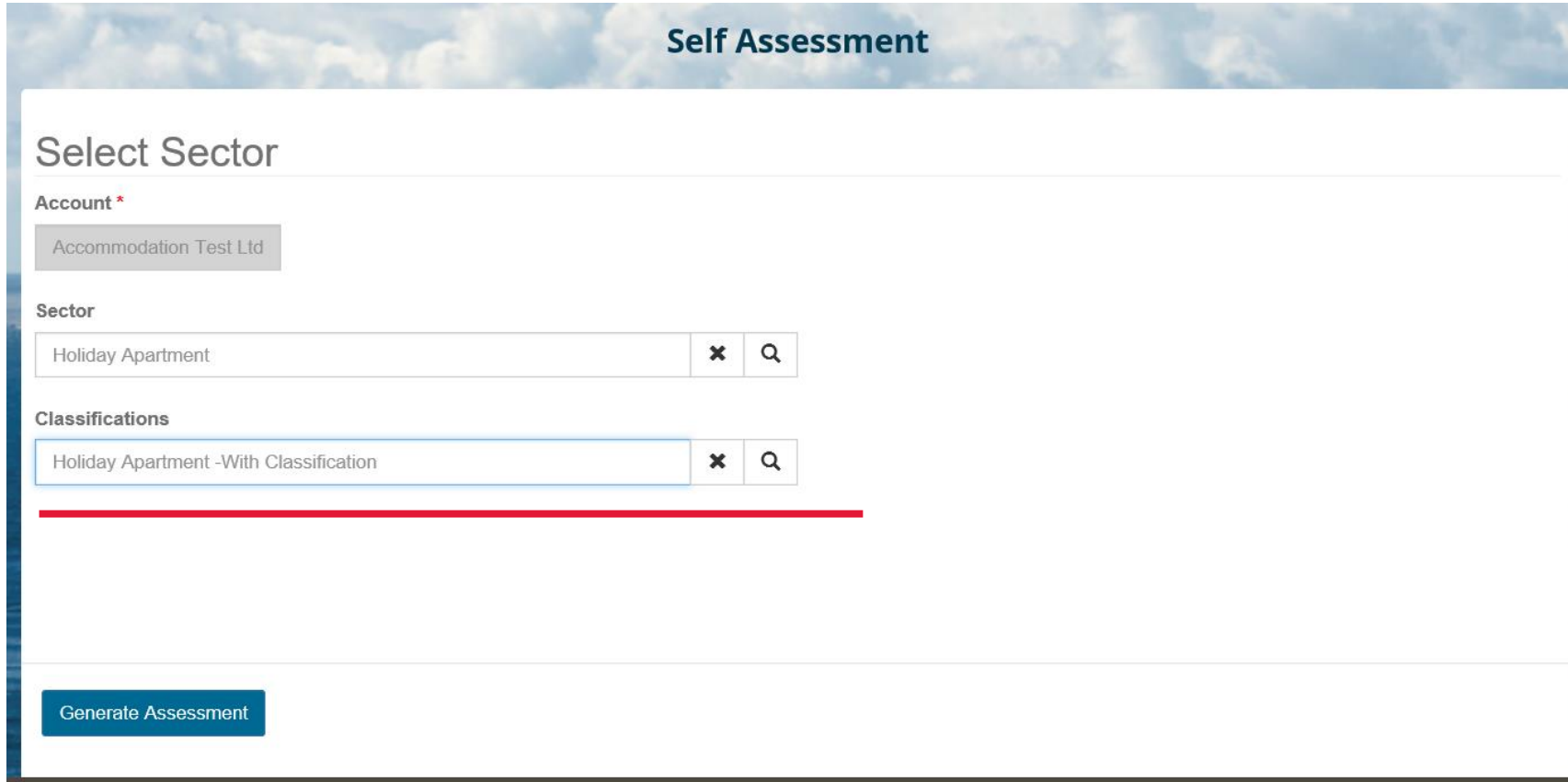
Holiday Apartment -With Classification



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

A screenshot of a web form titled "Self Assessment". The form has a white background with a blue header bar. The title "Self Assessment" is in blue text. Below the title, the form is divided into sections. The first section is "Select Sector". Under this, there is a field labeled "Account" with a red asterisk, containing the text "Accommodation Test Ltd". Below that is a field labeled "Sector" containing the text "Holiday Apartment". To the right of this field are two small icons: a red 'x' and a magnifying glass. Below the "Sector" field is a field labeled "Classifications" containing the text "Holiday Apartment -With Classification". To the right of this field are also two small icons: a red 'x' and a magnifying glass. A thick red horizontal line is positioned below the "Classifications" field. At the bottom of the form, there is a blue button with the text "Generate Assessment".

**Self Assessment**

**Select Sector**

**Account** \*

Accommodation Test Ltd

**Sector**

Holiday Apartment

**Classifications**

Holiday Apartment -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. Regulations
2. Code of Ethics
3. Requirements
4. Classifications

**Code of Ethics:** These questions 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.

# Regulations

When completing the Regulations, please read and confirm that you agree to comply with the regulations.



**12. RENEWAL OF REGISTRATION**

12.1 Where Fáilte Ireland is satisfied that an application has been made in accordance with Regulation 11 and that the Business in respect of which such application has been made is eligible for renewal of registration in Fáilte Ireland's Register of Holiday Apartments or Register of Approved Holiday Cottages or Register of Caravan sites and Camping sites having regard to the standards and requirements of these Regulations, Fáilte Ireland

**13. PRESCRIBED FEES**

13.1 All references to prescribed fees in these Regulations relate to fees prescribed by Fáilte Ireland with the consent of the Minister for Transport, Tourism and Sport under Sections 26(2), Section 27(2) and Section 29(2) of the Acts. Details of all prescribed fees can be found on Fáilte Ireland's designated website.

**REVOCATION**

14.1 All Regulations made by Fáilte Ireland, with the consent of the Minister for Transport, Tourism and Sport, pertaining to Holiday Apartments, Approved Holiday Cottages, and Caravan sites and Camping sites including, but not limited to those set out hereunder are hereby revoked:

14.1.1 Registration and Renewal of Registration Regulations for Holiday Apartments 2007

14.1.2 Registration and Renewal of Registration Regulations for Holiday Cottages 2007

14.1.3 Registration and Renewal of Registration Regulations for Caravan and Camping Parks 2009

**15. CANCELLATION OR TERMINATION OF REGISTRATION**

15.1 For the avoidance of doubt, where the registration of a premises or Business has been cancelled by Fáilte Ireland under the provisions set out in the Acts or where the registration of a premises or Business has terminated in accordance with Section 28(1) of the Acts, these Regulations shall apply to any subsequent application for registration of the said premises or Business.

I have read and agree to the above Regulations.

## Self Assessment

### Regulation

Please read the Regulations below and confirm agreement by ticking the box at the end.

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](mailto:qualityassurance@failteireland.ie).

Question	Select Answer
<b>1. CITATION</b>	
1.1 These Regulations may be cited as the Registration and Renewal of Registration Regulations for Short Term Tourism Accommodation Rental, 2018 for eligibility for registration in the following registers: holiday apartments, approved holiday cottages, caravan sites, camping sites ("the 2018 Regulations").	
1.1 These Regulations may be cited as the Registration and Renewal of Registration Regulations for Short Term Tourism Accommodation Rental, 2018 for eligibility for registration in the following registers: holiday apartments, approved holiday cottages, caravan sites, camping sites ("the 2018 Regulations").	
<b>2. COMMENCEMENT</b>	
2.(i) These Regulations shall come into operation on the 1st of February 2020.	
2.(ii) These Regulations shall apply to each Business (as hereinafter defined), which falls within any of the prescribed terms, holiday apartment, tourist apartment, apartotel, holiday flat, approved holiday cottage, approved holiday house, approved holiday home, approved holiday villa, caravan site, camping site, caravan park, caravan camp, caravan centre, caravan estate, caravan court, caravanel, camping park, camping	



Once you click stating that you agree with the regulations, please click on **"Save and Continue"**



# 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 continue the self-assessment.

Question	Select Answer
1. Maintain high standards and fair practice in all business transactions.	Yes ▼
2. Recognise the right of the guest to courteous and honest service at all times.	Yes ▼
3. Acquaint themselves with the respect visitors and guests and find out about their lifestyle, tastes and expectations.	Yes ▼
4. Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.	Yes ▼
5. Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.	Yes ▼
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 ▼
7. All activities should be conducted with respect for the artistic, historic and cultural heritage of Ireland.	Yes ▼
8. All activities and developments should, where possible, integrate with and benefit the local community and environment.	Yes ▼
9. Maintain the highest standards of cleanliness throughout all parts of the business.	Yes ▼
10. Uphold the interests and reputation of Ireland as a high quality destination for guests from home and overseas.	Yes ▼

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

# 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 all questions to be able 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	<div>Yes</div>
2. Security for guests ensured and maintained at all times.	<div>Yes</div>

Previous

Save and Continue

# 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)

# Classifications

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 one 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

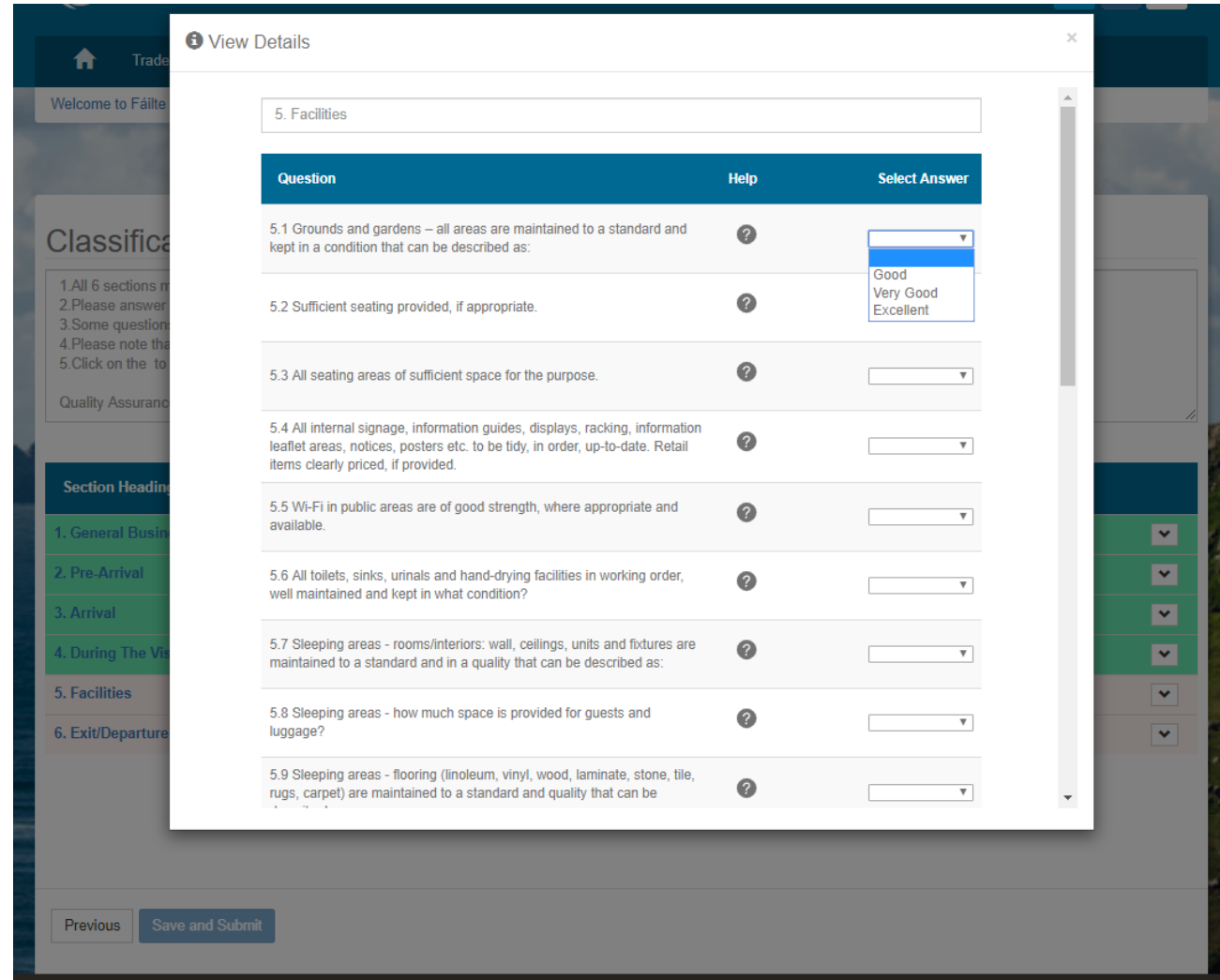
1. General Business Processes

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"/>

# Classifications

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.



**View Details**

5. Facilities

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:	?	<div>Good Very Good Excellent</div>
5.2 Sufficient seating provided, if appropriate.	?	
5.3 All seating areas of sufficient space for the purpose.	?	
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.	?	
5.5 Wi-Fi in public areas are of good strength, where appropriate and available.	?	
5.6 All toilets, sinks, urinals and hand-drying facilities in working order, well maintained and kept in what condition?	?	
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:	?	
5.8 Sleeping areas - how much space is provided for guests and luggage?	?	
5.9 Sleeping areas - flooring (linoleum, vinyl, wood, laminate, stone, tile, rugs, carpet) are maintained to a standard and quality that can be	?	

Previous Save and Submit











# Classifications

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>For example. These are for guidance and not requirements but examples of best practice.</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>For example. These are for guidance and not requirements but examples of best practice.</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

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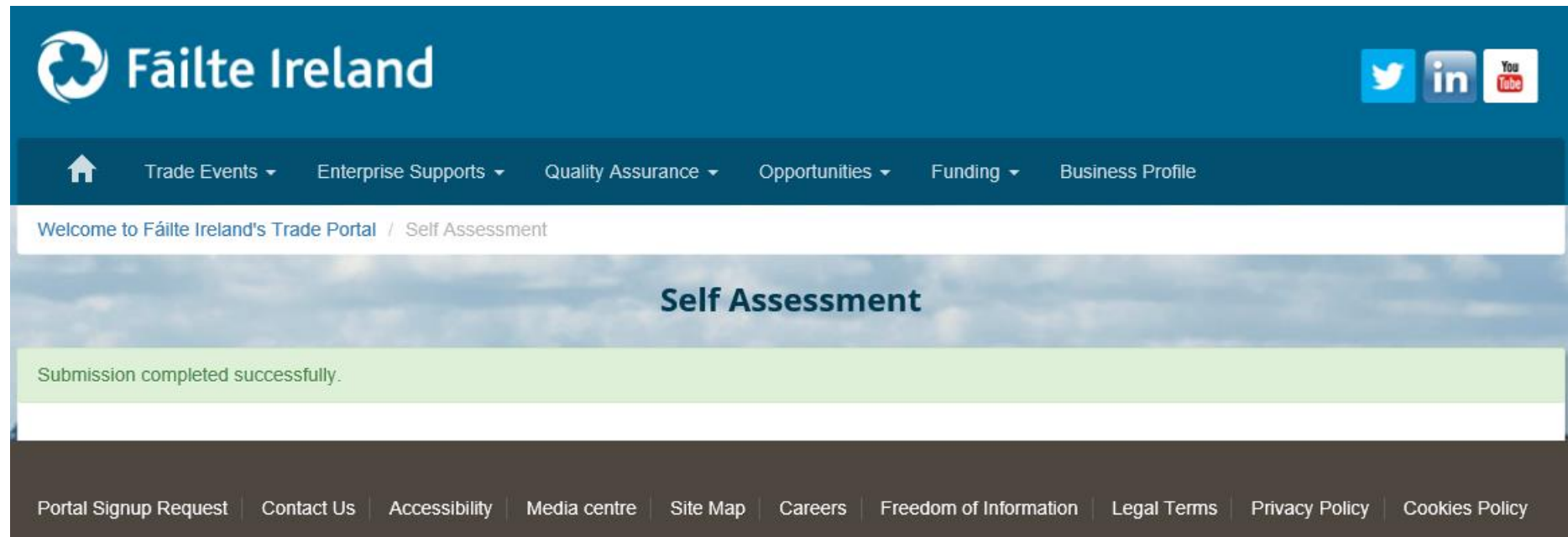
Quality Assurance Team on 1890 697 000 or by email at [qualityassurance@failteireland.ie](mailto:qualityassurance@failteireland.ie).

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1. General Business Processes	Completed	▼
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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.



An aerial photograph of a rugged, conical island, likely a sea stack, rising from the ocean. The island is covered in green vegetation and has a sharp, pointed peak. The surrounding water is a deep blue-grey, and the sky is overcast with soft, diffused light. The text is centered over the island.

**Thank You**  
**Fáilte Ireland Quality Assurance Team**  
**1800 242 473**