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

www.tradeportal@failteireland.ie

Click on the “Log In” button on the top right hand side.
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
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.
Choose your property that you wish to self-assess by ticking in the box to the right of the property.
This page will allow you to choose the sector and classification. You can choose to have the property as Approved or with a classification.
Click and choose your correct sector i.e. **Caravan & Camping Park**

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.

Caravan and Camping - Approved

Caravan and Camping - With Classification
If you wish to choose to continue to be assessed with a classification, please choose ‘Caravan & Camping – With Classification’

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

Once you click stating that you agree with the regulations, please click on “Save and Continue”
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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Select Answer</th>
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<tbody>
<tr>
<td>1. Maintain high standards and fair practice in all business transactions.</td>
<td>Yes</td>
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<tr>
<td>2. Recognise the right of the guest to courteous and honest service at all times.</td>
<td>Yes</td>
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<tr>
<td>3. Acquaint themselves with the respect visitors and guests and find out about their lifestyle, tastes and expectations.</td>
<td>Yes</td>
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<tr>
<td>4. Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.</td>
<td>Yes</td>
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<td>5. Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.</td>
<td>Yes</td>
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<tr>
<td>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.</td>
<td>Yes</td>
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<tr>
<td>7. All activities should be conducted with respect for the artistic, historic and cultural heritage of Ireland.</td>
<td>Yes</td>
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<tr>
<td>8. All activities and developments should, where possible, integrate with and benefit the local community and environment.</td>
<td>Yes</td>
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<tr>
<td>9. Maintain the highest standards of cleanliness throughout all parts of the business.</td>
<td>Yes</td>
</tr>
<tr>
<td>10. Uphold the interests and reputation of Ireland as a high quality destination for guests from home and overseas.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
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.
When completing the Classifications, please answer all questions. Once all questions have been answered, click on ‘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 0818 88 88 00 or email qualityassurance@failteireland.ie
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.
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.
To view the guidelines to help answer the questions, please click on the ? symbol.

**Section 1: General Business Processes**

**General Business Processes**

- **1.1 Business planning process showing evidence of plans for growth over a minimum 3-year period.**
  - For example, these are for guidance and not requirements but examples of best practice.
  - 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.
  - The plan may be an outline of activity only for very small businesses, as a guideline, usually those with around three or fewer staff.
  - 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.

- **1.2 Marketing planning process demonstrating an understanding of Ireland’s, and the business’s, main markets.**
  - For example, these are for guidance and not requirements but examples of best practice.
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**.
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.
Thank You
Fáilte Ireland Quality Assurance Team
0818 88 88 00