

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.



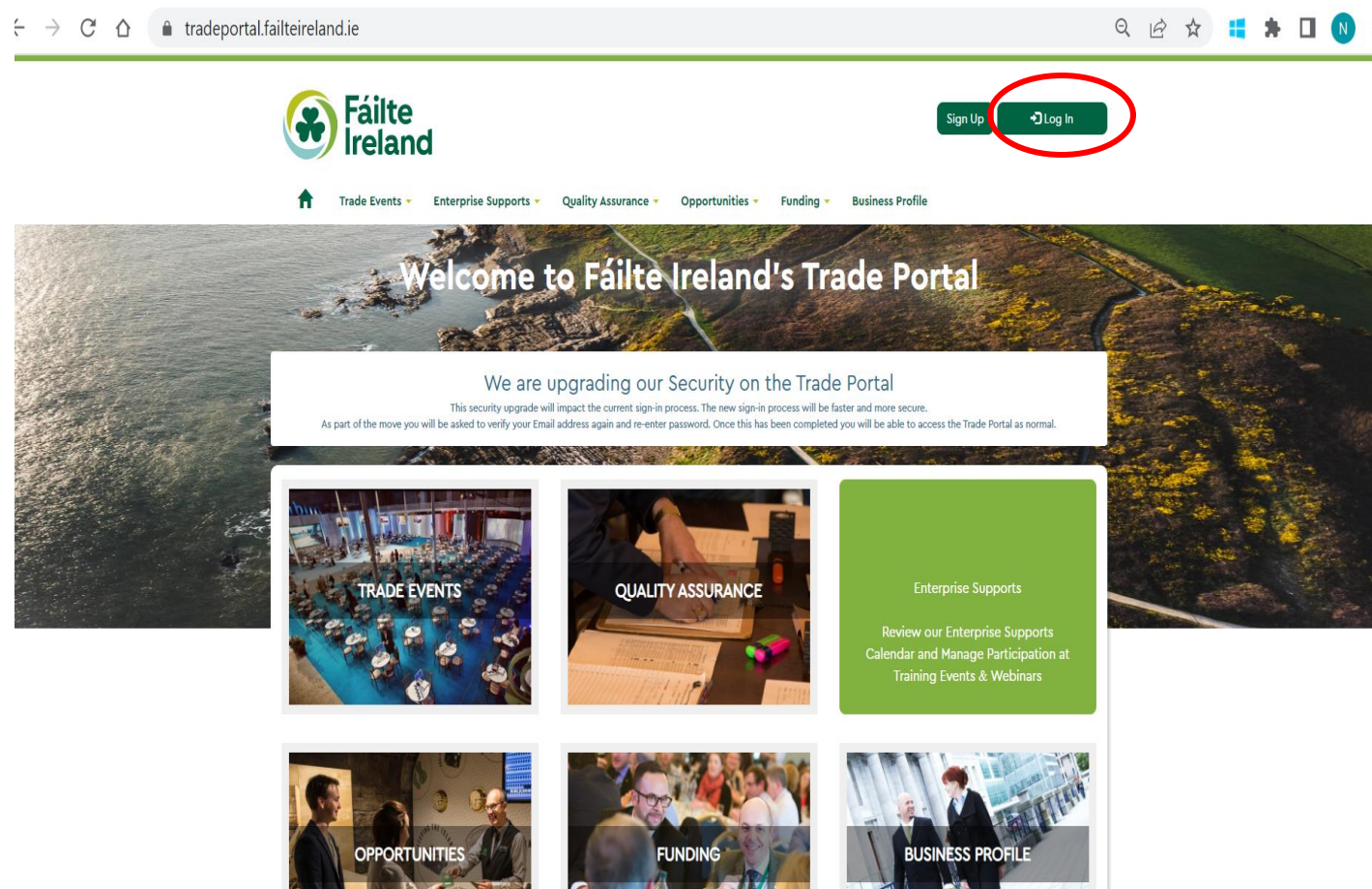
Log In To Fáilte Ireland Trade Portal



Log on to the Trade Portal in the same way you do to do your renewals:

<https://tradeportal.failteireland.ie/>

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



Login



The screenshot shows the login interface of the Fáilte Ireland Trade Portal. At the top left is the Fáilte Ireland logo, and at the top right is the text "Fáilte Ireland | Trade Portal". The main content area is split into two columns. The left column, titled "Sign In", contains a form with the prompt "Enter your email address & password". The email input field contains "test@failteireland" and the password field contains masked characters. Below these fields is a "Forgot your password?" link and a green "Sign in" button, which is circled in red. The right column, titled "Don't have an account?", contains a registration prompt and a "Need help?" section with contact information for the Customer Support Team. Two red arrows point from the "Need help?" section towards the login form. The footer contains copyright information and links to various policies.

Fáilte Ireland | Trade Portal

Sign In

Enter your email address & password

test@failteireland

[Forgot your password?](#)

[Sign in](#)

By continuing beyond this point you confirm you have read the Fáilte Ireland's Privacy Policy as this outlines how we use your personal data, the lawful bases, your rights and how to contact our Data Protection Officer should you have any queries, concerns or complaints.

Don't have an account?

Register today so we can help you

Need help?

If you are experiencing any problems in the Sign-In process for assistance, please contact our Customer Support Team at:

- Email: CustomerSupport@failteireland.ie
- Telephone: 0818 888 800

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



Trade Events ▾

Enterprise Supports ▾

Quality Assurance ▾

Opportunities ▾

Funding ▾

Business Profile

Welcome to Ireland's Trade Portal

Assessments

Renewals

Applications

We are upgrading our Security on the Trade Portal

This security upgrade will impact the current sign-in process. The new sign-in process will be faster and more secure.

As part of the move you will be asked to verify your Email address again and re-enter password. Once this has been completed you will be able to access the Trade Portal as normal.

TRADE EVENTS

QUALITY ASSURANCE

ENTERPRISE SUPPORTS

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

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



Welcome to Fáilte Ireland's Trade Portal / Assessments

Assessments

All Site Assessments ▾

[+Self Assessment](#)

Assessment ID ↑	Account	Property Reg Number	Sector	Scheduled Date/Time	No. of Actions	Status	Action
065989	Alis Shack		Caravan and Camping Park		0	Drafted	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.



Trade Events ▾

Enterprise Supports ▾

Quality Assurance ▾

Opportunities ▾

Funding ▾

Business Profile

Welcome to Fáilte Ireland's Trade Portal / Self Assessment

Self Assessment

Select Business

Account	Sector	Rating	Select
Alis Shack			<input type="checkbox"/>
Failte Ireland			<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 *

Alis Shack

Sector



Classifications



Generate Assessment

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**



Lookup Records

Search

✓

Sector ↑

Caravan and Camping Park

Remove Value

SelectCancel

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'.



Select Sector

Account *

Alis Shack

Sector

Caravan and Camping Park

Classifications



Generate Assessment

Lookup Records

Search



✓ Name ↑	Type	Rating	Sector	Created On	Created By	Modified By	Modified On
Caravan and Camping - Approved	Renewal	Caravan and Camping - Approved	Caravan and Camping Park	22/11/2019 11:16 AM	CRMServerSetup Last name	Lynda McDunphy	12/12/2019 11:42 AM
Caravan and Camping -With Classification	Renewal		Caravan and Camping Park	22/11/2019 11:16 AM	CRMServerSetup Last name	Lynda McDunphy	05/02/2020 5:38 PM

Remove Value

Select

Cancel

If you wish to choose to continue to be assessed with Classification', please choose



‘Caravan & Camping – With Classification’

Self Assessment

Select Sector

Account *

Alis Shack

Sector

Caravan and Camping Park



Classifications

Caravan and Camping -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. Code of Ethics
2. Regulations
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.

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.	<input type="text"/>
2. Recognise the right of the guest to courteous and honest service at all times.	<input type="text"/>
3. Acquaint themselves with the respect visitors and guests and find out about their lifestyle, tastes and expectations.	<input type="text"/>
4. Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.	<input type="text"/>
5. Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.	<input type="text"/>
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.	<input type="text"/>
7. All activities should be conducted with respect for the artistic, historic and cultural heritage of Ireland.	<input type="text"/>
8. All activities and developments should, where possible, integrate with and benefit the local community and environment.	<input type="text"/>
9. Maintain the highest standards of cleanliness throughout all parts of the business.	<input type="text"/>
10. Uphold the interests and reputation of Ireland as a high quality destination for guests from home and overseas.	<input type="text"/>
I have read and agree to comply with the above Code of Ethics.	<input type="text"/>

Previous

Save and Continue

Regulations



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



Regulation

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

Question

Select Answer

1. CITATION

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").

2. COMMENCEMENT

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 centre, camping estate, camping court or autocamp for registration or application for renewal of registration on the relevant register to Fáilte Ireland on or after the Commencement Date hereof.

3. INTERPRETATION

3. (i) These Regulations shall be interpreted in accordance with the provisions of the Tourist Traffic Acts 1939 to 2016 (the "Acts").

3. (ii) The "Accommodation" means individual units and/or sites for vehicles, tents or temporary structures for rental which fall within the prescribed terms referred to at Regulation 2(ii) and are normally let on a short term basis to guests.

14. 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 comply with the above Regulations.

I agree



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

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

Yes ▼

2. Security for guests ensured and maintained at all times

Yes ▼

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 weighed.

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	▼

- 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 888800 or email qualityassurance@failteireland.ie

Previous







Save and Submit

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.

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 (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"/>

Save Answers

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><div></div><div>Good</div><div>Very Good</div><div>Excellent</div><div>NA</div></div>
5.2 Sufficient seating provided for facilities, 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.		

Classifications



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

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:		<input type="text"/>
5.2 Sufficient seating provided for facilities, 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"/>

Operator Classification Guidelines

OPERATOR GUIDELINES

SECTION 5. FACILITIES	
	<p>This Section includes all accommodation units provided for the exclusive use of individuals or groups who are directly booked through the accredited business owner or their agents.</p> <p>A sample of a typical range of accommodation units will be assessed. The sample will be selected by quality level, and type. Those booked by the majority of guests will determine the score for each criteria, known as the 'predominant units', and these will be assessed by Assessors and the scores averaged.</p> <p>If a wide variety of quality levels and types are provided with no predominant unit, the Assessor will average the scores across all types in discussion with the owner. The aim is to arrive at a rating, suitable for the business, which will meet most guests' expectations.</p> <p>This Section, and the assessment, excludes accommodation units not directly booked through the accredited business owner or their agents. For example, this would include caravan holiday homes or self-catering units owned by separate entities and not booked through the business owner or their agents at any time.</p>
5.1	<p>Grounds and gardens – all areas are maintained to what standard and kept in what condition?</p> <ul style="list-style-type: none"><i>This looks at all gardens, borders, grounds and any surrounds.</i><i>Grassed, paved and gravelled areas are included.</i><i>Paths, driveways and parking areas within the boundary of the accommodation and under the direct control of the accommodation owner are included.</i>

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



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

Previous Save and Submit

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.



Self Assessment

Thank you for submitting your self-assessment.

You will shortly receive an email, which will include your **PROVISIONAL** rating, based on the answers from your self-assessment. The final rating of your property is only confirmed upon completion of the assessment with the Quality Assurance Assessor. Should you have any queries, please feel free to contact the Fáilte Ireland Quality Assurance Team on 0818 888800 or email qualityassurance@failteireland.ie

Thank You
Fáilte Ireland Quality Assurance Team
0818 888800

