Quality in Tourism

# REST Surveillance Assessment

# What is a REST Surveillance Assessment

Navigating the requirements of re-certification

# Great news – SURVEILLANCE is light-touch !!

**The efforts you went to in your FULL REST certification will hopefully pay dividends in what should be a celebration of the progress you have made to ensure you still meet the required standard for certification.**

**We will review initiatives previously included in your REST workbook to**

- Confirm these initiatives continue to be implemented into day-to-day operations
- Identify any areas that may need refreshing or strengthening

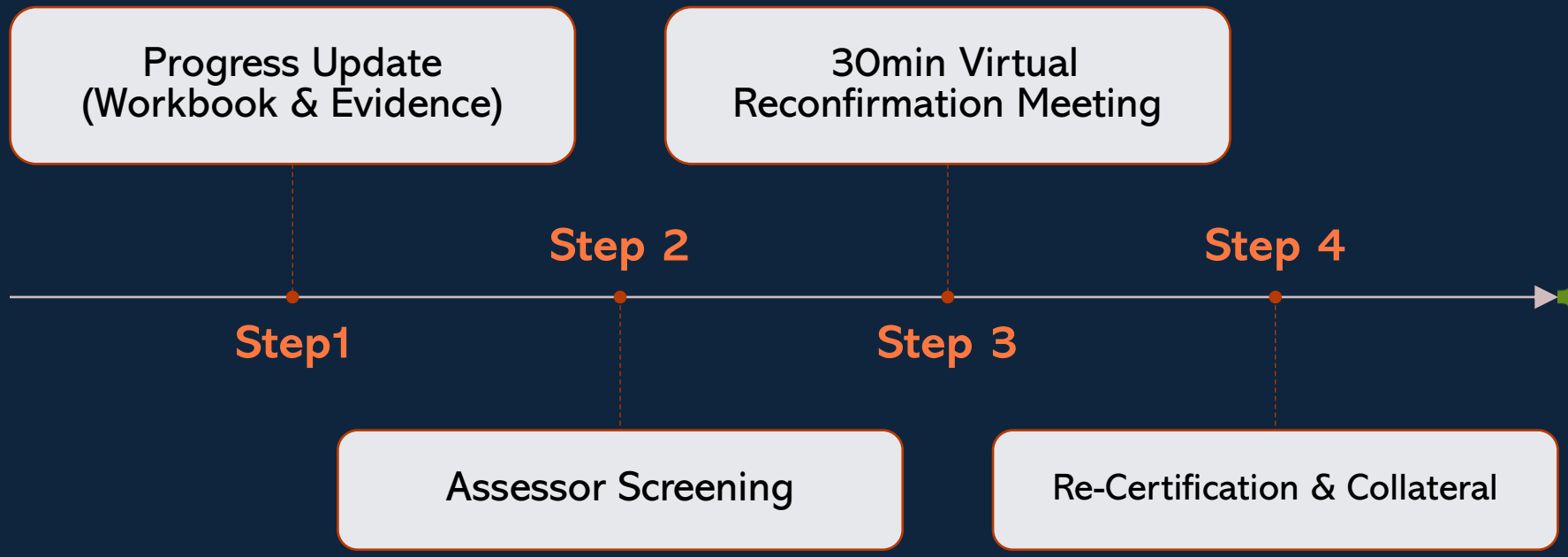
**The Surveillance review also provides an opportunity to**

- Highlight any additional policies, procedures and initiatives implemented since the last REST Assessment.
- To encourage and celebrate progress and achievements

**This is important because it**

- Ensures previous achieved levels and scores are maintained
- Demonstrates continuous improvement
- Keeps sustainability on the agenda at all levels of the business
- Reinforces accountability and commitment

# Surveillance Assessment Journey

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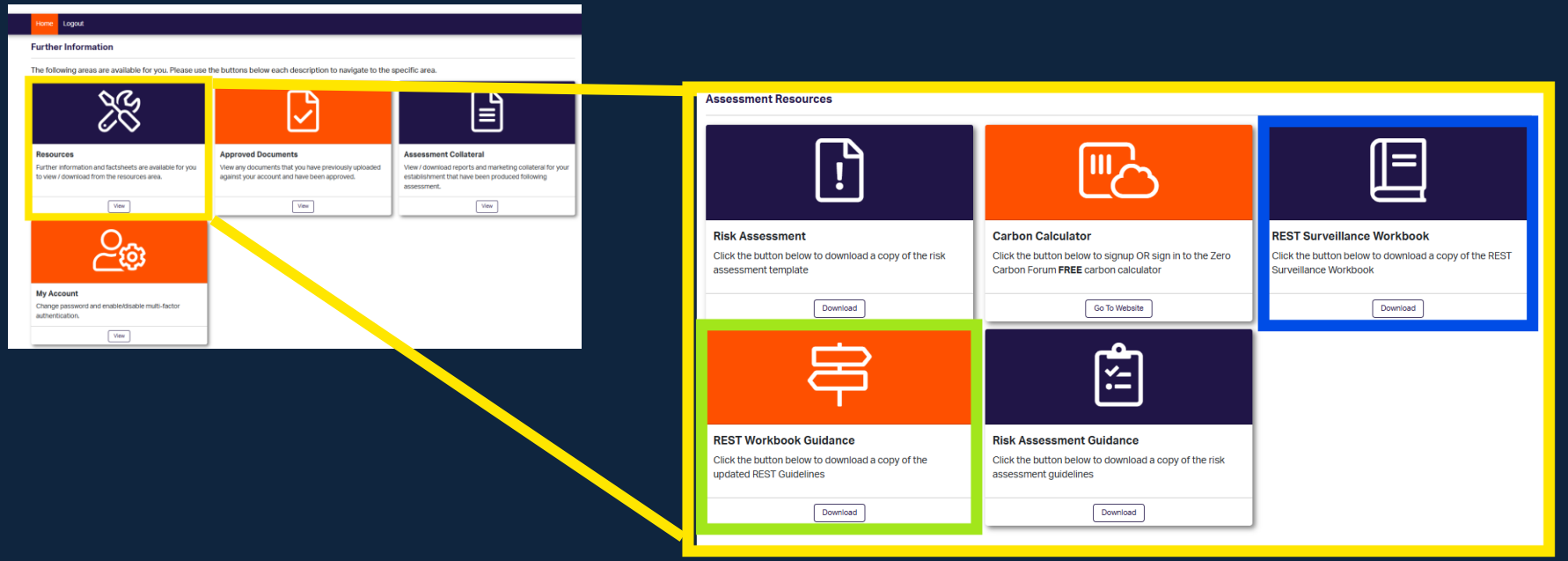
- *Accreditation must be maintained and renewed annually to remain valid.*
- **If you are on a grade boundary and you would like to aim for a higher grade, this will require a more detailed assessment like your prior cycle and a top up fee of £145 on top of the £225 surveillance fee (Silver 75% - Gold 85%)**

# Supporting resources

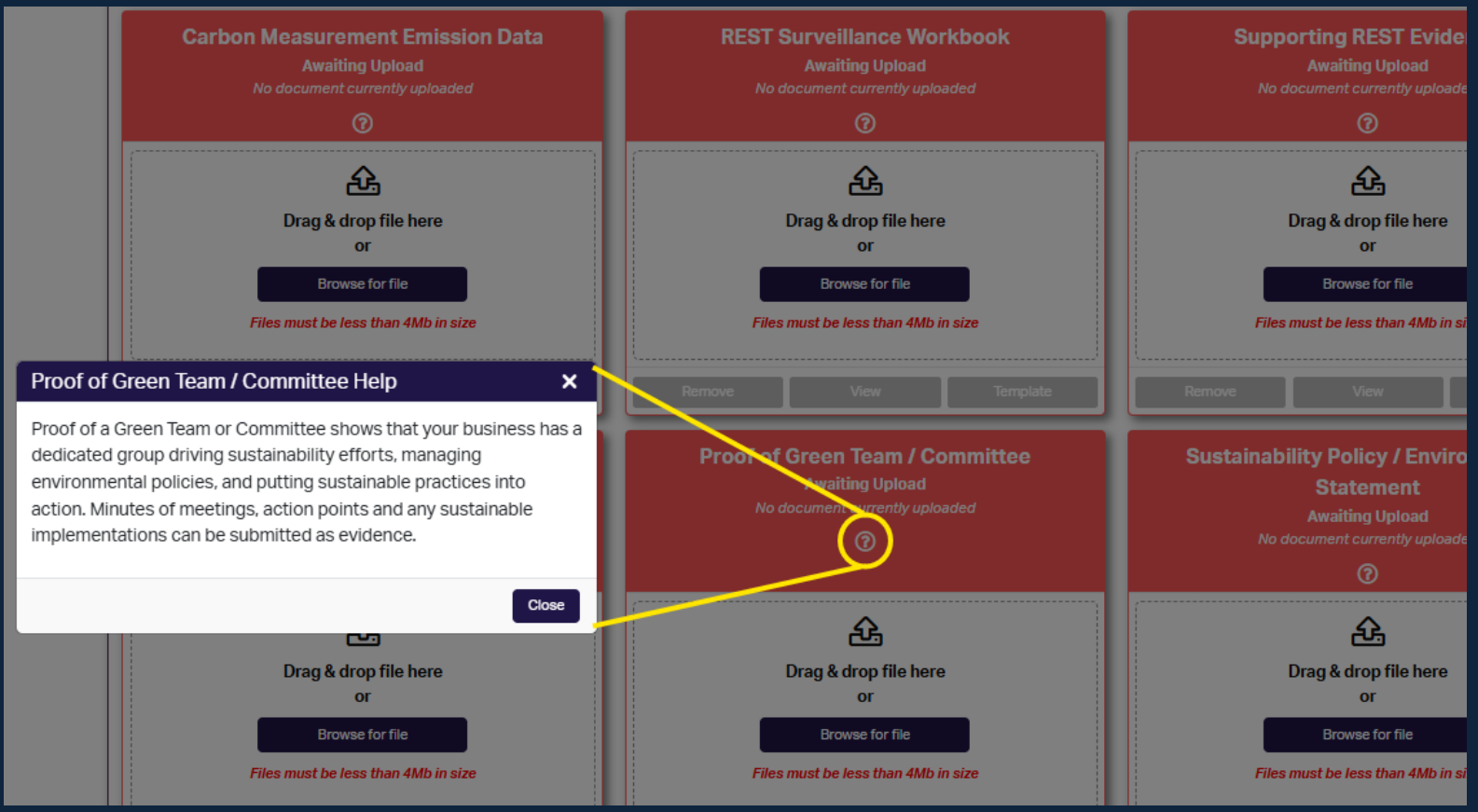
**There are templates in the Resources area (top left tile on your homepage)**

➢The Surveillance workbook is in here, shown in blue, with the full REST guidance shown in green

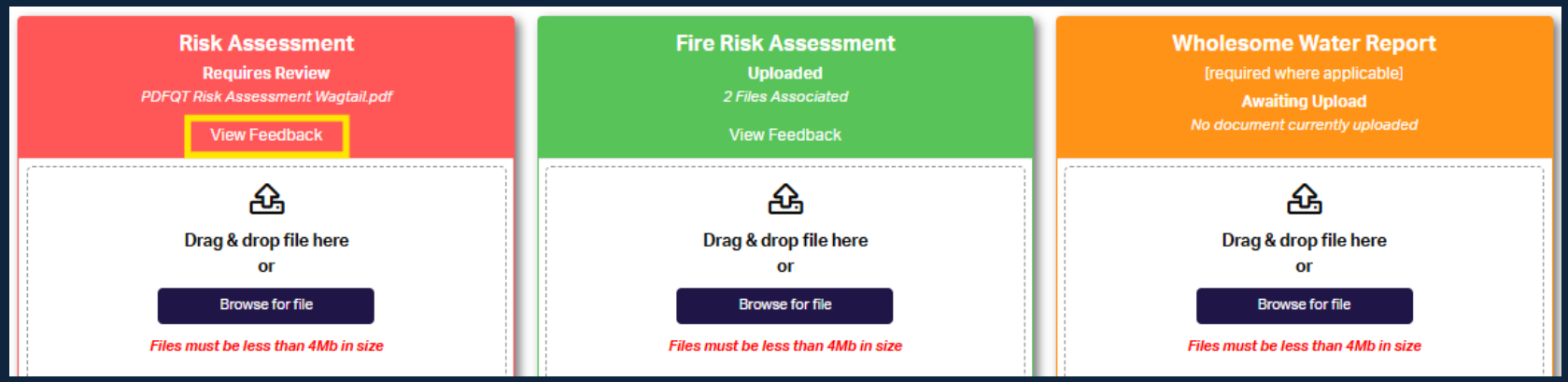



Other documents & resources are available for your convenience and can serve as a helpful guide. However, please feel free to use your own documents if you prefer.

# Portal Refresher – Help text




**To find these helpful hints press the question mark - shown here highlighted in yellow**

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## The significance of colour

- Mandatory documents have a red background
- Required where applicable documents have an amber background.
- Documents referred back for further action will display 'View Feedback' (highlighted in yellow above)
- Where a document has been uploaded and is ready for submission the background will turn green.

**REMEMBER** - You cannot proceed until all mandatory documents are provided and any documents referred back to you have been dealt with and resubmitted.

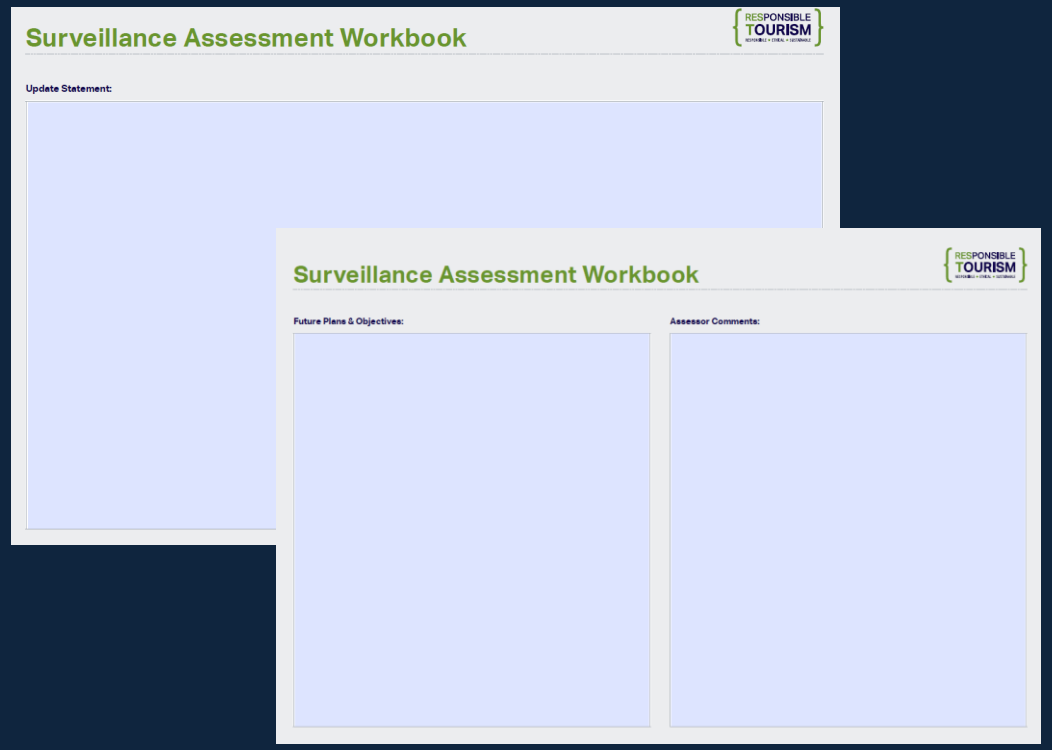
## Supporting Evidence documents

Documentation to demonstrate compliance and evidence actions are still required, however after feedback from GMs the documents have been separated out to make life a little easier!

## Multiple files for one document?

Remember - You can upload multiple files for each component, but each individual file must be less than 4MB in size.

# Surveillance Workbook




The Surveillance Assessment Workbook is designed to allow you to update us on how your business has progressed in the last 12 months.

Have the future plans and objectives you cited in your last assessment come to fruition, or have you made strategic changes that have led to different but equally impactful change?

Significantly reducing the workbook sections compared to a full reassessment workbook, for each CORE AREA ONLY you are required to provide

- An update statement
- A future plans & objectives statement

# How to prepare

- Revisit your original REST Workbook
- Review with your team the feedback given in your REST Workbook or REST Outcome document.
- Confirm existing actions are still being implemented
- Identify and record any new sustainability initiatives/policies/actions under the Update statement section
- Look back at the statements/implementations that were mentioned in the Future Plan and Objectives section – have any of these or different actions been implemented that can be added to the Surveillance Workbook
- Complete the Future Plan & Objectives section so a rolling continuous improvement plan can be seen
- Prepare all statutory documentation for upload checking dates of certificates
- Prepare all supplementary evidence for upload

**REMEMBER TO PRESS SUBMIT WHEN YOU ARE READY**

# Collaborative Partnerships

To drive innovation.

Data reveals a steady increase in consumer demand for sustainable products, presenting an opportunity for more sustainable offerings.

REST as an operational accreditation is designed to be a conduit to sharing best practice that should make a difference to your P&L as well as your culture and reputation.

Creating a platform for business improvement and staff engagement as well as focusing on reducing your carbon footprint.

replacer

ZERO CARBON FORUM

**WATCH THIS SPACE**

For future developments in the portal that will integrate links to both replacer and Zero Carbon Forum and how they can assist you on your sustainable journey.

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