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Pre-Update Evaluation Form

This Pre-Update Evaluation form will help you prepare for your Update Qualmark Evaluation, which will be conducted online. It includes questions to prompt you to outline any key material changes, significant updates, progress, or changes to your business since your last full onsite Qualmark Evaluation.

The aim of the Update Qualmark Evaluation and completing this form is to help you continue progressing through Sustainable Tourism Business accreditation, maintain your Star Grading, and identify opportunities for improvement for the year until next year's full onsite Qualmark Evaluation.

Before reviewing the questions below, please review your previous Qualmark report and any feedback received from your Qualmark specialist during their last visit with you.

[Privacy Policy](https://www.tourismnewzealand.com/privacy-policy/) - This privacy policy explains how the New Zealand Tourism Board, a New Zealand Crown entity that trades as Tourism New Zealand (‘we’ or ‘us’) collects, stores, uses, and discloses any personal information that you provide to us when undertaking an online Qualmark evaluation.

If you have any questions about our privacy policy, please contact our privacy officer at [privacypolicy@tnz.govt.nz](mailto:privacypolicy@tnz.govt.nz).

**Sustainable Tourism Business accreditation questions:**

1. Have there been any changes in your leadership, management structure, or key personnel?
2. Can you share any success stories or achievements your business has experienced over the past year that align with Qualmark’s five sustainable tourism business pillars ([Health & Safety, Business Systems, Environment, People, Community & Culture](https://www.qualmark.co.nz/how-qualmark-works/sustainable-tourism-business-criteria/))?
3. What key material changes, significant updates, progress, or changes have been made to your business operations since your last Qualmark evaluation and report? ([Health & Safety, Business Systems, Environment, People, Community & Culture](https://www.qualmark.co.nz/how-qualmark-works/sustainable-tourism-business-criteria/))?
4. What are your main goals or areas of focus for the next 12 months?
5. Are there any challenges you would like to share or have support for?
6. Reviewing your online review scores, what steps have you taken to improve your guest experience or satisfaction over the last year to maintain or improve them?

**Health & Safety question:**

1. What H&S objectives have you completed this year? i.e., changes to your safety management system (SMS ), recent H&S training, updated risk and hazard register, updated first aid certificates, any recorded accidents, incidents and near misses this year, and improvements to worker wellness. Refer to the [H&S Criteria.](https://www.qualmark.co.nz/assets/STB-Health-and-Safety.pdf)

**Health & Safety Declaration**

We are operating under the SMP ( Safety Management Plan ) which was reviewed in our previous evaluation.

Yes

No

We declare that we have maintained the standard of our Safety Management System (SMS) and can demonstrate continuous improvement as required by the [HSWA 2015](https://www.worksafe.govt.nz/managing-health-and-safety/getting-started/introduction-hswa-special-guide/). Business leaders actively drive our SMS. We have continually updated or maintained our [hazard/risk register](https://www.worksafe.govt.nz/managing-health-and-safety/managing-risks/what-risk-looks-like-in-your-industry/hotels-and-accommodation-services/). Incidents have been recorded and investigated. Workers have been appropriately trained in emergency procedures, and we have continued to support our workers' wellness and well-being. We confirm we are operating in accordance with our safety management plan.

Yes

No

We are able to provide evidence to support this declaration **if** requested by your Qualmark specialist.

Yes

No

**Accommodation Star Grading**

Please review your previous Start Grading report and note down any answers to the questions below and any notes regarding the online review scores you answered previously.

1. Have you added any new accommodation units to your existing property since the last Qualmark evaluation? For example, additional room types, pods, cabins, safari tents, etc.
2. What property and facilities improvements have you implemented over the last year?
3. What property and facilities improvement plans have you planned for this year?
4. Have you implemented any opportunities outlined in your previous Qualmark Star Grading report?

**Next Steps Check List:**

1. Confirm your online Update Evaluation meeting date and time with your Qualmark specialist. The online meeting should be around 1 hour long.
2. Check that you have been sent a Microsoft Teams Meeting link (no subscription to MS Teams is required) and that you have the necessary technology set up for online meetings. If not, advise your Qualmark specialist for an alternative.
3. Review and confirm the Health and Safety Declaration.
4. Email this pre-evaluation form to your Qualmark specialist within **10 business days** of your online evaluation meeting date.
5. Your **Qualmark License invoice** must be up to date before your license can be updated following your evaluation. Is your invoice up to date? For enquiries, please email - [accounts@qualmark.co.nz](mailto:accounts@qualmark.co.nz)
6. Have you got access to your [Qualmark members portal](https://qualmark.co.nz/about-qualmark/news/member-portal/)? If not, please email - [enquiries@qualmark.co.nz](mailto:enquiries@qualmark.co.nz)