

## Description of Implementation Mechanism of ACS in Kazakhstan

### I. APPLICATION

1. An **accommodation business** should submit an application online to the National Operator via its portal (E-classification) by uploading the necessary documents (Hygiene and Epidemiology, Fire safety, etc.), filling out a self-assessment form, and paying the application fee. Compliance with legal requirements is a prerequisite to classification. The application form will be set in the Accommodation Classification Rules.

### II. ADMINISTRATION

2. The National **Operator** will **check** the application for accuracy and missing data. If the application or the documents attached do not meet the requirements or are not presented in full, the application shall be returned by providing a motivated refusal to accept.

3. If complete, after the acceptance/registration of the application, the National operator **assigns an inspector** from its Register of inspectors who will make the onsite assessment of the accommodation and notify the application of the appointed inspector.

4. The national operator forms, maintains, and amends the **inspectors' register**, published on the E-classification portal. The inspectors register shall include the inspectors admitted for assessment of accommodation for classification purposes. The national operator shall provide **admission to the inspectors** who meet the qualification requirements (background in hospitality and the service industry, a 3-year work experience) and have undergone certain training. Inspectors admitted to the inspectors' register shall conclude the **contract** with the national operator on provisions to be admitted to the inspectors' register. The contract shall ensure the ability and capability of the inspector to start the inspection.

### III. ASSESSMENT

5. The contract on inspection services will be concluded between the applicant and the inspector. The inspector schedules the exact date of the onsite assessment. Before the actual inspection, the inspector should conduct online background checks on the accommodation website and assess guest reviews to be considered.

6. During the **on-site inspection**, the characteristics and indicators of the accommodation services, processes, and facilities related to the classified accommodation type will be assessed by filling out the checklist form. The compliance of the accommodation with the classification category in accordance with classification criteria will be checked. Several rooms of the accommodation should be selected for inspection on a random basis, and this task should not be left solely up to the accommodation.

7. After conducting the assessment, the inspection shall provide a **preliminary report** with the corresponding recommendation in case the classification criteria have not been met or a **final report** with the corresponding recommendation for the classification category.

#### IV. AWARDING

8. Upon receipt of the Accommodation Inspection report, the National Operator shall review it and draw up **an act of classification assessment** by indicating the intended category and conclusions on the possibility of issuing a **classification certificate**. A *plaque* can be produced for an additional payment from the applicant.

9. The National operator or the Committee of Tourism Industry (register as a public service) maintains and updates the **register of certified accommodation**.

#### V. APPEAL

10. If the applicant is unsatisfied with his classified category, the classification system allows for an appeal by the application, and an appeal shall be subjected. Appeal shall be supported with the justification. After consideration of the appeal application and not refundable fee, the National Operator shall schedule an appeal visit with another inspector. The results and findings of the appeal visit will be revealed to the applicant right after the appeal assessment together with a report following the visit. The report provided after the appeal assessment shall supersede the previous inspection results and classification award, thus being the final.

11. This implementation mechanism will require the functioning of 3 databases via E-classification portal:

- Application administration database. The application administration database shall reflect the outcome of the classification process with the completed online inspection checklist submitted electronically by the inspectors with the recommendation as to the rating of the applicant's accommodation.
- Register of inspectors.
- Register of classified accommodation.

#### VI. RE-ASSESSMENT

12. Accommodations already classified are subject to **re-assessment regularly every 3 (three) years** or earlier based on the following reasons:

- customer complaints submitted online via E-classification portal with the pieces of evidence,
- results of national operator's monitoring of the ratings of the classified accommodations in the touristic platforms or of the other publicly available review aggregators, showing a significant decrease in guest feedback;
- appeal submission by the classified accommodation.