



Change Adapt Improve

Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care

**INFORMATION BROCHURE FOR
ACCREDITATION OF
HOTELS AND HOMESTAYS**

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CONTENTS

Sl. No.	Topics	Page No.
1	About Quality and Accreditation Institute (QAI)	3
2	Safe Sojourn	3
3	Benefits of Safe Sojourn	4
4	Organisation Structure	4
5	Special Features of Accreditation	5
6	Eligibility and Preparation for Accreditation	5
7	Accreditation Process	5
8	Assessment Criteria and Fee Structure	8
9	QAI-CAHSC Publications	8



1. About Quality and Accreditation Institute (QAI)

Quality and Accreditation Institute is incorporated by Registrar of Companies under the Companies Act 1956. QAI was set up to create an ecosystem of education, training, quality improvement and accreditation/ certification. We have initiated various activities under different verticals in a manner that they remain independent of each other. QAI aims to operate globally to learn and share best practices and serve the interested parties. QAI’s Centre for Accreditation of Health and Social Care (CAHSC) caters to the needs of traditional and emerging markets in health, social and hospitality sector.

Vision

Nurturing the largest global pool of organisations and people through quality and accreditation framework.

Mission

To conceive and deliver education, training, accreditation and related programmes in partnership with stakeholders using an approach of co-design and co-creation.

Values

Listener: Seek continuous feedback from stakeholders to address their concerns

Competitive: Look for viable options to benefit users of our services

Transparency: Clearly defined policies made available in public domain

Innovation: Continuously evolve using co-design and co-creation

International Affiliations

QAI becomes the institutional member of the International Society for Quality in Health Care (ISQua) (www.isqua.org).

QAI becomes the institutional member of the International Society for Telemedicine and eHealth (ISfTeH) (<https://www.isfteh.org/>).



2. Safe Sojourn

The year of 2020 arrived as a challenging phase for the entire hospitality industry due to Corona virus SARS-CoV-2 responsible for COVID-19 disease that brought the whole world to standstill. It compelled all the experts to rebuild advanced strategies to combat the transmission of highly infectious disease COVID-19. Since the tourism and hospitality services are resuming gradually, it is important to gain the confidence of the customers for which the industry has to rise with new methodologies not only to maintain hygiene and safety but also to create a sense of assurance about the same in their customers.

QAI accreditation for Hotels and Homestays appertains to accreditation of Hotels, Resorts, Lodges (Eco-friendly, Jungle), Heritage Hotels and Alternative Accommodation (Motels, Bed & Breakfast, Homestays, Service Apartments, Camping, Houseboats, Luxury Trains).

With initiation of new normal, the hospitality services shall be running in accordance to the protocols of ensuring safety from COVID-19. QAI has instituted “**Safe Sojourn**” which will enable hotels and various other hospitality

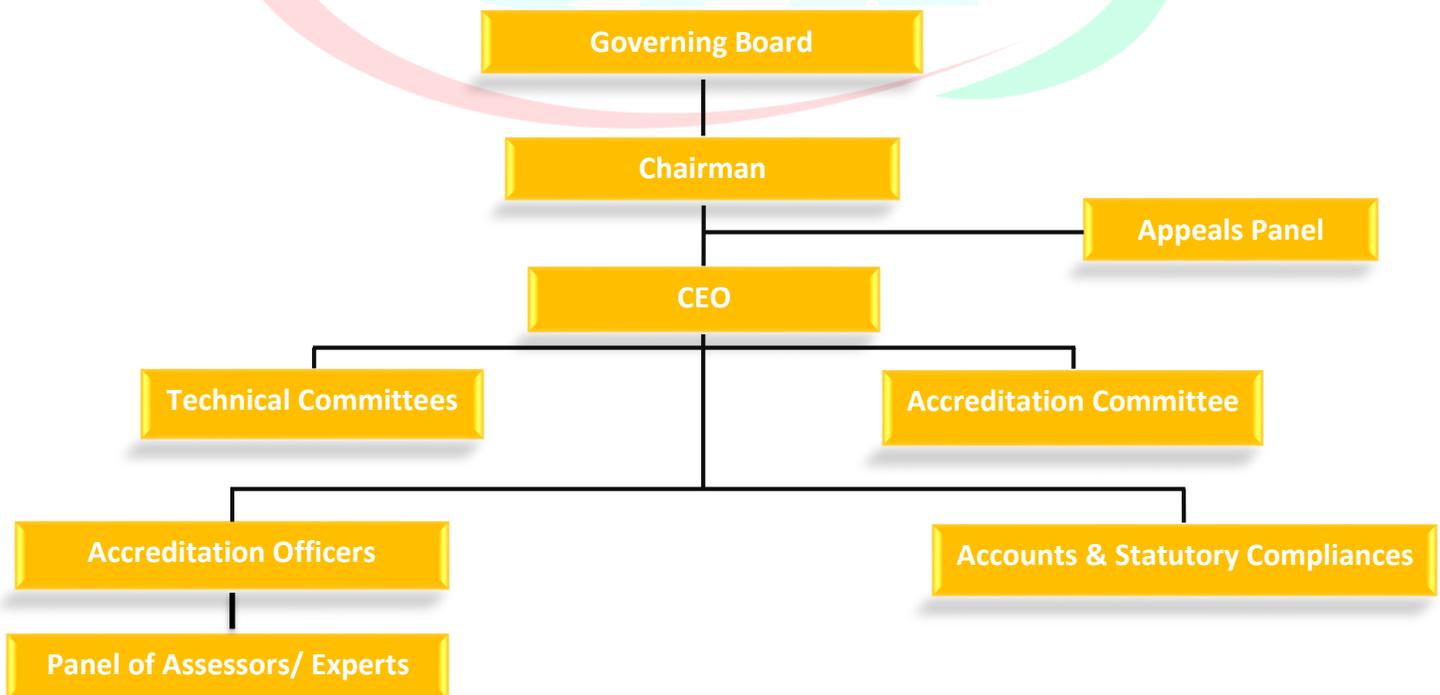
entities to adopt all appropriate measures to offer Quality and Safe services to their guests. It will include possible preventive measures which will hinder the transmission of COVID-19 amongst the guests/ visitors/ tourists/ customers and staff. This initiative focuses in detail upon all possible safety measures against COVID-19.

3. Benefits of Safe Sojourn

- Facility implements a rigorous framework of accreditation standards;
- Accreditation Standards ensure that every aspect of facility, ranging from management of physical facility, human resources, guest service delivery, hygiene, safety & infection control, room management, food & beverage services, support services (reception, concierge, parking etc.), recreational facilities, housekeeping services, guest’s rights and information management, is well taken care of;
- Enhances hotel cleaning practices, social interactions, food service operations and workplace protocols to meet the new health and safety challenges and expectations presented by COVID-19;
- Implements and maintains rigorous health and safety standards for guests, visitors and employees;
- Continuous professional training and guidance to both in-house and contracted service staff;
- Acts as a differentiator for guests to choose amongst several hotels as it boosts their confidence resulting into more guests and business for hotels.
- Support the facility to walk on a continual Quality and Safety journey leading to excellence;

4. Organisation Structure of QAI-CAHSC

The organisation structure of QAI’s Centre for Accreditation of Health and Social Care has been designed to meet the requirements of an effective and efficient accreditation system. The Centre is governed by a Board. The Board frames and approve policies and provide direction. CEO is the Member Secretary of the Board. CAHSC operates its accreditation process through a structured framework of competent staff and pool of assessors, technical committees and accreditation committee. Membership of various committees is drawn from reputed organisations, experts in the field, experienced assessors, academic institutions, important professional bodies, regulatory agencies/ bodies etc.



5. Special Features of the Accreditation Programme

- Comprehensive Assessment Management System to allow quick turnaround time for the accreditation process as each step is linked to a defined period.
- Endorsement of a documented quality management and improvement programme as per the intent of the standard.
- Based on comprehensive self-assessment and document review process providing opportunity to organisations for a thorough review of their own documentation and implementation of requirements of the standards.
- Rigorous Assessor Management System including a transparent monitoring and evaluation process.
- Harmonising local, national, regional and global framework
- Blend of global strategy, experience and leadership

6. Eligibility and Preparation for Accreditation

6.1 Eligibility for Accreditation

The applicant organisation must check whether they are eligible to apply. This can be done by contacting the QAI staff. The applicant organisation is advised to implement standards for at least two months before applying for accreditation.

6.2 Preparing for Accreditation

It is important for the organisation to make a definite plan of action for obtaining accreditation and nominate a person to co-ordinate all activities related to seeking accreditation. **Organisation must procure an e-copy of the accreditation standards and self-assessment tool from the Secretariat.** The organisation through self-assessment shall ensure that all the requirements of the standard are implemented.

7. Accreditation Process

We conceptualised an accreditation process which is simple and efficient as shown below:

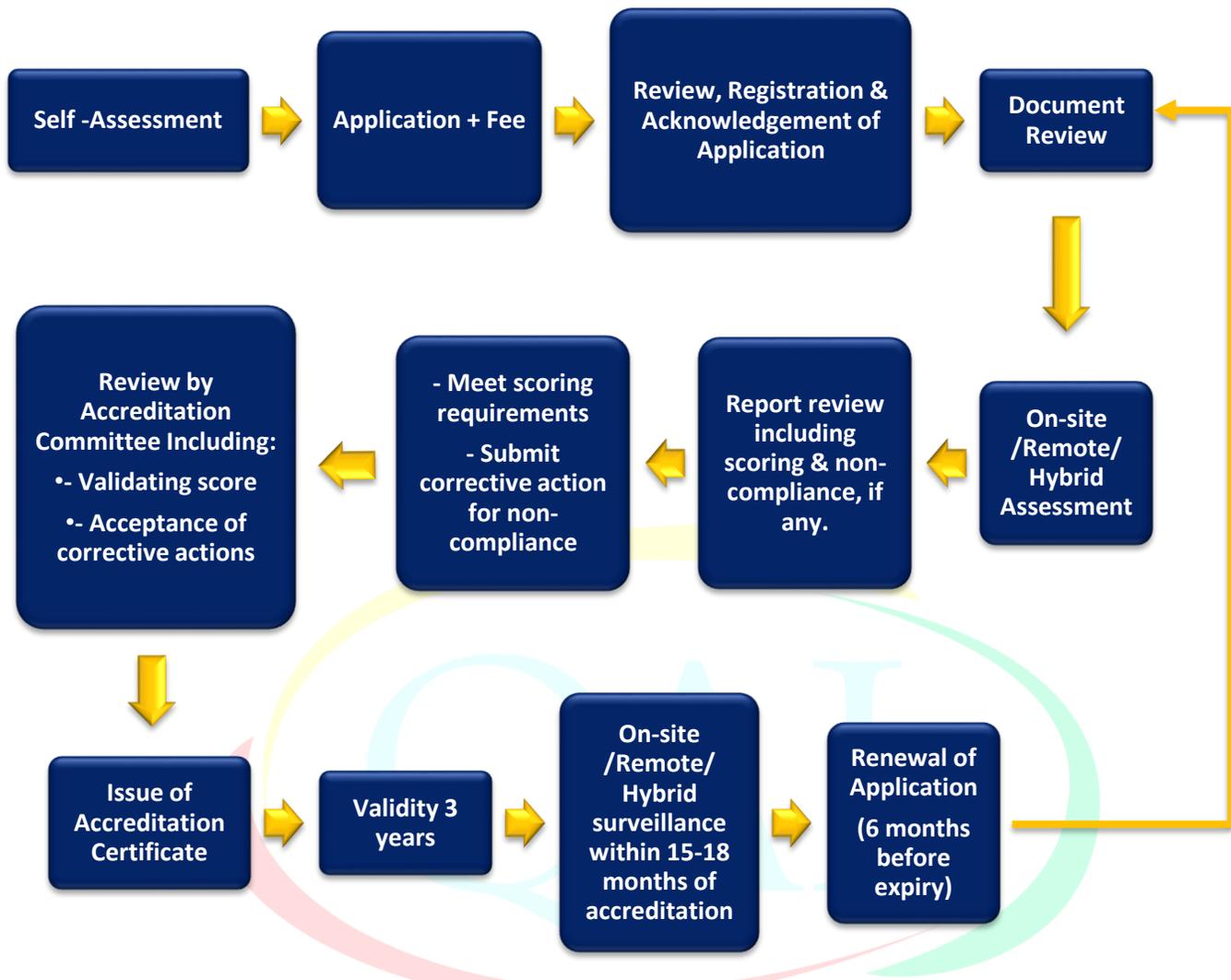
7.1 Application

Applicant organisation is requested to submit the following:

- Soft copy of completed and signed application form (available on website)
- Soft copy of Self-assessment tool along with referenced documents
- Prescribed application fees
- Soft copy of signed QAI CAHSC 003 'Terms and Conditions for Obtaining and Maintaining Accreditation/ Certification'

7.2 Assessment

Appointed assessment team conducts the assessment (remote/ hybrid/ on-site). CAHSC may also nominate an observer which is either an assessor-in-training or a Secretariat staff. CAHSC seeks organisation's acceptance for the proposed assessment team and dates for assessment. The assessment team keeps the secretariat in loop for any communication with the organisation. During an assessment, the assessment team validate the scoring of self-assessment by reviewing documents, records, observation, interaction with staff and guests/ visitors/ tourists/ customers. The assessment report containing the findings of the assessment is prepared by the team and a copy is shared with the organisation. All the findings of the assessment are kept confidential.



7.3 Review of Assessment Report and Decision Making

The assessment report is reviewed by the Secretariat for its completeness, scoring and non-compliances, if any. If the organisation meets the scoring for accreditation, however there are non-compliances, the organisation is asked to submit corrective actions against those non-compliances. The organisation shall get a time period of 90 days to submit all the corrective actions to QAI Secretariat. The corrective actions shall be reviewed by the respective Lead assessor/ assessor for the acceptance. Once corrective actions are received, the report along with all documents is placed before the accreditation committee for its review and recommendation. All decisions taken by CAHSC regarding grant of accreditation are open to appeal by the organisation as per laid down appeal process.

7.4 Issue of Accreditation Certificate

Accreditation committee reviews the report and associated documents and gives its recommendation. If the recommendation of the accreditation committee results in the grant of accreditation, QAI-Secretariat processes for approval and issue of the accreditation certificate. Certificate has a unique number, name of accreditation standard, and period of accreditation i.e. dates of validity. The accreditation certificate is valid for three years. The certificate is issued under the signatures of the CEO and the Chair, CAHSC.

7.5 Accreditation Mark

Accredited organisation is authorised to use following accreditation mark subject to requirements specified in QAI CAHSC 019-Policy and guidelines for use of QAI accreditation/ certification mark.



7.6 Maintaining Accreditation

Compliance to applicable standards and other requirements

The accredited organisation at all times shall comply with the requirements of the standards as well as any other laid down requirements.

Terms and Conditions

The accredited organisation is required to comply at all times with the terms and conditions given in CAHSC 003 'Terms & Conditions for Obtaining and Maintaining Accreditation/ Certification'. The Organisation is required to submit a signed soft copy of the same before issue of the accreditation certificate.

Adverse decision against the Organisation

If the organisation at any point of time does not comply with the applicable standards and/ or does not maintain the terms and conditions; or is not able to align itself to the modified criteria, CAHSC may take adverse decision against the organisation like abeyance, denial of accreditation, suspension or forced withdrawal as per laid down policy.

7.7 Surveillance

The accreditation certificate is valid for a period of three years. CAHSC shall conduct surveillance (Remote/ Hybrid/ On-site/ Desktop) within 15-18 months of accreditation. It is aimed at evaluating continued compliance with the applicable standards and other requirements stipulated from time to time.

7.8 Reassessment

The accredited organisation is subjected to re-assessment every three years for renewal of accreditation. The organisation has to apply six months before the expiry of accreditation in order to complete all formalities for renewal of accreditation before the expiry of the current accreditation so that continuity of the accreditation is maintained. The renewal application is submitted in the prescribed form along with required documents as mentioned in the application form. Rest of the process is same as for the initial assessment.

Applicant Hotels and Home Stays is requested to submit the application to info@qai.org.in

8. Assessment Criteria and Fee Structure

A uniform fee structure is maintained for all organisations and the charges are maintained at a reasonable level so that organisations are not denied participation in the Accreditation Process because of unreasonable financial conditions. The fee structure is kept simple and economical to facilitate maximum number of participations, less invoices and bank transactions. The information about the fee structure is given below:

9. QAI-CAHSC Publications

All relevant publications are available on our website www.qai.org.in.

Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care

811, Wave Silver Tower, Sector 18, Noida 201301, India

Email: info@qai.org.in Website: www.qai.org.in

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