



Sri Lanka Tourism Development Authority

Sustainability Assessment Way Forward

Readiness for National Sustainable Tourism Certification (R-NSTC)

User Guide

Solidaridad

ASIA



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Introduction

Sri Lanka Tourism Development Authority (SLTDA) is the government authority tasked with planning, development, regulation, and policy implementation of tourism and related industries.

Readiness for NSTC, a self-assessment tool kit, will help you to understand the requirements of the certification process and requirements. It is designed in an easy to comprehend, respond and assess the status of preparedness of the stakeholders in the tourism industry towards sustainability.

R-NSTC comprises of 9 principles which is bifurcated into criteria and further divided into control points. For each of the control points, there is a guidance note given which indicates that does the question intends to address. There is space to upload documents, pictures and videos as evidence against the responses. The R NSTC is a self-assessment tool and based on your responses, an indicative journey level of sustainability will be provided.

Link: <https://sltda.solidaridadasia.com/>

Website Home

To view the website, open your browser (like Google Chrome or Microsoft Edge), copy and paste the website link into the address bar and press enter. The home page of the website will load onto the screen as shown in Figure 1.

There are two options given on the top right-hand corner of the website – Sign Up and Sign In.

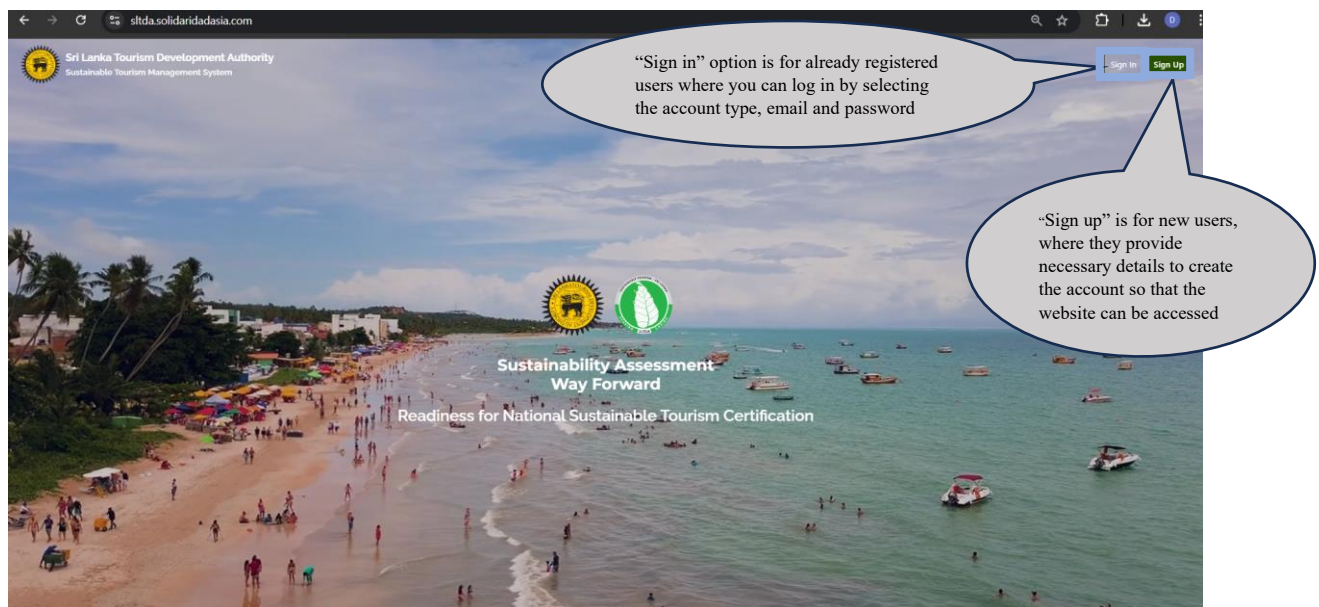


Figure 1: Website home page

Sign Up

On clicking sign-up option from the SLTDA website home page, the screen as shown in Figure 2 will load on to the screen. Select the account type from the list given below and click on continue. Fill in the relevant details like name, mobile number, email ID, password etc and register to the platform. It is explained in detail in the following pages.

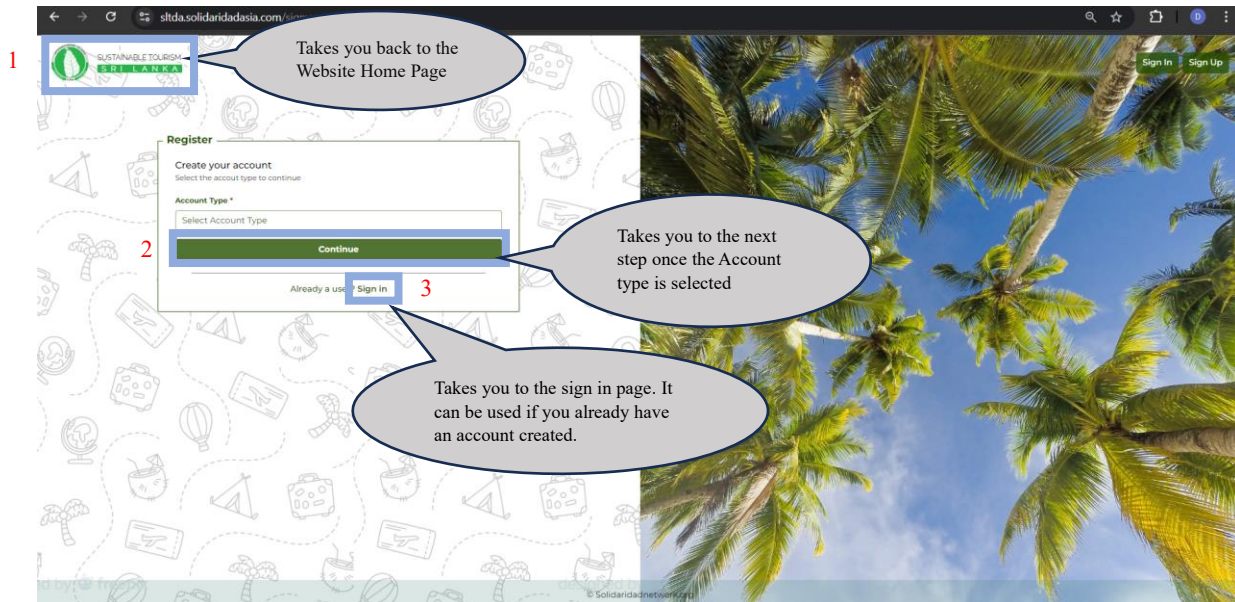


Figure 2: Sign-up page

1. Takes you back to the Website home page
2. Takes you to the next step once the Account type is selected

Account Type *

Select Account Type

- Select Account Type
- Accommodations Operator
- Destinations
- Accommodations
- Tour Operator
- Others

3. Takes you to the sign in page, can be used if you already have an account created.

Sign up for different account types

Sign-up as an Accommodation Operator

On the sign-up page, click on the account type dropdown and select Accommodation Operator from the dropdown as shown in Figure 3 and click on continue to proceed to the next step as shown in Figure 4.

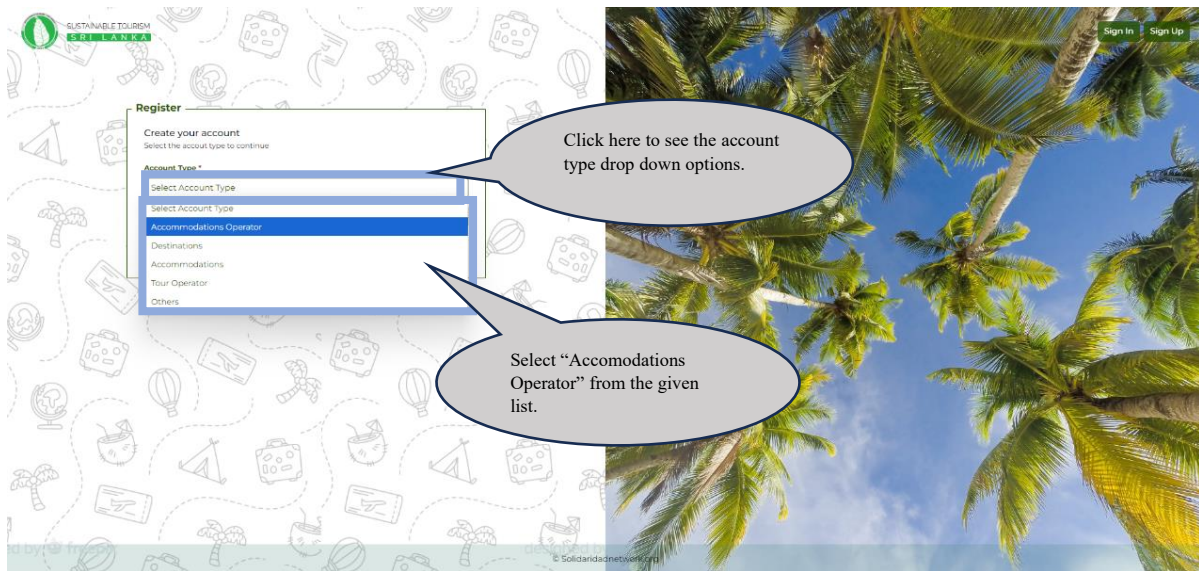


Figure 3: Sign-up as Accommodation Operator - Select account type

1. Click on “Select Account Type”
2. Select “Accommodation Operator” from the drop-down box

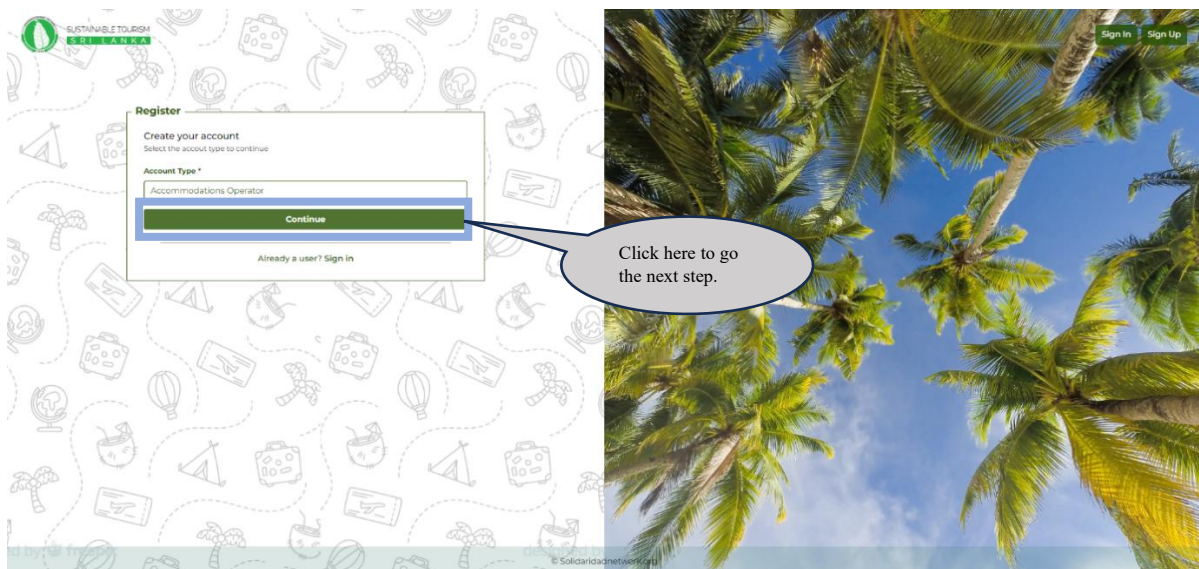


Figure 4: Sign-up as Accommodation Operator – Continue to next page

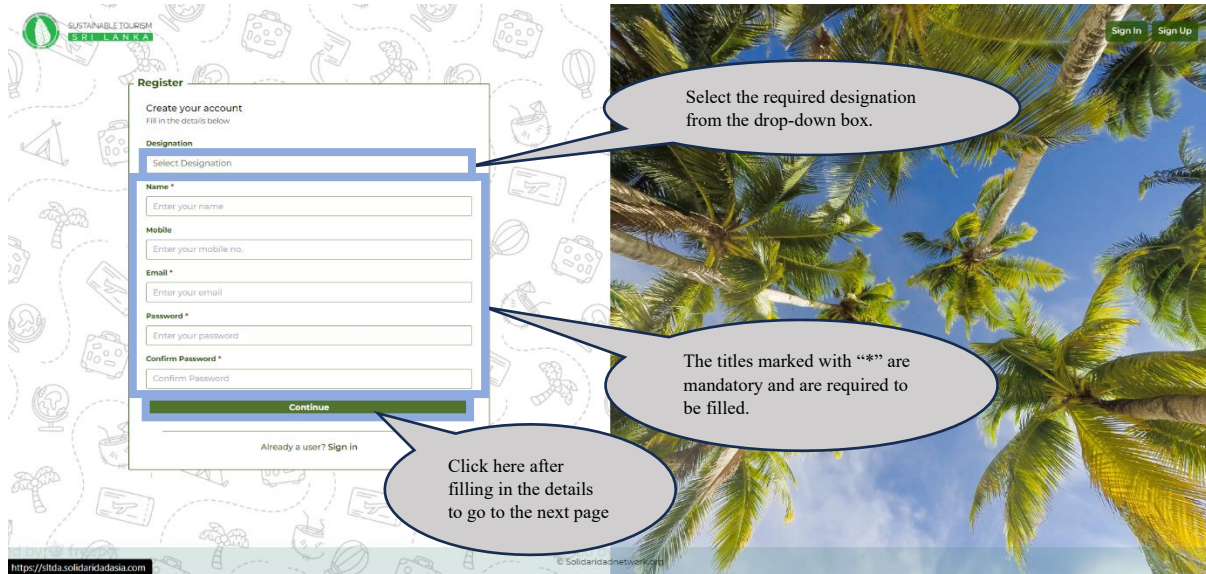


Figure 5: Sign-up as Accommodation Operator - Enter relevant fields and continue to next page

Enter the relevant fields as shown in Figure 5 and click on continue to proceed to the next page.

Designation drop-down box has the following options:

- Managing Director
- Director
- CEO
- General Manager
- Manager

In case you click on continue without filling the mandatory fields, an error message pops up as shown in Figure 6. If there are no errors, the next page as shown in Figure 7 will load onto the screen. Enter the details and click on register to complete the sign-up process.

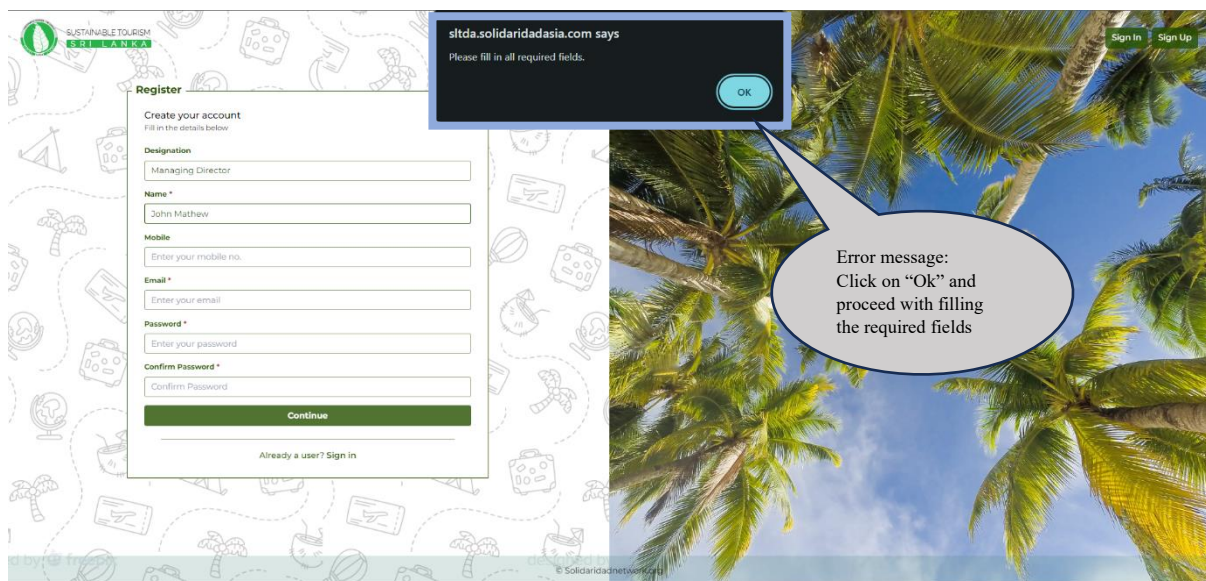


Figure 6: Sign-up as Accommodation Operator - Error message pop-up

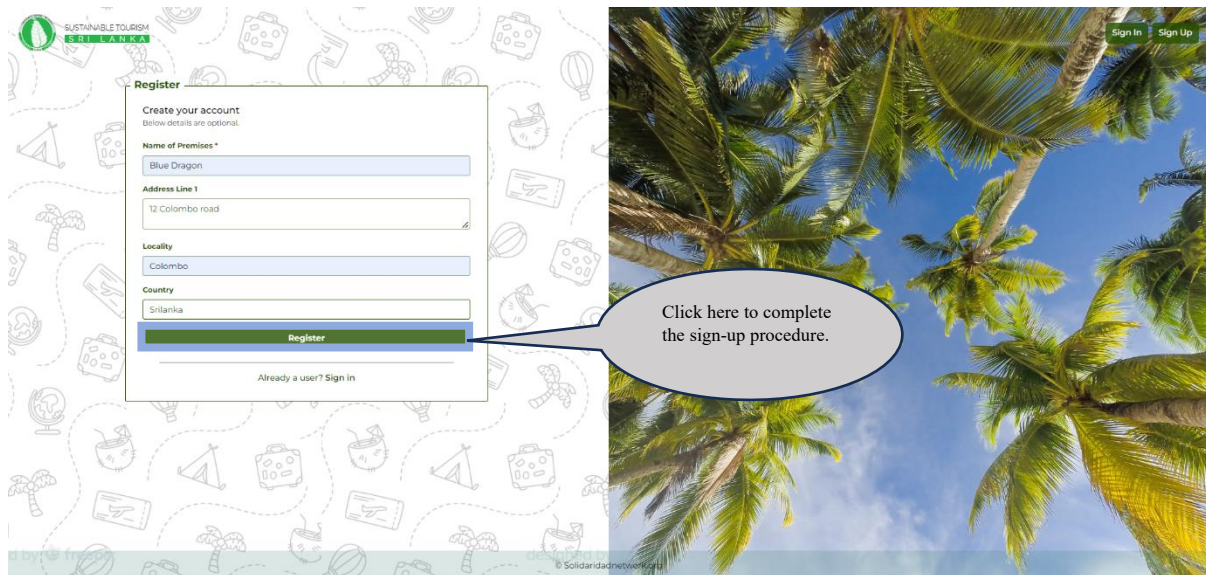


Figure 7: Sign-up as Accommodation Operator - Register

On successful registration, the dashboard page is loaded onto the screen as shown in Figure 8. The Accommodation Operator user can create hotels and complete the self-assessment on behalf of the hotels. The navigation menu on the left side of the dashboard consists of the following:

- Dashboard Page: View the questionnaire scores, view or download the certificate and download data of the selected hotel from the dropdown.
- Hotel List Page: Add or Edit hotels under the Accommodation Operator
- Profile Page: Add or edit the selected hotel’s profile details.
- Application Page: Questionnaire for R-NSTC self-certification

Dashboard Page:

After signing up as an accommodation operator, the dashboard page will be empty as there are no hotels registered under the accommodation operator. Once hotels have been created under the accommodation operator, the dashboard page will get populated with the respective hotel’s sustainability details.

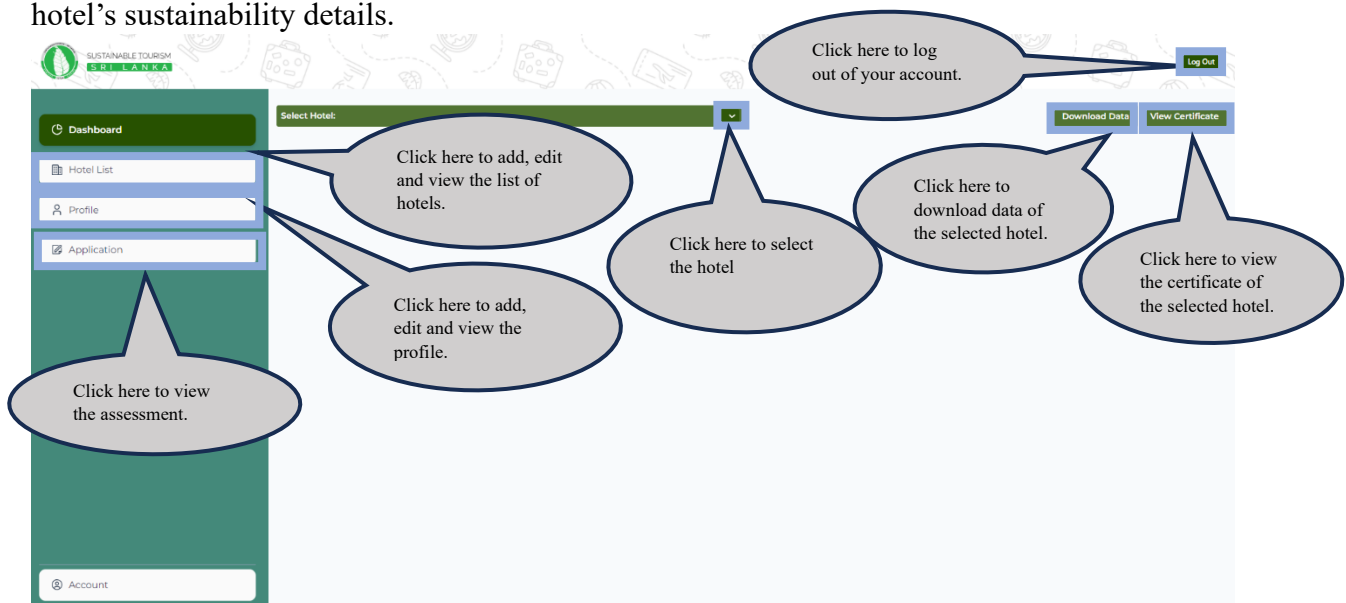


Figure 8 : Initial dashboard page after successful sign up as Accommodation Operator



Hotel List Page:

Add hotel – Click on add hotel button on the top right-hand corner of the page as shown in Figure 9 and enter the details such as name, email ID, password etc as shown in Figure 10, click on continue, enter the hotel details and click on create hotel as shown in Figure 11. On successful creation of the hotel, a pop up is shown as in Figure 12. Click on OK to view the hotel list page.

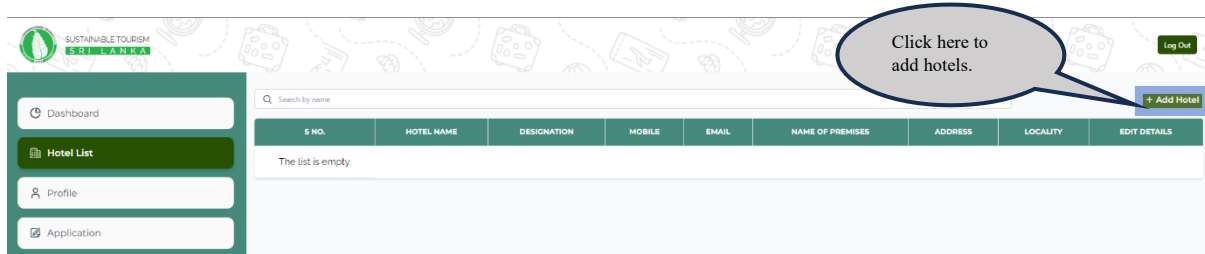


Figure 9: Hotel List Page - Add Hotel



Figure 10: Add hotel - Enter details



Figure 11: Add Hotel - Create Hotel

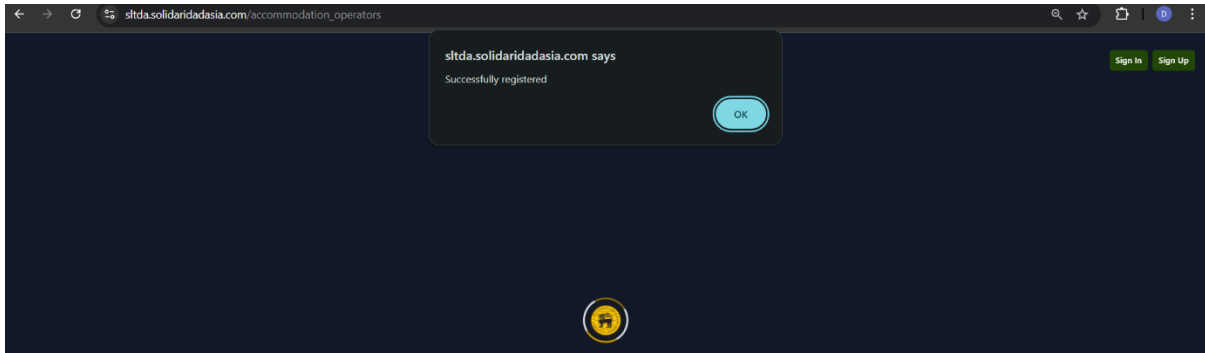


Figure 12: Add Hotel - Successful hotel registration - pop-up

Edit Hotel- Click on the Edit button as shown in Figure 13 to edit the hotel details.

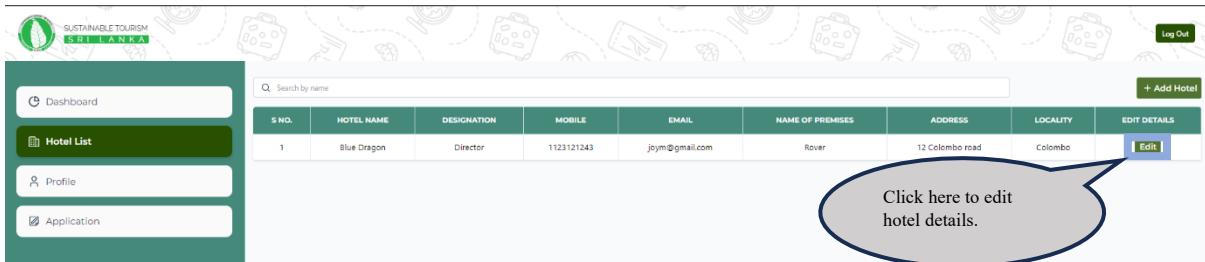


Figure 13: Edit Hotel

Profile Page:

Select the hotel from the dropdown and enter the details in the fields provided in the profile section for the selected hotel. Click on submit profile after adding the relevant fields as shown in Figure 14.

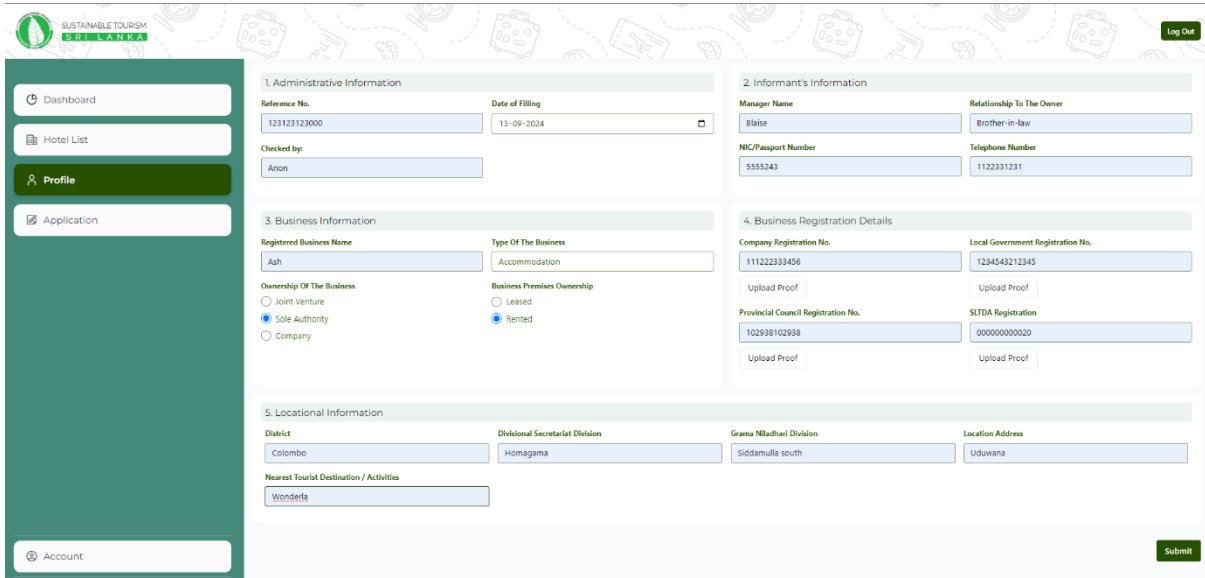


Figure 14: Add profile

A Confirmation of creation of profile will pop up as shown in Figure 15.

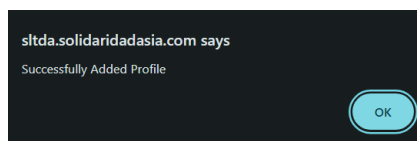


Figure 15: Pop-up on successful addition of profile



Application Page:

The application page contains the questionnaire for all the 9 sections. As shown in Figure 16, select the hotel from the dropdown menu, provide responses to all the questions in the form of Yes or No. If the response is Yes, click on the slider in the score box to score between 1-5, with 1 being the minimum and 5 being the maximum. If the response is No, the slider will be greyed out. The user cannot select any value in the slider. Proof for each question can be uploaded in the form of a document- either image or PDF. Uploading the proof for the questions is not mandatory.

If all the questions from section 1 have been answered, click on the Next button and proceed to section 2. Provide responses to all the questions in section 2 and proceed to the next section. Repeat the steps for all the sections and at the end of the assessment, in Section 9, click on Submit to complete the self-assessment as shown in Figure 17

The screenshot displays the 'Application' page of the Sustainable Tourism S.B.I.L.A.N.S.A. system. The left sidebar contains navigation links: Dashboard, Hotel List, Profile, Application (highlighted), and Account. The main content area shows a questionnaire for 'Blue Dragon' hotel. A dropdown menu at the top left is set to 'Blue Dragon'. Below it, a 'Previous' button and a progress indicator (1, 2, Next) are visible. The questionnaire consists of several sections, each with a 'Response' (Yes/No), a 'Score' slider (Low to High), and an 'Upload Proof' field with a 'Browse' button. Callouts point to various elements: 'Click here to select hotel.' points to the dropdown menu; 'Click here to know more about the question' points to a 'Guidance' button; 'Select a response to the question.' points to the Yes/No radio buttons; 'Self-grade the question between a range of 1-5.' points to the score slider; 'Click here to view account information.' points to the 'Account' link in the sidebar; and 'Click here to upload relevant documents as proof.' points to the 'Upload Proof' field.

Figure 16: Application Page

The screenshot displays the 'Application' page of the Sustainable Tourism S.B.I.L.A.N.S.A. system, showing the 'Submit Assessment' button. The left sidebar contains navigation links: Dashboard, Hotel List, Profile, Application (highlighted), and Account. The main content area shows a questionnaire for 'Blue Dragon' hotel. A dropdown menu at the top left is set to 'Blue Dragon'. Below it, a 'Previous' button and a progress indicator (8, 9, Next) are visible. The questionnaire consists of several sections, each with a 'Response' (Yes/No), a 'Score' slider (Low to High), and an 'Upload Proof' field with a 'Browse' button. A callout points to the 'Submit Assessment' button at the bottom of the page.

Figure 17: Application Page- Submit Assessment



The section-wise scores can be viewed in the dashboard page for the selected hotel as shown in Figure 18. The progress of the assessment can be analysed from the dashboard page. When we click on download data, the selected hotel data is downloaded as an excel file. Once the assessment has been submitted, the self-assessment certificate would be generated and can be viewed by clicking on the View Certificate option. The certificate can also be downloaded from the portal by clicking on the Download Certificate Option as shown in Figure 19.



Figure 18: Dashboard Page

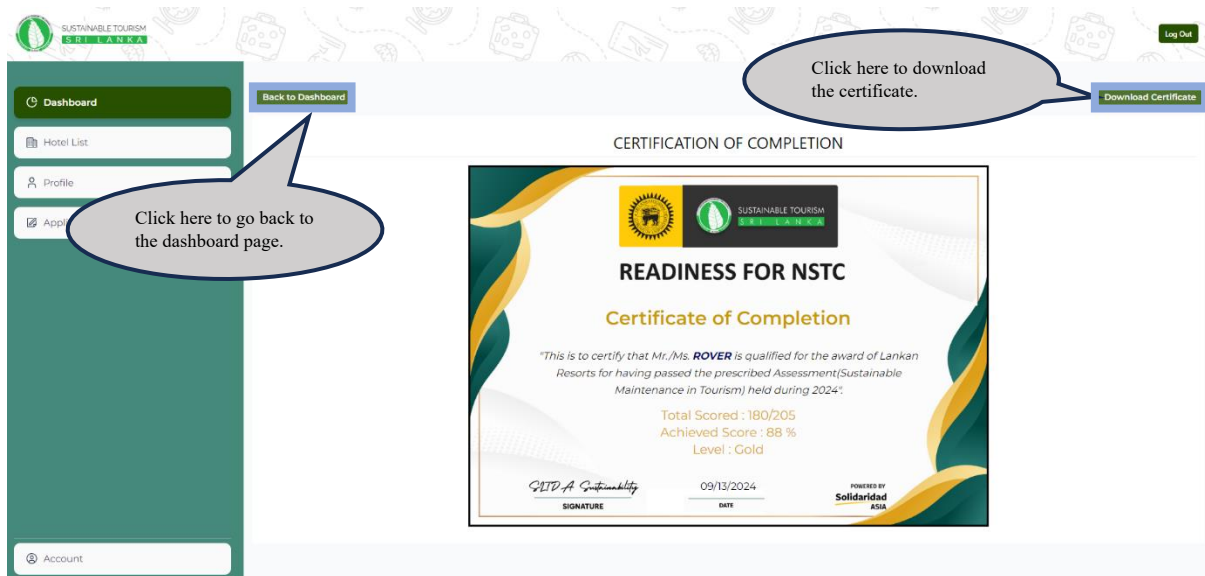


Figure 19: View and Download Certificate



Sign-up as Accommodations/Destinations/Tour Operator/Others

The procedure for registering and completing the self-assessment for the user types - Accommodations, Destinations, Tour Operators and Others remain the same. The only difference is to select the respective user type during the sign-up process. Figure 20 shows the selection of account type for signing up as a Destination user. Figure 21 shows the selection of account type for signing up as an Accommodation user. Figure 22 shows the selection of account type for signing up as a Tour Operator user. Figure 23 shows the selection of account type for signing up as an Others user.

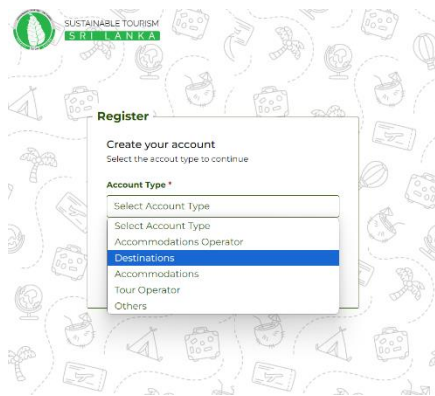


Figure 20: Sign-up as Destinations

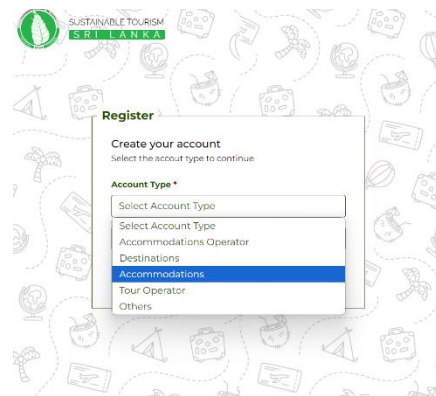


Figure 21: Sign-up as Accommodations

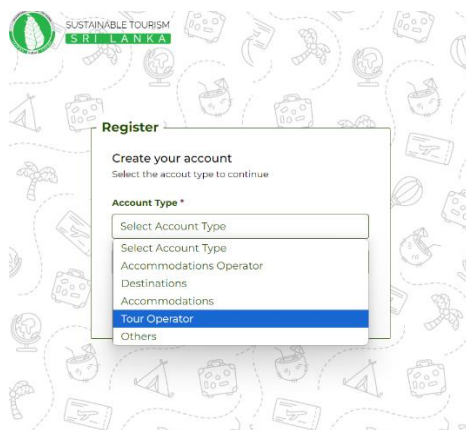


Figure 22: Sign-up as Tour Operator

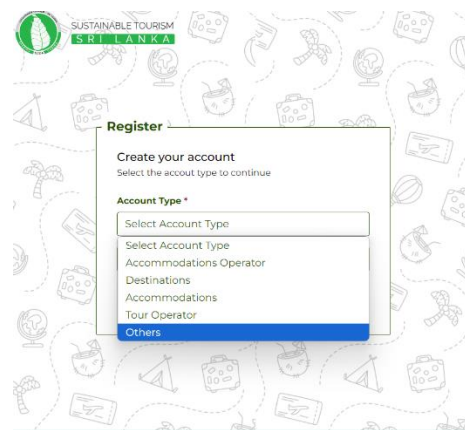


Figure 23: Sign-up as Others

Select the relevant user type and click on Continue to proceed to the next page. As shown in Figure 24, enter the details such as name, email ID, password etc and click on Continue to proceed to the next page. Enter the relevant fields as shown in and click on continue to proceed to the next page.

Designation drop-down box has the following options:

- Managing Director
- Director
- CEO
- General Manager
- Manager

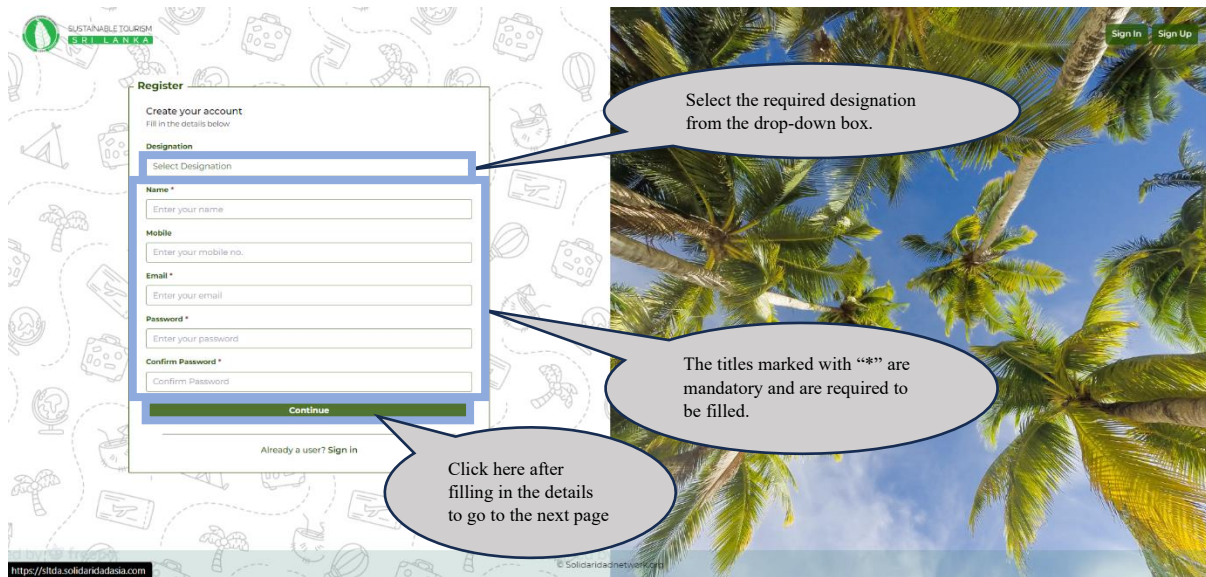


Figure 24: Registration - Enter details

If all mandatory fields are not entered, an error message would pop up as shown in Figure 25. Click on OK and fill in the mandatory fields and click on continue to proceed to the next page.

Enter the hotel details and click on register to create an account and to complete the sign-up process as shown in Figure 26. On successful registration, the dashboard page will be loaded onto the screen.

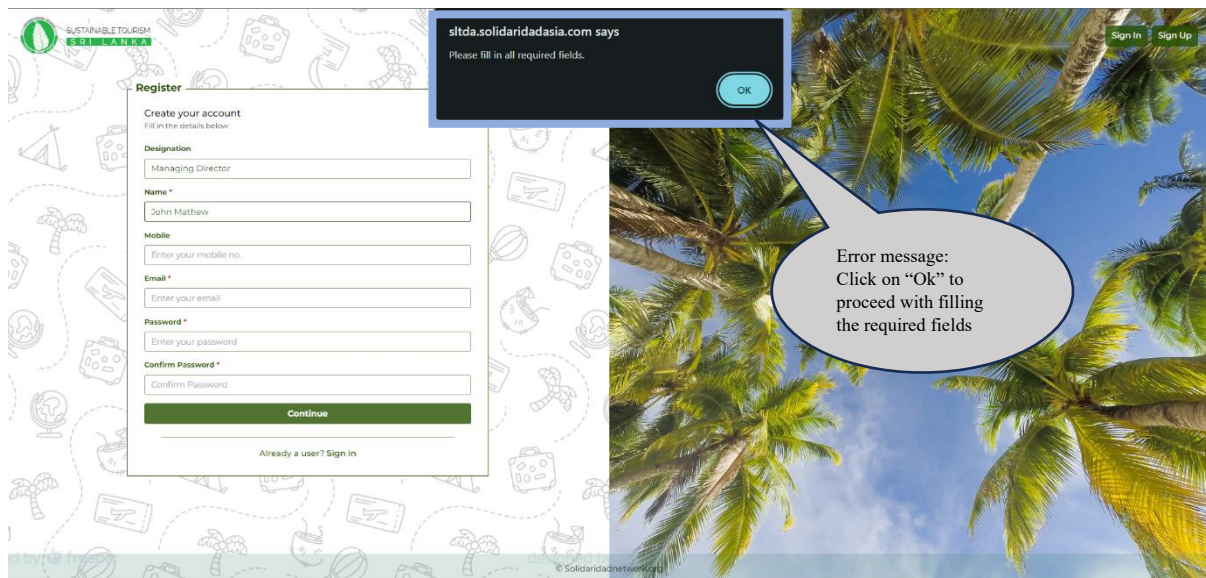


Figure 25: Registration - Error message pop-up



Register

Create your account
Below details are optional.

Name of Premises*
Blue Dragon

Address Line 1
12 Colombo road

Locality
Colombo

Country
Sri Lanka

Register

Already a user? Sign in

Figure 26: Register user

On successful registration, the dashboard page is loaded onto the screen as shown in Figure 27. The navigation menu on the left side of the dashboard consists of the following:

- Dashboard Page: View the questionnaire scores, view or download the certificate and download data.
- Profile Page: Add or edit the selected hotel's profile details.
- Application Page: Questionnaire for R-NSTC self-certification

Dashboard Page:

The section-wise scores, the progress of the assessment and the sustainability certificate can be analysed and viewed from the dashboard page.

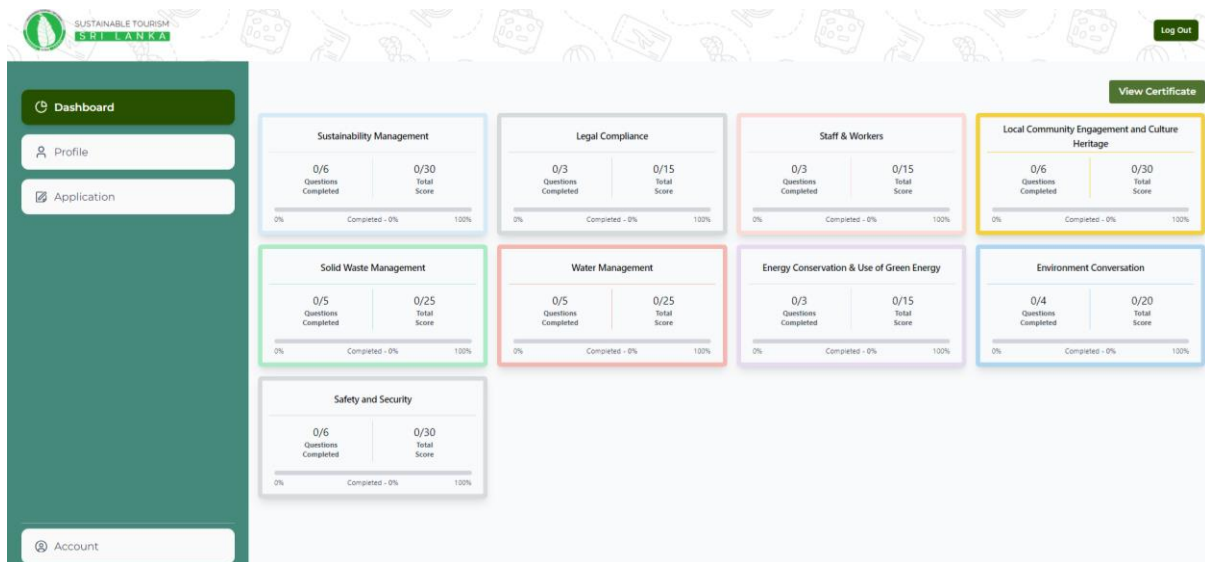


Figure 27: Dashboard Page



Profile Page:

Select the hotel from the dropdown and enter the details in the fields provided in the profile section for the selected hotel as shown in Figure 28.

Figure 28: Profile Page

Click on submit profile after adding the relevant fields. On successful submission of the details, a pop up is generated, as shown in Figure 29. Click on OK and proceed to the application page.

Figure 29: Successful submission of Profile details pop-up

Application Page:

The application page contains the questionnaire for all the 9 sections. As shown in Figure 30, provide responses to all the questions in the form of Yes or No. If the response is Yes, click on the slider in the score box to score between 1-5, with 1 being the minimum and 5 being the



maximum. If the response is No, the slider will be greyed out. The user cannot select any value in the slider. Proof for each question can be uploaded in the form of a document- either as an image or a PDF. Uploading the proof for the questions is not mandatory.

If all the questions from section 1 have been answered, click on the Next button and proceed to section 2. Provide responses to all the questions in section 2 and proceed to the next section. Repeat the steps for all the sections and at the end of the assessment, in Section 9, click on Submit to complete the self-assessment as shown in Figure 31.

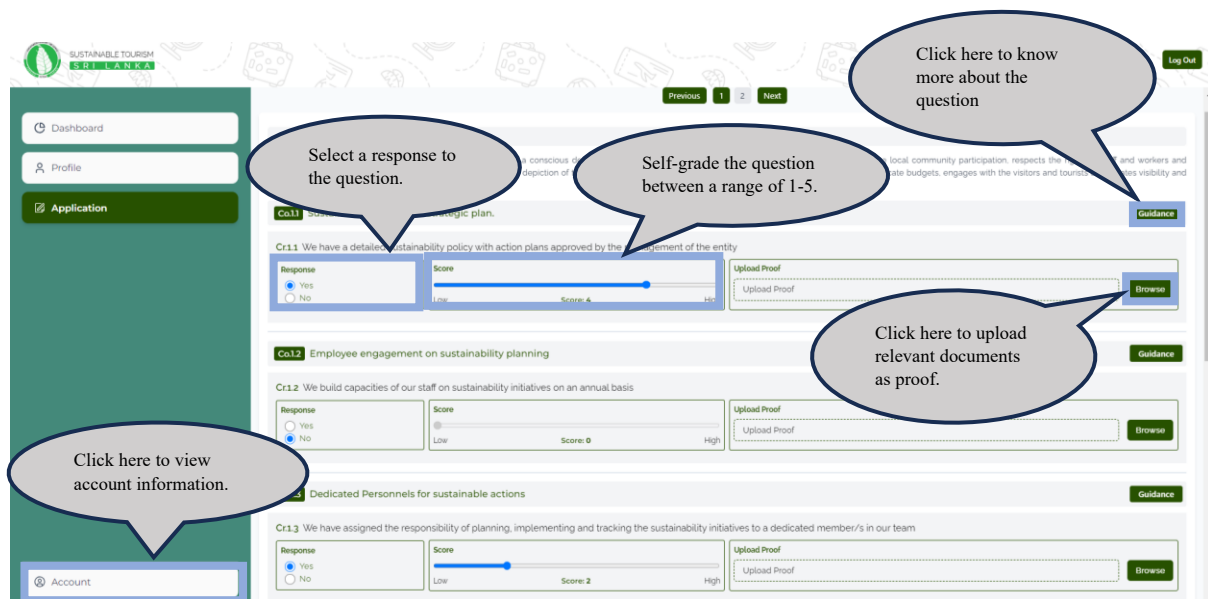


Figure 30: Application Page

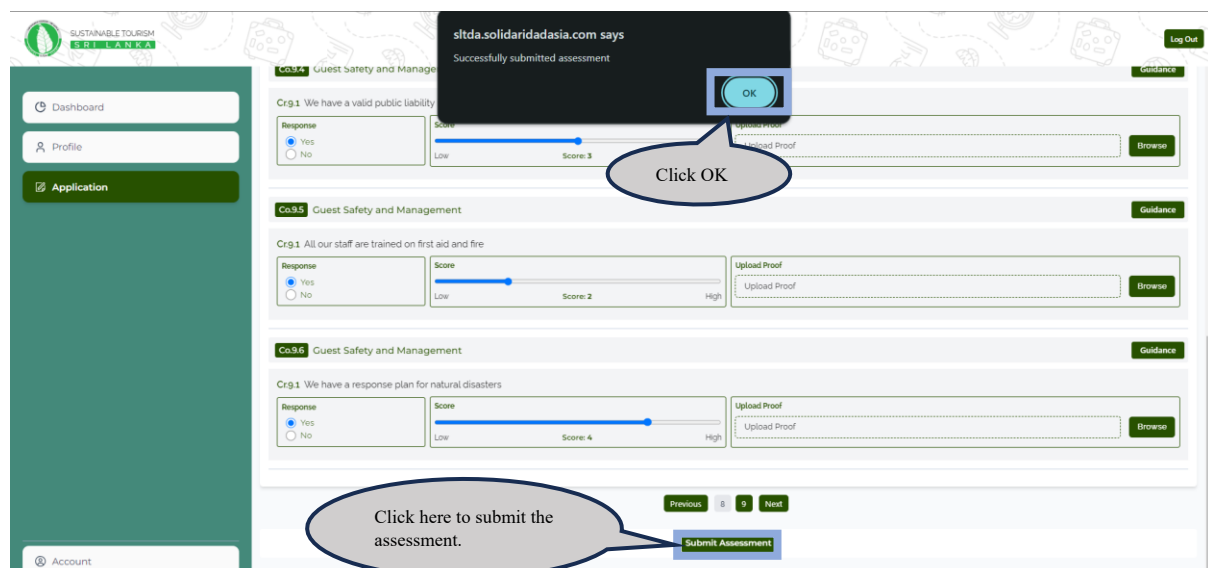


Figure 31: Submission of Assessment



Once the assessment has been submitted, the self-assessment certificate would be generated and can be viewed by clicking on the View Certificate option as shown in Figure 32. The certificate can also be downloaded from the portal by clicking on the Download Certificate Option as shown in Figure 33.



Figure 32: Dashboard page - After submission of assessment

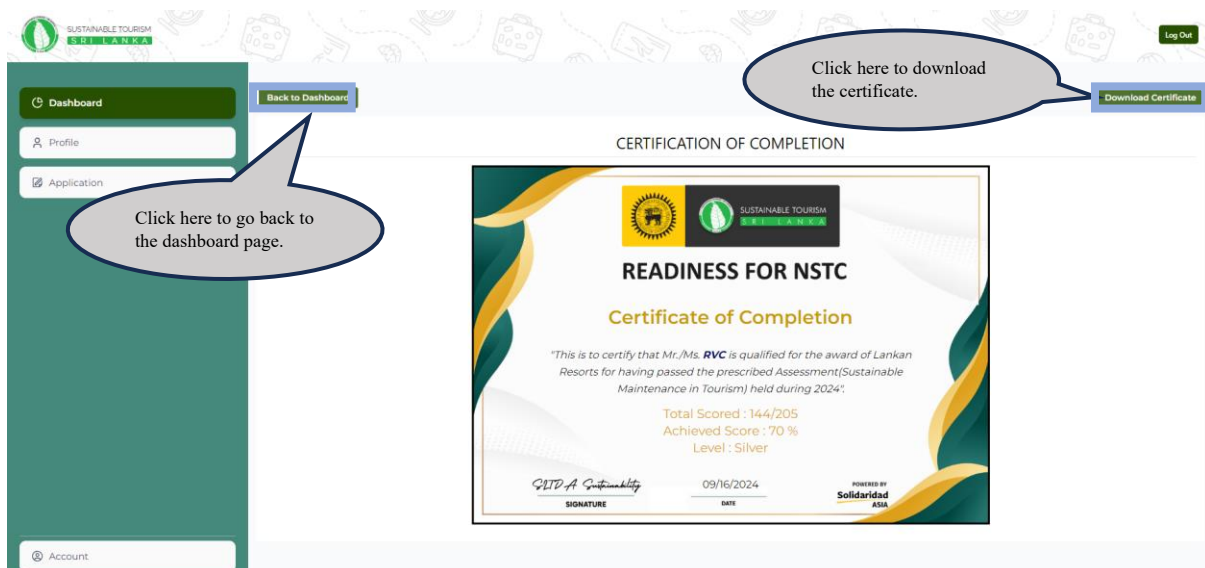


Figure 33: View and Download Certificate

Sign-in as the Admin

From the homepage of the website, click on “Sign in” to go the sign-in page. Select the user type as SLTDA Admin and provide the login credentials as shown in Figure 34. On successful validation of the credentials, the dashboard page of the Admin login would be loaded onto the screen.

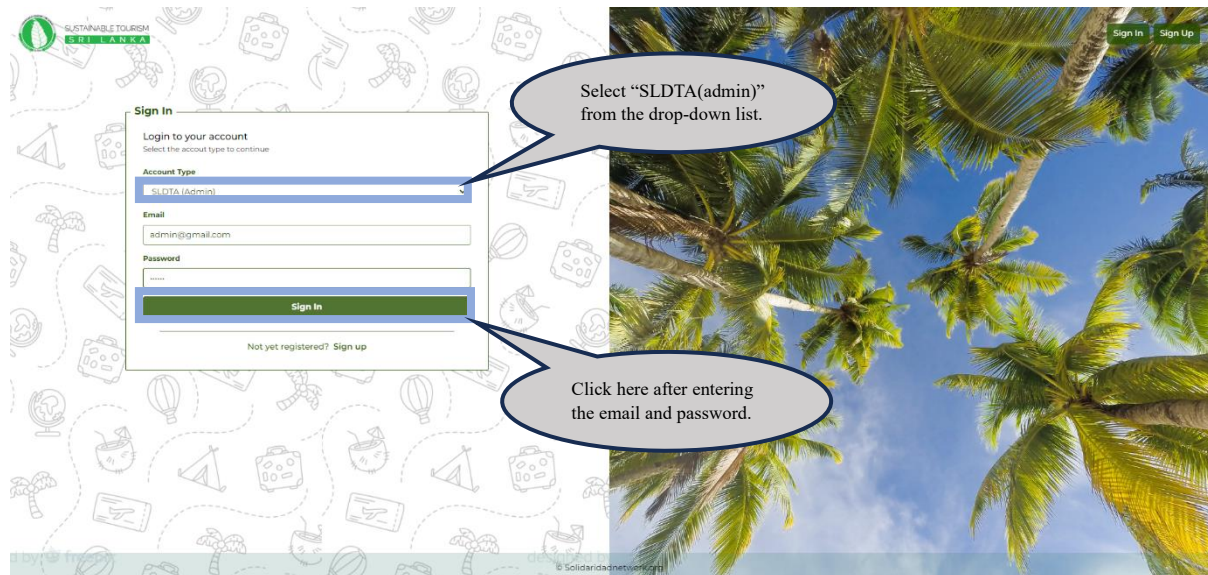


Figure 34: Sign-in as the Admin

On successful login, the dashboard page is loaded onto the screen as shown in Figure 35. The navigation menu on the left side of the dashboard consists of the following:

- Dashboard Page: View the user registration and self-assessment completion details, R-NSTC sustainability status of the users and download the data as an excel file.
- Auditors Page: Add auditors. Assign hotels to auditors and view the hotels assigned to them
- Hotel List Page: View all the hotels and their self-assessment status.

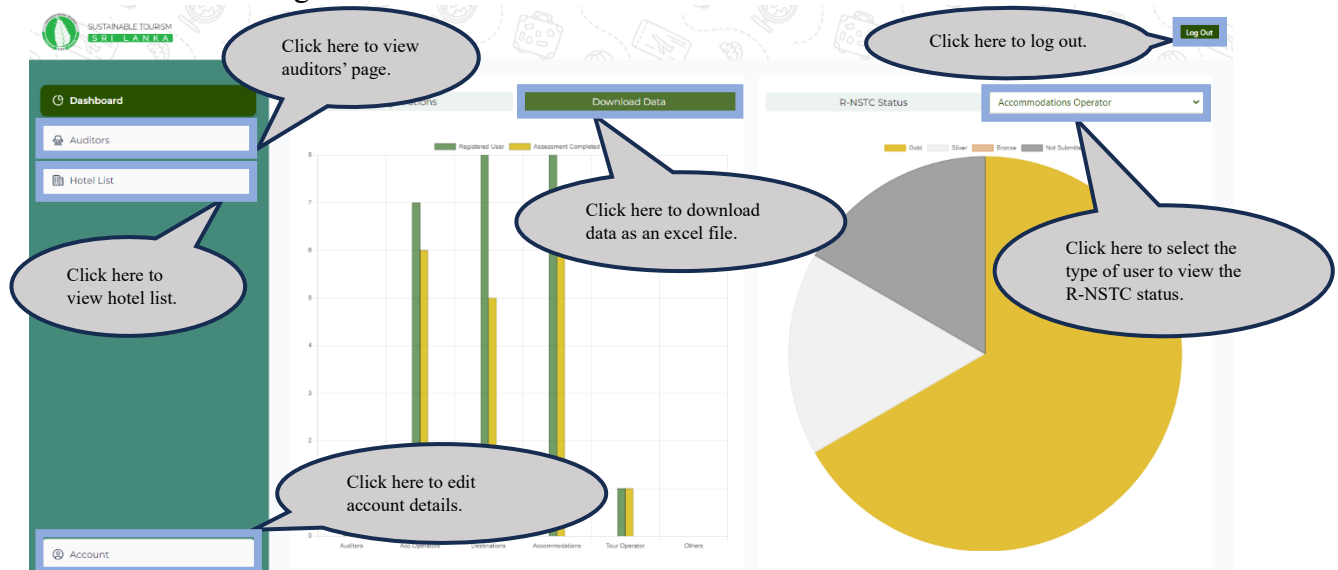


Figure 35: Dashboard Page - SLTDA Admin Login



Auditors Page:

Add Auditor- Click on Add auditor button on the top right-hand corner of the page as shown in Figure 36. Enter the fields such as name, email, password etc and click on create auditor as shown in Figure 37.

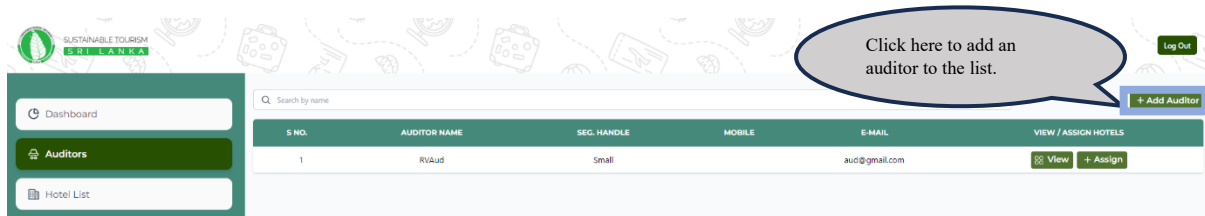


Figure 36: Add Auditor

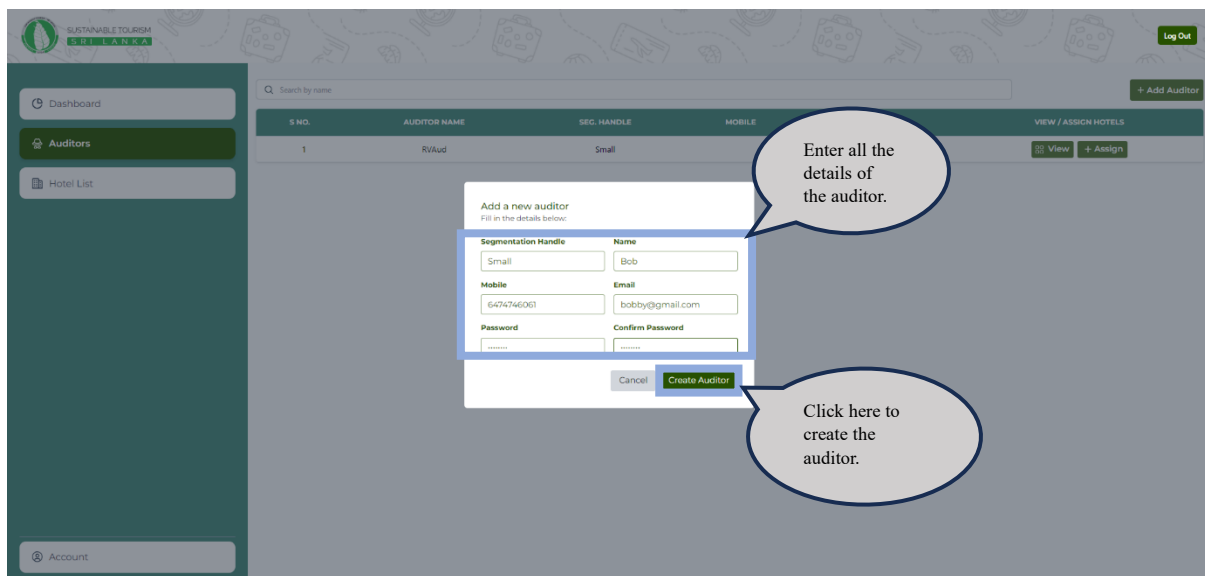


Figure 37: Enter the fields to create auditor

View and Assign (Figure 38) - Click on the assign button to view the list of hotels from which the hotels can be selected and assigned to the auditor as shown in Figure 39.

Click on view button to view all the hotels assigned to the respective auditor.

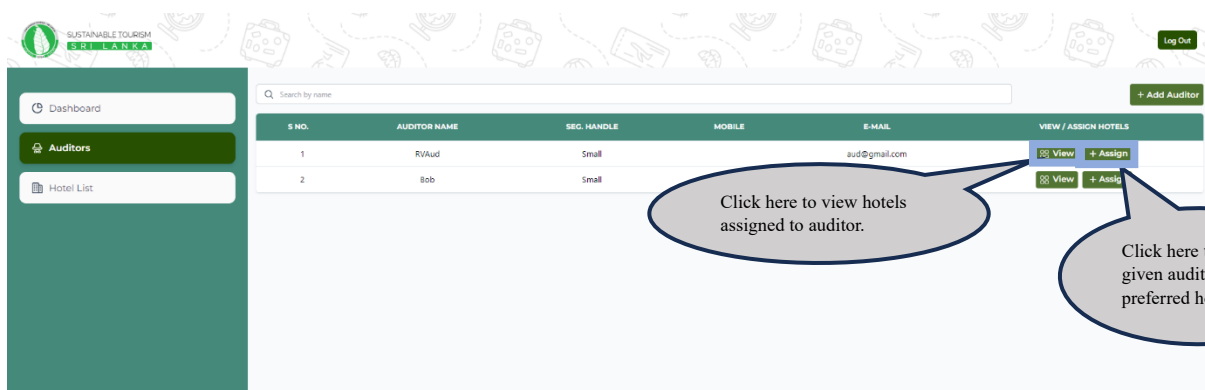


Figure 38: View and Assign Hotels to Auditors



Assign Hotels

Search by name

- Tourist
- S P P GLahiru Sameera
- Neesha Chamalee
- RV
- RVhot1
- RV
- RV
- M N Totoro
- Jack
- RVsc
- Jack Ryan
- Joy
- Blue Dragon

Cancel Assign

Select required hotels from the list and click here to assign hotels to the auditor.

S NO.	AUDITOR NAME	SEC_HANDLE	MOBILE	E-MAIL	VIEW / ASSIGN HOTELS
1	RVAud			aud@gmail.com	View Assign
2	Bob		6474746061	bobby@gmail.com	View Assign

Figure 39: Assign Hotel to Auditor

Hotel List Page:

In the hotel list page, all the registered users are listed as shown in Figure 40. The admin can view the basic details of each user and the sustainability status of each user from the levels column. The assessment status of individual hotels can be viewed in detail by clicking on the “Assessment” button in the right most column corresponding to the respective hotel.

S NO.	HOTEL NAME	AUDITOR NAME	MOBILE	EMAIL	HOTEL SCORE	LEVELS	ASSESSMENT CARD
1	Tharanga Kumara		0752728424	tharangakumara08@gmail.com		Base Level	Assessment
2	Tourist		09342863530	nitino1027@gmail.com	54	Base Level	Assessment
3	S P P GLahiru Sameera		0718491058	dinidu75@yahoo.com	113	Silver Level	Assessment
4	Neesha Chamalee		0710449743	neesha123@gmail.com	98	Bronze Level	Assessment
5	RV-TourOperator		7259731404	tour@gmail.com	102	Silver Level	Assessment
6	RV-Dest	RVAud		dest@gmail.com	180	Gold Level	Assessment
7	RV			dest1@gmail.com	147	Silver Level	Assessment
8	RVhot1			dest1@gmail.com	144	Silver Level	Assessment
9	RV			rvhot2@gmail.com	192	Gold Level	Assessment
10	RV			hot@gmail.com	177	Gold Level	Assessment
11	M N Totoro		1478912869	m.n.totoro@gmail.com	0	Zero Level	Assessment
12	RV	RVAud	7259731404	rvtest2@gmail.com		Base Level	Assessment
13	Jack		1234543212	jack@gmail.com	178	Gold Level	Assessment
14	RVsc			acc@gmail.com	0	Zero Level	Assessment
15	Jack Ryan		7834523454	jryan@gmail.com	92	Bronze Level	Assessment
16	Joy	Bob	1112321234	joy@gmail.com	0	Zero Level	Assessment
17	Blue Dragon	Bob	1123121243	joym@gmail.com	180	Gold Level	Assessment

Figure 40: Hotel List Page



When the assessment button is clicked for a specific hotel, the sustainability scores for each section of the questionnaire can be viewed as shown in Figure 41. If the user has completed the self-assessment, the certificate can be viewed by clicking on the View Certificate button as shown in Figure 42.



Figure 41: Sustainability scores for each section

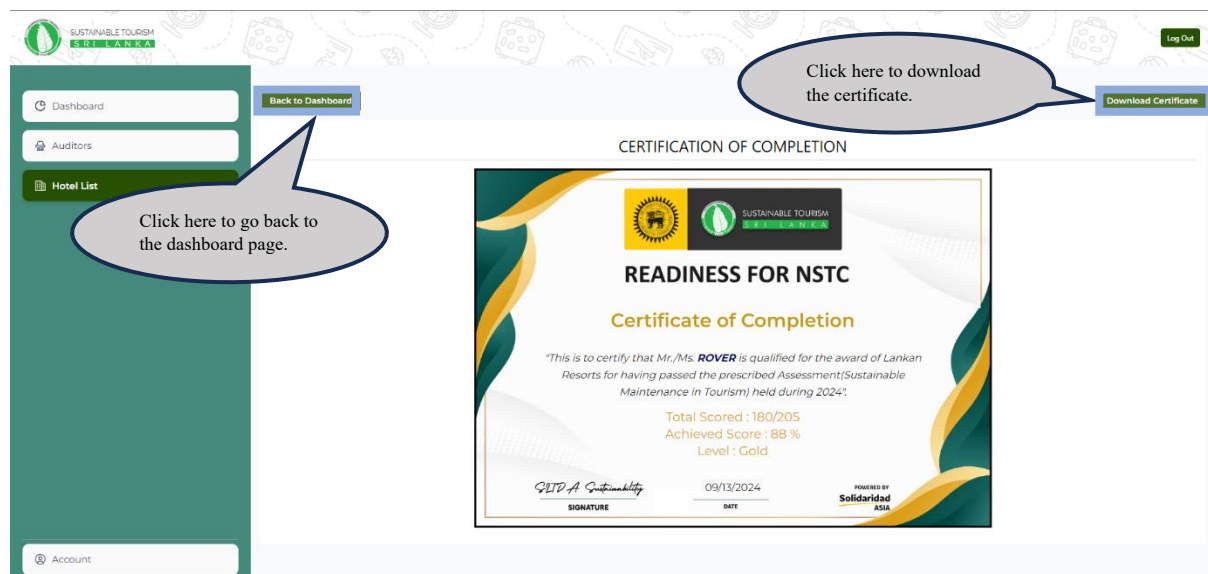


Figure 42: View and Download Certificate

Sign in

On clicking the Sign In option from the website home page, the screen as shown in Figure 43 is loaded onto the screen. If you already have an account created, select the account type, enter the credentials – Email ID and Password and click on Sign In. If the credentials are valid, you would be successfully logged in to the application.

If you do not have an account created, click on sign up. It will take you to the sign up page where you can create an account.

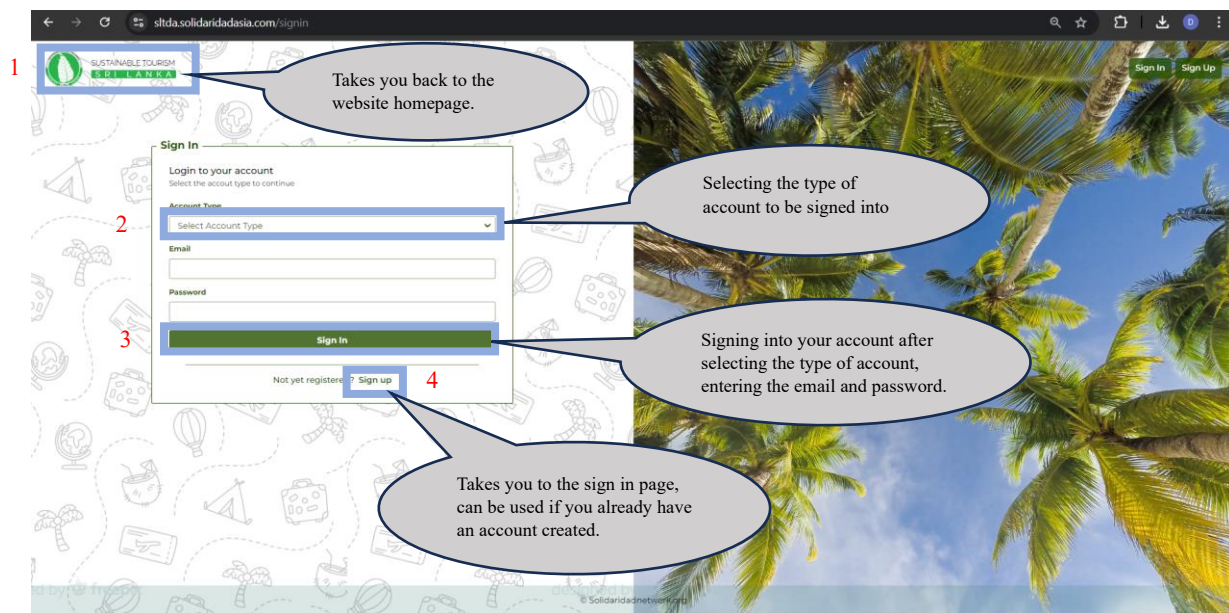


Figure 43 Sign-in page

1. Takes you back to the Website home page
2. Selecting the type of account to be signed into.
 - a. Accommodations operator (Admin)
 - b. Destinations
 - c. Accommodations
 - d. Tour Operator
 - e. Others
 - f. SLDTA (Admin)
3. Signing in to your account after selecting the type of account, entering the email and password.
4. Takes you to the Sign-up page, use it if you have not yet created the account.