



## QUICK FACTS ON THE GRADING PROCESS IN ZAMBIA

The Zambia Tourism Agency, formerly Zambia Tourism Board, is charged with the mandate of grading all tourism enterprises in the accommodation sector by the Government of the Republic of Zambia, through the provisions of Statutory Instrument No14 of 2018, the Tourism and Hospitality (Accommodation Establishments Standards) Regulation. The Regulation, requires the Accommodation operators to apply for Grading if they have operated for a period of 2 years after obtaining the Tourism Enterprise license. Establishments that have operated for less than 2 years are also eligible to apply for grading.

### WHAT IS GRADING?

Grading is a system providing an assessment of the quality standards and provision of the facility and or service of tourist accommodation, typically within five categories, often indicated by one to five symbols. In Zambia, accommodation establishments graded will be awarded a star.

### STEPS TO GRADING

- » The applicant should possess a valid Tourism Enterprise License
  - Accommodation License issued by the ZTA.
- The Enterprise must meet the minimum standards as stipulated in the SI No. 14 of 2018
- » Filling in and submitting the application form for Grading to ZTA
- » ZTA acknowledges receipt of application and issues an invoice to the facility
- » Prescribed Grading fees paid by applicant
- » Assessors assigned to grade the establishment
- » Grading of establishment by Assessors
- » Grading Report submitted to the Grading Board
- » Issuance of recommended Star Grading Certificate and Plaque
- » Plaque displayed in a conspicuous place of the Accommodation facility, preferably the reception or front of the business premises.



## Zambia Tourism Agency



### BENEFITS OF STAR GRADING

#### ACCOMMODATION STAR GRADING BENEFITS

1. Star Grading gives an accommodation establishment and the destination competitive advantage
2. Star Graded accommodation establishments derive capacity building benefit from local and international industry partners
3. Star Graded accommodation establishments and destinations acquire recognizable quality assurance in the tourism global market place
4. Star Graded accommodation establishments will be listed on the Zambia list of approved accommodation establishments which will also be published on the Zambia Tourism Agency website([www.zambia.travel](http://www.zambia.travel)) , the daily newspapers and will be considered for government business