



The QPM Assessment Process

What you (and we) can expect to happen next

The timeline	Action
To commence working towards achieving the Quality Performance Mark (QPM)	<ul style="list-style-type: none">• You will need to complete and submit the <u>Pre-Assessment Questionnaire</u>• We will establish if your organisation is or is not eligible to undertake the QPM assessment
Within 10 working days of your completing the Pre-Assessment Questionnaire	<ul style="list-style-type: none">• We will confirm receipt of your Pre-Assessment Questionnaire, raise any queries we may have at this early stage and, provided that you meet our eligibility criteria, prepare and issue a <u>Working Agreement</u> (our contract with you) for your organisation
Within 14 days of receiving your Working Agreement	<ul style="list-style-type: none">• You will review, complete and sign to say that you agree the terms and conditions of applying to gain the QPM, and return the signed Working Agreement to us• You will let us know if any changes are needed or if, for any reason, you do not feel able to agree the terms and conditions we require your organisation to sign up to
Within 2 weeks of returning your signed Working Agreement	<ul style="list-style-type: none">• You will receive your <u>Assessment Workbook</u> and further guidance outlining what to do next• We will send you an invoice for the first payment of your agreed fee• You will pay our invoice within 30 days (Pay Point 1)
Within 3 months (but not longer than 6 months) of receiving the Assessment Workbook	<ul style="list-style-type: none">• You will have completed any preparatory and development work needed, filled in the Assessment Workbook and returned this to us• You will have sent us all policies, documents and case files and reports requested• We will confirm receipt of documents, let you know if anything is unclear or missing and share all files with the nominated Assessor

The timeline

Action

Within 4 weeks

of our Assessor receiving your Assessment Workbook

- **We will** advise you of the **outcome** of the Assessor's review at Desktop Assessment stage
- **We will** prepare a short report that outlines any developments/actions required prior to site assessment
- **We will** invite you to proceed to Site Assessment stage, if and when you successfully complete Desktop Assessment stage

Within 2 weeks

of receiving an outcome at Desktop Assessment stage

- **You will** notify us of your intentions should your organisation not be successful at this stage
- If progressing, **We will** work with **You** to agree dates and plan for our Assessor to visit you, your team and people who use your services
- **We will** send you an invoice for the secondment payment of your agreed fee
- **You will** pay our invoice within 30 days (Pay Point 2)

As soon as is practicable

Following discussions and planning between our Assessor and you and your team

- **We will** provide you with a draft agenda for our visit
- **You will** arrange for the people we need to meet with to be present and will brief them about what to expect

Within 4 – 6 weeks

of a successful outcome at Desktop stage

- **We will** come and visit you and conduct what we call a Site Assessment
- **We will** have pre-prepared questions and areas of your work that we will want to discuss in greater depth
- **You will** let us know about anything you feel is important, but was not reflected in your submission at Desktop stage
- **We will** indicate the likely outcome(s) of your Assessment. It may not be possible for your Assessor to positively assert if your organisation has passed or failed at this time

The timeline

Action

Within 4 weeks
of visiting you and
undertaking a Site
Assessment

- **We will** provide you with an Assessment Report that will detail the outcome of your QPM Assessment, and may include further actions that you must take before the Award can be granted. Occasionally, our Assessor may ask you to provide further information or documentation to substantiate their decision
- Should your organisation fail to achieve the Award, **We will** explain what areas you need to further develop, or evidence, and outline the options open to you at this stage
- **We will** provide organisations who meet the standards and specifications of the QPM with the Award and confirm the conditions and timeframe on which it is granted
- **We will** provide you with a certificate, an electronic Award logo and help you to celebrate your success publicly

Within 2 weeks
of receiving the Assessment
Report

- **You will** provide your response to the Assessment Report
- **You will** email to us your Organisation's logo for inclusion on the register of QPM Award holders
- **We will** display your organisations details on the register of QPM Award holders and ask that you verify the details are correct
- **You will** let us know how you intend to proceed, should your organisation be unsuccessful at Site Assessment stage

This timeline of activity is important, as it helps to ensure that both parties are aware of the commitment they undertake in working to achieve the QPM and the relative time periods available for completion and submission at each key stage.