

Implementing PQASSO

Duration:
Two days

The logo for PQASSO, featuring the word 'PQASSO' in a stylized, white, cursive font with a registered trademark symbol (®) to the upper right.

Practical Quality Assurance System
for Small Organisations

3rd edition

Quality standards for voluntary
and community organisations

In the current environment of tendering and contracts you may find that you are required to demonstrate that you are a quality organisation providing quality services to users. PQASSO is the leading quality system in use in the voluntary sector. It can be used as a self-assessment tool to help you to strengthen your organisation. There is also the option to apply for the externally accredited PQASSO Quality Mark, which has been endorsed by the Charity Commission at levels 2 and 3.

What you will learn

You will:

- develop your understanding of PQASSO and the self-assessment process
- consider the key steps necessary to make implementation a success
- discuss the roles and responsibilities of key stakeholders
- develop an action plan
- consider how to interpret indicators
- learn how to maintain PQASSO at your organisation.

'A model in how to deliver and run a training course. Great venue, good materials, outstanding training course. A really positive experience.'

Feedback from course participant

'The course exceeded my expectations, in that it was both educational and fun.'

Feedback from course participant

Who for

This course is suitable for **anyone**:

- interested in knowing more about PQASSO
- taking the lead in PQASSO implementation
- currently using PQASSO who wishes to review their self-assessments and action plans
- currently using earlier versions of PQASSO that is planning to upgrade to PQASSO 3rd edition
- interested in learning more about the PQASSO Quality Mark (although this is not the primary purpose of this course).

Benefits

By attending this course you will:

- learn more about quality in a voluntary sector context
- increase your understanding of PQASSO and the implementation process
- learn from CES, the authors of PQASSO
- build your confidence so that you can take the lead in conducting a self-assessment at your organisation
- know where to get help and support.

'Feel I know what I need to do next - not too overwhelming anymore.'
Feedback from course participant

'Great two days, thank you. I'm sure PQASSO will bring great benefits to our charity.'
Feedback from course participant

For a full list of course dates, please visit the training calendar on our training pages at www.ces-vol.org.uk

To find out more about how CES training can help you, or to download a booking form from our website visit www.ces-vol.org.uk

If you have a question or are not sure which course is right for you, please get in touch. To speak to the training team directly, email training@ces-vol.org.uk or call 020 7713 5722.

TIP

To find out more about monitoring and evaluation, you may wish to also consider one of our [How to demonstrate outcomes](#) courses.

TIP

CES delivers a range of courses on quality. If you are not sure which approach is right for you, you may wish to consider [Pathways to quality](#).