

# Accrediting third sector quality through the PQASSO Quality Mark

**Mirella Grillo**

PQASSO Quality Mark Co-ordinator  
Charities Evaluation Services

## PQASSO is...

- An off-the-shelf quality assurance system for the third sector
- A step-by-step approach to identify what an organisation is doing well and what could be improved
- An holistic and generic approach to quality
- A self-assessment tool supported by evidence
- A self-assessment tool that that now has the option of external assessment

## About PQASSO

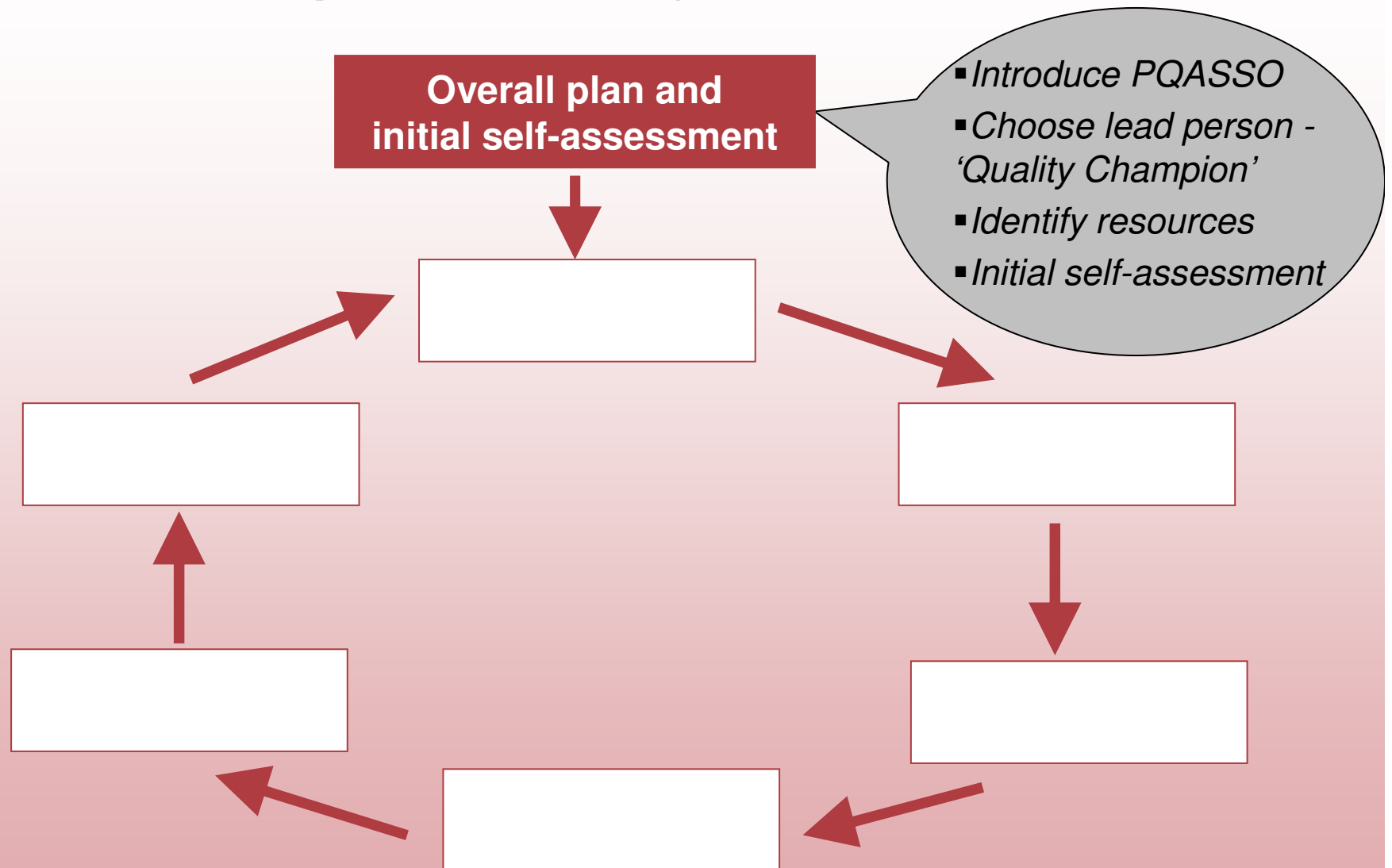
- PQASSO was developed by CES in 1997
- 2<sup>nd</sup> edition 2000, 3<sup>rd</sup> edition 2008
- CES won a Charity Award for Effectiveness for PQASSO in 2008
- Over 13,000 copies of workpack sold to date
- Adaptations nationally and internationally



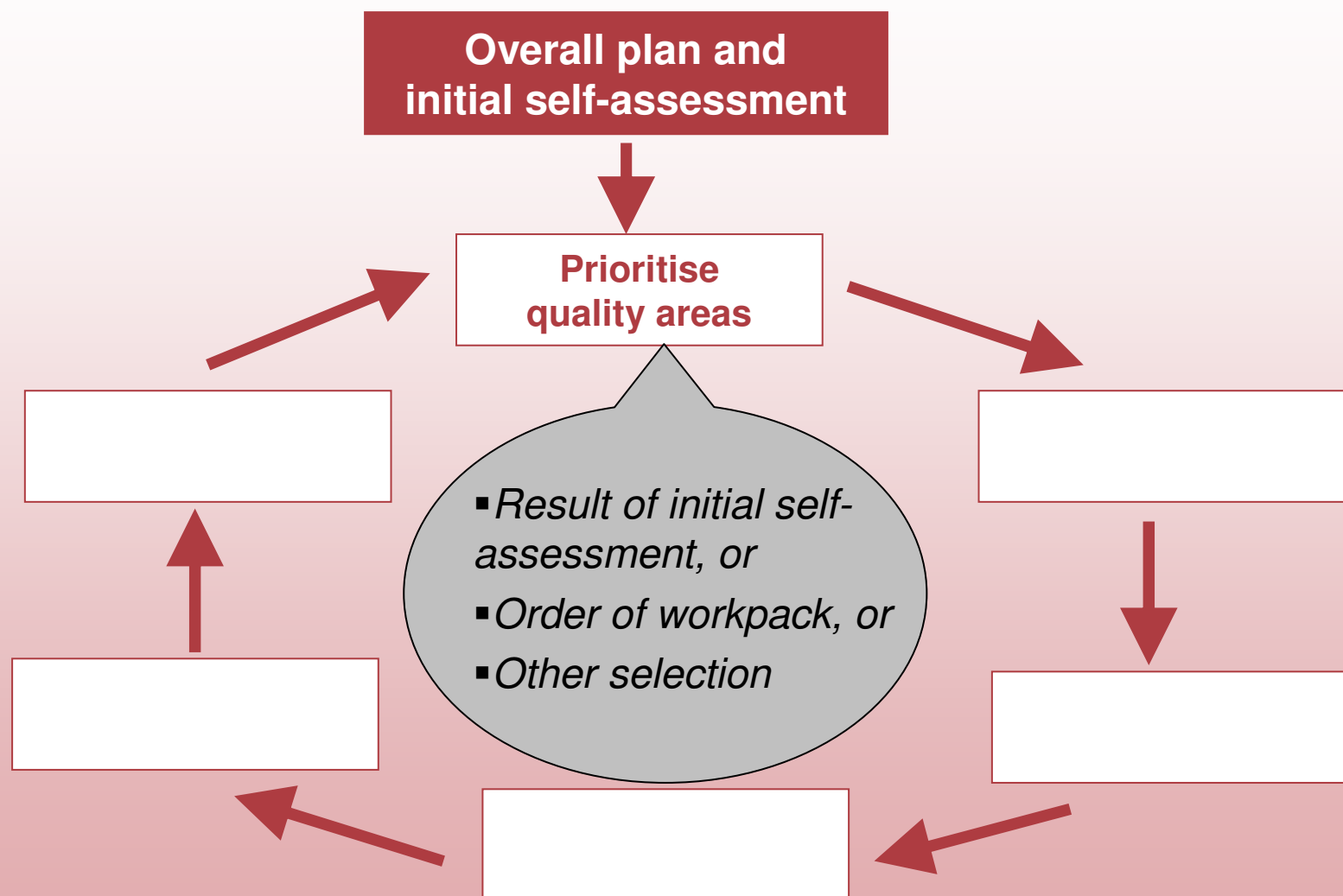
## Who is PQASSO for

- Small, medium or large organisations, or projects within very large organisations
- Volunteer only organisations
- Very large multi-sited organisations
- Umbrella bodies and membership organisations

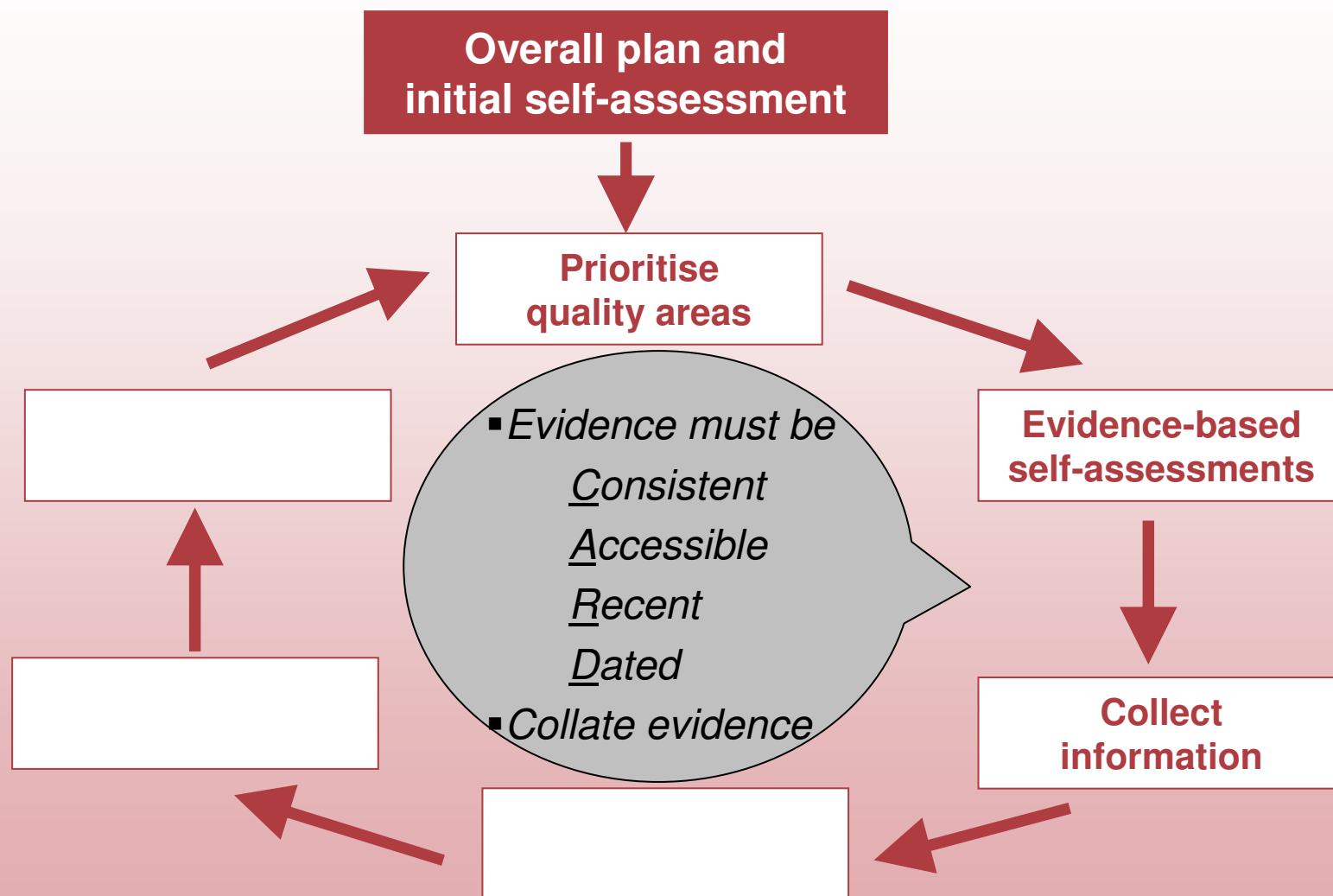
# The PQASSO implementation cycle



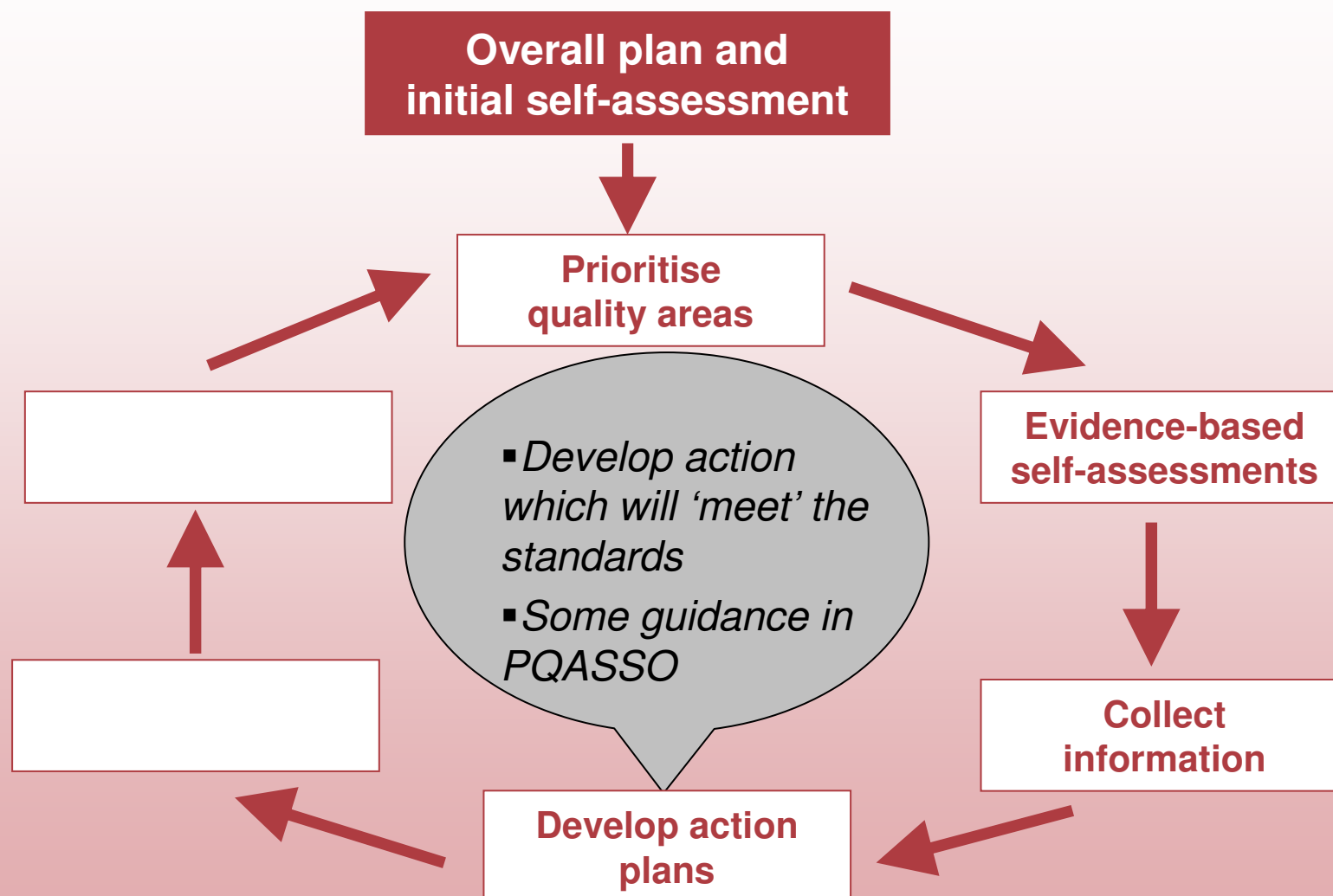
# The PQASSO implementation cycle



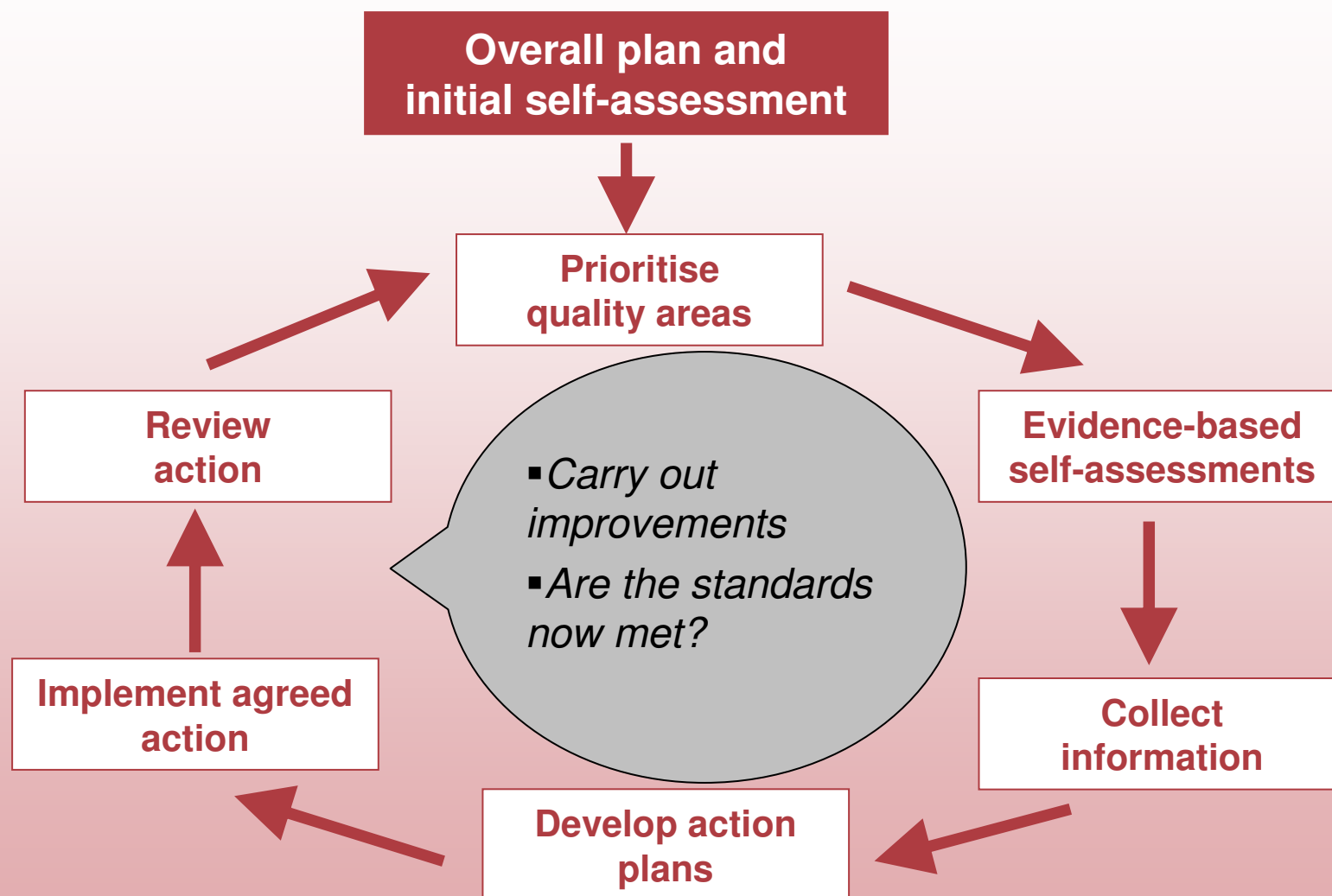
# The PQASSO implementation cycle



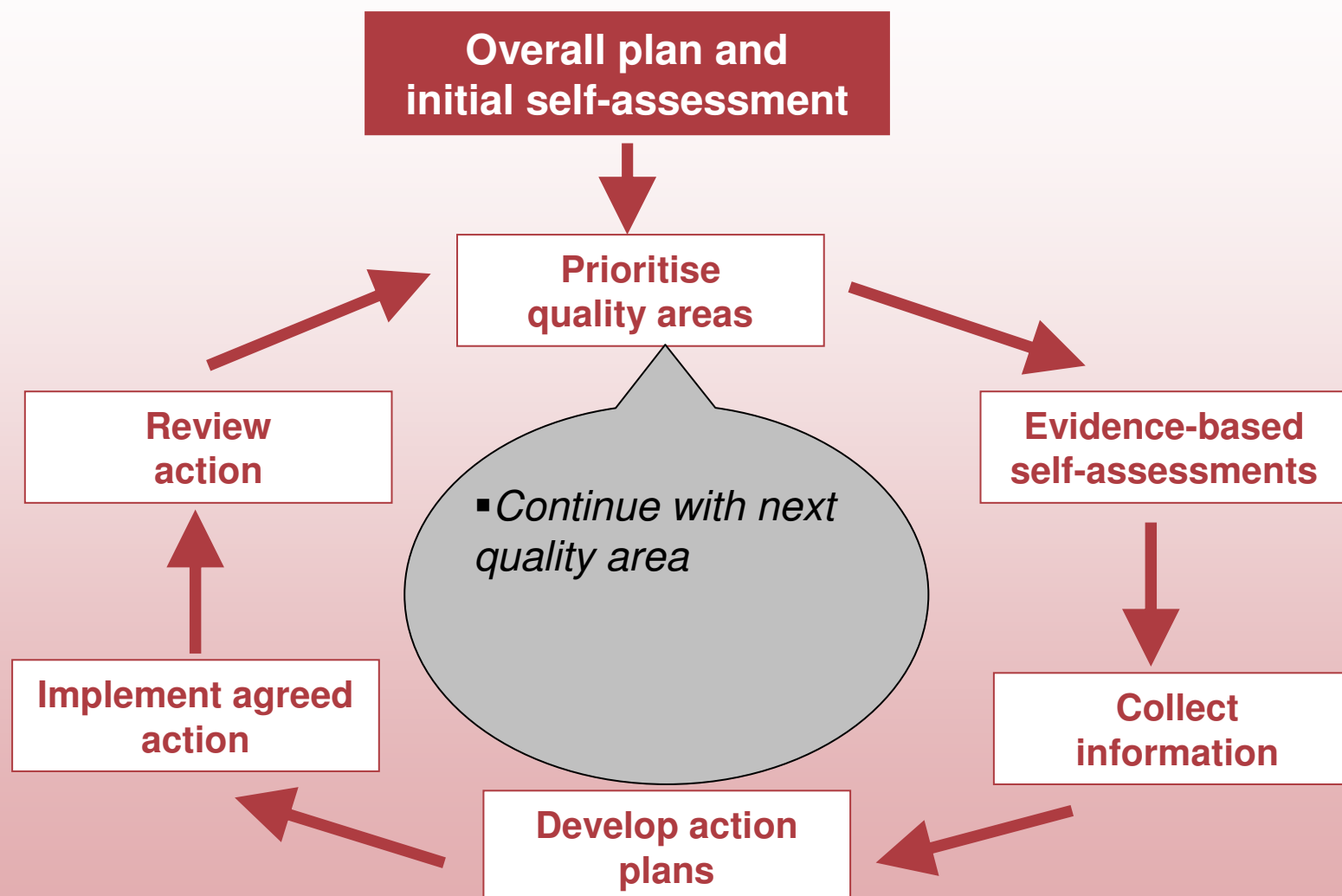
# The PQASSO implementation cycle



# The PQASSO implementation cycle



# The PQASSO implementation cycle



## Introducing the PQASSO Quality Mark

- CES has always advocated self-assessment *but* government, funders and organisations increasingly want externally certified quality systems
- PQASSO Quality Mark is the new externally assessed service for PQASSO users
- The assessment covers all quality areas and all indicators



## Seven steps to the PQASSO Quality Mark

### **Step 1 - Implement PQASSO**

Self-assess and ensure you meet the PQASSO quality standards at your chosen level

### **Step 2 – Application**

You can apply for level 1 or level 2

### **Step 3 – Peer reviewer contact**

CES selects peer reviewers to assess your organisation

## Who are the peer reviewers?

- Individuals from the voluntary and community sector who have experience of PQASSO
- Application and selection procedure using specific competencies
- Peer reviewers undertake intensive training from CES and must pass the course assessment to become a PQASSO Quality Mark peer reviewer
- There is ongoing support and quality control of peer reviewers from CES

## Seven steps to the PQASSO Quality Mark

### **Step 4 – Desktop review**

You must submit specific documents from ‘Desktop review list’ to peer reviewers

Level 1 – Governing document, current year plan, example of how user feedback is collected, others...

Level 2 – current strategic plan, equal opportunities policy, training and development policy, others...

## Seven steps to the PQASSO Quality Mark

### **Step 5 – Site visit**

The peer reviewers will :

- Interview a selection of managers, frontline staff, trustees and volunteers
- Gather evidence
- Corroborate information
- Assess whether your organisation has met the PQASSO standards

## Seven steps to the PQASSO Quality Mark

### **Step 6 - Reporting**

Peer reviewers submit a detailed report, any indicators not met may be remedied by ‘improvement actions’

### **Step 7 – Concluding the review**

If the peer reviewers recommend that you are awarded the PQASSO Quality Mark, CES will issue a certificate and logo which is valid for 3 years

## **PQASSO users' questions**

***How long will it take to achieve the PQASSO Quality Mark?***

- Implementing PQASSO can take time
- Peer review process from 28 to 42 weeks

## PQASSO users' questions

### *How much will it cost?*

| Organisation size<br>(Full time equivalent staff) | PQASSO level | Fee*   |
|---|--------------|--------|
| 0-5 FTE   | level 1      | £1,055 |
| 0-5 FTE   | level 2      | £1,255 |
| 6-15 FTE  | level 1 or 2 | £1,855 |
| 16-49 FTE   | level 1 or 2 | £2,055 |

\* plus peer reviewer expenses

## Contact us

### Further support from CES

- Information about PQASSO and PQASSO Quality Mark  
**[www.ces-vol.org.uk](http://www.ces-vol.org.uk) and [www.pqassoqualitymark.org.uk](http://www.pqassoqualitymark.org.uk)**
- PQASSO Quality Mark team  
**[pqm@ces-vol.org.uk](mailto:pqm@ces-vol.org.uk)**
- Training at CES or at other UK locations  
**[training@ces-vol.org.uk](mailto:training@ces-vol.org.uk)**
- Information about a local CES licensed PQASSO Mentor  
**[PQASSOmentors@ces-vol.org.uk](mailto:PQASSOmentors@ces-vol.org.uk)**

Or telephone CES on **020 7713 5722**