

Gaining recognition

for your commitment to quality



Celebrate your achievement with a **nationally recognised** award

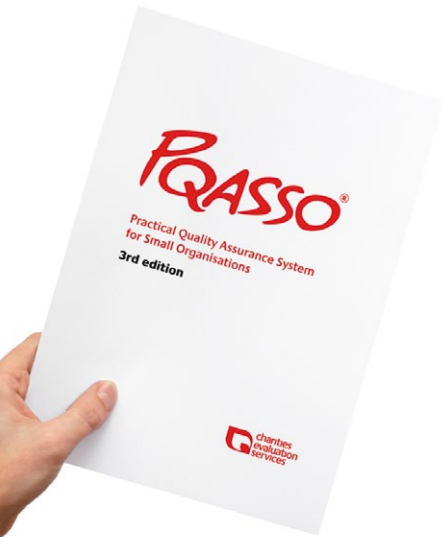
What is the PQASSO Quality Mark?

PQASSO is the award-winning quality assurance system designed specifically for the third sector. It has helped thousands of organisations to improve their efficiency and effectiveness.

The PQASSO Quality Mark is the prestigious award that demonstrates that an organisation has been externally assessed and has achieved the PQASSO quality standards. It is increasingly important that organisations can evidence that they have attained a recognised level of quality. Achieving the nationally recognised PQASSO Quality Mark will set you apart as a beacon of good practice and will enhance your credibility with funders, commissioners and service users.



PQASSO is the leading quality system in the third sector. It encompasses all aspects of an organisation from governance through to how it delivers its services and enables organisations to improve their performance and become more effective and sustainable.



Using PQASSO has enabled us to dramatically improve our management and the delivery of our services.

Are you new to PQASSO?

You can purchase a copy of PQASSO from Charities Evaluation Services by visiting:
www.ces-vol.org.uk



Benefits of the PQASSO Quality Mark

The PQASSO Quality Mark can benefit your organisation in a number of ways:

- ✔ achievement of a nationally recognised quality award
- ✔ greater recognition and credibility from funders, commissioners and users
- ✔ external verification of your attainment of the PQASSO standards
- ✔ increased motivation for staff, trustees and volunteers
- ✔ more efficient and effective organisational practice

Charity Commission endorsement

The Charity Commission has endorsed the PQASSO Quality Mark at Level 2 and Level 3 of PQASSO 3rd edition.

The endorsement means that organisations achieving the PQASSO Quality Mark will receive the Charity Commission's badge of approval confirming that they meet the Hallmarks of an Effective Charity. The Charity Commission endorsed logo can be used alongside the PQASSO Quality Mark logo to demonstrate the achievement.



The process

Step 1 Implement PQASSO

You must purchase the PQASSO workpack, implement the PQASSO standards and complete a self-assessment at your chosen level.

Step 2 Application

You should read the guidance information on www.pqassoqualitymark.org.uk and complete and submit the PQASSO Quality Mark Application Form.

Step 3 Peer reviewer contact

Your allocated review team will contact you and agree dates for the desktop review and site visit.

Step 4 Desktop review

You will be asked to submit key documents for the review team to assess in preparation for the site visit.

Step 5 Site visit

The review team will visit your organisation to conduct interviews and gather evidence.

Step 6 Reporting

The review team will report the findings of the review to CES. If your organisation does not meet all the PQASSO standards there is an opportunity to make improvements.

Step 7 Concluding the review

Successful organisations will be awarded the PQASSO Quality Mark logo and certificate which will remain valid for three years.

Who are the peer reviewers?

The external assessment will be carried out by peer reviewers – people from the third sector who are specially trained and supported by CES to carry out reviews of organisations against the PQASSO standards.

What you need to do now

It's simple, everything you need for your PQASSO Quality Mark application and review can be found on our website at: www.pqassoqualitymark.org.uk



Attend a free workshop

If you want to find out more you can attend a **FREE** workshop on **Preparing for the PQASSO Quality Mark**.

During these interactive sessions you will receive step-by-step guidance on the assessment process, get to grips with the PQASSO standards and learn the tools and tips needed to prepare for a review. By the end of the half-day, participants will have:

- ✓ a clear understanding of the PQASSO Quality Mark peer review process
- ✓ knowledge of how to prepare and apply for a PQASSO Quality Mark review
- ✓ experience of using the support material.

For more information including dates of workshops and to download a booking form, visit www.pqassoqualitymark.org.uk

This workshop gave me a lot of information from how to get started right up to the review process.

Train to become a peer reviewer

CES is recruiting and training PQASSO Quality Mark peer reviewers to assess organisations against the PQASSO standards.

If you have knowledge and experience of implementing PQASSO and work within the third sector, you may be interested in becoming a peer reviewer. You must submit an application and attend a 3-day assessed training course which will equip you with the necessary skills to conduct a PQASSO Quality Mark review.

For more information and to download an application form visit www.pqassoqualitymark.org.uk

One of the best learning opportunities I have attended. Style and variety of training methods were perfect.



How to find out more about the PQASSO Quality Mark



www.pqassoqualitymark.org.uk



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About CES

CES is a registered charity and a company limited by guarantee. We were established in 1990 to strengthen the voluntary sector through offering free and below-cost support and services to charities and community organisations.

