

National Outcomes Programme

Outcomes Champion certification agreement

CES certified Outcomes Champions

1. The National Outcomes Programme enables Charities Evaluation Services (CES) to enhance the quality of outcomes support available to the voluntary and community sector (VCS). It does this by giving VCS professionals the skills required to train and support front-line voluntary and community organisations (VCOs) in outcome management.

Assessment of Outcome Champions

2. If you are interested in Outcomes Champion training you are asked whether your experience and skills match the criteria set out in our guide *“So you want to become an Outcomes Champion?”* If you meet the criteria you are accepted onto the training programme and asked to commit to attend all four days of a cascade course – including a takeaway task between days two and three. There is a written assessment on day four which you are required to pass. Should we feel that you are not yet proficient to be an Outcomes Champion then we will provide you with advice on further opportunities to qualify for an Outcomes Champion certificate, which may include additional training.

The Outcomes Champion certificate

3. If you successfully complete the four-day cascade course, and pass the written assessment, you will be asked to deliver a two day outcomes training course to a minimum of 10 VCOs within a year of the end of your cascade course. Once you have provided us with the evidence that this has been done, we will issue you with a three-year Outcomes Champion certificate and e-logo. The Outcomes Champion certificate reflects that you have participated in and satisfactorily completed the National Outcomes Programme. Note that CES certifies individual Outcomes Champions, rather than their host organisations.

The Outcomes Champion register

4. CES maintains a register of Outcomes Champions. This includes the name, employer, contact details and geographical remit of operation of the Outcomes Champion. These details are made available by CES to members of the public

via our website. Outcomes Champions are obliged to inform CES of any changes to their personal and contact details as soon as they are able.

'Keeping updated' during the three-year Outcome Champion certificate period

5. Outcomes Champions will be encouraged to attend annual 'Champion events' during the three-year period of their licence. These will usually be in the form of a conference or workshop facilitated by CES specifically for Outcome Champions.

Outcomes Champion certificate renewal

6. Before the end of the three-year certificate period Outcomes Champions will be given the opportunity to attend a renewal workshop to renew their certificate. There will be a fee to attend the renewal workshop and a fee to renew the certificate for a further three years. In the event of CES failing to run a renewal workshop three months before the end of your certificate period (despite your demonstrating a commitment to wish to renew your licence), then CES will extend your certificate until the next renewal workshop is run.
7. CES reserves the right to refuse to renew the certificate of an Outcomes Champion, particularly if they have reason to believe that it will damage the reputation of the National Outcomes Programme, or CES.
8. Those Outcome Champions who fail to renew their licence before the end of their licence period may, at the discretion of CES, be required to undertake four further days' training, although where possible CES will provide opportunities for the individual to regain their licence by attending a renewal workshop within one year of the termination of their licence.

Outcomes Champion provision of training and support

9. The Outcomes Champion certificate authorises you to provide training and support to VCOs and other relevant agencies on outcomes. In providing this training and support, you are authorised to use our National Outcomes Programme training materials.
10. When using National Outcomes Programme-related materials in their original form for training purposes, you must not remove any CES logos or copyright marks. If you chose to adapt our training materials to better suit the needs of your clients, you should remove the CES logo and replace it with an acknowledgement as follows: "These training materials have been adapted from the CES training course, *[insert name of course]*, with CES' permission. CES maintains copyright of all original material ©".
11. The Outcomes Champion certificate does not authorise you to train other prospective Outcome Champions. All prospective Outcome Champions are required to be trained directly by CES, and individuals wishing to undergo Outcome Champion training should therefore be referred to us.

Disclaimer

12. When you identify yourself as an Outcomes Champion to prospective clients or other stakeholders, you must inform them of the following disclaimer:

Charities Evaluation Services (CES) certified Outcomes Champion status means that the practitioner has demonstrated a commitment to providing a high quality service of training and mentoring to support organisations on outcomes, as evidenced by the fact that (s)he has completed four days of training provided by CES and has cascaded this training to at least a further ten voluntary and community organisations. CES cannot guarantee that all certified Outcomes Champions have the skills or expertise that you need nor that they will be right for your organisation. Care and attention are required when choosing an Outcomes Champion to ensure that the person is competent to provide the support that you need and CES recommends that you take up references.

Representing the National Outcomes Programme

13. Outcome Champions are not employed by CES and do not represent CES; this should be made clear to any clients you work with. As an Outcome Champion, you must not use the CES name in the promotion of your business over and above promoting your Outcome Champion services.

14. We do consider Outcome Champions to be ambassadors of the National Outcomes Programme and its related publications and services. Therefore Outcome Champions must always represent the National Outcomes Programme in a professional manner.

15. If an Outcomes Champion is reported to have undertaken activities which damage the reputation of the National Outcomes Programme, CES, or is found not to be providing a high quality service, and upon investigation this is confirmed, then CES reserves the right to terminate the Outcome Champion's certificate.

Updating the Outcomes Champion certification agreement

16. From time to time the Outcomes Champion certification agreement may be updated and amended. At such times you will be sent an updated licence agreement and will be asked to agree to its terms and conditions by signing a declaration. On signing the declaration, the new certificate will replace the terms and conditions of all previous certificates signed by you.

17. Failure to sign an updated and amended certification agreement may result in the Outcomes Champion certificate being removed.

I have read and understood Charities Evaluation Services' statement on the Outcomes Champion certificate and agree to work within its terms and conditions stated above. I understand and agree that if I breach any of the terms or conditions of this statement then my Outcomes Champion certificate will be terminated immediately with no financial compensation.

Signed: _____ Date: _____

Name (please print): _____

Job title: _____

Organisation (if applicable): _____