

## Family Friendly Accreditation External Verification Policy

### **Purpose**

To ensure that the Family Friendly Team, its assessors and staff are fit for purpose and meet the decision making and assessment standards required by the Family Friendly Accreditation programme and by The Family and ChildCare Trust.

### **Scope**

All those within the Family Friendly Team who are responsible for the development, delivery and assessment of the accreditation programme.

### **Introduction**

External verification is the term used for the monitoring and confirmation of internal assessment decisions and processes by an external appropriately competent individual or team. It is a process by which an organisation can be measured in terms of its quality and consistency in approach. A robust external verification process allows member organisations to be confident that their effort and resulting accreditation is achieved fairly and will be recognised by others.

### **Responsibility**

Quality is everyone's responsibility, and the Family Friendly Team takes the duty of providing consistently high standards of assessment and accreditation very seriously. All team members, assessors and associates are required to familiarise themselves with the external verification processes and related quality policies and to refer to them in support of their work.

### **Management**

Every day management and of the External Verification process lies with the Family Friendly Manager, with the Responsible Director overseeing the annual external verification process and attend meetings with the External Verifiers.

### **Sampling**

It is vital that an adequate sample of audit processes, compliance documents, decision-making documents with supporting evidence and data management systems are checked as part of the external verification process. Data that shows number of accreditations awarded and organisational evidence audited will be made available to the External Verifiers.

### **Fair Access and Equity**

Family Friendly recognises its duty and has a desire to run a transparent and equitable accreditation process that welcomes external scrutiny and annual verification.

## **Family Friendly Accreditation External Verification Documentation**

Specific documentation has been developed to support the support external verification processes. Correct documentation must be completed and signed off by the External Verifiers and the Responsible Director.

### **Assessment and Evidence tracking**

An external verification framework is used to ensure quality compliance and to check for assessor understanding of the standards and criteria used in FFA. Audit of central databases and record keeping will be included in the annual external verification process.

### **Feedback**

The Family Friendly Team will be given verbal and written feedback from the External Verifier, with results and findings of the process shared with FCT senior team by the Responsible Director.

### **Action Plans**

In the spirit of continual quality improvement and setting a best practice example for the membership, The External Verifier will highlight areas of excellence and for improvement and an Action Plan will be devised to support development in line with recommendations.

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