

Family Friendly Accreditation Verification Policy

Purpose

To ensure that the Family Friendly Team, its assessors and staff are fit for purpose and meet the required standard required for the Family Friendly Accreditation by The Family and Child Care Trust. To ensure that standards are understood, shared, reached, and maintained throughout delivery and assessment of the Family Friendly Accreditation programme.

Scope

The Family Friendly team, associates, assessors, verifiers and Family Friendly member organisations. All those within the Family Friendly Team who are responsible for the development, delivery and the assessment of the accreditation programme.

Introduction

Verification is the term used for the monitoring and confirmation of assessment decisions, and is a process by which an organisation can be measured in terms of its quality and consistency in approach. The purpose of internal verification is to ensure that Family Friendly has consistent standards of decision making that support the accreditation programme across all areas and with all member organisations. It ensures that the standards are reached, and maintained throughout delivery and assessment of Family Friendly Accreditation, and allows member organisations to be confident that their effort and resulting accreditation 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 verification processes and related quality policies and to refer to them in support of their work.

Management

Every day management and of the Internal Verification process lies with the Family Friendly Manager with the responsible Director providing supervision and oversight as an additional level of the quality control. This Director will also oversee the annual external verification process and attend the regular verification meetings, where any concerns may be raised and addressed. Overall responsibility for the Verification process and system lies with the responsible Director.

Sampling

It is vital that an adequate sample of process, supporting evidence and data is checked internally as part of the internal verification process and externally by the approved external verifiers. Family Friendly Accreditation is a new programme so sampling will be high in the first year, and will be reduced based on the findings and evidence formed by the verification process

Year one: (2014/15)

A Sample of up to 20% of completed accreditations will be carried out.

Year Two (2015/16)

Sample will be carried out based on identified need as part of an ongoing quality cycle.

Fair Access and Equity

Family Friendly recognises its duty and has a desire to provide fair access to support, assessment and review for all of its member organisations.

Management systems

Family Friendly has both paper and electronic data management and recording systems in place at this time (2014). Compliance with data protection requirements (FCT data protection policy), forms part of the verification process.

Family Friendly Accreditation Verification Documentation

Specific documentation has been developed and piloted to support the support, delivery, assessment and monitoring of the Family Friendly Accreditation programme (document checklist). Correct documentation must be completed and all team members are aware of their role and responsibility in this area.

Assessment and evidence tracking

A document checklist is used to ensure that all information and resources have been provided to the member organisation. Evidence tracking is supported by the Policies to be submitted table and the evidence for submission checklist completed by the member organisation and checked by the Family Friendly Team centrally, a signed copy is sent to and kept by the member organisation for their records. There is an Evidence Produced section in the internal assessment documentation that indicates which standards and criteria have been met through particular pieces of evidence. Dates of completion, and sign off by the Family Friendly team alongside the member's unique identification number allow for ease of filing and recovery from archive.

Feedback

All member organisations will be given regular feedback from their client manager and from their allocated assessor (s). Feedback will be primarily verbal but there will be formal written feedback from the Family Friendly Team following completion of the accreditation process. It is important that each member organisation has opportunity to discuss the feedback and will need to sign to say that they accept the feedback, or if they don't how to invoke the appeals procedure. (See Appeals policy and procedure). The primary aim of feedback is so that members can understand how best to achieve the standards they aspire to ultimately the Family Friendly Accreditation

Action Plans

At the outset prospective members will be provided with details about the Family Friendly Accreditation and how to achieve it. Once an organisation has joined as a member, full information on accreditation standards, assessment formats and approaches, commitment and opportunities associated with accreditation will be provided in advance of any assessments or reviews. The dedicated Client Manager will be available to discuss and explore any issues or concerns and will work with the organisational leads to develop an action plan specific to the member's requirements. This information giving, support and action planning should be sampled and reviewed as part of the internal and external verification process.

Policy developed 1/2014

For review 1/15