



The Money Advice Service
Individual Quality Framework

Accreditation Reassessment Guidance



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Overview

This document contains details of:

- the application process for reassessment
- criteria for making a successful application
- guidance on how the application form and supporting evidence should be completed and compiled

Glossary of Terms

Accredited Programme	Learning programmes and qualifications awarded accreditation against the Money Advice Service Quality Framework
MAS	Money Advice Service
Quality Framework	The Money Advice Service Quality Framework
RE	Recognising Excellence

Appointed Assessment and Mapping Organisation

The Money Advice Service has appointed Recognising Excellence as its assessment body.

All application enquiries and submissions should be made to:

Lucie Rainford
 Recognising Excellence
 Unit 3 Twigworth Court Business Centre
 Tewkesbury Road
 Twigworth
 Gloucester, GL2 9PG

Helpline: 07930 987 674
lucie.rainford@recognisingexcellence.co.uk
www.recognisingexcellence.co.uk

All application documentation is available to download from the Recognising Excellence website [here](#)

1. Under what circumstance is a reassessment required?

As described in the accompanying fact sheets, the following events will trigger reassessment:

- Change(s) made to the learning programme or qualification [\[here\]](#)
- End of award period [here](#)
- Change(s) made to the Quality Framework [here](#)

2. How submissions for reassessment are made

Prior to submitting an application for reassessment, please contact RE to discuss the extent of changes to be made to the learning programme or qualification and the intended implementation date of the revised version. A reassessment will be required in the event of any change made to:

- Accredited Programme content including a revision to the learning objectives, outcomes, contents, materials or delivery model
- specific NOS requirements

3. Extent of Reassessment

The impact of reassessment upon the current award cycle for each training programme/qualification will depend on the extent of change made. The following table seeks to define minor and full reassessment and the impact on accreditation cycles and mid-cycle activity:

	Example	Impact on award period
Revisions	Minor revisions in light of changes to legislation	No change to current end of award date
Full	Substantial changes made to the content and or delivery model	Accreditation awarded for further 3 years

This table is indicative and RE will confirm the level of reassessment required based upon the significance of changes proposed to the programme/qualification. It is strongly advised that all reassessment activity is considered and concluded with RE prior to operationalising the changes. If the proposed changes do not fully align to the requirements of the Quality Framework, there will be opportunity for refinement and revision to evidence compliance.

4. Service Level Agreement

Please refer to the accompanying fact sheet [here](#) which outlines the timescales of the reassessment process.

4. Cost of Reassessment

The full cost of the application and reassessment process against the Quality Framework will be covered by MAS. This policy applies to all resubmitted applications and no charges will be incurred by you as the applicant. It will be at the discretion of MAS to apply a charge for any resubmitted applications which fall outside the time period detailed below –see Stage 4b and may require a full reassessment.

5. The application and reassessment process



The reassessment process consists of several stages and interventions. Each of the stages is explained as follows:

Stage 1 – Making an application for Reassessment

Applications for reassessment should be made using the Reassessment application form [here](#) submitted to RE. Digital submissions are preferred although hard copy submissions are acceptable where this is not possible. Supporting documentation may be provided through an online portal or via 'drop box' facilities, and via email. Please ensure instructions of how to access materials are included within your completed application. The contact details for making an application are provided on page 3.

Documentation required to support your application

The following documentation will be required to support your application:

- The completed Application Form
- Copies of all amended learning materials
- Current copy of the Professional Indemnity Insurance certificate

Stage 2 – The Reassessment Process

A lead Assessor will be appointed to manage your application for reassessment. Assessment activity will commence with an introductory meeting (telephone/skype) during which the reassessment approach will be explained. This initial meeting will also provide the opportunity to share background information with the Assessor, contextualising the changes that are proposed to the Accredited Programme.

The lead Assessor will remain in contact throughout the reassessment exercise. Any need for clarification on the application will be achieved through discussions with the nominated point of contact within the application form. Any minor revisions identified may be communicated during the reassessment process and applicants invited to make these amends in order to expedite an assessment outcome.

The Assessor will consider the summary of changes identified within the application, making a systematic comparison between the requirement of the Quality Framework, and specifically the NOS requirements and the evidence provided. Consideration will extend not only to the specific requirements and criteria of the content of the Accredited Programme but also to the delivery model which underpins this.

Stage 3 – Assessment outcomes and feedback process

A recommendation for maintaining accreditation can only be made in cases where all requirements of the NOS are met in full for the whole activity set.

Upon conclusion of the reassessment activity, the Assessor will prepare a draft interim report, which will identify the areas of the Quality Framework that are met in full, and any areas where additional information is required. Assessment reports are subject to internal verification and will form the basis of a follow up feedback meeting with the applicant. This intervention will ensure the Assessor's interpretation of the evidence presented is factual, provides an opportunity to address any points raised, and for additional or revised content to be submitted.

The interim report will determine an outcome against each criterion in the Quality Framework. The potential outcomes are:

Definition	Meaning
Met	The evidence presented fully meets and/or exceeds the requirement of the MAS Quality Framework. There may be suggestions for improvement but this will not be subject to further review.
Partially Met	The evidence presented meets some of the criteria within the Quality Framework. There are minor concerns and /or inference has had to be made by the Assessor as some points are not fully demonstrated or evidenced.
Not Met	Does not meet any of the requirement.

Stage 4 – Decisions and Recommendations

a) Recommendations for Maintaining Accreditation

Once the Assessor has verified the criteria of the Quality Framework have been evidenced in full, a final report will be prepared. Subject to internal verification, a recommendation will be made to MAS for accreditation to be awarded. A copy of the final report will be submitted to MAS and to the applicant.

b) Corrective Action (Partially Met/Not Met)

Following reassessment, further refinements may be required to either the content of the Accredited Programme order to achieve award of accreditation. The interim report will detail areas of strength, in addition to suggestions for improvement, along with appropriate corrective actions required to maintain accreditation. There will be a maximum period of up to 90 days to make any required changes and resubmit the revised documentation for further assessment.

It is essential that any corrective actions identified are completed within the 90-day period as any resubmissions outside of the timeframes may be subject to full reassessment and a discretionary fee of up to £1500 + VAT may apply.



Stage 5 – Renewal and Future Reassessments

In the event of a major change or full reassessment, a new cycle of accreditation will begin. An updated certificate of accreditation will be sent and a further reassessment will not be required for a period of 3 years (subject to no further revisions being made).

In the event of a minor change, the cycle of accreditation will be unaffected and further reassessment will be required at the end of the current award period.

Completing the Reassessment Application Form (to be read in conjunction with the Reassessment Application Form)

The application form must contain sufficient depth of information, and should be supported by copies of learning content and materials to enable the assessment activity to commence. Any missing or incomplete documentation will result in a delay in processing your application.

The submitted application must include:

- The completed Application Form
- Completed summary of NOS changes
- Copies of all amended learning materials
- Current certificate of Professional Indemnity Insurance

The following guidance is intended to support with the completion of the Application Form:

Page 2	Applicant Details	The application form requests basic details including address contact information and the identity of the main point of contact to deal with any queries. This individual should have sufficient knowledge and authority to be able to manage the assessment process and answer any queries from either RE or the appointed Assessor. Please note, the implementation date refers to the date upon which any revisions to an Accredited Programme will commence use. For example, this may be a date on which revised learning material will be sent to printers or the date on which revised e-learning will be published online. Using the SLAs for reassessment, please work back from this date when considering when to submit applications for reassessment.
Page 3	Learning Programme/Qualification Overview	
Page 3	Indicate the level of Accreditation	This is the level of accreditation currently held. This can be found on the current award certificate.
Page 3	Overview of the Accredited Programme	Please provide an overview of the Accredited Programme, who it is aimed at, and a brief outline of content.
Page 3	Scope of delivery	Please confirm the geographical reach of the Accredited Programme.
Page 3	Summarise the changes made to the Accredited Programme	Please identify the reason for the changes e.g. legislation, refresh of content, restructure of learning, etc.
Page 4	Summarise the impact of changes made to the specific NOS requirements	Where possible, describe how the changes made to the Accredited Programme relate to the relevant NOS requirements.
Page 5	Summary of Changes	Please see Appendix 1 – NOS grid, summarise

		the changes made and where these are referenced in your learning content.
Page 6	Reassessment Approach	Please summarise whether the changes made have impacted on the following:
Page 6	a) Selection, Evaluation, Review and Quality Assurance of trainers:	<ul style="list-style-type: none"> • How you recruit and select trainers. • Are they employed / self employed? • How do you ensure they have the relevant qualifications/experience in their subject area? • How do you ensure trainers have the necessary practical skills/experience to present the course effectively? • How do you ensure that the trainers knowledge is up to date and current? • How are they quality assured and managed? • What are the minimum expectations of trainers? • How do they maintain their own Continuous Professional Development (CPD)? • How do you evaluate their performance?
Page 6	(b) Learning Materials	<ul style="list-style-type: none"> • How is the training content reviewed to identify where changes are needed and how they should be implemented? • How frequently is content reviewed to ensure it remains current? • When is the next scheduled review date to review content? • Is there a central register or schedule for reviewing content review? • What reference materials do you use when updating materials? • Is the content up-to date and mapped across to the relevant NOS for the relevant debt activity type? • How do you keep on top of changes in legislation to ensure this feeds into training content? • Do you work to any other associated quality standards to quality assure both trainers and content?

		<ul style="list-style-type: none"> • How is the learning format reviewed to ensure it continues to be current? • What are the processes for updating content where NOS has been reviewed or amended? This should include what data is collected, from whom, with what frequency and how is it evaluated, showing how changes are made. • We may request copies of central records to evidence a regular review of materials and content.
	<p>(C) Feedback and Evaluation Procedures</p>	<p>Applicants must have in place a system for evaluation by the delegate of the quality of each course. This should include:</p> <ul style="list-style-type: none"> • A method of obtaining feedback from the delegate of whether the course(s) met the individual objectives and standards expected • An analysis of feedback received over each 12-month period, by course and by trainer • An example of the course evaluation form should be provided as part of the document submission. • What level of return do you receive and what is the ratio of satisfaction to attendance? • How do you follow up when receiving poor feedback / unhappy delegates? • What are your Appeals Procedures? • What are your Malpractice Procedures? • What are your Individual Plagiarism Policies?
	<p>(d) Delivery methods and administration of learning</p>	<p>Applicants should ensure there are appropriate and effective administrative and support services for delegates. Consideration will be given to the following:</p> <ul style="list-style-type: none"> • Learning materials, equipment and the learning environment that is sufficient

		<p>and appropriate to enable achievement of the objectives / learning outcomes.</p> <ul style="list-style-type: none"> • Administration support that is appropriate to deliver the training/qualifications. • Bookings system and delegate participation numbers. • How is the calendar of courses promoted and marketed? • Provision of advice for prospective delegates on the most appropriate course to meet their needs. • How are materials prepared – document control etc to ensure correct versions used? • Appropriate and effective record keeping including attendance, assessment and completion of programmes. • Database systems in operation e.g. if regulated by an awarding body, remote data input may be required • How attendance will be recorded so that you are able to respond to requests from individuals or other third party training providers who wish to validate prior learning? • How you will supply a form of evidence to an individual that has accessed your programme i.e. certificate or confirmation of attendance to enable them to evidence their learning. • Quality management systems in place. • Other quality standards held. • How equality of opportunity and inclusivity is promoted through delivery? • Any cancellation policies in operation. <p>We may request copies of attendance forms etc. linking to your administration procedures.</p>
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	<p>(e)How learning is assessed</p>	<p>Assessments should be planned, valid, fair and reliable enabling individuals to demonstrate progress towards and achievement of the objectives/learning outcomes. This may be linked to the organisation’s personal development processes.</p> <p>Consideration will be given to the following:</p> <ul style="list-style-type: none"> • The arrangements and methods of assessment should be appropriate, clearly set out and easy to understand. • Systems used i.e. examination, completion of a project, assignments, multiple choice questionnaires. • How is the programme of learning reviewed to ensure it continues to be current? • How are learning assessments monitored and quality assured to ensure consistency between Assessors and over time? • What improvements have been identified and implemented as a result of the monitoring and review activity. • How is assessment criteria made available to individuals? • Results of individual assessments and development plans if appropriate. • How feedback is provided to individuals informing them of their progress towards achieving the objectives/learning outcomes, confirming whether or not they are achieving them.
	<p>(f)Pre Requisite entry approaches (relevant if pathway of learning)</p>	<p>Please supply procedures for verifying that an individual has completed accredited learning elsewhere.</p>
	<p>Please outline any further information that you feel would support your application</p>	<ul style="list-style-type: none"> • Unique terminology that we should be aware of. • Instructions to how materials should be accessed if held on internal intranet systems.

Page 8	Support documents to accompany your application	<p>Please ensure the application:</p> <ul style="list-style-type: none"> • Completed in full application form. • Summary of NOS changes are included. • All amended learning materials are included, and changes identified. • Provide current Professional Indemnity Insurance Certificate.
Page 9	Conditions of Accreditation Award	<p>Accreditation is awarded for a 3 year period and is subject to the following conditions. Owners of accredited programmes of learning/qualifications will be invited to reapply for accreditation.</p> <p>Condition 1: Promotion of accreditation here Condition 2: Changes to Accredited Learning Programme here Condition 3: Amendment of MAS Quality Framework here and End of Award here</p>
Page 10	Disclaimer	<p>Please ensure all the application is signed (electronically typed is acceptable) and dated</p>

****Not applicable for minor content change****



Conditions of Accreditation

The following conditions apply to all Accredited Programmes. There may be additional conditions, tailored to the specific recommendations from MAS's assessor body following reassessment. Any additional conditions will apply alongside those detailed below. All conditions will be set out in the award letter.

Accreditation is awarded for a 3-year period and is subject to the following conditions. In addition to those set out below, and in advance of the 3-year anniversary of award, owners of Accredited Programmes will be invited to reapply for accreditation.

Condition 1: Promotion of accreditation

Providers of Accredited Programmes are required to comply with instructions on promotional activity relating to the MAS Quality Framework and the accreditation award.

See promotion fact sheet for more detail [here](#)

Condition 2: Changes to Accredited Programme

Providers of Accredited Programmes are required to notify the Money Advice Service, and follow the reassessment process, in the event of changes being made to the learning content, materials or delivery models

See reassessment – change to Accredited Programme fact sheet [here](#)

Condition 3: Amendment of MAS Quality Framework

When there are changes to the MAS Quality Framework, owners of accredited programme of learning/qualifications codes are required to follow the reassessment process.

See reassessment – change to Quality Framework fact sheet [here](#) and end of award fact sheet [here](#)

Appendix 1

National Occupational Standards (NOS) Aligned to Money Advice Service Quality Framework for Individuals

Debt activities, such as, support and advice work, are mapped to National Occupational Standards (NOS) in the grid below. These NOS are the minimum basis for training and / or qualifications content for these debt activities.

Key

- Standards relevant to Initial contact
- Standards relevant to Support work
- Standards relevant to Advice work
- Standards relevant to Casework / Specialist
- Standards relevant to Court representation
- Standards relevant to Supervision

Debt Activity National Occupational Standards	Initial contact	Support Work	Advice work	Casework/ Specialist	Court Representation	Supervision
Support clients to make use of advice and guidance service [SFJGA2]	•	•	•	•	•	•
Provide information to clients [SFJLA5]	•	•	•	•	•	•
Evaluate and develop own practice [SFJAE2]	•	•	•	•	•	•
Develop and manage interviews with clients [SFJGA6]		•	•	•	•	•
Enable advice and guidance clients to access referral opportunities [SFJ GA4]		•				
Provide and receive referrals on behalf of clients [SFJGA5]			•	•	•	•
Enable clients to act on their own behalf [SFJBF3]			•	•	•	•
First line money and debt legal advice [SFJIB11]			•	•	•	•
Support clients to plan, implement and review action [SFJBF1]			•	•	•	•
Negotiate on behalf of clients [SFJGB9]			•	•	•	•
Provide specialist money and debt legal advice (SFJIB12)				•	•	•
Manage personal caseload [SFJHA5]				•	•	•
Provide continuing support to clients [SFJBF2]				•	•	•
Manage legal advice cases [SFJIA2]					•	•
Prepare cases for representation in formal proceedings [SFJDA7]					•	
Represent clients in formal proceedings [SFJDA4]					•	
Provide support for other practitioners [SFJHD10]						•