

CHANGE TO PROGRAMME

- Trigger for action
- Action required
- Frequency and timescales
- Outcomes of reassessment

The Money Advice Service Quality Framework Post Accreditation for Accredited Programmes

Overview

Accreditation against the MAS Quality Framework is awarded for a period of three years. To maintain the integrity of the Quality Framework, occasional and cyclical reassessment is required in order to ensure that Accredited Programmes are continually aligned with the MAS Quality Framework.

Therefore, any changes to an Accredited Programme will trigger the need for a reassessment to ensure it still maps as compliant to the MAS Quality Framework.

Action required

The Money Advice Service's assessor body should be notified of any plans to review and/or amend an Accredited Programme at the earliest opportunity and before any changes have been operationalised. This helps to ensure there is no gap in accredited status. Contact details can be found in the footer of this document.

The application process in the event of changes being planned or made to an Accredited Programme is set out in the [accreditation reassessment guidance](#).

In order to submit an Accredited Programme for reassessment, Accredited Programme owners are required to complete, sign and return the reassessment application form and include all supporting documentation as described in the accreditation [accreditation reassessment application form](#).

Frequency

Where the Accredited Programme is amended by the respective owner the onus is on said owner to notify MAS's assessor body to begin the reassessment process. Should an Accredited Programme owner have any doubt over whether a set of amends is sufficiently substantial to warrant reassessment please contact Recognising Excellence.

Reassessments of Programmes will take a maximum of 15 working days to complete. Please see the [Service Level Agreement](#) for more information.

Outcomes of reassessment

Following reassessment, an Accredited Programme owner will receive a report detailing the mapping exercise and highlighting any particular areas of strength, suggestions for improvement as well as any corrective action required to maintain accreditation.

Where the Accredited Programme itself requires corrective action, Accredited Programme owners will be given up to 90 calendar days to do so depending on the level of change required. Failure to complete any corrective action within prescribed timescales will trigger the [withdrawal process](#).

Following reassessment, a decision will be made on the impact on of reassessment on the current award period. Decisions will be made on a case-by-case basis