

## SERVICE LEVELS

- Timeframes for each stage of reassessment



### The Money Advice Service Quality Framework Post Accreditation for Accredited Programmes

Below is an indicative outline of the timescales that Recognising Excellence, as the MAS assessor, will work within, to ensure your application is turned around as quickly as possible:

Application Stage	Turnaround Time (working day)
Application received and first stage check completed	2 days
1:1 between Applicant and Contract Manager (subject to applicant availability)	2 days
Allocation to Assessor	2 days
Assessor and Applicant 1:1 (subject to applicant availability)	5 days
Re-assessment completed and interim findings shared	15 days
Assessor to finalise report and submit to RE for moderation	5 days
RE to undertake moderation activity	5 days
Final report and recommendation shared with MAS	2 days
Applicant to receive final report	2 days

**Total time from application submission to interim assessment outcome is therefore 28 working days**

#### *Variation of timeframes where assessment decision is Referred / Not Met:*

Missing documentation omitted from initial application (content exists)	5 days
Corrective Action Period (where applicable)	Up to 90 days (3 months)

#### Recognising Excellence Help Desk Contact Details:

[lucie.rainford@recognisingexcellence.co.uk](mailto:lucie.rainford@recognisingexcellence.co.uk)

Telephone Number: 07930 987 674