



END OF AWARD PERIOD

- Trigger for action
- Action required
- Frequency and timescales
- Outcomes of end of award process

The Money Advice Service Quality Framework Post Accreditation for Accredited Standards

Overview

Accreditation to 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 Standards are continually aligned with the MAS Quality Framework.

At the end of the current award period, Accredited Standard owners will be required to confirm that no changes have been made to the Accredited Standard since it was last assessed against the MAS Quality Framework. MAS will also assess a sample of records from recent audits conducted by the Accredited Standard on organisations that hold that Accredited Standard to ensure the application of the Accredited Standard as described during its assessment against the MAS Quality Framework is reflected in practice. This is as per the [audit report assessment process](#).

Action required

The Money Advice Service will notify Accredited Standard owners 6 months prior to the end of a current award period. This notification will set out the next steps and timeframes involved.

At least 90 calendar days prior to the end of award period a formal invitation will be extended to Accredited Standard owners to confirm no change to the Accredited Standard and submit audit reports for assessment.

Where changes have been made to the Accredited Standard since it's last assessment, or where changes to the Accredited Standard are expected before the end of current award period, Accredited Standard owners should notify MAS and follow the process for [reassessment at change of Accredited Standard](#).

Where an Accredited Standard owner does not wish to seek to renew an award they should notify the Money Advice Service as per the process described in the [withdrawal fact sheet](#).

Frequency

End of award activity for Accredited Standards will occur on a minimum of a 3-yearly basis as per the maximum award period.

Outcomes at end of award period

Where an Accredited Standard owner has indicated that no changes have been made to the Accredited Standard, the award of accreditation beyond the current period will depend on the outcome of the audit report assessment process.

The audit report assessment process will generate a report outlining the findings of the assessment. This process will take up to 28 calendar days from submission of audit reports. The summary report provides a general overview of the assessment, the Accredited Standard's audit approach and details of good practice evidenced. Any areas for development or corrective action identified in order to maintain accreditation to the MAS Quality Framework beyond the current award period will also be provided.

Both the Accredited Standard owner and the Money Advice Service will receive a copy of the report and, where relevant, a draft action plan detailing areas for development or requirements to maintain accreditation following the check. Accredited Standard owners will also be invited to a feedback session to review the assessment and agree any development activity. This is a requirement where corrective action to maintain accreditation has been identified. Accredited Standard owners will be given a maximum of 90 calendar days or until the end of the current award period, whichever is shortest, to complete all actions.

Failure to engage in the process or complete corrective actions by agreed deadlines will result in withdrawal of the award at end of the current award period.