

**Service Level Agreement**

* Timeframes for each stage of the assessment

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

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| **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 MaPS** | 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)** |

**For further information please contact the main office: 01452 688357**