

## CHANGE TO QUALITY FRAMEWORK

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

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

#### Overview

As per scheme rules, a review of the Money Advice Service Quality Framework will be conducted on a 5-yearly basis or when prompted by a change in legislation. 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 the MAS Quality Framework will trigger the need for a reassessment to ensure an Accredited Programme still maps as compliant to the MAS Quality Framework.

#### Action required

The Money Advice Service will inform the owners of all Accredited Programmes, as well as those in the assessment pipeline, at the point a decision to review the Quality Framework is made.

Accredited Programme owners will be consulted on any review and subsequent suggested amends to the Quality Framework. Where changes are made to the Quality Framework as a result of this review all Accredited Programmes will be reassessed through the standard reassessment process using the [reassessment application form](#) and [associated guidance](#).

#### Frequency

A review of the Money Advice Service Quality Framework will be conducted on a 5-yearly basis or when prompted by a change in legislation.

Reassessments of Accredited Programmes will take a maximum of 40 working days to complete. Please see the [Service Level Agreement](#) for more information.

Due to the potential scale of such an undertaking, it is likely that this will be conducted on a phased basis and sufficient notice will be given to those affected Accredited Programme owners.

### **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. An interim report will be shared within 26 working days of submission for reassessment.

Where the Accredited Programme itself requires corrective action, Accredited Programme owners will be given up to 60 working 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](#).