

COMMUNICATION



- Communication strategy
- Frequency of contact
- Opportunities to input
- Opportunities to describe assessment experience

The Money Advice Service Quality Framework Post Accreditation for Accredited Standards

Overview

The Money Advice Service considers ongoing and two-way communication with owners of Accredited Standards essential to the effectiveness of the MAS Quality Framework.

This will be encouraged and facilitated in a number of ways and these are described later in this document. Ongoing contact is also encouraged where appropriate as appropriate outside of the processes described herein. Communications may involve the Money Advice Service and/or Recognising Excellence, as the accreditation assessment body.

Communication cycle

The following defines the current communication plan for the Organisational Quality Framework. Schedule may differ depending on initial accreditation date.

Frequency	Format	Medium	Responsibility	Purpose
Quarterly	Update	Email	MAS	Inform stakeholders
	Organisation data return	Email	Standard/ code owner	Satisfy award condition
Annually	Round table	Conference call	MAS	Stakeholder input
	Round table	Meeting	MAS	Stakeholder input/feedback
End of award period	Invitation to reapply for accreditation	Direct communication with owner	MAS	Support awardees through reassessment
Ad hoc	Notification of change to standard/ code	Contact with MAS accreditor body	Standard/ code owner	Ensure continued alignment to Quality Framework

Feedback

On an annual basis, to coincide with the face-to-face round table meeting, owners will also be invited to provide input into the processes that comprise the Quality Framework as part of the Money Advice Service's commitment to continuous improvement. This will focus solely on processes and will not seek

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comment on the Framework itself as this is conducted as per the five-year Framework review cycle.

Quality assuring the assessment process

Following any reassessment activity, owners of Accredited Standards will be invited to complete a process satisfaction survey relating specifically to their experience of the reassessment process. A satisfaction survey will be sent to Accredited Standard owners following any reassessment activity.

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