

## CHANGE TO STANDARD/CODE

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

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

#### Overview

Accreditation against 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 and membership codes are continually aligned with the MAS Quality Framework.

Therefore, any changes to an Accredited Standard will trigger the need for a reassessment to ensure it still maps as compliant to the MAS Quality Framework.

#### Action required

The Money Advice Service's assessor body should be notified of any plans to review and/or amend an Accredited Standard at the earliest opportunity and before any changes have been operationalised. This helps to ensure there is no gap in accredited status. Contact details can be found in the footer of this document.

The application process in the event of changes being planned or made to an Accredited Standard is set out in the [accreditation reassessment guidance](#).

In order to submit an Accredited Standard for reassessment, Accredited Standard owners are required to complete, sign and return the reassessment application form and include all supporting documentation as described in the [accreditation reassessment application](#).

#### Frequency

Where the Accredited Standard is amended by the respective owner the onus is on said owner to notify MAS's assessor body to begin the reassessment process. Should an Accredited Standard owner have any doubt over whether a set of amends is sufficiently substantial to warrant reassessment please contact Recognising Excellence.

Reassessments of quality standards and membership will take a maximum of 40 calendar days to complete. Please see the [Service Levels fact sheet](#) for more information.

### **Outcomes of reassessment**

Following reassessment, an Accredited Standard 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 calendar days of submission for reassessment.

Where the Accredited Standard itself requires corrective action, Accredited Standard owners will be given up to 90 calendar 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](#).

