

STATEMENT OF QUALITY REQUIREMENTS FOR INVESTORS IN PEOPLE SERVICES PROVIDED BY LICENSED INVESTORS IN PEOPLE CENTRE

SERVICE OR ACTIVITY	SCOPE	GENERAL REQUIREMENT	SPECIFIC MINIMUM REQUIREMENT (where appropriate)
Awareness raising and promotional activity	All promotional and sales activity which promotes Investors in People	Materials must conform to current IIP Branding Guidelines as issued by the UK Commission from time to time. The Investors in People Centre is responsible for ensuring that anyone engaged in sales or promotion work has either attended the Investors in People Sales Workshop or an equivalent.	Investors in People Centres must be able to demonstrate how they ensure that those engaged in promoting and selling IIP have the skills and knowledge to do so effectively.
Supporting organisations	Generic support Account management functions Provision of workshops, help lines, clinics etc	Clear descriptions of the nature, scope and costs of such services must be provided to Customers The Investors in People Centre is responsible for ensuring that people delivering such services are qualified, trained and supported effectively	Investors in People Centres must be able to demonstrate how they ensure that people delivering these services have the knowledge and skills to do so effectively. This would include the use of approved training where appropriate.
	Individual development support Provision of in depth advice or consultancy Diagnostic work Other specific activity designed for an individual client Ongoing support and contact after assessment or recognition	All services must be subject to an individual plan agreed in advance by the Customer, or by a Service Level Agreement covering a package of support. Costs must be clearly stated and agreed in advance. Projects must be overseen and monitored by the Centre at a level appropriate to the nature and complexity of the project and the experience of the Specialist. Relevant support tools provided by UK Commission should be promoted to the Customer and used where appropriate. These include IIP Interactive, IIP Survey Tool, Business Issue Scoping Tool, as well as other on-line resources. Specialists and Investors in People Centre staff should regularly use on-line resources provided by UK Commission including on-line communities etc. Where other support tools are used, these should be approved by UK Commission before use with explanation of how these are preferable to current UK Commission	At least one annual visit or developmental discussion per recognised client. Such services must be delivered by IIP Specialists or by the Investors in People Centre's own employees. A Customer satisfaction form must be issued either at the conclusion of the activity, or at least annually for longer- term support. IIP Specialists and Investors in People Centre employees must have a sound understanding and working knowledge of the IIP on-line tools to support Customer development An individual who has provided consultancy advice to a Customer cannot conduct a subsequent assessment

SERVICE OR ACTIVITY	SCOPE	GENERAL REQUIREMENT	SPECIFIC MINIMUM REQUIREMENT (where appropriate)
		resources.	
Assessment and Recognition	<p>All IIP assessment and review activity</p> <p>The recognition and de-recognition of organisations</p> <p>The management of retaining recognition cases</p>	<p>Activity must conform to the relevant Guide to Policy and Practice or such other guidance as shall be issued and amended from time to time</p> <p>Activity must only proceed under the auspices and control of the Investors in People Centre</p> <p>The Investors in People Centre must have a defined process for the management and quality assurance of assessment and recognition activity</p> <p>Individual exceptions to national guidance must be discussed and agreed with UK Commission in advance</p> <p>The Investors in People Centre should ensure that the knowledge, skills and experience of the Assessor match the requirements of the individual project.</p>	<p>All recognised Customers to be contacted at least annually ideally by the IIP Specialist.</p> <p>All Customers who do not come forward for review must be contacted. Evidence of action taken to encourage the retention of all Customers must be available.</p> <p>All requests for assessment must be acknowledged timeframes, and the Customer informed of what should happen next and of the options available to them.</p> <p>Assessment activity must be based on an agreed plan, built around individual client objectives, the costs of which have been agreed by the Customer in advance.</p> <p>A valid and current Recognition Agreement must be in place before an assessment can proceed.</p> <p>Assessment reports should be in-line with Guide on Good Practice in Report Writing. Post-assessment, ongoing activities with the Customer must be summarized in the Continuous Improvement Plan.</p>
Developing Specialists	All activity concerned with the recruitment, development, contracting and performance	All activity to conform with the current Guide to Integrated Development and Specialist Capability Framework	

SERVICE OR ACTIVITY	SCOPE	GENERAL REQUIREMENT	SPECIFIC MINIMUM REQUIREMENT (where appropriate)
	management of Specialists who deliver services for the Investors in People Centre		
Provision of MI	Provision of management information to UK Commission	<p>The Investors in People related data which must be electronically synchronised from as a minimum from the Investors in People Centre's database systems to UK Commission's CRM includes:</p> <p>(i) as detailed in Schedule 1, clause 3 of the licence and Appendix 2 – Customer Relationship Management and Management Information Requirements.</p>	<p>Investors in People related data must be electronically recorded into the Investors in People Centre's database systems within 14 calendar days of being received.</p> <p>All Customer records must be updated to reflect relevant status and made available to the UK Commission upon request.</p>
Overall management of the services	<p>The management of service delivery</p> <p>Ensuring compliance with the Licence and our quality requirements</p>	<p>The Investors in People Centre must have a defined process for the management and quality assurance of all services within scope of the Licence and of these requirements.</p> <p>Appropriate arrangements must be in place to ensure separation of advice and assessment</p> <p>The Investors in People Centre must nominate at least one company representative who can assume responsibility for operational issues connected to the Licence and these quality requirements</p>	<p>The Investors in People Centre must demonstrate to the UK Commission that the defined process is working effectively.</p> <p>The arrangements for separation of advice and assessment must reflect the Guide to Assessor Objectivity or be approved by the UK Commission.</p>