

STATEMENT OF QUALITY REQUIREMENTS FOR INVESTORS IN PEOPLE SERVICES PROVIDED BY LICENCED 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 Licensor from time to time. The Centre is responsible for ensuring that anyone engaged in sales or promotion work has either attended the Licensor Sales Workshop or an equivalent.	IIP 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 clients The Centre is responsible for ensuring that people delivering such services are qualified, trained and supported effectively	IIP 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 client, 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 Licensor should be promoted to the client and used where appropriate. These include IIP Interactive, IIP Survey Tool, Business Issue Scoping Tool, as well as other on-line resources. Specialists and IIP Centre staff should regularly use on-line resources provided by Licensor including on-line communities, goodpractice.net, etc. Where other support tools are used, these should be	At least one annual visit or developmental discussion per recognised client Such services must be delivered by IIP Specialists or by the Centres own employees A client satisfaction form must be issued either at the conclusion of the activity, or at least annually for longer- term support IIP Specialists and Centre employees must have a sound understanding and working knowledge of the IIP on-line tools to support client development An individual who has provided consultancy advice to a client cannot conduct a subsequent assessment

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		approved by Licensor before use with explanation of how these are preferable to current Licensor 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 Licensor 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 clients to be contacted at least annually ideally by the IIP Specialist.</p> <p>All clients who do not come forward for review must be contacted . For all clients over 250 evidence of action taken to encourage their retention must be available.</p> <p>All requests for assessment must be acknowledged timeframes, and the client 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 client 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 client 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 Specialist Development Manual, Guide to Integrated Development and Specialist Capability Framework	

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	management of Specialists who deliver services for the IIP Centre		
Provision of MI	Provision of management information to Licensor	<p>The Investors in People related data which must be electronically synchronised from as a minimum from the IIP Centres database systems to Licensor's CRM includes:</p> <p>(i) as detailed in Schedule 1, clause 3 of the licence.</p>	<p>Investors in People related data must be electronically recorded into the IIP Centre's database systems within 14 calendar days of being received.</p> <p>All assessment records must be updated to reflect relevant status. This includes:</p> <p>Commitment status must be re-confirmed within 39 months of the event occurring. Commitments without a change of status for 39 months will be considered as de-commitments.</p> <p>Recognition status must be re-confirmed within 42 months of the event occurring. Recognitions without a change of status in 42 months will be considered as de-recognitions.</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 Licensed Quality Manager who can assume responsibility for operational issues connected to the Licence and these quality requirements</p>	<p>The defined process must be approved by the Licensor.</p> <p>The arrangements for separation of advice and assessment must reflect the Guide to Assessor Objectivity or be approved by the Licensor.</p>