

The table below displays the outcome of a ‘research project’, undertaken by Linda Riley of Voluntary Sector Training, to investigate potential quality marks suitable for the Third Sector and particularly members of the learn EAST consortia.

Quality Standard	Who is it for?	Who runs it?	Cost	How assessed	How long does it last
Approved Provider Standard (A National Standard for Mentoring and Befriending)	APS is the national quality standard that’s been designed specifically for mentoring and befriending projects	Volunteering Development Agencies www.mandbf.org/quality-standard	The cost will depend on the size of your project. The costs refer to the total number of volunteers within a programme. From £550 - £1400. There’s a bursary available for small organisations with limited resources operating mainly through volunteers. To qualify for the bursary, organisations must meet all three of the following criteria: 1/ Up to 10 volunteers. 2/ Up to 5 full time staff (or equivalent part time) 3/ Up to £50,000 turnover	Self assessment + external audit	Every 3 years
Visible Community Standards	Communities™ quality systems and standards for the charity and community sector.	Community Matters www.visiblecommunities.org.uk	Purchase of a Workbook is necessary to use VISIBLE. Fees for accreditation are currently £1650 + VAT. £1500 + VAT for members of Community Matters. £1550 + VAT for organisation supported by a local licensed agent. £1400 + VAT for Community Matters members supported by a local licensed agent.	Self assessment + external assessment	Every 3 years
British Quality Foundation	BQF gives access to exclusive benefits as well as preferred rates on their services and members range from FTSE100 companies to small firms and public sector bodies.	British Quality Foundation - BQF is an independent, not-for-profit, corporate membership organisation. www.bqf.org.uk	Memberships from £535 plus VAT to £12,500 plus VAT	Assessment	3 years
C3Perform	C3Perform has been designed to help social economy organisations to improve performance. It is a ‘diagnostic workbook’ that provides a simple framework for evaluating how an organisation is performing and identifies strengths, weaknesses and areas for improvement.	C3 www.c3partnership.org/toolkit/self-assess/c3-perform	Free to download	Self-assessment	n/a

Report - Quality Marks for the Third Sector

Quality Standard	Who is it for?	Who runs it?	Cost	How assessed	How long does it last
Clubmark	Clubmark is Sport England's national accreditation scheme for high quality junior sports clubs. It is managed by Knight, Kavanagh & Page on behalf of Sport England and sets the standard for all high quality sports clubs in England	Around 60 National Governing Bodies of Sport (NGBs) and County Sports Partnerships are licensed to award Clubmark. http: www.clubmark.org.uk	The basic Standard is normally free, though there may be other costs required to obtain it	Each NGB have different ways of accessing their own 'Clubmark' Scheme	Varies depending on the NGB
Community Mark	Open to companies in the UK of all sizes and sectors, this national standard has been developed by Business in the Community in consultation with the private, public and voluntary sector bodies.	Business in the Community www.bitc.org.uk/community/communitymark	£500 - £600 for organisations with less than 500 employees	Self assessment + external assessment	Every 3 years
Customer Service Excellent Government Standard	Customer Service Excellence aims to bring professional, high-level customer service concepts into common currency with every customer service by offering a unique improvement tool to help those delivering services put their customers at the core of what they do.	Centre for Assessment Ltd G4S Assessment Services (UK) Ltd emqc Ltd SGS UK Ltd www.customerserviceexcellence.uk.com	On-line assessment tool is free. Cost negotiated to take formal Government Standard through a certification body	Free on-line assessment	Depends on whether full Standard applied for
EFQM Excellence Model	EFQM is a global non-for-profit membership foundation based in Brussels, Belgium. With more than 500 members covering more than 55 countries and 50 industries, they provide a unique platform for organisations to learn from each other and improve performance. EFQM is the custodian of the EFQM Excellence Model, a business model which is helping over 30,000 organisations around the globe to strive for Sustainable Excellence.	EFQM www.efqm.org/en	There are a range of booklets that can be ordered (costing £20 to £200 each). Organisations applying for external assessment will be charged depending on their size and complexity. For organisations with less than 500 employees, the application fee is around £11,000 + Assessor expenses	Self-assessment (+ external audit if required)	This is a continuous process

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Good Governance: A Code for the Voluntary and Community sector	This publication is primarily aimed at organisations with staff. Smaller organisations may benefit from the information outlined in this publication, but they are not the primary audience and as such may need to adapt the information for their circumstances. This guide is written for chairs, chief executives and trustees.	Charity Commission www.charity-commission.gov.uk/Charity_requirements_guidance/Charity_governance/Good_governancecode.aspx	Free pdf version on line. There are other guides on this website	Self assess against the code principals	n/a
Hear by Right	Hear by Right helps you follow best practice on the safe, sound and sustainable participation of children and young people in the services and activities they take part in. It is applicable to any organisation working with young people, helping you provide evidence of the participation that is already happening in your organisation and then how to plan for improvement where there are gaps	National Youth Agency www.nya.org.uk/quality/hear-by-right/about-hear-by-right	Free to download online	Self-assessment	n/a
Investing in Governance Framework and Quality Mark	The Investing in Governance board evaluation framework contains 69 governance practices designed to reflect the breadth and depth of processes involved in running a board, recruiting and inducting board members - through to supporting and reviewing their individual performance and that of the whole board.	Investing in Governance is run as a social enterprise. You can get some information from the trustee net website as the IIG website is under construction. www.trusteenet.org.uk/content/investing-governance	Framework: £29.50 Quality mark accreditation £3,250	Self assessment + external assessment	Not stated

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Investors in People (I.I.P.)	They are working with over 5,000 organisations from the public, private and voluntary sectors,	EMBx - deliver IIP in the East of England. EMB Excellence Limited provides business improvement and assessment solutions to organisations and their leaders, to optimise their performance and help them achieve their full potential. www.emb-x.com/iip	£650 per day + expenses	Interviews to check all processes are embedded	3 years
Investors in Diversity	The standard, which helps organisations adopt and develop a set of characteristics and behaviours, which if embraced, can lead to real and sustainable gains through culture movement.	National Centre for Diversity www.nationalcentrefordiversity.com	Depends on organisation's size and structure. From £1975 + VAT	At least 2 days structured support from an IID Assessor and then a formal assessment	Contact National Centre
Investing in Volunteers	Investing in Volunteers (IiV) is the UK quality standard for all organisations which involve volunteers in their work.	UK Volunteering Forum iiv.investinginvolunteers.org.uk/gettingstarted/qualityassurance	The price for Investing in Volunteers will vary according to the size and complexity of your organisation. As an example ,IiV package would be £1,500 to £2,000 + VAT.	Self-assessment and external audit visit	3 Years
ISO 9001	Work with over 5,000 organisations from the public, private and voluntary sectors,	International Standards Organisation. www.iso.org/iso/home.htm	The Standards cost around £70 to purchase. External assessment costs vary depending on the size, needs and turnover of an organisation. You have to ask for a quote from one of the accredited bodies before starting the process. The audit part can cost between £700-£2000 + VAT.	Audit	This is a continuous process
Matrix	The matrix Standard is the unique quality framework for the effective delivery of information, advice and/or guidance on learning and work.	emqc Ltd - emqc Ltd are appointed by the Department for Business Innovation and Skills as the organisation responsible for the management, administration and delivery of the matrix Standard. They work across both the public and private sectors with organisations of all sizes. www.matrixstandard.com	£600 per day + expenses & VAT (depends on size of organisation how many days needed.)	self assessment and then visit from an assessor.	3 years

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NAVCA Quality Award	NAVCA's Quality award is a <i>rigorous</i> , externally audited, evaluation of the quality of services offered to voluntary and community groups by local support and development organisations that are members of NAVCA.	NAVCA. www.navca.org.uk/quality-award-1	£2193.90 (inclusive of VAT) with £180 (inclusive of VAT) payable on application	Self assessment and then a visit from an auditor within a year of application	3 years
PQASSO (Practical Quality Assurance System for Small Organisations)	PQASSO is the leading quality standard developed for the sector, by the sector. PQASSO's flexibility means it can be used by all types of third sector organisations, including charities, social enterprises, community interest companies and community groups. It is appropriate for organisations of all sizes, from those with a handful of employees, to organisations with over 2,000 employees. Over 14,000 organisations have made PQASSO their standard of choice.	CEF –Charities Evaluation Services. www.ces-vol.org.uk	0 to 5 full-time equivalent staff, applying at Level 1 £1,200 + expenses. 0 to 5 full-time equivalent staff, applying at Level 2 £1,800 + expenses. 6 to 15 full-time equivalent staff, applying at Level 1 £1,400 + expenses. 6 to 15 full-time equivalent staff, applying at Level 2 £2,000 + expenses. 16 to 25 full-time equivalent staff, applying at Level 1 £1,800 + expenses. 16 to 25 full-time equivalent staff, applying at Level 2 £2,200 + expenses. 26 to 49 full-time equivalent staff, applying at Level 1 £2,200 + expenses. 26 to 49 full-time equivalent staff, applying at Level 2 £2,750 + expenses.	Self assessment evidence and interviews. Desk top review and reviewer visit	3 years
Prove and Improve	Quality and impact toolkit for charities, voluntary organisations and social enterprise.	Nef - an independent think-and-do tank who believe in economics as if people and the planet mattered. www.proveandimprove.org	£20 per toolkit	Self assess with toolkit	n/a
QuADS – Quality in Alcohol and Drug Services	QuADS Support Project aims to provide the community and voluntary sector with the necessary supports in order for services to self assess as QuADS compliant.	Developed by the QuADS Project, a joint Alcohol Concern/ Drug Abuse Department of Health, and project funded by the Department of Health. www.progressionroutes.ie/index.php?page=quads-support-project	Free to download	Self-assessment	As required
Quality Counts	Age UK formally Age Concern	In house	n/a as in house	Internal audit	Carried out regularly

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Quality First	Quality First is a simple tool that uses a workbook to run through nine quality areas that can help an organisation improve its performance. It is aimed at small organisations that are run solely by volunteers, though may be used by organisations with one or two paid staff.	BVSC (Birmingham Voluntary Service Council) www.bvsc.org	A workbook is available for working through the process at a cost of around £35 (including postage). Details on how to order this can be obtained from the Birmingham Voluntary Service Council (BVSC) website. Regional development agencies may also be able to provide support.	Self-assessment	n/a
Quest	Quest is the UK quality standard for sport and leisure organisations (centres) in the voluntary and public sectors	Quest/NBS is managed on behalf of Sport England by Right Directions in partnership with Leisure-net Solutions. www.questnbs.org	Quest Pack is £95 plus p&p. External assessment is £1,260per facility, for a two day assessment or £525 – 845 (plus expenses) for a sports development team, depending up the scope and size.	Self assessment + external assessment	Every 2 years
Reach	Reach is the only self assessment framework specifically written for youth volunteering in England. It was first developed in 2001 in partnership with youth action workers across England and focuses on the key principles of youth action	Youth Action Network. www.gup.org.uk/provider/reach-quality-standard-youth-actionyouth-volunteering	One copy of ‘Reach’ is provided free of charge to full and associate members of Youth Action Network. Additional copies can be purchased for £97.50 (plus p&p) for members or £139.29 (plus p&p) for voluntary organisations.	Self assessment	n/a – about continuous improvement
Skillsmark	Skillsmark is the recognised quality mark for learning and development programmes in the Justice and Community Safety sector.	Skills for Justice. www.skillsforjustice.com/skillsmark	Prices are dependent upon the number of notional learning hours of the programme, as follows: Band 1 £1,500 60 notional learning hours or less Band 2 £3,000 More than 60 notional learning hours Fast-track £2,500 For Higher Education programmes only	Self assessment, desk top review, review visit.	3 years
Standards for Safeguarding and Protecting Children in Sport	The standards provide a framework or audit tool for all those involved in sport to help them create a safe sporting environment for children and young people and protect them from harm. The standards also seek to provide a benchmark to help those involved in sport make informed decisions, promote good practice and challenge practice that is harmful to children.	Sport England Governing Body Services and the Sports Task Force on Policy and Standards. Info can be found on NSPCC website. www.nspcc.org.uk/Inform/cpsu/helpandadvice/organisations/standards/Standards	Free for organisations that fall into the Child Protection in Sport Unit’s (CPSU) group, which consists of Governing Bodies and County Sports Partnerships. A new strategic framework is being reviewed with regards to implementing more organisations into the standards process.	Self assessment + external audit	5 years

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Star Social Firm Standard	The Star Social Firm quality standard – the first in the social enterprise sector – has been developed by Social Firms UK and, externally validated by SFEDI (Small Firms Enterprise Development Initiative).	Star Social Firm. www.starsocialfirms.co.uk	Currently heavily discounted by Social Firms UK Expect to pay around £250-£300	Self assessment + external assessment	Every 2 years
The BILD Quality Mark	Learning & Development. It has the flexibility to be used for various size organisations from a single Independent Trainer to L&D functions/teams within a large corporate organisation	The British Institute for Learning and Development. www.thebild.org/Quality-Assurance/The-BILD-Quality-Mark	Must be an Organisational Member of The BILD. Cost of BILD QM Assessment for SME's (less the 50 employees) £500 Larger Organisations (over 50 employees) £1000 Site Assessment (Per half day) £500 Annual Review (Without site visit) SME's £50 Larger Organisations £100	Site assessment	3 years
The Community Legal Service (CLS) Quality Mark	The Quality Mark is a family of quality assurance standards for legal services providers	Legal Services Commission. Legalservices.gov.uk/civil/qm/quality_mark	Generally free	Self-assessment application and external audit	Annual audit
The Hallmarks of an Effective Charity	The Hallmarks of an Effective Charity is designed to work in a complementary way with – not in place of – other guidance, standards and codes of governance that charities may use. If you are not following another code or standard, Hallmarks is a good place to start.	Charity Commission. www.charity-commission.gov.uk/Publications/cc10.aspx	Free to access	Self assessment	As required
The Quality Assessment Framework (QAF)	The QAF refresh aims to 'raise the bar' of Supporting People funded services	The Quality Assessment Framework (QAF) has been designed by central government to help both Supporting People partners and service providers to measure service quality by defining a set of standards that can apply to all forms of support. www.ofqual.gov.uk/qualifications-assessments/89-articles/145-explaining-the-qualifications-and-credit-framework	Free	Self assessment	3 years

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Volunteer Centre Quality Accreditation	Volunteer Centre Quality Accreditation is a quality framework for Volunteer Centres, specifically addressing the delivery of six core functions of volunteering infrastructure at a local level	Volunteering England. volunteering.org.uk/WhatWeDo/Local+and+Regional/Volunteer+Centre+Quality+Accreditation	No direct cost but must be a member •FREE membership category threshold to £30,000*	Self-assessment & portfolio submission	Every 3 years
Training Quality Standard	n/a	I.I.E.	14/04/2011 - The Department for Business, Innovation and Skills has taken a decision to withdraw its funding of the Training Quality Standard. Investors in Excellence is therefore working with the Skills Funding Agency to wind down the accreditation process and will be contacting all registered providers that are currently going through assessment.	Application form and assessment	3 years
DWP Mementa	n/a	AEA	The Momenta Accreditation Service provided by AEA was closed from 31 March 2011 and providers will no longer be required to submit accreditation documentation to AEA for evaluation.	n/a	n/a