

Self Assessment Policy

V2.0

Introduction

This is version two of the Self Assessment Policy and replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled. Printed copies are not subject to this control.

Change history to V2.0

Date	Section	Change	Reviewed by	Signed off By
January 2023	All	Multiple changes due to annual review	N Preston	R Lowbridge

Introduction

SFEDI Awards strives to continually improve our operations and the services and products we provide to organisations and individuals. Continual reviews are completed as part of ongoing quality assurance and qualification development, review and withdrawal policies, and as a result of appeals, complaints and any related investigations.

Dependent on the source of information, these reviews are completed on an ongoing basis as a pre-emptive measure or to react to an activity/event/request taking place.

In addition to this, regular reviews are completed on policies, procedures and systems on a wider basis to support the smooth and effective operations of the organisation. This is normally conducted on an annual basis but is also considered throughout the year as part of operational planning.

As part of our review, SFEDI Awards regularly inspects:

- The content and implementation of policies
- Staffing and resource levels for current and planned levels of operation
- Financial position to support current and planned levels of operation
- The suitability of the current service and product offering and those planned
- How the organisation is viewed externally by customers and other stakeholders
- The position of the organisation in meeting its regulatory duties
- Outcomes or records of appeals, complaints, conflict declarations, customer feedback, adverse effect notifications both issued and received, investigations, regulatory audits and thematic reviews

Annual and Ongoing Self-Assessment Review

Review activities conducted by SFEDI Awards, and lessons learned, will include those identified within the relevant policies, for example appeals and investigations, unless it is part of the ongoing review of policies, procedures and systems in normal operations.

In this instance, SFEDI Awards will involve and seek views and comments from the Board, SMT, staff members, associates, Centres, learners, Regulator(s) and other stakeholders.

This could be through ad hoc information gathering through occurrences such as appeals and complaints, or through specific requests for views and comments related to service levels and operations.

This information will collect details relating to SFEDI Awards core activities, our effectiveness in resource allocation and management, the financial stability of the organisation, our market position in meeting the needs of industry and our stakeholders, and our regulatory position with regards to our performance against our responsibilities including any ad hoc requirements as set by the Regulator(s).

SFEDI Awards will engage through electronic means or through meetings held face-to-face or through video conferencing software to gather the views and comments of individuals and organisations, facilitated by a designated member of the SFEDI Awards SMT.

Discussions will be held in an open, no blame format to ensure that all relevant information is gathered to enable a true assessment of performance to be made.

SFEDI Awards may choose, at an appropriate time, to engage the services of an external body or person(s) to facilitate the self-assessment process and/or complete an external audit of policies, procedures and systems where it is thought to bring further benefit to the self-assessment process.

The independent external third party will have a minimum of two years' experience within the regulated environment and direct experience in working with the relevant Regulator(s).

The findings from the self-assessment review will be presented to the SFEDI Awards Board and SMT for consideration and discussion of the points contained and to inform future planning whether to address immediate needs or those that are forecast to occur in the future.

On acceptance of the findings, they will be communicated to staff members for their information and action. Any actions resulting from the process will be planned for and actioned separately outside of this process.

The report will also be the basis of the annual submissions to the regulatory bodies to provide both information on our continuous improvement process and previous and future compliance with the regulatory requirements.

Contact Us

If you have any queries about the content of this policy, please contact our customer service department.

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