

It's your choice...

Applications for Charter Mark are administered by four different assessment bodies accredited by the United Kingdom Accreditation Service (UKAS), with the Cabinet Office retaining overall control of the scheme. Anyone of these bodies can assess your

organisation and, if you are successful, certify you as meeting the Charter Mark standard. Contact information and brief details of each organisation are given below. It is up to you to select the organisation that best suits your needs.

SGS United Kingdom Ltd

SGS, as the world's largest body for inspection, assessment and certification, works in partnership with thousands of government departments around the globe and over 500 UK public sector clients. All of this experience has been brought together to help you in your journey to Charter Mark, by demystifying the process and assisting you at every step of the way.

If you choose SGS:

- Expertise is provided from 30 offices based in England, Northern Ireland, Scotland and Wales, enabling us to react quickly to your requirements and offer you a truly local service.

- Charter Mark applicants are offered a flexible approach to assessment, allowing us to tailor our service to your particular needs.

- If preferred SGS can provide an application framework document in an electronic format to aid your application.

- We believe that getting to understand your organisation is vital at an early stage. Therefore we offer applicants a visit by one of our dedicated Charter Mark Team Members as the first step on the path to gaining Charter Mark. The visit is free of charge and enables us to advise the best assessment method for your organisation. In addition you can apply on-line, by fax or by post.

- For small to medium size applicants we are able to minimise the amount of effort required in producing the application pack by putting greater emphasis on the site visit.

- Your client care manager will ensure a worry-free path to Charter Mark. We will send you a detailed proposal outlining the SGS fees for the assessment. These fees are presented in a clear and precise document – there will be no hidden fees.



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Centre for Assessment

Our Background

Centre for Assessment Ltd (CFA Ltd) are established providers of assessment services working with organisations of any size across a variety of sectors. We support the development and delivery of a wide range of quality frameworks and organisational development strategies.

Operating across the UK, CFA Ltd has a dedicated team of experienced assessors who will ensure that your work with Charter Mark adds value to your organisation.

We would welcome the opportunity to work with you and support your objective of achieving Charter Mark status.

Our Assessment Process

CFA Ltd aims to offer a high quality, value for money assessment service where Charter Mark, may be assessed on its own or in conjunction with other standards such as Investors in People, ISO, and EFQM etc.

We will make the achievement of the Charter Mark standard as simple and cost effective as possible. We take your organisational structure into consideration before the assessment process takes place to make sure that we can offer you a valuable assessment that fits your criteria.

Preparing for the Assessment

CFA Ltd would encourage you to undertake a self-assessment under the 6 Charter Mark criteria. This self-assessment will be part of your submission supported with evidence.

If you would like an initial pre-assessment check or sign posting to a consultant we are happy to speak to you about those services.

Desktop Review & Self Assessment

This will provide the starting point of the whole assessment process. The assessor will review your self-assessment and supporting evidence against the elements of the standard. Feedback of any gaps and issues will be discussed at the planning meeting.

Initial Planning Meeting

Here the assessor will discuss the outcome of the desk-top review. Following this initial examination of evidence the assessor will develop an assessment plan that will be agreed with you. The plan will outline the process that will be used during the on-site assessment work. It will include details of the scope of the assessment, a schedule of activities and a list of the individuals or groups of people who will be interviewed as part of the assessment.

On-Site Assessment

When your organisation is ready for the assessment, we will arrange for an on-site visit. All our assessors are approachable and will seek to work with you to find evidence against the Charter Mark Standard. Any non-conformities will be agreed during the assessment. If the standard is not met, Centre for Assessment Ltd will make sure the re-assessment is cost effective and focused on the gaps that have been addressed.

Post certification

To make sure that Charter Mark is used effectively as a tool for continuous improvement we need to pay attention to what happens after accreditation. It is a requirement that all applicants have a twelve monthly review after their first initial assessment. After this review the next review will be carried out on a risk assessment basis.

Internal Review Option

We can help achieve a greater ownership of the Charter Mark Standard by developing a team of your people to conduct self-assessment following a similar approach to an external assessor. We will train and develop a group of your people to conduct a self-assessment following a similar approach to an external assessor, through speaking to staff, customers and stakeholders you will be able to clearly identify your position against the standard. By adopting Internal Review the cost of external assessment is reduced as the assessors role shifts to that of a validate.

Sector Experience

Through our experience of conducting over 2000 assessments per year for Investors in People and ISO9001 we have gained experience of most sectors. Whilst specific sector experience is not a prerequisite of a Charter Mark assessor we will ensure that we provide an assessor who closely matches your needs, who is experienced and understands what good practice looks like.

Key benefits we offer to you

- Professional people who are keen to work with you to develop your organisation.
- A quality service at competitive rates.
- Flexible options to review your Charter Mark status on an on going basis.
- Excellent sector knowledge and ability to assess large, medium or small organisations.

Corporate Programmes

If you are a large organisation (or group of organisations e.g. schools) with a number of Charter Mark applications we can agree a volume related discount with you. Also, we recognise that you are likely to have other corporate assessment needs such as Investors in People, ISO9001, Excellence Model and together we can discuss with you how this can be managed in a clear coherent strategy for your organisation.

Contact Details

Centre for Assessment Ltd
Ground Floor Offices
Unit B, Sovereign Business Park
Kingscroft Court
Wigan
Lancashire
WN1 3AP
T: 01942 610077
F: 01942 244052
E: support@carnw.co.uk
W: www.carnw.co.uk
Contact Name: Synne Andersen



Centre for Assessment Ltd.

EMQC

Why choose EMQC?

EMQC has operated as an Assessment Centre for over ten years and is a not for profit company limited by guarantee. Our team of recognised professionals – conveniently located around the UK – has handled over 2000 individual assessments and corporate development programmes. They have covered all sectors including Government departments, local authorities, hospitals, schools, colleges, the emergency services, housing associations, voluntary organisations and GP and dental practices.

We are also an approved Investors in People Quality Centre and provide services on a national basis in respect of Charter Mark, Work Life Balance, ISO 9001:2000 and LEXCEL.

Our Commitment

We aim:

- To focus on the needs of our clients whilst adding value to their organisation
- To be consistent in our approach to clients and in our interpretation of the standard
- To provide choice in the assessment process, particularly with respect to the provision of evidence and feedback to the client
- To agree the most cost effective assessment method to meet the requirements of the client
- To continuously develop our assessment methods and support the development of our clients.

The Assessment Process

We can offer:

- A flexible customer focused approach in order to manage the assessment process to meet the business needs of the organisation
- The option of a pre-assessment visit
- The development of an individual Assessment Plan, which outlines the process, method of assessment and the objectives to be achieved
- Assessors with extensive up to date experience of Charter Mark and developing corporate assessment programmes, who can draw on their experience of over 2,000 assessments across all sectors

- The opportunity to be assessed in conjunction with other quality schemes, which may provide economies of scale
- Once certified by EMQC we are able to offer clients a programme of continuous assessment.

Corporate Programmes

Many larger organisations undertake a number of Charter Mark applications, and we recognize that greater business and cost benefits can often be achieved by taking a more corporate approach to such applications.

We can offer:

- A team of assessors who have experience of Corporate Assessments and the input of our Senior Assessor who developed the 'Corporate Approach'
- An Account Manager who will work with you to determine the business benefits you are seeking to achieve
- Crediting of corporate documentation and the production of a Feedback Report outlining development activities, which could be undertaken corporately
- Streamlining the assessment process for business units and identification of good practice
- A 'building block' approach aimed at assessment of an organisation as a whole.

For Further Information

Please contact Sarah Rust
Tel: 01332 866995
Fax: 01322 295736
by email to sarah@emqc.co.uk, or write to:

Charter Mark
EMQC Ltd
1 The Derwent Business Centre
Clarke Street
Derby
DE1 2BU



Charter Mark Assessment Services (CMAS)

CMAS – Working Together to make it better

We were originally appointed by the Cabinet Office in 2000 to manage the administration of Charter Mark Assessments. We are proud to be able to say that we have supported over 2000 organisations to successfully achieve the status of Charter Mark Winner.

We have developed an ethos of flexibility and working in partnership with applicant organisations and look forward to using our years of experience to help many more organisations achieve the benefits gained from engaging in the Charter Mark process.

How we can help you

We understand that applicants may feel that they need support throughout the Charter Mark process and some may be unsure whether they are ready to agree a visit date. Our dedicated team are here to support you. You can register with us at www.cmadmin.co.uk completely free of charge and under no obligation. We also provide applicants with the following:

- Helpline Advice
- Trial online assessment
- Online Assessment Tool
- Detailed Reports
- Pre-assessment Online Help and Guidance

In designing our unique application method we aim to make achieving the Charter Mark standard as simple and cost effective as possible. The FREE online assessment tool is designed to be simple and efficient for applicants to use.

We recognise each applicant organisation is unique and do not believe in the 'one size fits all' approach. We offer a range of options tailored to fit applicants. These will vary dependant upon their size, structure and level of engagement with the process.

Corporate Applications

We have extensive experience of assessing large, complex organisations and are currently working with many Local Authorities, NHS Trusts, Housing Groups and the Court Service. CMAS will appoint a dedicated Project Team which will assume responsibility for the corporate assessment process. We will tailor an assessment model for the applicant organisation, focusing on coordinating assessment activity to provide cost savings for the applicant.

Application Process

We ensure that organisations feel supported during the time before their assessment via our dedicated helpline team and our online Applicant Assessment Tool. Once the tool has been completed it forms the basis of application which means the applicant is not required to submit a box of evidence prior to the assessment visit.

For those organisations who feel undecided whether they are ready for assessment we are able to arrange a pre-assessment visit.

Our website contains a detailed breakdown of each element of the six new criteria together with examples of evidence required to demonstrate compliance.

Once the applicant assessment tool has been completed you can submit a formal application to us. At that point the application is "locked" for review by your appointed assessor.

Please do register with us under no obligation and trial our no obligation pre application service at your leisure.

On Site Assessment

When organisations are ready to be formally assessed against the criteria, we will arrange a visit from one of our assessment team. Our assessors have considerable experience in the Charter Mark process – many have been involved since its inception in 1992. All of our assessors have undergone rigorous training both by the Cabinet Office and CMAS.

The length of the assessment process will vary depending on the size of the applicant organisation. The pre-assessment support and post assessment reporting is free and the applicant pays only for the site assessment element. Please contact us for a no obligation assessment quotation.

Contact details

Charter Mark Assessment Services (CMAS)
Farncombe House
Broadway
Worcestershire WR12 7LJ
t: 01386 858605
e: cmadmin@sgsglobal.com
w: www.cmadmin.co.uk



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Publication date: November 2004
E-mail: chartermark@cabinet-office.x.gov.uk
Cabinet Office
Kilnind House
22 Whitehall
London SW1A 2WH
Charter Mark Team
2nd Floor



CabinetOffice



Charter Mark

Applying for a Charter Mark

One customer service standard, four assessment bodies



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