

How to write about PQASSO in pre-qualification questionnaires

A core part of many pre-qualification questionnaires (PQQ) is information about quality management. If you have achieved the PQASSO Quality Mark or are currently implementing PQASSO, we have produced some recommended text to help you to complete a PQQ.

Useful text for you to use

Over the past 14 years since the inception of PQASSO, CES has 'fine-tuned' the way in which PQASSO and the PQASSO Quality Mark is described to different audiences.

For the purpose of a PQQ this is what we recommend:

Our organisation implements the PQASSO quality standards - the leading quality standard in use in the voluntary and community sector. PQASSO is a comprehensive set of standards encompassing all aspects of our organisation's performance including having a clear mission and plans to support the needs of our service users, sound financial and risk management, effective governance and a focus on outcomes.

And if you have achieved the externally assessed PQASSO Quality Mark at Level 1:

Our organisation has also achieved the PQASSO Quality Mark - the external certification of the PQASSO standards.

And if you have achieved the externally assessed PQASSO Quality Mark at Level 2 or 3:

Our organisation has also achieved the PQASSO Quality Mark - the external certification of the PQASSO standards endorsed by the Charity Commission at levels 2 and 3 as meeting the requirements for the Hallmarks of an Effective Charity.

As well as making reference to achievement of the PQASSO Quality Mark or that you have carried out PQASSO self-assessment you may be required to, or want to, make specific statements about how this is embedded in your organisation:

Implementing PQASSO (and/or achieving the PQASSO Quality Mark) has helped to ensure management of risk, both legal and financial, and supports a high standard of service delivery. Our organisation regularly reviews our performance against the standards and develops action plans to help us to improve in areas including [any aspects of the PQASSO Quality Areas that may be pertinent to the specific PQQ, eg environmental responsibilities, service planning, staff and volunteer development]. Doing this helps us to maintain our efficiency and effectiveness as an organisation and contributes to our sustainability.

For more information on PQASSO, visit www.ces-vol.org.uk/pqasso or email pqasso@ces-vol.org.uk