

External Assessment

An organisation must complete the self-assessment process and ensure that they have all of the evidence needed to show how they meet each of the requirements before they apply for an external assessment by IQ.

Once an organisation applies for the assessment and pays the fee an assessor will be appointed to carry out the following three steps:

a) Document Review

The assessor will contact the organisation and ask for their self- assessment workbook, together with a range of documents that have been listed as evidence. The assessor will use these documents to assess whether the organisation is ready for a site visit and that their evidence is valid and current.

There may be occasions when an organisation is not considered ready for a site visit. In this case they will be given an opportunity to carry out any extra work required.

b) Site Visit

The assessor will arrange a suitable date to visit the organisation. During the visit they will interview staff, trustees and volunteers (as appropriate). The purpose of this is to ensure that the evidence identified by the organisation is valid and reflects how the organisation operates. At the end of the site visit the assessor will tell the organisation what their recommendation for accreditation will be.

If an organisation has met all of the requirements, they will receive accreditation for 3 years and will be entitled to use the IQ Quality Mark.

If an organisation does not meet all of the requirements, they will be told what the issues are at the end of the site visit and

given the opportunity to complete an improvement action plan. They will then have a period of time (usually 6 weeks) to provide evidence that they have completed the required actions. If they can demonstrate this in the timescale given, they will receive accreditation. If they are unable to complete and evidence the actions, they will not be awarded accreditation and will have to re-apply.

C) IQ report

After the site visit the Assessor will write a report about the organisation and what they have seen and been told. This will be sent to the organisation. The report contains an overview of the evidence found, the recommendation for accreditation, any good practices identified and any suggestions for improvement.

For More information in the Republic of Ireland



SOLA – old Irish word meaning good omen of success

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