



**CENTRE OF EXCELLENCE**  
ENTERPRISE KNOW-HOW FROM ENTERPRISING PEOPLE

## Guidance Notes for Assessment against The SFEDI Business Support Standards



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## ▶ Introduction

In these Assessment Guidance Notes we want to quickly walk you through the process to enable you to work towards accreditation against the SFEDI Standards.

Firstly though, we would like to introduce ourselves to you.

CQL2 is part of the CQL Group of companies. CQL2 is the SFEDI centre in London. We have three main roles:

- Providing an assessment and recognition service for the London area
- Practitioner (adviser, assessor) registration and development
- Contributing to the national development of quality standards, good practice and policy

Capital Quality is one of the largest Quality Centres in the UK, promoting business excellence through advice and /or assessment and recognition against SFEDI, the Investors in People Standard, Lexcel and Customer First.

We work closely with partner organisations who deliver advice, principally the LDA, Learning and Skills Council and Business Link, SFEDI and with Investors in People UK.

Further details about CQL and CQL2 can be found on [www.cqlgroup.co.uk](http://www.cqlgroup.co.uk).



### ▶ **How do we start the process?**

The SFEDI application form and supporting documents can be found on the CQL Group website.

Upon receipt of the application form and payment we will send you a SFEDI assessment information pack with details of the standard, assessment process and self assessment checklist.

You should then work through the self-assessment checklist.

You will normally be given about two weeks to complete this task; in any event, we would want to set you a realistic deadline to keep you and the process on track.

Once you have completed the Pre-Assessment Checklist, all we ask is that you email it back to your nominated Assessor. This will help the Assessor to get a strong feel about your experience and knowledge and will set the scene for your first discussion.

### ▶ **How much will this cost me?**

The cost of assessment is £1300 + VAT, details of how payment can be made is all on the application form, we do require payment to be sent in with the completed application form in order for you assessment to proceed. An Invoice will be sent to you on receipt of payment.

### ▶ **Additional Units**

There is also an option for you to include additional units in to the assessment. Each additional unit is a cost of £150 + VAT, you will find on the application form there is a section regarding this.

If you would like to find out more information on these units and what they entail please go to [www.sfedi.co.uk](http://www.sfedi.co.uk)

### ▶ **What happens next?**

We shall then arrange a discussion with your Assessor to talk through the implications of your self-assessment and to arrange for your Assessor to visit an organisation with you for your first observation. This discussion will also establish a closer relationship with you so that your Assessor can concentrate on your specific personal development needs.

In all, you will be expected to be observed on three separate occasions with three separate clients on three different dates. The usual period for achieving the Standards is approximately four months; this is from the initial discussion through to final certification and is designed to allow you time to digest and reflect upon the developmental aspects of the programme. This time-scale can change depending on your individual circumstances.

After the first observation, your Assessor will have an in-depth discussion with you to highlight your strengths and to identify development areas that need to be included in the second observation.

Throughout the process, your Assessor will be recording the observed evidence. This will represent your record of how you have achieved competence against each of the criteria.

The process then continues in the same way for your second and third observations.

Before you undergo your third observation your Assessor will have clearly signposted to you what (s)he requires you to cover to enable you to complete all the criteria within the Standards.



### ▶ **What is Assessment?**

The whole process has been designed to use as little paperwork as necessary and your Assessor will want to encourage you demonstrate competence to provide evidence in a number of ways – by **observation** of your interaction with clients, by **questioning** you during the feedback sessions after each observation and by **discussion** with you about the holistic aspect of the Standards and how your competence gathering will satisfy the quality assurance requirements that CQL2 are required to meet.

Your Assessor will fulfil the quality assurance process by writing up the results of your assessments in separate coloured ink so that the three observations show a clear assessment trail.

### ▶ **What will I get at the end?**

Once you have successfully demonstrated your competence, you will be sent a certificate and Accreditation number that confirms your SFEDI Accreditation. You will also receive the SFEDI logo for use on your documentation and access to the SFEDI website. In addition to this you will also receive an ILM Certificate.