

Investing in Volunteers – Quality Assurance

- Meets 4 x per year
- Oversees quality standard
- Award standard

- Meets 3 x per year
- Countrywide Lead Assessors/country managers plus 'expert' practitioners

- Country specific
- Co-ordinate Assessors
- Verify decisions
- Standardise assessors practice

- UK Volunteering Forum - Awards standard
- Recognition to organisation
- Guardians of the standard

- UK liV Quality Assurance Panel – functions within the liV Operations Group
- makes recommendations for awards to the UKVF/Awarding Panel
- ensures award is consistent across the UK
- deals with appeals

- Lead Assessors / country co-ordinator verify decisions based on development plans and Assessor reports
- Lead Assessors/country co-ordinators monitor the assessment process by observing Assessor practice, reviewing training and accreditation processes

- Assessor – completes assessment and makes judgement
- Assessor forwards decision to Lead Assessor/country co-ordinator

Organisation – completes assessment activities

- Assessors recruited, trained and assessed using nationally agreed person specification and processes
- Assessors 'accredited' to be an liV Assessor on behalf of the UKVF