Supported Employment Quality Framework (SEQF)
Model Fidelity
ASSESSMENT HANDBOOK

April 2024

Contents

About this resource

This document has been created to serve as a guide for the SEQF model fidelity external assessment process. It clarifies the role and benefits of the external assessment for Supported Employment (SE) service providers, what happens during the external assessment process, and how providers can prepare themselves for an external assessment.

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Part 1 – Introduction to the SEQF model fidelity external assessment

What is the SEQF model fidelity and why is it important?

The SEQF was developed in 2017 as part of an ERASMUS project involving BASE and some transnational partners. Its goal is to establish a quality framework for the provision of supported employment to improve services for vulnerable jobseekers, employees, and employers.

BASE created a model fidelity version of the SEQF in 2018 for use in assessing Supported Employment services. The model focuses on Products and Services and features a modified version of the section on Business Results and Customer Results from the original SEQF. In 2024, BASE have modified the tool further to ensure it remains fit for purpose and robust to deliver quality supported employment SEQF Assessment Tool 2024.xlsx (live.com).

The SEQF model fidelity is intended to establish a core set of values and quality standards that supported employment service providers should uphold. The model was developed with the notion that supported employment services should ensure that everyone with a disability and/or neurodivergence seeking paid employment receive high-quality support to find, maintain, and flourish in well-matched employment. Employers seeking to promote workforce diversity should also receive high-quality assistance for making reasonable adjustments and meeting their business goals.

By evaluating the provider's adherence to the SEQF model fidelity, BASE's assessment can certify the quality of the provider's supported employment services to job seekers, employers, and commissioners.

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What is an SEQF external assessment?

An SEQF external assessment takes place over two days and will be carried out in collaboration with you at your service by two BASE / Inclusive Trading CIC Associates who are experts in the SEQF Supported Employment model and in carrying out SEQF external assessments. An SEQF external assessment has two key purposes.

First, the external assessment enables SEQF providers to receive an externally validated score of the current fidelity of their service across each element of the SEQF model fidelity. This helps services to benchmark their service, understand its strengths and development needs, and potentially to receive SEQF fidelity recognition.

Second, an SEQF external assessment enables services to be supported in a process of continual SEQF improvement. It is a constructive external assessment that encourages self-reflection and that is oriented towards supporting services in on-going improvement journeys. Whilst services will naturally be focused on their current fidelity score, more importantly moving forwards is that services engage with the external assessment as part of an on-going process of reflection and improvement.

How does the external assessment process benefit providers?

There is growing pressure from employers and commissioners for employment services to demonstrate their quality in an independent and transparent way. This quality accreditation aims to provide that assurance. As a result of the external assessment, BASE assists employment services in demonstrating their quality in an independent and transparent manner, as well as assisting them in developing an action plan to improve and maintain the quality of their services.

How the SEQF external assessment process works? (step-by-step)

Initial meeting → Registration → Initiation → External Assessment → Feedback → Validity
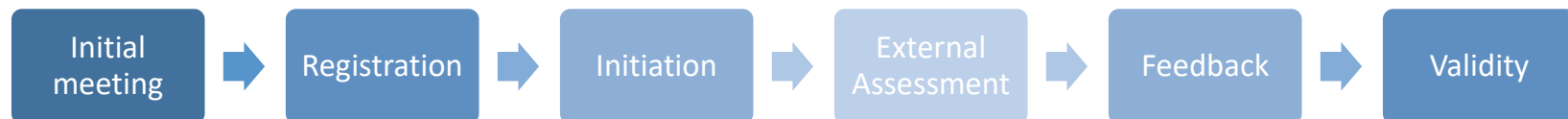
Step 1: Initial meeting

If you are unsure whether an external assessment is what you need, you can schedule a meeting with BASE to discuss your service and decide whether you need an external assessment or a review of your service. We can also support you if you are new to the SEQF and want to develop your service.
Follow this link to arrange your initial meeting [Model Fidelity external assessment process | British Association for Supported Employment (base-uk.org)](#)

Step 2: Register

If you require an SEQF model fidelity external assessment, you must register at [Registering interest in a SEQF Model Fidelity Assessment | British Association for Supported Employment (base-uk.org)](#)

Step 3: Initiation

BASE will allocate an assessment team of two BASE / Inclusive Training CIC Associates, with a delegated Lead Assessor. We will introduce the Assessors to the service provider. The Lead Assessor will request the following information two weeks prior to the external assessment:

- A full list of clients within a three-year period on a pre-prepared data spreadsheet. This will capture demographics, timeline, current status, and job outcome details. Demographic information should include official statistics about the local population (from Nomisweb) as well as data on clients' age, gender, and ethnicity. Timeline should include the referral date, start of provision date, and any job start/end dates for each client. Current status and job outcome should provide details of clients' journey and sustained paid work. [SEQF data sheet for external assessments.xlsx (live.com)](#)
- KPI data showing calculation methods.
- The SEQF Self-Assessment parts of the SEQF Assessment tool completed, [SEQF Assessment Tool 2024.xlsx (live.com)](#). On page 15 you will find a Table containing the SEQF Criteria, Scoring and Examples of Evidence that are completed within the SEQF Assessment Tool.
- A schedule for the two-days assessment (see page 8).

Step 4: External Assessment

The assessment team will select a client (jobseekers and supported employees) sample of 10 – 15 clients. The provider will be asked to provide detailed case notes and documentation associated with the selected clients on the days of the assessment. Case notes can be redacted by providers to remove identifying information if required and all selected clients will be allocated a unique reference number. BASE / Inclusive Trading Associates are happy to sign non-disclosure agreements or confidentiality agreements if the provider requires this to happen. The service provider will be asked to create a schedule for the two days assessment (more detail is provided in the following section).

Step 5: Feedback

The Assessors will give you feedback as they go through the assessment process and meet with you on its completion to explain the interim results of the assessment. You can challenge any findings at this point. The Assessment team will complete a report on the assessment visit and submit this for internal moderation. Once BASE have internally moderated the report this will be sent to you within 2 weeks of the assessment.

The report will detail the final scoring for each of the stages; an overall impression and background on the provider; and highlight the findings of good practice and areas for improvement for each criterion. BASE is keen to support and advise on any ongoing improvement actions that you may wish to put in place. We would discuss this with you during the assessment process.

The provider will have 5 working days from receiving the report to advise BASE or any factual inaccuracies.

A final report will be sent to the provider and to any associated third-party organisations. BASE will request that the provider submits an action plan based around the report's recommendations. BASE will maintain a record of all assessments and will issue a relevant SEQF certification mark if appropriate. This will be accompanied by a document outlining the regulations, terms and conditions of using the SEQF certification mark.

Step 6: Validity

There are four potential assessment outcomes:

Providers scoring 90% or higher in their overall scoring plus ≥ 20 total in the following Key Performance Indicators 2.2A + 2.2B +2.2E will receive the Excellent Model Fidelity certification mark.

Providers scoring between 75% and 89.9% in their overall scoring plus ≥ 15 total in the following Key Performance Indicators 2.2A + 2.2B + 2.2E will receive the Good Model Fidelity certification mark.

Providers scoring between 55% and 74.9% in their overall scoring plus ≥ 10 total in the following Key Performance Indicators 2.2A + 2.2B + 2.2E will receive the Accredited Model Fidelity certification mark.

Providers scoring less than 55% do not receive a certification mark, but receive detailed formative feedback and can be assessed again in the future.

The certification mark is awarded for 3 years subject to BASE receiving an annual self-assessment, updated action plan and KPIs from the provider service.

What happens on the 2 days of the external assessment? The assessors require a relatively undisturbed place to work from and continual access to the nominated self-assessment lead person who will be able to direct them to the sources of evidence. The assessment is organised around four blocks of activity.

Interviews with staff
- Managers
- Senior Leaders
- Front line Staff

The BASE assessment team will speak with staff involved in the delivery and management of SE services to better understand their approach to SEQF provision. These may be group discussions or 1:1 conversations.
Tip: Mock assessment interviews with staff so that they feel more confident answering questions during the actual external assessment.

Analysis of evidence
- Self-Assessment
- Data Sheet
- Physical/online evidence against the self-assessment

The BASE assessment team will review any evidence supplied by the service provider against each SEQF fidelity criteria. The assessment team will select a random client sample of 10 – 15 clients. The provider will be asked to provide detailed case notes and documentation associated with the selected clients. Case notes can be redacted to remove identifying information if required and all selected clients will be allocated an anonymous unique reference number.
Tip: Ensure all client case files and other evidence are well-organised and ready for assessment.

The BASE assessment team will conduct interviews with jobseekers (at any stage of their SE journey), their families/carers, employers, and/or other partnership organisations. These may be in-person or telephone interviews. Typically, assessors speak to jobseekers and carers in small discussion groups and with employers via phone at a time that is convenient for them. The SEQF provider is responsible for scheduling these interviews withing the two days of the assessment and for providing phone numbers or making in-person meeting arrangements.
Tip: Ensure that you have more than 3 clients and 3 employers ready for interviews as drop-outs do happen and the assessor will want to speak with at least 3 of each.

Interviews with customers
- Jobseekers
- Families/Carers
- Employers
- Other partnership organisations

The BASE assessment team will provide initial formative feedback to the service provider at the end of Day 1. This will be a general overview of what the findings are and where the assessors are identifying gaps. At the start of Day 2, the Manager may want to provide extra evidence to demonstrate if the gaps can be filled. At the end of Day 2 final summative verbal feedback will be given with a general overview of what the findings are and where the assessors are finding gaps. Finally, a written report from the assessors will follow within two weeks (see Feedback section above).
Tip: The manager should be available throughout the two days just in case you need to find some additional evidence. Also be prepared at end of Day 1 to gather more evidence to show on Day 2 to Assessors.

Score & Feedback
Meeting with Managers

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The service provider will be asked to create a schedule for the two-days assessment. This schedule should include all four blocks of activity described previously. The assessment team will be available from 9am – 5pm. An example assessment timetable is shown below. Your assessment timetable will be similar but may not be identical.

DAY 1 – day/month/year	
9:00	Meeting & greetings with managers
9:30	Interview with staff (group)
11:00	Break
11:15	Client sample case documents review
12:30	Lunch pause
13:30	Employer 1 Interview (telephone)
13:45	Employer 2 Interview (telephone)
14:00	Employer 3 Interview (telephone)
14:15	Client 1 Interview (telephone)
14:30	Client 2 Interview (telephone)
14:45	Client 3 & family Interview (in person)
15:00	Break
15:15	Feedback on day 1 (point out any gaps in the evidence)
17:00	End of day 1

DAY 2 – day/month/year	
9:00	Review of Business Results & Performance Indicators
10:00	Interview with managers
11:00	Break
11:15	Check quantitative data & calculations
12:30	Lunch pause
13:30	Checking all physical/online evidence against the self-assessment
15:15	Break
16:30	Feedback on the SEQF fidelity score, rationale and next steps
17:00	End of day 2

What serves as evidence?

Evidence can be provided on a written form (i.e., documentary evidence, case files, policies, databases, feedback, emails, etc.) or oral form (i.e., interviews with customers, staff, management and other relevant stakeholders). Example of evidence that may be used are provided in the SEQF Assessment Tool as well as on pages 15-31 of this document.

Interview questions (examples)

This section presents examples of questions assessors may ask during the 2-day assessment.

- Does the organisation have accessible service literature and published eligibility guidelines?
- How does the organisation ensure these are understood by stakeholders?
- How does the organisation manage disclosure issues?
- How does the organisation ensure that all jobseekers who want to work receive a service? How are their circle of support involved?
- How does the organisation signpost to alternative provision if appropriate?
- How does the organisation provide impartial IAG ensuring any conflicts of interest are managed and professional boundaries are maintained?
- Does the organisation monitor local demographics and how the organisation ensure referral demographics are comparative?
- How does the organisation review and update its engagement procedures and policies?
- How does the service manage under-demand and over-demand for the service?
- How does the organisation carry out vocational profiling and action planning? Are these co-produced and accessible? Do they acknowledge and act on any cultural factors associated with the jobseeker?
- How are vocational profiles and action plans reviewed and updated?
- How are jobseekers supported to exercise their choice and control?
- How are the vocational profiling and action planning processes reviewed and updated?
- How does the organisation ensure that jobseekers understand the financial implications of work?
- How does the organisation address self-employment options?
- How does the organisation ensure that SMART action plans identify and address any obstacles faced by the jobseeker?
- How do action plans ensure rapid progress towards employment using a "place and train" approach?
- How does the organisation plan, monitor and evaluate any pre-employment activity, including work experience?
- How does the organisation use local, regional, and national sources of information to identify employers?
- How does the organisation decide which employers and sectors to target for engagement activity?
- How does the organisation record employer contacts? How are staff time and resources allocated to employer engagement?
- How does the organisation engage employers to promote the business case for getting involved in supported employment?
- How does the organisation support employers with inclusive recruitment and retention practices to identify job roles, including the potential for job design and job carving?
- How does the organisation address any issues of concern and discrimination from employers?

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- How does the organisation identify employer needs? How does the organisation support staff to recognise that employers are service customers?
- How successful is the organisation in developing long-term relationships with employers? What is the basis for the relationships?
- How are the employer engagement policies and processes reviewed and updated? Who is involved in this?
- How does the organisation ensure it achieves parity of terms & conditions and complies with legislative requirements when securing employment for jobseekers?
- How does the organisation use vocational profiles and job analyses as part of the job matching process?
- How does the organisation work with employers to ensure the health, safety and wellbeing of employees?
- How does the organisation support employers and jobseekers through the recruitment process?
- How does the organisation secure jobs across a range of sectors and occupational areas that meet the preferences and abilities of jobseekers?
- How does the organisation, in partnership with employers and jobseekers, identify and address any perceived skills gap?
- How does the organisation work with partners to ensure that employers get the best possible job match?
- How does the organisation review and update its job matching processes? Who is involved?
- How does the organisation plan and provide for individualised support for customers?
- How does the organisation ensure that social integration and independence is maximised?
- How does the organisation support employers to understand their responsibility for the management and training of their employees?
- How does the organisation ensure ongoing and timely support for customers?
- How does the organisation identify, secure, implement and monitor any reasonable adjustments, including assistive technology?
- How does the organisation work with employers and employees to ensure that the employee is safe at work and issues of safeguarding, harassment and discrimination are proactively managed?
- How does the organisation monitor the progress of employees, resolving any problems and maximising job sustainability? How do these processes link with employers' natural routines?
- How does the organisation make use of external partners to resolve work-related issues?
- How does the organisation develop employee skills and help employers to plan for career development?
- How does the organisation collect, analyse and use job outcome data?
- How does the organisation review and update its in-work support and career development processes? Who is involved?
- How does the organisation collect, analyse and present data on outcomes?
- How does the organisation set and communicate targets?
- How does the organisation use outcome data to determine best value, improve services and gauge equality of access and achievement?
- How does the organisation benchmark performance against comparator organisations and show leadership in the sector?

Part 2 – Self-Assessment

Organising the self-assessment process

The table on page 15 provides you with all criteria, scoring matrix and types of evidence you may want to use as part of your self-assessment. As part of the process, you will need to complete the SEQF Assessment Tool 2024.xlsx (live.com). This toolkit has been designed to ensure that service providers adequately evidence every criterion on each SEQF fidelity item, while allowing assessors to review and comment on each evidence. Assessors may request further evidence during the assessment to support the process. BASE is available to supply advice and guidance at any point during the self-assessment period. Please use that support if you are in any doubt about the self-assessment criteria or the related evidence requirements.

Any queries should be forwarded to training@base-uk.org

Service providers should complete and submit the SEQF Assessment Tool two weeks prior to the assessment visit. By completing the SEQF Self-Assessment elements of the SEQF Assessment Tool, providers will self-assess the quality of their services. Completion of the Self-Assessment Sections of the SEQF Assessment Tool include the scoring you allocate; identification of evidence and comments / actions for each criterion. The scoring you give yourself for each of the stages will automatically transfer to the main scorings section of the SEQF Assessment Tool.

Each standard has a number of criteria. Each criterion is scored separately on a scale of 0 to 2, with the exception of the Key Performance Indicators.

You should demonstrate evidence against as many criteria as possible, even if you cannot fully show compliance with all the criteria in that particular stage. Many of the criteria involve an element of judgement as to whether they've been met or not. It is up to you as a provider to demonstrate that you meet that criterion.

Recommendation: The provider's quality manager/senior management should convene and lead one or more groups of stakeholders to complete the Self-Assessment over a period of time. Each provider should nominate a lead contact person who will be responsible for the self-assessment. The Self-Assessment does not need to be completed in a sequential order. It may be useful to form different task groups to focus on identifying evidence for each of the assessment sections. The Self-Assessment is designed to give you an indication of what you are doing well and what you could do better within your organisation to deliver

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the highest quality supported employment provision. It is expected that providers will use the self-assessment as part of a wider quality improvement and action planning process.

What are the assessors looking for?

BASE will look for evidence throughout the assessment that the provider understands and applies the core values of Supported Employment as defined by the National Occupational Standards for Supported Employment [National Occupational Standards | British Association for Supported Employment (base-uk.org)](base-uk.org). In addition, we require evidence that the provider has established processes and policies that are fully understood by staff. Processes should be reviewed to ensure they continue to be relevant and contribute to improved practice and outcomes. You will see that a thread often runs through each stage and it may be helpful to focus initially on the key themes behind each of the stages.

1.1 *Engaging with jobseekers* - We want to see that providers have high expectations for jobseekers and don't screen people for job readiness. We would be looking for evidence that marketing materials are easy to understand and inform jobseekers about the service and how it operates. Jobseekers should have access to impartial advice and guidance to identify career choices and address any potential barriers.

1.2 *Vocational profiling and action planning* - We would expect to see evidence of how the service involves jobseekers and their circle of support and works in partnership with stakeholders to understand the individual's experience, skills, abilities, interests, wishes and needs. We would be looking for evidence that vocational profiling is used to identify appropriate options for employment, and is seen as an active and ongoing process. We would seek evidence of the effective use of SMART action plans that identify clear learning goals and address barriers.

1.3 *Employer engagement* - We would want to see how providers make use of local labour market information to engage with employers across a range of sectors. We will seek evidence of how high a priority employer engagement is within the service. How well is the business case understood by job coaches and how well do they address any employer concerns? As customers themselves, employers will expect service providers to engage with them to understand their needs and concerns. We would be looking for evidence that employer engagement processes are reviewed to evaluate how successful they are. How is information about employer contact stored and used? We would also want to get a good idea of how employers are advised and supported around developing inclusive recruitment processes.

1.4 *Job matching and securing employment* - Job matches should be based around the interests and skills of jobseekers and we will be looking for evidence that vocational profile information is used effectively within the job matching process. We would seek to understand whether the service is ambitious for its jobseekers, both in the types of jobs sought and in the hours worked per week. Providers will need to demonstrate that they have an accurate understanding of the job requirements, through Job Analysis, as well as the jobseeker's skills and aspirations. Information about the need for skills development should inform action planning. Providers should have systems in place to ensure that workplaces are safe and that individual risk factors are assessed and managed.

1.5 *In-work support and career development* - We would be seeking evidence of how the service identifies, plans and delivers support to the employer and the employee. How is the employer encouraged to play a full role in inducting, training and supporting their staff? We would want to see examples of how natural support is maximised within the workplace. You should be able to evidence how does the service respond to conflicts and any cases of discrimination?

2.1 *Business results* – We will be looking to see how data is gathered, stored and analysed to inform your business planning and goal setting. We'd want to understand what you're learning from the use of data and performance indicators. We will be looking to see how the service informs others of its performance and how it ensures best value for customers and funders. We would want to see a sample of your system reports.

2.2 *Performance indicators* - The indicators should be fairly straight forward if you have data systems in place though we accept that indicators A, B and E may be difficult to demonstrate early on if it's a new service.

A.	Percentage of people commencing a vocational profile that achieve a paid outcome- We will assume that all starters on a programme have a vocational profile starting at the date of the service start. We will calculate the percentage of starters who secure paid employment. **Scoring: ≥10% = score 2; ≥20% = score 4; ≥30% = score 6; ≥40% = score 8; ≥50% = score 10.**
B.	Average time from service start to job start- This is the time period (in weeks) between the date of the service start and the date of a job start. We will calculate this average figure using data for all job starters. **Scoring: ≤52 weeks = score 2; ≤39 weeks = score 4; ≤26 weeks = score 6; ≤16 weeks = score 8; ≤10 weeks = score 10.**
C.	Employer average satisfaction ratings- We will calculate an average of the overall satisfaction ratings from employer questionnaires. Questionnaires should ask employers about a number of factors regarding their experience of participating in the programme but should include a question asking for an overall evaluation rating. This is the figure we will use. **Scoring: 0 – 5, where 0 is very dissatisfied and 5 is very satisfied.**
D.	Jobseeker/employee satisfaction ratings- We will calculate an average of the overall satisfaction ratings from jobseeker/employee questionnaire. A minimum of 10% or 10 responses to satisfaction questionnaires should be available. Questionnaires should ask customers about a number of factors regarding their experience of participating in the programme but should include a question asking for an overall evaluation rating. This is the figure we will use. **Scoring: 0 – 5, where 0 is very dissatisfied and 5 is very satisfied.**
E.	Percentage of people starting work who sustain paid work for 6 months- We will look at all job starters who became employed more than 6 months before the date of external assessment. We will calculate the percentage of these who sustain paid employment for a period of 26 weeks or more. **Scoring: ≥50% = score 2; ≥60% =score 4; ≥70% = score 6; ≥80% = score 8; ≥90% = score 10.**

How to prepare for your SEQF external assessment: A checklist

☐ A full list of current clients (with personal information redacted) on a pre-prepared data spreadsheet is shared with assessors.

☐ KPI data showing calculation methods is shared with assessors.

☐ SEQF Self-Assessment element of SEQF Assessment Tool completed and shared with assessors.

☐ A schedule for the two-days assessment is created and shared with assessors.

☐ Supporting evidence is well-organised and assessors will be able to access it easily (either on print or digital format).

☐ Staff are available and prepared for interviews.

☐ Clients and employers are scheduled and available for interviews.

☐ A private room has been allocated for assessors.

☐ Access to Wi-Fi will be available for assessors.

☐ Assessors advised on car parking and refreshments.

SEQF Criteria, Scoring and Examples of Evidence Table

The purpose of the table below is to demonstrate what is required to be completed as part of the Self-Assessment process. It should be completed by the service provider and shared with the assigned BASE Lead Assessor in advance to the external assessment.

Remember: Each criterion is scored separately on a scale of 0 to 2, with the exception of the Key Performance Indicators which are scored differently.

1.1 Engaging Jobseekers

	Criterion	Examples of Evidence	Scoring Matrix
1	Jobseekers and referral organisations understand any eligibility criteria and what to expect from the organisation, including its limitations.	Discussions with jobseekers, families & referral organisations Marketing materials	2 - Substantial and consistent evidence of jobseekers and referral organisations understanding eligibility criteria (Including expectations and limitations). 1 - Some but inconsistent evidence of jobseekers and referral organisations understanding eligibility criteria and/or expectations and/or limitations of the service. 0 - Little or no evidence of understanding of eligibility or expectations or limitations.
2	The organisation provides impartial information, advice and guidance to jobseekers using accessible materials.	Discussions with staff and jobseekers Accessible materials providing IAG Leaflets Case Files Work tasters Worksite visits	2 - Substantial and consistent evidence of impartial IAG for jobseekers using accessible materials. 1 - Some but inconsistent evidence of impartial IAG or accessible materials. 0 - Little or no evidence of impartial IAG or accessible materials.
3	The organisation provides a private area for confidential discussions.	Discussions with staff and jobseekers Case Files Minutes of Meetings	2 - Substantial and consistent evidence that private areas are utilised. 1 - Some but inconsistent evidence that private areas are used. 0 - Little or no evidence that private areas are used.
4	Consent and disclosure issues are discussed and managed.	Discussions with staff and jobseekers Case Files Vocational Profiles Policies	2 - Substantial and consistent evidence that consent and disclosure issues are discussed and managed. 1 - Some but inconsistent evidence that consent and disclosure issues are discussed and managed. 0 - Little or no evidence of either requirement.
5	The organisation does not operate a screening process to identify job readiness and the zero-rejection policy is consistently applied.	Discussions with staff and jobseekers Eligibility Criteria Policies and Procedures Staff Observation records and supervisions Case Files	2 - Substantial and consistent evidence that the organisation does not operate a screening process to identify job-readiness and that the zero-rejection policy is consistently applied. 1 - Some but inconsistent evidence that the organisation does not operate a screening process and/or zero rejection policy is consistently applied. 0 - Little or no evidence of either requirement.

6	The organisation ensures staff maintain professional boundaries when working with jobseekers.	Policies and Procedures Staff Observation records and supervisions Discussions with jobseekers and staff	2 - Substantial and consistent evidence that the organisation ensures staff maintain professional boundaries when working with jobseekers. 1 - Some but inconsistent evidence that the organisation ensures staff maintain professional boundaries. 0 - Little or no evidence that the organisation ensures staff maintain professional boundaries.
7	Jobseekers are signposted to alternative provision if they choose not to pursue employment.	Case Files Discussions with jobseekers, staff and alternative providers List of Alternative providers	2 - Substantial and consistent evidence that demonstrates jobseekers are signposted to alternative provision if they choose not to pursue employment. 1 - Some but inconsistent evidence that signposting to other provision is used. 0 - Little or no evidence that jobseekers are signposted to alternative provision
8	At least 90% of vocational profiles commence within 3 weeks of the eligibility meeting.	Management Information Data	2 - 90% plus of vocational profiles commence within 3 weeks of the eligibility meeting. 1 - 70% - 89.9% of vocational profiles commence within 3 weeks of the eligibility meeting. 0 - Less than 70% of vocational profiles commence within 3 weeks of the eligibility meeting
9	The referral process is regularly reviewed and updated.	Referral Process and Procedure Minutes of Meetings Referral Forms (including variations) Discussions with management and staff	2 - The referral process is agreed, reviewed and updated at least once a year. 1 - The referral process is agreed but has not been formally revised. 0 - No evidence of agreed referral process.
10	Active caseloads are under 20 across stages 1 to 4.	Caseload management Discussions with management and staff	2 - All staff caseloads are under 20 across the first 4 stages of supported employment. 1 - All staff caseloads are under 20 across some but not all of the first 4 stages. 0 - Some staff caseloads are over 20.
Maximum available score: 20			
Weighting of 15% for this section			

1.2 Vocational Profiling & Action Planning

	Criterion	Examples of Evidence	Scoring Matrix
1	The organisation uses basic vocational profiling and action planning techniques.	Discussions with staff and jobseekers Client files	2 - Substantial and consistent evidence of basic vocational profiling and action planning. 1 - Some but inconsistent evidence of vocational profiles and/or action plans. 0 - Little or no evidence of either requirement.
2	The organisation ensures they record and act on the cultural factors associated with its jobseekers.	Discussions with staff and jobseekers Client Files	2 - Cultural factors associated with jobseekers are recorded and acted upon. 1 - Cultural factors associated with jobseekers are recorded but not acted upon. 0 - Little or no evidence of recording of cultural factors associated with jobseekers.
3	The organisation identifies and agrees clear learning objectives for any work experience and pre-employment activity.	Client Files Action Plans Workplace Agreements Discussions with jobseekers and employers	2 - Clear learning objectives are recorded and agreed for work experience and pre-employment activity. 1 - Learning objectives are recorded and agreed but are not clear. 0 - Little or no evidence of recording learning objectives for work experience and pre-employment activity.
4	Person-centred approaches are used to collect relevant information about the jobseeker's experience, skills, abilities, interests, wishes and needs, and this information is collated into vocational profiles.	Client Files Vocational Profiles	2 - A comprehensive VP is compiled using interview, records, discussion with wider circle of support, workplace assessment and direct observation & testing of assumptions 1 - A limited VP is compiled from interview, records and discussion with circle of support 0 - A brief VP is compiled from interview and records.
5	Action plans are used to support the jobseeker through the supported employment process and regularly updated	Client Files Action Plans	2 - Substantial and consistent evidence of updated action plans being used with jobseekers. 1 - Some but inconsistent evidence of action plans being used or action plans in place but not regularly updated. 0 - Little or no evidence of actions plans used to support jobseekers.

6	The organisation recognises that vocational profiling is an ongoing process, and vocational profiles are routinely up-dated.	Process and Procedures Client Files Vocational Profiles	2 - Substantial and consistent evidence that vocational profiling is an ongoing process and they are routinely updated. 1 - Some but inconsistent evidence that vocational profiles are updated but requires improvement. 0 - Little or no evidence that vocational profiles are updated.
7	The organisation can provide or arrange Better Off Financial Calculations for all jobseekers to inform their decisions on employment.	Better Off Calculations on files Better Off Calculation Systems Discussions with organisations who provide Better Off Calculations	2 - Substantial and consistent evidence that Better Off Calculations are provided or arranged to inform jobseekers on their decisions on employment. 1 - There is evidence that Better Off Calculations are arranged but no evidence of the results and if they inform jobseekers on the decisions on employment. 0 - Little or no evidence that Better Off Calculations are provided or arranged.
8	Jobseekers are supported to exercise choice and control, using advocates where appropriate to make informed choices about work.	Discussions with staff and jobseekers Client Files	2 - Substantial and consistent evidence that Jobseekers are supported to exercise choice and control, using advocates where appropriate, to make informed choices about work. 1 - Some but inconsistent evidence that Jobseekers are supported to exercise choice and control to make informed choices about work. 0 - Little or no evidence that jobseekers are supported to exercise choice and control.
9	The organisation ensures that self-employment options are considered.	Discussions with staff and jobseekers Client Files	2 - Substantial evidence that self-employment options are considered. 1 - Some but inconsistent evidence that self-employment options are considered. 0 - Little or no evidence that self-employment options are considered.
10	Vocational profiles and action plans are made available in a range of accessible formats.	Discussions with staff and jobseekers Client Files Vocational Profiles Action Plans	2 - Vocational profiles and actions plans are available in a range of accessible formats to suit jobseekers. 1 - Vocational profiles and action plans are available in a couple of formats but not fully accessible to jobseekers or plans are in place to have a wider range of accessible vocational profiles and action plans. 0 - Vocational profiles and action plans are not available in a range of accessible formats.
11	Vocational profiles and action plans are co-produced with the jobseeker and with input from their circle of support, where consent is given, and routinely updated.	Discussions with staff, jobseekers and relevant circles of support Client Files Vocational Profiles Action Plans	2 - Vocational profiles and action plans are consistently co-produced and routinely updated. 1- Vocational profiles and action plans are co-produced or vocational profiles and action plans are routinely updated. 0 - Vocational profiles and action plans are not co-produced or routinely updated.

	Criterion	Examples of Evidence	Scoring Matrix
12	The vocational profile and action plan processes are regularly reviewed and updated.	Vocational Profile and Action Planning Process and Procedure Minutes of Meetings Vocational Profile and Action Plan Forms (including variations) Discussions with management and staff	2 - The vocational profile and action plan process is agreed, reviewed and updated at least once a year. 1 - The vocational profile and action plan process is agreed but has not been formally revised. 0 - No evidence of agreed vocational profile and action plan process.
13	SMART action plans are used to ensure rapid progress is made towards employment, and the frequency and intensity of support is agreed with jobseekers.	Discussions with staff and jobseekers Client Files Action Plans	2 - Substantial and consistent evidence that SMART action plans are used to ensure rapid progress towards employment, and the frequency and intensity of support is agreed with jobseekers. 1 - Some but inconsistent evidence of SMART action planning and/or rapid progress towards employment and/or the intensity of support is agreed with jobseekers. 0 - Little or no evidence of SMART action planning.
14	Holistic, accessible and co-produced vocational profiles are used to inform both job-seeking and job matching activity.	Discussions with jobseekers and staff Client Files Vocational Profiles Action Plans	2 - Substantial and consistent evidence of holistic, accessible and co-produced vocational profiles that are used to inform job-seeking and job matching activity. 1 - Some but inconsistent evidence of holistic, accessible and co-produced vocational profiles and/or vocational profiling is used to inform job-seeking and job matching activity. 0 - Little or no evidence of holistic, accessible and co-produced vocational profiles.
Maximum available score: 28			
Weighting of 15% for this section			

1.3 Engaging Employers

	Criterion	Examples of Evidence	Scoring Matrix
1	The organisation records details of employer contacts and contacts employers across a range of sectors to seek employment opportunities.	Electronic database/spreadsheet Individual contact sheets	2- Has a system accessible to all staff, for recording employer contacts across a range of sectors, records outcomes and is maintained 1 - Has a system accessible to all staff, for recording employers but this is limited in the range of sectors. 0 - Does not have a system that is accessible to all staff.

2	The organisation uses a range of employer engagement techniques, including broad brush canvassing and individual targeted approaches and these are recorded.	Marketing materials Presentations Job Fairs Minutes of Meetings Electronic Diaries Discussions with staff and employers	2- Substantial and consistent evidence that a range of employer engagement techniques are utilised and recorded. 1 - Some but inconsistent evidence of a range of employer engagement techniques are utilised and recorded. 0 - Little or no evidence of a range of employer engagement techniques being used and recorded.
3	The organisation provides impartial and objective information, advice and guidance to employers.	Discussions with staff and employers Presentations / training delivered Website info / leaflets Case Files	2 - Substantial and consistent evidence of organisation providing impartial and objective information, advice and guidance to employers. 1 - Some but inconsistent evidence of organisation providing impartial and objective information, advice and guidance to employers. 0 - Little or no evidence that the organisation provides impartial and objective IAG to employers.
4	The organisation addresses any concerns or discrimination from employers.	Case Files Supervision notes Discussions with staff and employers Email correspondence Presentations Minutes of Meetings	2- Substantial and consistent evidence of organisation addressing concerns or discrimination from employers through documented discussion and information/training provided. 1 - Some but inconsistent evidence of discussion with employers addressing concerns or discrimination. 0 - Little or no evidence of organisation addressing concerns or discrimination from employers.
5	The organisation has a clear understanding of the local labour market.	Discussions with management and staff Case Files	2 - The organisation understands the local labour market and uses the Labour Market Information. 1 - The organisation understands where to get local labour market information but doesn't actively use. 0 - The organisation does not have a clear understanding of the local labour market.
6	Staff understand that employers are key customers of the service with their own business needs.	Discussions with staff and employers Presentations to employers Marketing materials and website Notes from canvassing meetings	2- Staff understand that employers are a key customer with their own business needs. 1 - Some staff understand that employers are a key customer with their own business needs. 0 - Staff do not understand that employers are a key customer with their own business needs.

7	The organisation dedicates time and resources for employer engagement.	Leaflets Minutes of meetings Staff calendars Discussions with staff and management Organisation Team structure Employer database	2 - Substantial and consistent evidence of dedicated time for service staff to engage with employers. 1 - Some but inconsistent evidence of dedicated time and/or resources for employer engagement. 0 - Little or no evidence of either requirement.
8	Employers are supported to develop inclusive recruitment and retention practices.	Reasonable adjustments to interview/application process Employer training available Support for Disability Confident accreditation Discussions with staff and employers	2 - Substantial and consistent evidence of how support has been provided to employers to develop inclusive recruitment and retention practices. 1 - Some but inconsistent evidence of how support has been provided to employers to develop inclusive recruitment and retention practices. 0 - Little or no evidence that employers are supported to develop inclusive recruitment and retention practices.
9	Staff can articulate the business case for employers to engage with supported employment.	Discussion with staff and employers Leaflets and websites.	2 - Staff can articulate the business case for employers to engage with supported employment. 1 - Some staff can articulate the business case. 0 - Staff cannot articulate the business case.
10	Employers are supported to identify and create vacancies through job design and job carving techniques.	Discussions with staff and employers Job Descriptions Job Analysis	2 - Substantial and consistent evidence of job design and job carving. 1 - Some but inconsistent evidence of job design/job carving. 0 - Little or no evidence of job design/job carving.
11	The employer engagement process is regularly reviewed and updated.	Employer Engagement Process and Procedure Minutes of Meetings Discussions with management and staff	2 - The employer engagement process is agreed, reviewed and updated at least once a year. 1 - The employer engagement process is agreed but has not been formally revised. 0 - No evidence of agreed employer engagement process.
12	Employers understand the added value and how supported employment can meet their business needs.	Discussions with employers Service being used as a recruitment tool by employer Employers act as ambassadors Employer Feedback	2 - Employers consistently articulate the benefits to their business. 1 - Employers inconsistently articulate the benefits to their business. 0 - Employers are not aware of how supported employment can meet their business needs.

13	There is evidence that employers are using the organisation as a key tool for recruitment.	Discussions with employers Employers changing recruitment process/policy Presentations Employer Feedback	2 - Evidence of more than one employer using the organisation as a key tool for recruitment. 1 - Evidence of one employer uses the organisation as a key tool for recruitment 0 - No evidence that employers are using the organisation as a key tool for recruitment.
14	Employers act as ambassadors or champions for the service.	Discussions with staff, management and employers Promotional materials Forums/Events minutes	2 - Evidence of more than one employer acting as a champion or ambassador. 1 - Evidence of one employer acting as a champion or ambassador. 0 - No evidence of employers acting as champions or ambassadors.
Maximum available score: 28			
Weighting of 15% for this section			

1.4 Job Matching & Securing Employment

	Criterion	Examples of Evidence	Scoring Matrix
1	The organisation seeks competitive and inclusive employment where the employee receives the same rate of pay and benefits as other employees doing the same job.	Job Descriptions Job Analysis Client Files	2 - Substantial and consistent evidence of competitive and inclusive jobs are being sought where the employee receives the same rate of pay and benefits as other employees doing the same job. 1 - Some but inconsistent evidence of seeking competitive and inclusive employment or employment where rate of pay and benefits is the same as other employees doing the same job. 0 - Little or no evidence that the organisation seeks competitive and inclusive employment where the employee receives the same rate of pay and benefits as other employees doing the same job.
2	To ensure an effective job match, job analysis is used to systematically identify the skills and other requirements needed to undertake the role.	Job Analysis (dates, start dates) Client Files Discussions with staff and employers	2 - Substantial and consistent evidence that Job Analysis is used appropriately and effectively prior to job role starting. 1 - Some but inconsistent evidence that Job Analysis is used appropriately and effectively prior to job role starting. 0 - Little or no evidence that Job Analysis is used appropriately and effectively prior to job role starting.

3	Jobseekers are encouraged to maximise their working hours and this is recorded.	Case Files Discussions with jobseekers and staff Better off Calculations Variety of working hours	2 - Substantial and consistent evidence that jobseekers are encouraged to maximise their working hours. 1 - Some but inconsistent evidence that jobseekers are encouraged to maximise their working hours. 0 - Little or no evidence that jobseekers are encouraged to maximise their working hours.
4	The organisation supports both employers and jobseekers through the recruitment and selection process.	Discussions with staff, employers and job seekers Case Files	2 - Substantial and consistent evidence of organisation supporting employers and jobseekers through the recruitment and selection process. 1 - Some but inconsistent evidence of organisation supporting employers and jobseekers through the recruitment and selection process. 0 - Little or no evidence of organisation supporting employers and jobseekers through the recruitment and selection process.
5	The vocational profile and job analysis are used to assess any skills gap and determine whether this is bridgeable as part of job matching.	Vocational Profiles Job Analysis Initial Workplace Action Plans In-work Support Plans Training Logs / Reviews	2- Substantial and consistent evidence that VP and JA are used to assess any skills gap and determine whether this is bridgeable as part of job matching. 1 - Some but inconsistent evidence that VP and JA are used to assess any skills gap and determine whether this is bridgeable as part of job matching. 0 - Little or no evidence that VP and JA are being used to assess the skills gap and determine whether this is bridgeable as part of job matching.
6	The organisation works collaboratively with the employer to ensure the employer has robust policies and procedures to ensure the health, safety and wellbeing of jobseekers, including risk assessment.	Health & Safety Appraisals Risk Assessments Case Files Job Analysis Discussions with staff and employers Employer Feedback	2 - Substantial and consistent evidence of the organisation working with employers to ensure the health, safety and wellbeing of jobseekers, including risk assessment. 1 - Some but inconsistent evidence of the organisation working with employers to ensure the health, safety and wellbeing of jobseekers, including risk assessments. 0 - Little or no evidence of organisation working with the employer to ensure the health, safety and wellbeing of jobseekers, including risk assessments.

7	Using the Job Analysis and Vocational Profile, the organisation ensures that any identified skills gap is discussed with employer and jobseeker to develop an in-work support plan.	Job Analysis Vocational Profiles In-work Support Plans Minutes of meetings Case Files Workplace Agreements Discussions with jobseekers, staff and employers	2 - Substantial and consistent evidence of using JA and VP to identify skills gap and working with employer and jobseeker to ensure in-work support plans are in place. 1 - Some but inconsistent evidence of using JA and VP to identify skills gap and working with employer and jobseeker to ensure in-work support plans are in place. 0 - Little or no evidence of using JA and VP to identify skills gap and working with employer and jobseeker to ensure in-work support plans are in place.
8	The organisation reviews the effectiveness of its job matching processes.	Job Matching Process and Procedure Minutes of meetings Discussions with management and staff	2 - The effectiveness of the job matching process is agreed, reviewed and updated at least once a year. 1 - The job matching process is agreed but has not been formally reviewed for effectiveness. 0 - No evidence of agreed job matching process.
9	The organisation achieves appropriate job outcomes across a range of employment sectors and occupations.	Job outcomes Client Files Management Information Database / spreadsheet	2 - The organisation consistently achieves appropriate job outcomes across a range of employment sectors and occupations. 1 - The organisation achieves some appropriate job outcomes across a range of employment sectors or occupations. 0 - The organisation does not achieve appropriate job outcomes across a range of employment sectors or occupations.
10	The organisation works collaboratively with partners to share data and vacancies so that jobseekers and employers get the best possible job match.	Discussions with staff and partnership agencies Employer engagement contacts Minutes of meetings	2 - Substantial and consistent evidence of the organisation working collaboratively with partners to share data and vacancies to get the best possible job match. 1 - Some but inconsistent evidence of organisation working collaboratively with partners to share data and vacancies to get the best possible job match. 0 - Little or no evidence of organisation working collaboratively with partners to share data and vacancies to get the best possible job match.
Maximum available score: 20			
Weighting of 15% for this section			

1.5 In-Work Support & Career Development

	Criterion	Examples of Evidence	Scoring Matrix
1	The organisation can provide individualised job coach support in the workplace. Employee progress is monitored and requests for support are responded to in a timely manner.	In-work support plans and action plans Discussions with employers and employees Case Files Access to Work Applications	2 - Substantial and consistent evidence of practice of individualised job coach support. 1 - Some but inconsistent evidence of individualised job coach support. 0 - Little or no evidence of individualised job coach support.
2	The organisation works with the employer and supported employee(s) to ensure workplaces are safe.	Risk Assessments Health & Safety Assessments Case Files Discussions with employers and employees Work inductions	2 - Substantial and consistent evidence of organisation working with employer(s) and supported employee(s) to ensure workplaces are safe. 1 - Some but inconsistent evidence of organisation working with employer(s) and supported employee(s) to ensure workplaces are safe. 0 - Little or no evidence of organisation working with employer(s) and supported employee(s) to ensure workplaces are safe.
3	Employers are supported to understand their legal responsibilities for their supported employees.	Discussions with staff and employers Case Files Workplace Agreements Health & Safety Agreements Work Inductions	2 - Substantial and consistent evidence that employers understand their legal responsibilities. 1 - Some but inconsistent evidence that employers understand their legal responsibilities. 0 - Little or no evidence that employers understand their legal responsibilities.
4	The organisation works with jobseekers using the Vocational Profile and Job Analysis to develop in-work support plans, identifying and implementing, reasonable workplace adjustments.	Vocational Profiles Job Analysis In-work support plans and action plans Access to Work Applications. Discussions with staff, employers and employees	2 - Substantial and consistent evidence of in-work support plans and workplace adjustments based on information from the VP and JA. 1 - Some but inconsistent evidence of in-work support plans and workplace adjustments based on information from the VP and JA. 0 - Little or no evidence of in-work support plans and workplace adjustments based on information from the VP and JA.

5	The organisation can demonstrate that employees develop personal, social and vocational skills.	Vocational Profiles Discussions with staff, employers, employees, circles of support (where appropriate) Training plans Supervisions/Appraisals Monitoring reviews Case Files	2 - Substantial and consistent evidence of employee development taking place. 1 - Some but inconsistent evidence of employee development taking place. 0 - Little or no evidence of employee development.
6	The organisation identifies natural supports and makes effective use of them.	In-work Support Plans Discussions with staff, employers and employees Monitoring Reviews	2 - Substantial and consistent evidence that natural supports are identified and used. 1 - Some but inconsistent evidence that natural supports are identified and used. 0 - Little or no evidence of identifying or using natural supports.
7	The organisation supports employee learning through the most natural methods, using structured training techniques where needed.	In-work Support Plans Discussions with staff, employers and employees Task analysis and data records Case Files	2 - Substantial and consistent evidence of determining how natural or structured training methods are used. 1 - Some but Inconsistent evidence of natural methods being used before structured training is given. 0 - Little or no evidence of identifying natural methods or using structured training techniques.
8	The organisation ensures employees are socially included within the workplace.	In-work Support Plans Discussions with staff, employers and employees	2 - Substantial and consistent evidence of social inclusion within the workforce. 1 - Some but inconsistent evidence of social inclusion within the workforce. 0 - Little or no evidence of social inclusion within the workforce.
9	Issues such as safeguarding, harassment and discrimination are proactively managed.	Case Files Minutes of Meetings Monitoring reviews	2 - Substantial and consistent evidence that issues are actively managed with processes in place. 1 - Some but inconsistent evidence that issues are actively managed with processes in place. 0 - Little or no evidence that issues are proactively managed.

10	The organisation arranges time-unlimited support to customers as needed. This includes working collaboratively with partners, with consent, to resolve any work-related issues.	Organisation staff structure Case Files In-work Support plans Caseload management Minutes of meetings Discussions with staff, partnership agencies, employers and employees	2 - Substantial and consistent evidence that time-unlimited support is provided as required, including working collaboratively. 1 - Some but inconsistent evidence that time-unlimited support is provided as required, including working collaboratively. 0 - Little or no evidence that time-unlimited support is provided as required, including working collaboratively.
11	The organisation supports employees and employers in the use of assistive technology when required.	In-work Support Plans Action Plans Case Files Discussions with staff, employers and employees Access to Work Applications	2 - Substantial and consistent evidence of assistive technology being used in the workplace. 1 - Some but inconsistent evidence of assistive technology being used in the workplace. 0 - Little or no evidence of assistive technology being used in the workplace.
12	The organisation reviews and updates its in-work support and career development processes.	In-work support and career development Process and Procedure Minutes of Meetings In-Work Support Plans and Monitoring Reviews (including variations) Discussions with management and staff	2 - The in-work support and career development process is agreed, reviewed and updated at least once a year. 1 - The in-work support and career development process is agreed but has not been formally reviewed. 0 - No evidence of agreed in-work support and career development process.
13	The organisation can demonstrate that a high level of jobs is sustained by using natural and dedicated workplace supports.	Management information In-work Support Plans Case Files Caseloads for Job coaches providing in-work support and planned phasing of job coach support Discussions with staff and employers Monitoring reviews	2 - Substantial and consistent evidence that a high level of jobs is sustained by using natural and dedicated workplace supports. 1 - Some but inconsistent evidence that a high level of jobs is sustained by using natural and dedicated workplace supports. 0 - No evidence that a high levels of jobs is sustained by using natural and dedicated workplace supports.

14	Workplace monitoring and support is integrated into the employer's natural routines.	Discussions with staff and employers In-work Support Plans In-work Action Plans Monitoring Reviews / Supervisions Case Files	2 - Substantial and consistent evidence that monitoring is integrated into natural workplace routines. 1 - Some but inconsistent evidence monitoring is integrated into natural workplace routines. 0 - Little or no evidence of integrated monitoring into natural workplace routines.
15	The organisation supports employees to develop their careers.	Management Information Vocational Profiles and Action Plans Case Files Monitoring Reviews / Supervisions Discussions with staff, employers and employees	2 - Substantial and consistent evidence that the organisation supports employees to develop their careers. 1 - Some but inconsistent evidence that the organisation supports employees to develop their careers. 0 - Little or no evidence that the organisation supports employees to develop their careers.
Maximum available score: 30			
Weighting of 15% for this section			

2.1 Business Results

	Criterion	Examples of Evidence	Scoring Matrix
1	The organisation has a system to collect data on key performance indicators, including secured employment, sustained employment and customer satisfaction.	Management Information database/spreadsheet Discussions with management and staff	2 - The organisation has a system to collect data across a wide range of KPIs. 1 - The organisation has a system to collect data across limited KPIs. 0 - The organisation has a system to collect data across none of the KPIs.
2	The organisation sets challenging but achievable targets and these are understood by staff.	Discussions with management and staff Staff Supervision/Appraisals Minutes of meetings Quality Improvement Plans	2 - The organisation sets challenging but achievable targets and these are understood by staff. 1 - The organisation sets challenging targets but these are not understood by staff. 0 - The organisation does not set challenging targets.

3	The organisation has written operating procedures to guide staff practice and uses performance analysis to review it.	Operating Procedures (version control) Minutes of Meetings Discussions with management and staff Staff Observations/ Supervisions	2 - The organisation has written operating procedures that staff follow in their practice and the organisation uses performance analysis to review. 1- The organisation has written operating procedures but performance analysis is not used to review. 0 - The organisation does not have written operating procedures.
4	The organisation actively disseminates information about its performance to staff, customers, funders and stakeholders.	Newsletters, website, social media Minutes of Meetings Internal and External Reports Discussions with stakeholders	2 - The organisation actively disseminates information about it's performance to staff, customers, funders and stakeholders. 1 - The organisation actively disseminates information to some of the partners. 0 - The organisation does not actively disseminate information about its performance.
5	Business results are analysed to understand trends and used to improve and enhance services for customers and funders.	Management information database / spreadsheet Internal and External Reports Minutes of Meetings Presentations Quality Improvement Plans Discussions with management and staff	2 - Business results are analysed to understand trends and improve quality of services. 1 - Business results are used to analyse trends but not used to improve quality of services. 0 - Business results are not analysed to understand trends.
6	The organisation understands local demographics and gauges equality of access and achievement within the service and takes action to ensure that the service reflects these demographics.	Management Information database/spreadsheets Office for National Statistics / Nomis web information Minutes of Meetings Reports Quality Improvement Plans Discussions with management and staff	2- The organisation can demonstrate an understanding of local demographics and that performance reflects these demographics. 1 - The organisation can demonstrate an understanding of local demographics and what their plans are to ensure that performance reflects these demographics. 0 - The organisation does not use local demographics to support their performance.

7	The organisation benchmarks business and financial performance against comparator organisations.	Management Information Reports on comparator groups, national statistical neighbours etc Discussions with management	2 - The organisation benchmarks business and financial performance against other comparator organisations. 1 - Some evidence that the organisation seeks to benchmark business and financial performance against other comparator organisations 0 - The organisation does not benchmark business and financial performance against comparator organisations.
8	The organisation delivers outstanding results and is a market leader that others look to as an exemplar.	SEQF Excellent Status Discussions with management, staff and external organisations Presentations Minutes of meetings Reports	2 - The organisation delivers outstanding results and is a market leader that others look to as an exemplar. 1 - The organisation delivers outstanding results or is a market leader that others look to as an exemplar. 0 - The organisation does not deliver outstanding results nor is it a market leader that others look to as an exemplar.
Maximum available score: 16			
Weighting of 10% for this section			

2.2 Key Performance Indicators

Criterion

A	Percentage of people commencing a vocational profile that achieve a paid job outcome. ≥10% = score 2 ≥20% = score 4 ≥30% = score 6 ≥40% = score 8 ≥50% = score 10
B	Average time from service start to job start. ≤52 weeks = score 2 ≤39 weeks = score 4 ≤26 weeks = score 6 ≤16 weeks = score 8 ≤10 weeks = score 10
C	Employer average satisfaction ratings. Score 0 to 5 (where 0 is very dissatisfied and 5 is very satisfied).
D	Jobseeker/employee average satisfaction ratings. Score 0 to 5 (where 0 is very dissatisfied and 5 is very satisfied).
E	Percentage of people starting work who sustain paid work for 6 months (Note that this indicator will only apply to those customers who started employment over 6 months previously). ≥50% = score 2 ≥60% = score 4 ≥70% = score 6 ≥80% = score 8 ≥90% = score 10
Maximum available score: 40	
Weighting of 15% for this section	

April 2024