Your Assessor will require information to understand your organisational structure in more detail.

Please review the questions and think about the answers in preparation for your Assessor Scope Call. It might be helpful to have your Organisation Chart to hand to either forward to your Assessor or reference during the Scope conversation.

|  |  |
| --- | --- |
| **Information Required for Scope** | **Response & Comments** |
| **Consider why you are doing it, what are your objectives?** |  |
| **What is the nature of your business/types of services you deliver?** *(Consider Services/projects/support provided and Income & funding streams)* |  |
| **Number of people in the Organisation? (Main employees with breakdown of Full Time Equivalents)**  *(NB: Also consider associates or volunteers who play a role in delivering the services within the business)* |  |
| **Who are your customers?**  *(Learners, employers, clusters, communities etc, SME's, blue-chip, start-up businesses?)* |  |
| **Who is responsible for strategy & business planning?**  *(Who drives it, reviews it etc Business Plan?)* |  |
| **Who is responsible for marketing?**  *(Who drives it e.g. within the team or under a bigger umbrella)* |  |
| **Who is responsible for HR?**  *(An HR manager or driven by individual managers for recruitment, induction, training & development activities)* |  |
| **Who is responsible for quality?**  *(How and who drives this within the business.) Other quality accreditations e.g. IiP, ISO?* |  |
| **Who will be leading the Customer First project?** |  |
| **Timeframe?**  (What is your preferred timeframe for undergoing assessment, What appropriate timeframes do you have for achieving the Standard?) |  |

Your Next Steps?

Your Assessor will provide your Customer Relationship Manager with the relevant scope information to enable them to give you an assessment quote. Your Customer Relationship Manager will also explain the appropriate support available to guide you through the preparation stages and confirm your decision to proceed within a 2-week period.