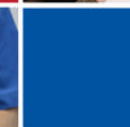




Preparing for Accreditation

- Tips for ISAS Customers



May 2010

Before you apply

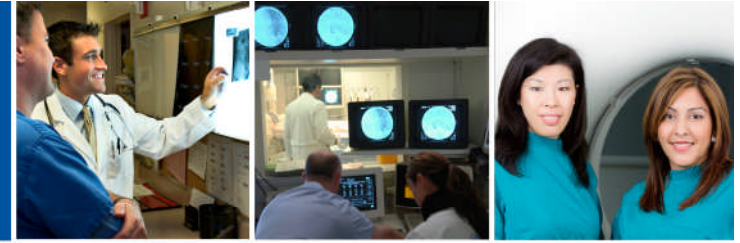


Find out what ISAS is all about

- Read the helpful literature on the ISAS website www.isas-uk.org
- Contact the ISAS team for advice
Imagingcustomerservice@ukas.com
- Attend a free ISAS Preparatory workshop www.isas-uk.org
- Get a free login for the **Traffic Light Ready** function to check your readiness Imagingcustomerservice@ukas.com



Before you apply

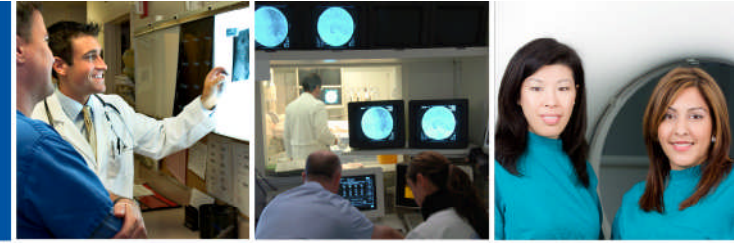


Downloads available from the website

- ISAS Standard – printable version
- *Accreditation Route for ISAS* – brief ISAS overview
- *ISAS 1: The Conduct of UKAS Assessment for ISAS Customers* – detailed explanation of ISAS
- *UKAS Terms and Conditions of Business for ISAS Customers*



Before you apply

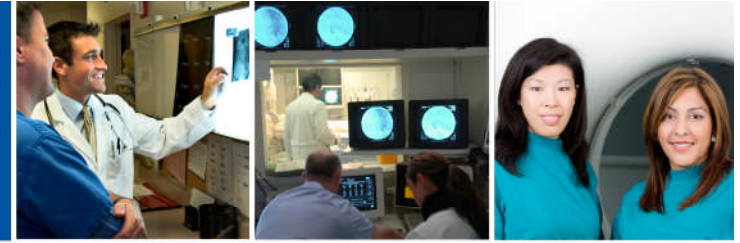


Project manage

- Gather enthusiastic ambassadors across the Directorate
- Involve **all** staff from the beginning and schedule regular feedback
- Agree a business case identifying resources to do the work
- Identify funding stream for accreditation fees
- Identify and authorise a project co-ordinator
- Designate a Lead and team for each standard statement



Start your project



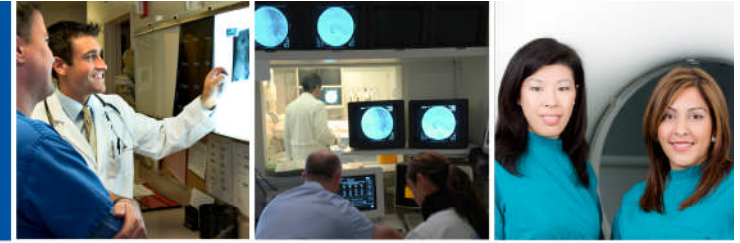
Download ISAS application information pack from website www.isas-uk.org

- Complete and sign application form
- Sign UKAS Agreement
- Sign UKAS Agreement Supplement
- Sign UKAS Terms and Conditions of Business for ISAS Customers
- Sign cheque or purchase order for application fee - £1,200 plus VAT

Post or fax application to UKAS



Start your project

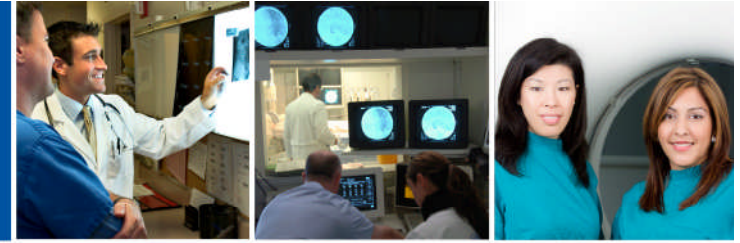


Application

- Receive login to web-based assessment tool, WBAT, from UKAS
- Assessment manager appointed by UKAS
- Complete 'About You' section of WBAT and submit to UKAS
- Arrange for local Planning Meeting with Assessment Manager
- Receive quotation of fees from UKAS following Planning Meeting
- Formal acceptance of quotation



Start your project

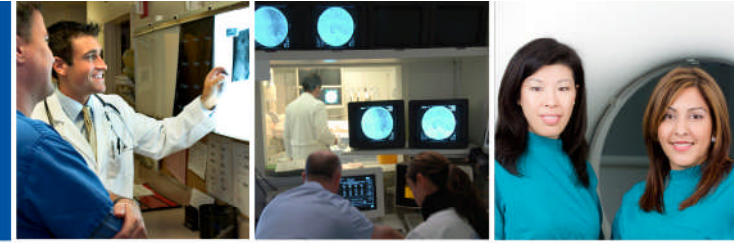


Pre-assessment

- Agree date for submission of one standard statement for review by AM
- Undertake a detailed gap analysis for each standard statement
 - Do we have documentary evidence to show that the specified systems are in place?
 - Do we have documentary evidence to show that we consistently implement those systems?
 - Do we have documentary evidence to show that we regularly monitor our systems?
- Develop individual action plans for each standard statement
- Devise a project plan, with realistic timescale for staff to do the work



Start your project



Web-based assessment

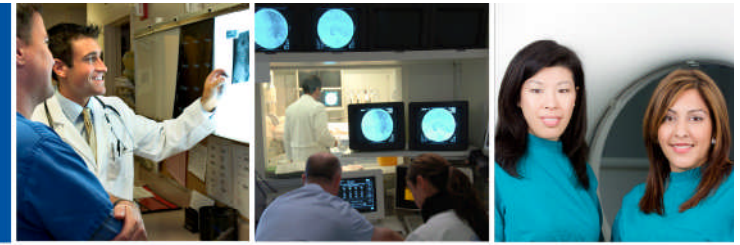
- Use feedback received on one standard statement to revise project and action plans, as appropriate

Allow lots of time – it takes longer than you think!

- Agree a submission date for your web-based assessment with AM
- Identify an outcome measure and target for each standard statement (choose from the indicative list, as appropriate)
- Prepare a methodology for assessing and reporting each outcome measure



Moving your project forward



Evidencing the Standard

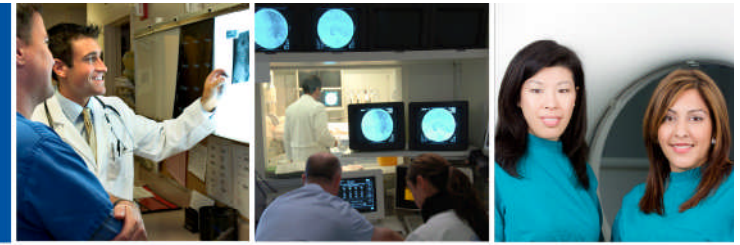
- Briefly explain why any standard statement or criterion is not applicable
- As far as possible, documentary evidence should be provided for each criterion, otherwise explain what evidence will be available on site

Remember: it is your responsibility to provide evidence to demonstrate how you conform with the Standard

- Identify relevant supporting evidence for each criterion (choose from the indicative list, as appropriate)



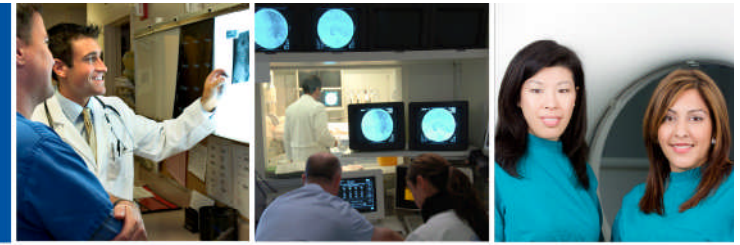
Moving your project forward



- Ensure your evidence is relevant addressing all activities to be accredited
- Set priorities that meet your service and Trust objectives, as well as the Standard
- Try to be objective and critical – ask colleagues from other Directorates to comment
- Avoid giving evidence that is ambiguous as this may cause delays
- Meet regularly to share learning and monitor progress



Ready for assessment



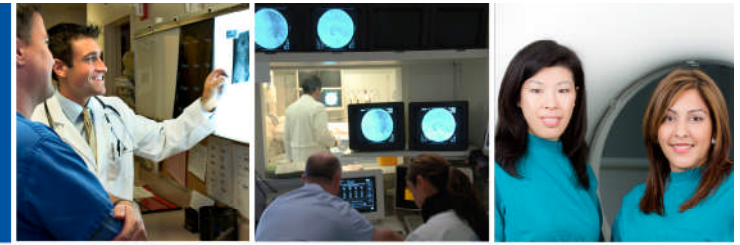
- Submit WBA on the agreed submission date

Remember UKAS' role is to verify the evidence

- Read the feedback received from the assessors carefully
- Respond to any request for further evidence promptly
- Complete the pre-visit questionnaire and return to the AM
- Prepare for the visit referring to the Visit Guidance document and the visit plan



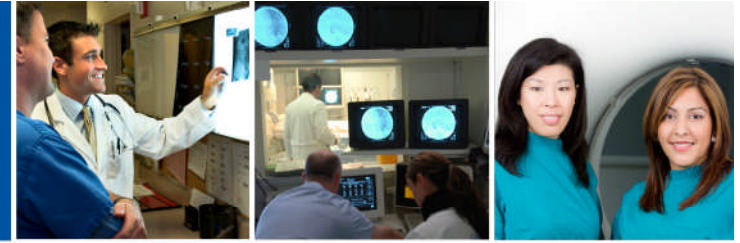
During the visit



- Ensure **all** your staff are ready and aware of the visit
- Have a meeting room available for the entire 2-days
- Ensure accompanying staff for each assessor
- Ensure that identified personnel are available for interview at agreed time and place
- Work closely with the assessors
 - give them freedom
 - be open and honest



Summary



- Strong leadership and good team working is imperative
- Be realistic, systematic and pragmatic
- Integrate the Standard into your daily practice
- Provide comprehensive, relevant and unambiguous evidence
- Judgements will be based on your evidence

Contact your Assessment Manager regularly for advice and support!

