

## Quality Assurance Service Measures

Application/Moderation	Timeframes from receipt of application	External measures
<b>Programme Endorsement/Support</b>	<b>Provider submits application for Programme Endorsement/Support</b>	
	Within 48 hours	Coordinator acknowledges receipt of provider's application, confirms an advisor will be in contact within 20 working days
	20 working days	Advisor evaluates documentation, responds to provider with letter of support or a request for further information
<b>Consent to Assess</b>	<b>Provider submits application for Consent to Assess*</b>	
	Within 48 hours	Coordinator acknowledges receipt of provider's application, confirms an advisor will be in contact within 20 working days
	20 working days	Advisor evaluates documentation, responds to provider with letter of support or a request for further information
<ul style="list-style-type: none"> <li>Consent to Assess: further information required</li> </ul>	10 working days	Advisor requests further information/documents to be received within 10 working days
* Due to high demand, Consent to Assess applications will close on 30 October. Applications received after this date may not be processed according to the above timeframes.		
<b>Pre-Assessment Moderation</b>	<b>Provider submits application for Pre-Assessment Moderation</b>	
	Within 48 hours	Coordinator acknowledges receipt of provider's application, confirms an advisor will be in contact within 20 working days
	20 working days	Advisor evaluates material, responds to provider with final report or advises a resubmission is necessary
<ul style="list-style-type: none"> <li>Pre-Assessment Moderation resubmission</li> </ul>	10 working days	Advisor requests further information/documents to be received within 10 working days
<b>Post-Assessment Moderation</b>	<b>Coordinator submits request for Post-Assessment Moderation material</b>	
<ul style="list-style-type: none"> <li>Post-Moderation submission</li> </ul>	20 working days	Provider submits post-moderation material via email (and courier if applicable)
<ul style="list-style-type: none"> <li>Post-Moderation report</li> </ul>	20 working days*	Advisor evaluates material, responds to provider with post-moderation report via email (and courier if applicable)
* At times of high volumes of processing material, it may not be possible to provide a post-moderation report within 20 working days.		
<ul style="list-style-type: none"> <li>Post-Moderation Action Plan</li> </ul>	10 working days	Advisor requests Action Plan response to be received within 10 working days
<ul style="list-style-type: none"> <li>Post-Moderation appeals</li> </ul>	15 working days from the date of the decision	<b>Provider submits Moderation Appeal form</b>
	Within 48 hours	Coordinator acknowledges receipt of provider's application, confirms an advisor will be in contact within 20 working days
	20 working days	Advisor evaluates appeal request, responds to provider with decision