

Quality Assurance Working Group Matrix of tools to assess quality

This matrix sets out the different quality assessment tools for providers/practitioners and the performance areas each measures:

Performance Management Areas	LSC				Non LSC		
	Peer Review (1/2/3)	FAQ	QAA	QP	Accreditation ^{1 2}		
					Accreditation schemes generally	Examples of specific schemes	
					AVMA	Resolution	
Quality of Advice	✓	✓	✓	✓	✓	✓	
Client Care	✓	✓	✓		✓	✓	
Professional Service ³	✓	✓	✓		✓	✓	
Technical Competence	✓	✓	✓		✓	✓	
Good Management Practices ⁴	✓		✓		✓	✓	
Equalities and Diversities			✓				
Risk Management	✓	✓	✓	✓	✓	✓	
Continuous Improvement	✓	✓	✓		✓	✓	
Effective Supervision	✓	✓	✓	✓	✓ ⁵	✓	
Effective Signposting and Referral					✓	✓	
Client Feedback					✓	✓	
Use of Experts	✓					✓	
✓	Strong measurement/indicator						
✓	Some level of measurement/indicator e.g. proxy						

¹ Overall the indicator for Accreditation concerns the individual however in Immigration accreditation is mandatory in order to conduct publicly funded work.

² It is recognised that not all accreditation schemes are alike or assess/measure the same areas. The matrix shows the measurements of schemes overall, and gives examples of the performance areas certain schemes measure. SRA operate 12 schemes applicable to different areas of publicly funded work, their breakdown is not shown here. They have been asked to provide the information, and when this is available the matrix will be updated accordingly.

³ Professional Service incorporates referrals, customer service, access to fee earners.

⁴ Good management practices include: People Management, Business Management, Financial controls, organisational Standards, File maintenance/record keeping, Agent management and quality control (such as experts etc).

⁵ For immigration practitioner's accreditation is a strong indicator, as all supervisors must pass a supervision module.

**Matrix of Quality requirements/standards providers/practitioners
can meet (or have to meet)**

The matrix below sets out the quality requirements/standards providers/practitioners can/or have to meet and the areas each covers:

<u>Performance Management Areas</u>	LSC			Non LSC		
	SQM	KPIs outcomes	Uni/GC Contract	Lexcel	Practice Qualifications	CPD
Quality of Advice	✓	✓		✓		✓
Client Care	✓		✓	✓	✓	✓
Professional Service ⁶	✓		✓	✓	✓	✓
Technical Competence	✓	✓	✓			✓
Good Management Practices ⁷	✓	✓	✓	✓		✓
Equalities and Diversities	✓		✓	✓		
Risk Management	✓			✓		✓
Continuous Improvement	✓			✓		✓
Effective Supervision	✓		✓	✓		
Effective Signposting and Referral	✓		✓			
Client Feedback	✓					

⁶ See footnote 2.

⁷ See footnote 3.