

Quality for All (QfA)

Terms and Conditions



Early years Wales will:

- Provide the QfA pack containing guidance and the self-evaluation form once payment is received
- Carry out an assessment of practice in the provision, as part of the accreditation process, once the initial assessment fee has been received
- Provide an appeals process for assessment and accreditation
- Provide a dated certificate to successful applicants that is valid for one year and, in the case of multiple provision, relevant only to the provision where the application has been made
- Send a reminder for re-accreditation three months before the expiry of the QfA certificate
- Withdraw accreditation where providers:
 - o Have not applied for re-accreditation before the expiry date on the certificate
 - o Do not meet the standard on re-assessment
 - o Are considered by Early Years Wales to bring the reputation of QfA into discredit.

Price

- Applicants will pay the price that is current at the time of placing an order (which may vary from initial information held by the applicant)
- Early Years Wales will make public any changes to prices as soon as practicable

Price for:	Members	Non-members
Downloadable guidance and evaluation pack	£65 inc VAT	£87 inc VAT
Initial assessment	£220 inc VAT	£282 inc VAT
Annual re-accreditation	£160 inc VAT	£220 inc VAT

- **For those with 3 or more settings** 10% discount is applied for the second (and each additional) provision. *

Corporate membership of Early Years Wales:

- Purchase QfA packs and assessment at membership rates
- When purchasing 3 or more packs and/or assessments 10% discount is applied for the second (and each additional) provision
- If re-accreditation is payable by the individual provider discount* will only apply if they are a member of Early Years Wales

*Discount offers are reviewed annually

Payment

- Applicants pay the full amount of the pack in advance by cheque or BACS or online
- Applicants pay for assessment and re-accreditation assessment in advance by cheque or a or BACS on submission of their self-evaluation form
- Self-evaluation forms must reflect current practice; therefore, providers have a maximum of 30 days from receipt of invoice to pay for the assessment or the evaluation form will be returned
- If a provider fails to submit the self-evaluation form for reaccreditation before the expiry date on their certificate they will be required to pay for an initial assessment.

Assessment

- Applies only to the provision who made the application
- Is not transferable between settings
- Applies to each provision within a group owned by the same provider (see costs above)
- Is related to the content of the provider's self-evaluation form and observation of practice at the applicants service and cannot take account of information received following the assessment
- Is carried out as soon as practicable following receipt of the fee and completed self-evaluation form and arranged with the provider
- Can be re-arranged if needed up to a maximum of two times, but must be agreed and carried out within a month of the original arrangements
- Is based on a plan confirming arrangements and informing the provider what they will want to see at the visit
- Cancellation by the provider may incur a fee. Exceptional circumstances will be taken into consideration. Information available on request.
- Re-accreditation is the responsibility of the provider. (However, Early Years Wales will remind the provider three months prior to the expiry date on the certificate).

Early Years Wales employs a designated QfA Co-ordinator and implements a code of practice for assessors. This provides for any real or perceived conflict of interest, consistent application of assessment standards across applications and an appeals process for applicants who may be dissatisfied with any part of, or the outcome of their assessment. Information is available on request.

Appeals

QfA operates within an agreed and moderated framework and it is the policy of Early Years Wales to listen to suggestions, concerns and complaints about the QfA service provided. In the event that an applicant considers that the level of award given is incorrect or unfair they have the right to appeal.

An appeal against a decision should be put in writing to the QfA co-ordinator, Early Years Wales, Head Office, Unit 1, The Lofts, Hunter Street, Cardiff, CF10 5GX or email to info@earlyyears.wales within 14 days of being informed of the award decision together with any other relevant documentation to support the appeal.

- Documentation and comments should relate to evidence available at the time of the assessment visit. Any information or amended documentation available only after the assessment visit are not valid as part of the appeal
- Any photographs submitted as appeals evidence must be supported by written statements from an independent witness
- A letter is sent to the appellant within 28 working days explaining what steps will be taken to resolve the issue which may include the date when the appeal will go to the Appeals Panel
- The assessor will be informed of the appeal and asked to provide a written response
- The Appeals Panel considers the information available and all parties are informed of decisions made and action to be taken
- The Appeals Panel will consist of a manager, trustee and experienced assessor chaired by the CEO. The panel can make a decision with conditions attached where appropriate
- The decision made by the panel is final.

Maintaining accreditation

Validity of QfA accreditation is dependent on:

- Annual subscription of the relevant fee and submission of the provider's self-evaluation form
- Maintenance of the circumstances in which the original application was made. Any significant changes to the provision must be reported to the QfA co-ordinator with an application for re-assessment. Changes include:
 - o Legal entity/ownership
 - o Ethos of the service provided
 - o Structure and layout of the premises
 - o Relocation to different premises.

This agreement

- Each party acknowledges that in entering into this agreement it has not relied on any statement, representation, assurance, or warranty (whether made negligently or innocently) other than those expressly set out in this agreement, or the documents referred to in it
- Neither party shall have any liability or responsibility for failure to fulfil any obligation under this agreement so long as and to the extent to which the fulfilment of such obligation is prevented, frustrated, hindered, or delayed as a consequence of an event beyond the control of a party which by its

nature could not have been foreseen, and includes, without limitation, acts of God, storms, floods, riots, fires, sabotage, civil commotion or civil unrest, interference by civil or military authorities, acts of war (declared or undeclared) or armed hostilities or other national or international calamity or one or more acts of terrorism or failure of energy sources.

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Applicants

- Agree to these terms and conditions at point of purchase of QfA
- Agree to notify Early Years Wales of any change to their regulatory status
- Agree to claim QfA status and use any logo or marketing tool attached to QfA status only for as long as accreditation is maintained
- Agree to acknowledge and abide by the rules of copyright and intellectual property owned by Early Years Wales in respect of QfA.

Early Years Wales reserves the right to review and amend the Terms & Conditions. This document replaces all previous Terms and Conditions. 01.01.2019

Early Years Wales 2018 / Blynyddoedd Cynnar Cymru 2018.

Registered in Wales / Gofrestredi yn Cymru.

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