



LEXCEL QUALITY POLICY

AIM

The aim of this policy is to ensure that we manage and assure the quality of our Lexcel assessment services at IBP by:

- Actively managing the performance of the people who deliver this service by working with defined policies and procedures relating to how we will manage our customers
- Ensuring that regular performance review activities take place with our Assessors, including regular quality assurance, observations and feedback
- Encouraging customer feedback so that we may regularly monitor our team's performance and our policies and procedures to enable us to deal with issues immediately, make any required changes and recognise positive feedback from our customers with the team

RECRUITMENT

Recruitment of Lexcel Assessors will follow a rigorous process to ensure that only personnel with the required level of expertise and experience are selected. We will conduct the following process, as a minimum, to determine whether they are suitable to join our team:

- Initial telephone discussion conducted with Josie Addleton, IBP Lexcel Quality Manager, to explain all aspects of our Quality Policy and other related procedures
- Request CV and examples of recent relevant experience
- Arrange an interview with Josie Addleton, IBP Lexcel Quality Manager
- Consideration and then feedback provided as to whether we will proceed further

NEW ASSESSORS

To become a Lexcel Assessor applicants must be an Assessor or Auditor and must meet the Assessor criteria as set down by the Law Society. In particular they must:

- Assess against at least one other recognised quality standard
- Have six months qualified experience if working full time or 12 months qualified experience if working part time
- Have knowledge of the legal sector

Applicants are required to provide a CV and details of their experience of working with the legal sector. References are also requested and checked.

All potential Lexcel Assessors are interviewed to ensure that they have the appropriate knowledge of the Standard and scheme operation.

QUALIFIED LEXCEL ASSESSORS TRANSFERRING TO IBP

If an existing Lexcel Assessor wishes to undertake Lexcel assessments on behalf of IBP it is necessary for them to meet the Assessor criteria, as set out in schedule 1 of the current Lexcel Licensing Agreement, and in addition we will require the following information before they are permitted to undertake Lexcel assessments on our behalf:

- Have sight of their current Lexcel Assessor certificate
- Request sight of the most recent shadowing report from the Lexcel Office, if they have been shadowed
- Conduct an interview
- Check references

TRAINING

Anyone expressing an interest in becoming a Lexcel Assessor and meeting the Assessor criteria will be invited to shadow one of IBP's experienced Lexcel team during an assessment.

If the person is still interested in becoming an Assessor, they will be required to undertake the prescribed Lexcel Assessors Training Course, run by the Law Society.

A Practitioner Developer (PD) will then be allocated from the Lexcel team to work with them whilst they undertake their agreed training programme.

Practitioner Developers are Lexcel Assessors with a minimum of five years experience in assessing different types of practices, of varying sizes and structure, and have consistently received positive feedback from practices they have assessed and the Law Society, via shadowing reports.

The trainee Assessor will then be invited to shadow the next assessment or review the PD is carrying out. They will plan the visit alongside the PD and then accompany them on site and assist with the preparation of the feedback report. This exercise will be repeated until such time as both parties are confident that the trainee can be allocated an assessment or review of their own, which will be shadowed by a member of the Lexcel Office.

Once the trainee has received feedback from the Lexcel Office they will either be permitted to undertake Lexcel assessments or undertake additional development with their allocated PD.

No Assessor may carry out an unaccompanied visit until they have been signed off as competent by the Law Society and PD.

SUPERVISION

Assessors will be monitored on their performance against the prescribed process and time scales as laid down by Lexcel Office and IBP. Any problems in this area will be discussed at the six monthly performance reviews with the Lexcel Quality Manager, or sooner if the seriousness of the issue dictates this.

Each Assessor will have a six monthly performance review discussion and will also be observed annually by the IBP Lexcel Quality Manager. Following the observed visit verbal feedback will be given, which will be followed by a short written report.

The six monthly reviews will cover:

- Performance data collected during the six month period from a variety of sources, including any feedback from the Law Society
- Data collected from the internal verification process that IBP operates
- Performance as indicated by data on the IBP CRM system, customers and as perceived by the practitioner
- Training (planned or completed)
- Confirmed or potential project allocations
- Development requirements

CONSISTENCY

All duration estimates for all Lexcel visits will be quality assured (QA'd) by the IBP Lexcel Quality Manager. No plan may be uploaded to the CRM system or sent to practices until they have been signed off by the IBP Lexcel Quality Manager.

All assessment reports, including corrective action reports, will be forwarded to the IBP Lexcel Quality Manager on completion for internal verifying (IV). No reports will be uploaded to the CRM system or sent to the practices or Lexcel Office until they have been IV'd and are deemed acceptable.

The IBP Lexcel Quality Manager IV's all assessment plans and reports against the following criteria:

- Correct assessment planned (e.g. Initial, AMV, Full Re-assessment)
- Approval from the Law Society for the practice to proceed to assessment
- Correct interpretation of the Standard
- Appropriate raising and categorising non-compliances
- Appropriate level of feedback in relation to areas for improvement and good practice
- Correct report and corrective action report forms used
- All necessary deadlines met in relation to the application and assessment

CUSTOMER SERVICE

Excellent customer service is corner stone of IBP's client service and accordingly IBP will not tolerate poor service to customers from any of its staff or Assessors. In addition to the provision of a high quality assessment service, customers have the right to expect that staff and Assessors will be:

- Available
- Approachable
- Comprehensible
- Prompt
- Courteous
- Helpful

Client feedback will be requested at the end of each assessment visit. Responses will inform the Assessor's six monthly performance reviews as described above, and will enable processes and procedures to be improved and developed where relevant.

All feedback questionnaires are reviewed by the IBP Lexcel Quality Manager upon return and any issues dealt with immediately; this includes any required changes to our policies and procedures and sharing positive feedback with our Assessors. Our questionnaires include questions relating to the following:

- Client focus
- Consistency
- Credibility
- IBP policies & procedures
- Additional comments

REVIEW

This policy will be reviewed annually by the IBP Lexcel Quality Manager and amended if required.

Key Contact Details:

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