

Service accreditation scheme

Guide to applying

There are two parts to the application process: Part A Eligibility and Part B Operational criteria and assessor visit. Part A must be completed successfully before Part B can be submitted. Part B must be completed before the assessor visit can take place.

1. Pre-application stage

We suggest you consider having a project lead in place to oversee the application through to the end and act as our contact. It is this person who will make the application on behalf of your organisation. They will need the authority to source information required and help develop or revise policies, procedures and publicity or informational materials if and where needed to meet our criteria.

First, consider Part A Eligibility application to see if your service clearly meets all the requirements for accreditation. Before submitting this, we would encourage you to look through the criteria for Part B Operational criteria and highlight if and where there are any gaps that will require some development or revision, as this can take time. You will be asked to tell us how you meet the criteria and then show that you are doing what you say you are with supporting evidence.

All applications need to be clearly presented with well-referenced evidence. Our accreditation officers can help if you have any questions. Please send emails to accred.service@bacp.co.uk. We are happy to arrange a pre-application telephone chat if you would like to discuss more complex questions.

2. Confirm your intention to apply

The assessor diary gets full rapidly so we have to allocate assessments ahead of time. We therefore ask that you inform us of your intention to submit Part A at least one month before you are ready to submit. We won't hold you to this but appreciate communication from you with any changes so we can free up assessor time.

We will also make space for you in our secure accreditation portal and provide you with a link for access, along with a brief guide to using the portal. You can grant access to other individuals you name and provide us with an email address.

3. Submission of Part A Eligibility

Applications must be submitted electronically by uploading into our secure accreditation portal. All supporting evidence must be included, listed and numbered as appendices with the name of the document. You need to email us to confirm you have completed your submission. The Part A application fee is payable at this point and we can supply an invoice if you request one. Payment can be made by bank transfer or by card over the phone by calling our customer services on 01455 883300. We no longer accept cheques.

Assessment

One of our accreditation officers will take the lead on processing your application. They will download your submission and check to make sure it is complete and in order. Poor quality or obviously incomplete submissions cannot be assessed and will be returned for revision.

As soon as the submission fee has been made, your allocated accreditation officer will complete the assessment of this part of the application process. If there are any issues they will contact you by email so you can address them.

Report

You will be provided with an assessment report to confirm if you are eligible to continue with your application. We cannot accept submission of Part B until this decision has been made.

If eligible to apply, you will be given a six month deadline in order to submit papers for Part B of the application process. This ensures that applications are timely and eligibility remains current. At this point we will allocate you to an accreditation assessor.

4. Assessor telesurgery

Telesurgeries consist of a 60 minute video conference call with an accreditation officer and one of the accreditation assessors. They are open to organisations who are in the process of completing their application for accreditation. A limit of two persons from the applying organisation should be in attendance. See separate telesurgery guide for more information.

5. Submission of Part B Operational criteria

Please email us at accred.service@bacp.co.uk to confirm when you have completed your submission upload into your portal.

Your allocated accreditation officer will download your submission and check to make sure it is complete and in order before acknowledging receipt by email. They will let you know if there is anything that appears to be missing. Poor quality or obviously incomplete submissions cannot be assessed and will be returned for revision.

The Part B application fee is payable at this point and we can supply an invoice if you request one. Payment can be made by bank transfer or by card over the phone by calling our customer services on 01455 883300. We no longer accept cheques.

Assessment

As soon as the submission fee has been made, your application will be allocated to an accreditation assessor who will complete an assessment. If they have any questions or concerns about any of the information you have provided, they will detail this and what they need from you by email through your allocated accreditation officer. This ensures that communications between us can be kept centralised and tracked for address as an administrative task.

A second assessor is then allocated to join the initial assessor. Both assessors will make an in-depth assessment against each criterion. If anything isn't clearly meeting the criteria or where evidence is difficult to locate, your allocated accreditation officer will email you with details. Queries at this stage which must be resolved before the application can move forward in the assessment process. **Please note that applications will not be queried indefinitely and will be withdrawn from the assessment process where sufficient information is not forthcoming.**

Only when the application is deemed to meet all the criteria will the assessors indicate readiness to make their quality assurance visit.

6. Accreditation visit

Visits will either be in-person or as a virtual visit conducted via video conferencing and we will work with you to arrange a mutually convenient date. It will be completed by one of your allocated assessors and the accreditation officer dealing with your application.

Further details can be found in our Visit guides which are on our website.

7. Reporting stage

Any queries arising from the visit will be taken up at this stage. The assessors will discuss their findings and the lead assessor will write a report.

The accreditation report will give the assessment findings and outcome of the assessment process to date. The report may recommend accreditation with or without recommendations for consideration. However, if any of the criteria are not met, the report will contain a time-limited conditions which will need to be satisfied before accreditation can be awarded. Failure to meet conditions as specified will result in the application being withdrawn from the assessment process and accreditation will not be awarded.

8. Decision

Once all criteria are deemed met, accreditation will be awarded for a five-year period (the accreditation end date will be aligned with the organisational membership renewal date so it may be slightly more or less than five years). You are required to maintain and renew accredited status as per BACP requirements.

The BACP accreditation team aims to be supportive during the assessment process and want to work with you towards a successful outcome. However, please remember that accreditation depends on meeting the accreditation criteria, and therefore, accreditation is not a guaranteed outcome of the process.