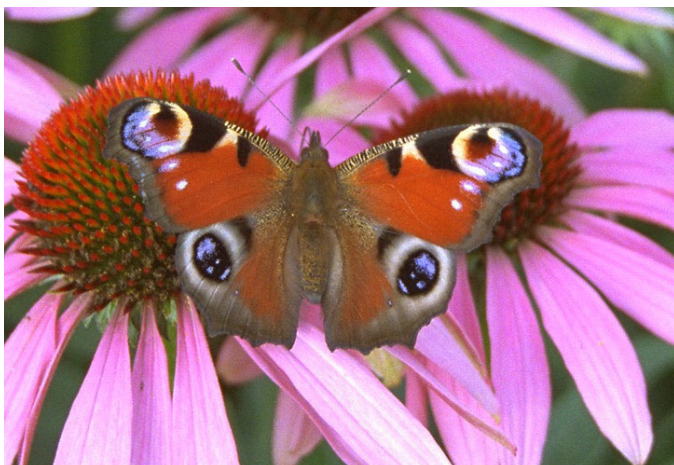


AND WHAT ELSE?



As well as helping you implement PQASSO, our friendly, experienced staff can offer a range of services to support charities and voluntary groups to run their organisations dynamically and efficiently.

In addition to PQASSO, CVS Fife can offer you help with:

- + Governance
- + Fundraising
- + Quality Standards
- + Computers and IT
- + Training
- + Financial Services

CVS Fife

If you are interested in implementing PQASSO within your organisation and would like more information about our **2 day Implementing PQASSO** training course, please contact:

marri.welsh@cvsfife.org or
sandra.bruce@cvsfife.org
tel: 01592 567001

If you would like to hear more about our other services and how we can help your organisation, please contact:

CVS Fife
23-27 Randolph Street
Buckhaven
Fife
KY8 1AT

e: cvsfife@cvsfife.org
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CVS Fife is a Scottish Charity No. SC028457.



CVS Fife

PQASSO®

Quality standards for every organisation



PQASSO is the most widely used quality system in the UK voluntary and community sector.

CVS Fife has qualified PQASSO Mentors who are licensed to provide training and mentoring to voluntary and community sector organisations on implementing PQASSO.

What is PQASSO?



PQASSO - the Practical Quality Assurance System for Small Organisations

PQASSO is the leading quality standard developed for the sector, by the sector. PQASSO's flexibility means it can be used by all types of third sector organisations, including charities, social enterprises, community interest companies and community groups. It is appropriate for organisations of all sizes, from those with a handful of employees, to organisations with over 2,000 employees. Over 14,000 organisations have made PQASSO their standard of choice.

Two of CVS Fife's staff, Sandra Bruce and Marri Welsh, recently qualified as PQASSO Mentors, and are now licensed to provide training and mentoring to voluntary and community sector organisations on implementing PQASSO.

How does PQASSO work?

PQASSO can be used as a self-assessment tool. This means that your organisation controls the process and the pace at which it implements PQASSO. You may also want to build on your self-assessment by having an external assessment against the PQASSO standards.

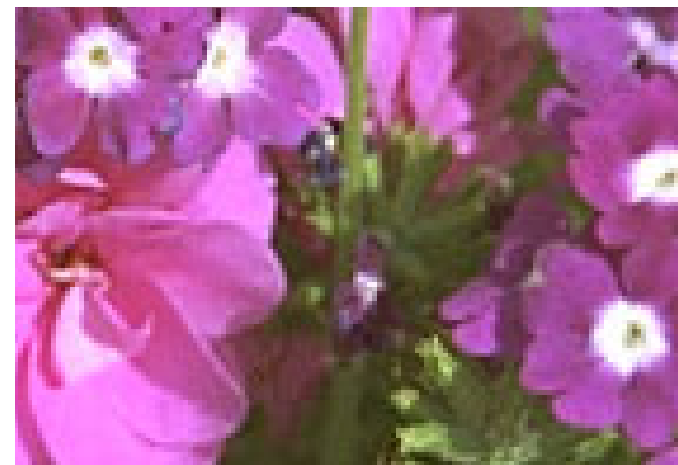
PQASSO is built on 12 topics or quality areas:

1. planning
2. governance
3. leadership and management
4. user-centred service
5. managing people
6. learning and development
7. managing money
8. managing resources
9. communications and promotion
10. working with others
11. monitoring and evaluation
12. results

PQASSO offers a staged approach to implementing quality through three levels of achievement. All organisations should cover the requirements of level 1. More established or complex organisations may then decide to move on to level 2 and then level 3. In each quality area, the standard itself is clearly defined and applies to all organisations. To work through the quality area, you ask yourself if you meet the indicators at the level you are working, and you set out plans to make any necessary improvements.

PQASSO is published as a workpack. There is also a CD-ROM which can be used alongside the workpack as an information management tool.

Benefits of using PQASSO



Research has shown that organisations using PQASSO can gain the following benefits:

- more effective and more efficient organisational systems and procedures
- better quality of services for users
- better communication among staff, trustees and volunteers
- increased motivation for staff, trustees and volunteers
- greater credibility and legitimacy with funders
- more creative thinking, enabling new perspectives and ways of working
- organisational learning
- continuous improvement over time

To find out about our 2 day Implementing PQASSO training course and how to implement PQASSO in your organisation, please contact:

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sandra.bruce@cvsfife.org - tel: 01592 567001