



# Interviewer Quality Control Scheme

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## INSPECTION AND APPEALS PROCEDURE FOR 2011

### INSPECTIONS (FOR MEMBERSHIP IN 2012)

#### 1. APPLICATIONS

Application forms should be returned by the end of June unless otherwise specified with Gill Wareing.

#### 2. INSPECTIONS

All inspections will take place between July and December 2011.

In the case of existing members, records will be inspected from the date of the last IQCS inspection. For new applicants, records will, except in exceptional circumstances, be inspected for the six month period prior to inspection.

The inspector will not be able to indicate at the time of inspection the likely outcome of the application.

The inspector will normally randomly select a number of projects to inspect. The inspectors will assess, by reference to the current IQCS Benchmark Standards Manuals, each applicant's control under the following four headings:

Administration & Management	Validation
Accompaniment/Appraisal	Training

The IQCS Judging Panel will review the inspection reports and where necessary may adjust individual reports in order to achieve consistency of between inspectors. Reports will not indicate the identity of the applicant.

#### 3. APPROVAL

- a) The Judging Panel will submit its reports and recommendations to the IQCS Council for approval.

- b) The IQCS Council will sit during September and October to consider the reports. Where necessary, the inspectors will be asked to add information or clarification.
- c) For those companies seeking membership via the IQCS Inspection process, to be admitted to membership for the year 2008 the applicant must demonstrate compliance to the standards.
- d) If an applicant should fail to pass an inspection after re-inspection and having gone through the appeals process referred to below, they will not be admitted to membership for the following year.
- e) All successful candidates will be notified in writing as soon as possible after approval by the IQCS Council. Where applicable the applicant will be informed in writing of any minor adjustments to procedures which are required to be implemented.

#### **4. RE-INSPECTIONS**

- a) Any applicant whose inspection has failed will be notified accordingly in writing as soon as possible after the Council's decision and will be informed of reasons for the failure. The applicant will be contacted in person by the IQCS Administrator and (if requested) the findings of the relevant inspector will be discussed with the Company.
- b) Any applicant whose inspection has failed shall be entitled by notice to the Council within 7 days of receipt of the IQCS's written notification under paragraph 4.a) above:
  - (i) to require an immediate re-inspection; any such re-inspection will be carried out by two inspectors on a date to be specified by the Council - this will be as soon as reasonably practicable; records of the applicant will be inspected covering the same period as the original inspection; in the first instance the costs of the re-inspection will be borne by the applicant but if as a result of the re-inspection the original inspection is corrected costs will be reimbursed by IQCS;

#### **5. APPEALS PROCEDURE**

- a) Any applicant which disputes the Council's decision not to admit it to membership or not to renew its membership may appeal to the IQCS Appeals Committee. An appeal may be made once only in respect of each application and if an applicant wishes to require re-inspection under paragraphs 4.b)(i) and/or (ii) above

an appeal may not be lodged until after the result of the re-inspection(s) has been notified to the applicant.

- b) Any applicant wishing to appeal must give notice to the Council within 7 days (as to which time shall be of the essence) of receipt of the decision in respect of which the appeal is made. The applicant will be notified in writing of the date of the hearing and of the exact nature of the shortcomings identified by the inspectors not later than one month before the case is to be heard.
- c) The Appeals Committee will consist of five individuals independent of the Applicant's Company and the IQCS, who will be appointed and announced in advance. The company will have the right to object to one member of the Appeals Committee and, if so, that member will not participate in the hearing and will be replaced. The Appeals Committee shall select one of their number to preside as chairman.

Decisions of the Appeals Committee will be by a majority of votes and in the case of an equality of votes the chairman presiding at the hearing shall have a second or casting vote.

The applicant shall be given the opportunity to present its reasons why the decision not to admit it to membership or not to renew its membership should not be upheld and shall have the right to be represented at the hearing.

The decision of the Appeals Committee shall be in writing and shall be final and binding on all parties. The Appeals Committee shall not be required to give reasons for its decision.