

ASSESSMENT SERVICES LIMITED

Our Assessment Policy

Our guiding principles for providing an assessment service are:

We Care – We Assess – We Add Value

We care about our customers and take the time to understand their business and what they want from their assessment. We respect our customers and ensure that we provide our service with the least amount of disruption, as is possible.

We assess organisations in a timely and professional manner, ensuring that the assessment is robust, fair and meets the needs of the stakeholder. We will remain at the forefront of other assessment centres by using technology, modern methods of assessment and well trained and competent Assessors.

We add value by making sure that the feedback the customer gets is useful to enable them to continuously improve their performance. We also seek to make the assessment process as cost effective as possible. Where suitable we conduct assessments remotely, always ensuring that we provide a robust assessment.

Whilst we must ensure we provide fair, robust and objective assessments, we always aim to ensure that we are effective, efficient and timely. We operate within the guidelines and requirements of the assessment process and the Standards that are required to run credible assessment services, including ISO9001:2015. As an assessment centre, we have the authority to investigate and require an organisation to be transparent in the areas we need to assess.

Having ‘authority’ also comes with the responsibility to be respectful. We seek to ensure that we adopt a professional approach and be aware of how we can make the assessment process beneficial as well as cost effective.

When situations arise, such as the 2020 Pandemic, we will evaluate the service we provide to ensure we work within the legal guidelines at the time, whilst equally ensuring that customers accreditation is current. There are no circumstances where an accreditation or certification can remain valid without the appropriate assessment. We will work with our customers and stakeholders to ensure the service is not interrupted.