

## Quest Assessments

### Assessment Timings and Cost

**Quest** - A Mystery Visit and one-day Assessment, renewable annually and costs £1250 (Plus VAT).

**Quest Plus** – A Mystery Visit and two-day Assessment in Year 1, followed by an unannounced review in Year 2. This will cost £1575 (Plus VAT) in Year 1 and £1250 (Plus VAT) in the Year 2.

**Quest Active Communities Entry** - A one-day Assessment, renewable annually and costs £900 (Plus VAT).

**Quest Active Communities Plus** – A two-day Assessment in Year 1, followed by a one-day improvement workshop a year later. This will cost £1400 (Plus VAT) in the first year and £850 (Plus VAT) in the second year.

	Full Cost (excl. vat)
<b>Quest</b>	£1250
<b>Quest Plus (Year 1)</b>	£1575
<b>Quest Directional Review</b>	£1250
<b>Quest AC Entry</b>	£900
<b>Quest AC Plus (Year 1)</b>	£1400
<b>Quest AC Directional Review</b>	£850
<b>Quest Test Drive</b>	£695

Please note the Mystery Visitor will endeavour to do an activity within the facility however this may not always be possible.

As part of our continuous improvement, we have a comprehensive mentoring programme for our assessors so you may have two assessors at your facility or with your team, you will be informed in advance if mentoring will take place during your assessment. You can opt out of this if you do not wish for mentoring to take place at your facility or with your team.

### Module Choices (Quest Plus only)

Module choices have to be received within the office at least 2 weeks prior to the assessment, they cannot be changed after this point. If they are not received by this time the modules will be automatically selected by the Quest office. These are as follows:

- Quest for Facilities
  - GPLUS11 Marketing, Research and Communications
  - GPLUS15 Partnership and Collaboration
  - GPLUS30 Safeguarding
  - GPLUS32 Increasing Participation and Reducing Inactivity
  
- Quest for Active Communities
  - GPLUS13 Engaging with Children 0-11 Years
  - GPLUS23 Engaging with Young People 12-19 Years
  - GPLUS25 Engaging with the Voluntary Sector
  - GPLUS30 Safeguarding
  - GPLUS31 Getting the Inactive Active

The following modules must be selected within 7 days of the team receiving your purchase order number, as they require assessors with specific training:

- GPLUS36 – Doorstep Sport
- GPLUS38 – Exercise Referral Standard
- GPLUS39 – Accessible Facilities
- SPLUS28 – Swim England Learn to Swim Accreditation

- In advance of your Quest assessment, your assessor will be given access to selected data on the Moving Communities platform, including Social Value and Participation. No financial information will be shared with your assessor. Your assessor may use the information during various modules within Quest, to help with discussions at part of the continuous improvement journey.
- Please note, that if you select the Swim England Learn to Swim module as part of a Quest Plus assessment, your full Quest report will be shared with Swim England.

***Please let the Quest Team know if you would prefer for Moving Communities to not share this data, or if you would prefer it if Swim England did not have access to your report.***

### Anniversary Date

The month that a facility or team have their first Quest assessment will become their anniversary date, which will mean the renewal of their registration will always fall on that date. If the second cycle or later assessment takes place later than the anniversary date, the anniversary date remains the same. For example:

- If a facility or team undergo a Quest assessment in May 2022, they will have an anniversary date of May 2023
- If a facility or team undergo a Plus assessment in May 2022, they will have an anniversary date of May 2024, but their Directional Review will be due in May 2023.

It is the facility and team's responsibility to maintain their Quest registration. If a facility or team fail to go through their assessment in the month they are due they will be withdrawn from the Quest scheme.

In exceptional circumstances we do offer two options which allow a facility or a team to maintain their accreditation even if they are unable to go through in their anniversary month:

- The first option allows a facility or a team to delay their assessment by three months from their anniversary month. This needs to be agreed with the Quest office prior to their anniversary month. With this option the anniversary month does not change.
- The second option allows a facility or a team to pay for a freeze on their accreditation. They will remain Quest accredited but they can move their anniversary month to a more convenient time. The freeze costs £100 a month from their current anniversary date and be taken up to 12 months from the due month. Unless a freeze option is paid for a facility or team cannot delay for more than 3 months.

We also offer an option for those that are changing contractors. To stay in the scheme the facility can defer their assessment for up to 6 months (from the date they take over the contract), but their renewal date remains the same.

### Payment Terms

An assessment cannot be organised and confirmed until a purchase order number and application form have been received. An invoice will be sent around 14 days before the assessment and must be paid within one month of the assessment taking place. From 1<sup>st</sup> March 2022, invoices will be sent by and made payable to 4Global. Please contact [finance@4global.com](mailto:finance@4global.com) for any queries regarding your invoice.

### **Cancellation and Postponement Policy:**

We understand that in exceptional circumstances it may be necessary to postpone or cancel assessment dates. If an assessment has already been booked and needs to be cancelled or postponed, notice needs to be given in writing to the Quest office, and the following scale of charges will apply:

<b>Notice Given</b>	<b>Postponement Fee *</b>	<b>Cancellation Fee *</b>
0 - 7 days	75%	100%
8 - 14 days	50%	100%
15 - 30 days	25%	50%
31 + days		25%

\* Fees are dependent on the assessment type and cost

- If the assessor has any expenses from the dates that they are unable to get refunded, these will also have to be passed on to the facility/team.
- If an assessment has to be cancelled during the day of the assessment due to operational issues the facility or team will be charged £600 plus assessor expenses for a full two-day Plus assessment and £300 plus assessor expenses for a one-day Entry assessment or one-day of a Plus assessment.
- The Mystery Visit is carried out in advance of the Assessment (up to three months in advance) and in the event of a cancellation where the Mystery Visit has already gone ahead you will be invoiced for the cost of this (£495 plus VAT) and you will receive the Mystery Visit report.

### **Postponements:**

- Postponed assessments must be booked within 3 months of the original assessment date
- The facility's current anniversary month will still apply
- If a purchase order for the postponement fee is not provided within 2 weeks, the charge is the full corresponding cancellation fee.
- If customer postpones after the invoice has been raised or 14 days or less from the confirmed assessment date, they will be asked to pay the invoice in full. When they rebook the postponed assessment, they will pay 50% or 75% of the fee, depending on when it was postponed.

We apologise we have to make these charges, but we will have costs that need to be covered if there is a cancellation or postponement.

If you are struggling to meet the date arranged, please ring the Quest office, not the Assessor unless it is the night before or on the day of the Assessment. Quest will only cancel an Assessment in the case of an emergency or unavoidable circumstance. Where possible, a different Assessor will be allocated.

### **Withdrawing from Quest**

Unfortunately, there may come a time when a facility or team needs to withdraw from Quest. Please send written notification of your withdrawal through to the Quest Office. You will receive a letter confirming your withdrawal.

The date of withdrawal will depend on where you sit within your cycle when you send us notification.

If you do withdraw, we ask facilities and teams to remove all Quest Plaques and the Quest logos from their marketing, publicity material and from the facility. Due to trading standards regulations, it would be misleading to customers to infer that a facility or team has the Quest quality award, therefore should we find that logos are still being used at the facility or with a team, they may incur a written warning and potentially a fine of £500.

## Appeals Process

If you wish to appeal against the result of your Quest Assessment, this must be done within two months of the facility or team receiving the report. Appeals can be made against the following:

- Content of report (Mystery Visit and Assessment)
- Overall Assessment Result.

The process is as follows:

- The appeal must be submitted in writing to the Quest Director – Caroline Constantine within 2 months of the facility or team receiving the report. Detailed information around why a facility or team is appealing must be included.
- The appeal and current report will be reviewed by the Quest Director and discussed with the Assessor.
- At this stage the following will happen:
  - Overturned, this will be discussed with the manager
  - The appeal will be upheld, and the report will be changed and re-sent
  - The facility/team will be re-assessed, this cost will be at the expense of the client
- The re-assessment will be conducted by a senior assessor. If changes are needed the report will be amended and re-sent.
- After a decision has been made by the Quest Director, further appeals can only be submitted in writing to Sport England. These should be sent to the Quest office who will forward them on to Sport England.

## Complaints

If you wish to make a complaint, please contact a member of the Quest team either by phone or email. Please note if you wish to take your complaint further, we will require your comments in writing. Quest aims to respond within 10 days of any complaint.

## **Quest Events and Training**

**Bookings are made subject to the following terms and conditions as set out below:**

### **1. Course Bookings**

Bookings may be made by email, letter or phone. Telephone bookings should be confirmed in writing where requested.

### **2. Provisional Bookings**

To register interest in a course, a provisional booking may be taken pending a purchase order, deposit or payment as above but this will not guarantee your place on the course. Secured bookings have priority over provisional bookings.

### **3. Payment Terms**

Our standard payment terms require full payment taken before the date of the course unless otherwise agreed. Payment can be made by credit/debit card, cheque or BACS.

### **4. Payment by Employers**

Please quote purchase order numbers where applicable.

### **5. Cancellations**

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

Written Notice Given	Fee Applied
Over 30 Days	30% of total fee
Between 30 and 14 Days	50% of total fee
Less Than 14 Days	100% of total fee

NB Cancellations must be made in writing by post, fax or email and received by the due date.

### **7. Non - Attendance**

If you do not attend a course, and you have not previously informed us, the full course fee is non-refundable.

### **8. Late Arrivals/ Missed Sessions**

If you arrive late for a course or absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skills in the time remaining. In all such cases, the full course fee remains payable. To conform with the qualification requirements for statutory certificates, attendance at all sessions is mandatory.

### **9. Unforeseen Circumstances**

On occasions, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

### **10. VAT**

All course fees are subject to the current VAT (valid exemptions only).

## **Refund Policy**

### **1. Assessments/Test Drives**

Should an assessment be cancelled by a team or centre, where full payment has been received in advance a refund will be given for the remainder of the cost (excluding the cancellation fee), within 10 working days of written cancellation being received by the Quest Team.

Refunds will be credited by BACS using the original bank details provided.

### **2. Events**

Should a place be cancelled by a delegate, where full payment has been received in advance a refund will be given for the remainder of the cost (excluding the cancellation fee), within 10 working days of written cancellation being received by the team.

If you do not attend a course, and you have not previously informed us, the full course fee is non-refundable.

If a full refund is approved by the Quest Management Team, the full amount will be credited by BACS using the original bank details provided.

On occasions, unforeseen circumstances may require us to cancel a course.

In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.