



Quality Mark Self-Assessment Process

Organisation:

Lead person for self-assessment:



NYA
Quality Mark



Quality Mark Self-Assessment Process

The National Youth Agency Quality Mark allows you to reflect and evaluate on the services you deliver to young people and assess what level you feel you operate at. This a visual way to review your assessment and identify the current status of your organisation.

The ratings are identified in the table and, there are five to consider. Work through each standard and indicator and rate your organisation at each level. It is advised you be as critical and honest about the level of activity taking place, as the process later on will encourage you to reflect with others.

Through the different RAG ratings identified you will be able to plot the level your organisation is currently operating at. **Please note you must demonstrate a minimum of light green across all indicators to be deemed successful at that level.** Although at this stage the template is not asking for evidence, it is helpful to consider from the very start of the review process 'how would we demonstrate this?' and 'how could we evidence our judgement?'

Once you have worked through this document it is recommended that you plot your rating on the Quality Mark Evidence & Action Plan template and use this to plan steps for development to gain a consistent standard of practice against the level desired. This document will support you to evidence your ratings and action plan.

RAG rating system

When reading through the ratings you feel:

R

That you have **never considered it** or **you don't currently deliver to the level.** Rating yourself at this level isn't a bad thing, it just means that you have reflected honestly and can identify areas for development.

A

That you are **currently developing this.** This implies that you have already identified your areas for improvement and are action planning how to implement.

Y

That a **plan is being implemented,** this implies that you undertaking planning to improve and develop.

LG

That a **plan is being implemented.** This implies that you have undertaken planning / taken steps to improve and develop.

DG

It's **already in place and is recognised externally.** Congratulations!



1. Young People's Personal and Social Development and Learning

Indicator	Foundation	Ratings	Advanced	Ratings	Outstanding	Ratings
1.1 Young people engage in programmes and activities.	Young people are provided with regular opportunities to take part in activities.		Young people learn many new skills; take pride in their work and attempt new and challenging activities.		Young people are very engaged with the programme, peer to peer relationships have developed and are strong; young people take responsibility, and apply and demonstrate social skills. Their experiences in youth work have helped equip them to cope in a broader range of contexts.	
1.2 Young people participate in programmes that support their personal and social development.	Young people enjoy and value youth work activities and participate regularly. Young people have increased self-confidence in their place and purpose within society and their communities.		Through their participation young people broaden their awareness of their own personal and social development. They are increasingly politically aware and able to express their own views about issues that affect them.		Young people recognise how their participation in youth work programmes has strengthened their skills and resolve linked to their needs and aspirations.	
	Young people participate occasionally in feedback with youth workers.		Young people are confident in participating in evaluation and feedback discussion activity.		Young people routinely reflect with and learn from youth workers on their personal and social development gains.	
1.3 Young people are actively involved in planning youth work activities and decision making.	Young people participate occasionally in feedback with youth workers. They are aware of the difference their active involvement has made to the organisation.		Opportunities are created and taken up which enable young people to have a say in their youth work activities. They learn through decision making and have a commitment to the project.		There are many examples of young people involved in decision making and social action and readily adopt leadership roles. Opportunity is provided to them to demonstrate the impact of their influence and celebrate it, and to enthuse others to engage.	
1.4 Young people understand and appreciate diversity	Young people are aware of diversity and understand the benefits to being inclusive.		Young people have learned from and are receptive to the views and opinions of others and recognise diversity.		Young people learn to advocate and challenge on behalf of others.	



2. Quality of Youth Work Practice

Indicator	Foundation	Ratings	Advanced	Ratings	Outstanding	Ratings
2.1 Youth workers initiate, build and maintain purposeful relationships with young people and establish boundaries.	Youth workers have good and trusting relationships with young people.		Youth workers have high aspirations for, and convey enthusiasm and warmth in their relationships with young people.		Youth workers use their sound relationships as a basis to support and challenge young people. As a result young people have skills of enquiry and can express and defend personal opinions	
	Youth workers establish respect and good standards of behaviour in most settings.		Youth workers are skilful at creating calm, respectful and well managed environments for youth work to take place.		Youth workers have created a culture that enables young people to learn and develop skills of enquiry and communication.	
	Youth workers care and plan for young people's wellbeing. They apply appropriate safeguarding and health & safety checks and procedures.		Youth workers understand the value of activities and a curriculum which stretches and challenges young people's learning, and assess risk accordingly.		Youth workers are consciously supporting young people as active citizens to learn from risk.	
	Youth workers have an understanding of the external risks young people face including challenges arising from extremism, CSE, wellbeing etc. They have sound safeguarding procedures.		Youth workers are aware of and work within professional boundaries and protocols, recognising when to refer to / collaborate with other agencies to best support young people		There are advanced self-assessment and reporting procedures that articulate the organisations effectiveness in respect of young people's wellbeing and safeguarding.	



Indicator	Foundation	Ratings	Advanced	Ratings	Outstanding	Ratings
2.2 Youth workers know the needs of young people and plan appropriate work with them.	Youth work activities and programmes have a good focus on young people's starting points, levels of need or skills.		Youth workers use a coherent range of methods to know and understand the needs of the young people they work with.		Programmes are regularly reviewed in light of the changing needs of young people in a community and informed by stakeholders.	
	Workers are able to plan programmes and sessions that focus on personal social development and learning.		Workers and young people plan challenging programmes collaboratively with a focus on what young people will gain and achieve.		Youth workers are familiar with and confident in formally and informally acknowledging learning and achievements.	
2.3 Youth workers deliver effective programmes and sessions with young people.	Youth workers have a regular programme of activity and a clear youth work offer.		Youth workers understand and implement the educational and developmental principles of youth work.		Youth workers co-create programmes which are dynamic, creative and engaging with young people.	
	Youth workers deliver a regular programme of activities.		Youth workers plan enjoyable and challenging experiences that focus well on what is to be learned; workers use approaches which are well matched to young people's interests and needs. Youth workers, in some form, can chart young people's progress.		The programme engages young people with a wide range of abilities and interests. Youth workers encourage young people to improve their performance and enable them to reflect on their achievements.	
2.4 Workers reflect on, evaluate and improve the effectiveness of their work with young people.	Workers have the capacity and knowledge to evaluate their own practice.		Youth workers contribute to and inform the organisation's systematic approach to gathering feedback and evaluation on the learning, development and engagement of young people.		Workers can assess young people's progress coherently. They consistently create opportunities for young people to assess their learning and the positive impact youth work has on them.	



3. Leadership and Management

Indicator	Foundation	Ratings	Advanced	Ratings	Outstanding	Ratings
3.1 The organisation has a clear and compelling vision, strategy and plan for its work with young people.	Young people are consulted to inform the direction and planning of the organisation.		Young people, workers and leaders collaborate systematically and constructively to develop and communicate ambition for young people and the vision for youth work.		Processes ensure that young people are at the heart of strategic planning and development of youth work.	
	Workers have a good working knowledge of young people's needs that is reflected in their youth work practice.		Needs assessment processes underpin the work and is responsive to the changing needs of young people.		The organisation has a dynamic, thorough and systematic approach to needs assessment and data recording which is understood by workers and underpins all youth work planning.	
	Senior leaders have secured strategic and operational plans for the organisation.		Planning is embedded in the service and informs the workforce and identifies priorities.		Strategic and operational plans are communicated well and provide clear direction for the work. They are regularly reviewed and the workforce understands their role in delivering the plan.	
	The organisation works with partners as and when required in youth work planning.		The organisation has ensured effective working links with appropriate partners and stakeholders to benefit young people.		Leaders and managers establish a distinct and recognised role for youth work in collaboration with partners and other local services. Youth work managers advocate on young people's behalf with stakeholders.	



Indicator	Foundation	Ratings	Advanced	Ratings	Outstanding	Ratings
3.2 The organisation has effective processes for quality assurance and performance management which involve young people.	There is an organisation wide approach to monitoring participation and engagement and this is discussed by workers and managers regularly.		Monitoring of participation and engagement is used for planning.		The organisation has formal processes for regularly reporting on the quality of the work and results in improvements to quality and impact of provision. The organisation has effective systems of data management which are used to assess performance and impact.	
	There are routine observations of practice conducted.		Observation of practice is routine, includes the views of young people and feedback to workers results in tangible improvement in practice.		Opportunities are routinely created for young people's involvement in observation and assessment of the quality of youth work.	
	Management and practice supervision processes are in place for individual workers and are routine.		Management processes and staff supervision create a culture of reflective practice and on-going improvement.		Supervision and appraisal processes seek the views of stakeholders and young people.	
3.3 The organisation knows the effectiveness of its work and the impact on young people.	Youth workers' and managers' practice is sufficiently informed by a range of evaluation processes.		Managers have credible and well-tested arrangements for evaluating the organisation.		Managers have a sharp focus on improvement; they change ineffective youth work provision and communicate why this happens.	
3.4 The organisation enables staff to be effective through continuing Professional development.	Workers are able to participate in basic/essential professional development activities to improve their work.		Workers are able to access training and continuing professional development which supports their practice.		Managers and workers convincingly evidence the relationship between quality of practice and the impact of their work.	

