



**British and Irish Ombudsman Association**

## **CONSULTANT RECRUITMENT - BACKGROUND INFORMATION**

### **'Accreditation' Working Group – Extract of report to the BIOA Executive Committee By Ros Gardner, Chair of the Working Group, on 3 July 2008**

This project is being developed as a BIOA-wide solution for both the UK and the Republic of Ireland. At the BIOA Annual Meeting on 9 May 2008, the following resolution was passed:

*The meeting endorsed the principle underlying accreditation, and expressed support for the continuing development of an accreditation scheme for Ombudsmen and investigative staff which would be of benefit to the BIOA community, and possibly beyond. The Working Group would report to the Executive Committee in July with its proposals for the way forward.*

At the meeting of the 'Accreditation' Working Group held after the Annual Meeting, on 28 May, it was agreed that a request for resources was to be made to the Executive Committee (and also a suggested provisional timetable), which the Working Group feel are necessary to continue with the development work. These requests are:

- To engage a suitable person on a part-time basis up to an initial financial limit of £15,000 (assuming approximately 20 days work at up to £500, plus travel and other expenses)
- If the above is agreed, the choice of person is to be made by the 'Accreditation' Working Group (or sub-committee of that Group), and the resulting appointment to be made by the Secretary on behalf of the Association

A 'person spec' for the above appointee would include:

- Good understanding and appreciation of complaint-handling processes, and the skills and qualities needed by caseworkers (essential)
- Knowledge and experience of BIOA and/or of a BIOA member scheme (desirable)
- Knowledge of professional training and accreditation (essential)
- The appointee would report to the Chair of the 'Accreditation' Working Group

The primary tasks of the above appointee would be:

- Agree draft 'competencies' with the Working Group and sample schemes
- Ensure quality, consistency of content and proficiency of suitable providers
- Work with suitable providers to develop pilot courses, including content, criteria, delivery methods and recording of successful attendance on courses
- Investigate 'kite-marking' by BIOA, or by using an external agency

Initial providers have been identified as Bond Solon and Queen Margaret University, Edinburgh. After the pilot courses are developed, it is envisaged that further work may be done in due course (with the approval of the Executive Committee) on validation of current in-house provision and CPD

**The Executive Committee agreed to the above proposals.**