

**PR2047 – Accreditation Consultancy Services**

**Responses to Clarification Questions**

Please see below the clarification questions received in relation to this requirement, along with PHSO’s responses:

**Q1) Please provide a copy of the existing in-house accreditation framework referred to in para 4.2?**

A1) PHSO has developed a draft framework in house to build on. A copy of the draft is available on request due to it’s confidential nature. Please contact chris.jones@ombudsman.org.uk.

**Q2) Para 4.4 states that the consultant will “advise and assist in the creation of an accreditation ready training programme for managers and senior caseworkers”  In terms of “assistance” to what extent does this training programme already exist and what internal support from PHSO can be expected to develop these materials.**

**For example could you provide information on the existing training programme and how much it is expected that this will be utilised in the creation of the new training programme?  Please also highlight which materials listed in para 4.4 will need to be created without reference to existing documents**

A2) We anticipate the consultant will advise and assist in designing and delivering of ‘accreditation induction training’ to the Accreditation programme – for Senior Case Workers, and for their managers to support them through the process. The training program does not exist at this point and will be created with the successful consultant. Support from PHSO’s Learning and Development team’s lead trainer will be provided.

None of the materials listed in paragraph 4.4 are currently in existence. The creation of these documents forms part of this requirement.