



**The Mental Health
Tick**

Assessment and Verification Policy

Aims

The aim of this policy is to set clear expectations for the assessment and verification of organisation's submissions for accreditation. The process must be fair, reliable and consistent and this policy helps to make this process transparent.

Assessment

Assessment is undertaken by a previously approved assessor. They will review the organisation's submission document and cross reference to the evidence submitted by the organisation. These are compared to the published criteria and a grade assigned to each assessment criteria (Bronze, Silver, Gold).

Each of the three domains (Awareness, Culture and Training and Development) will be assigned an overall grade and the combination of these will give the overall award. Gold level requires a minimum of two gold judgements and one silver judgement.

Worked examples

Two bronzes and a silver would result in bronze accreditation.

One bronze, one silver and one gold domain would result in a silver accreditation.

One bronze and two gold would result in silver accreditation (as to achieve gold the third must be silver).

In the event the assessor's judgement does not match the organisation's self- assessment then the assessor's feedback must make it clear why this is the case. In the event it is lower then the assessor's feedback will make it clear what the organisation needs to do.

Judgments are subject to the verification process below before outcomes are finalised or fed back to an organisation.

Full assessments are undertaken once every three years, or once a year if an organisation would like their outcome reviewed. They are not normally reviewed more frequently.

Assessors

Assessors will be qualified at a minimum of degree level/level 6 in a subject relevant to mental health in the workplace. This includes occupations such as occupational health, occupational health nursing, psychological wellbeing practitioner, psychologists (at Master's level or above), although this list is not exhaustive. They are required to undergo training and attend standardisation events once a year.

Verification

Accreditations are only valid once they have been verified by one of our internal verifiers. This process is similar to the process of awarding qualifications and allows the Tick to be confident that accreditations are assessed fairly and consistently across the organisation.

The verifier will select a portion of the accreditation to verify, they do not check the whole accreditation (we do not double assess). The choice of content to verify is down to the verifier.

The verification process asks the following questions:

- Is the evidence authentic?
- Has a range of evidence been submitted?
- Has the organisation's statement and linked evidence been used to assess the organisation's outcome?
- Is the submission presented in such a way to enable effective assessment and verification to take place?
- Has the organisation received clear and constructive feedback?

Feedback is given from the verifier to the assessor and recorded in the internal verification records. The verifier will add their name to the assessment paperwork, which is then released to the applicants.

Cases of major concerns or discrepancies identified by either the assessor or verifier will be referred immediately to the Accreditation Director.

Standardisation events are run across the organisation as part of the verification process. This involves assessors considering the evidence submitted for a criteria and comparison of results.

There is no right to appeal an outcome once it has been verified.

Review

This policy will be reviewed biannually by the Accreditation Director.

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