

Guidelines for writing the progress report

The Auditor will receive a Progress Report 12 and 24 months after the EQUASS Certification. The Progress Report addresses issues, written down by the EQUASS Certified Organisation and the EQUASS Auditor. The auditor will review and comment on the content of the progress report. EQUASS Progress Report may have max 6 pages in total (including information provided by the EQUASS Certified Organisation and the feedback of the Auditor). The progress report and the feedback of the auditor should be sent to the LLH (or to the EQUASS Office in Brussels in case there is no LLH operating in the country). The LLH will forward the progress report and the feedback of the auditor to the office in Brussels. The content and quality of the feedback will be reviewed and approved by the Brussels office. After approval, the EQUASS Certified Organisation will receive the full report, with the Auditor and LLH in copy.

- Section I: This section needs to be filled in by the EQUASS certified organisation. (In National Language)
Date: dd-mm-yy
- Column 1: Numbering of the actions. Each action must have a unique number.
- Column 2: The EQUASS certified organisation writes a brief description of actions / activities that have been carried out in the last 12 months to improve the performance on the EQUASS Principles and Criteria. Descriptions of actions should be written in a way that the auditor understands what has been done.
- Column 3 and 4: The EQUASS certified organisation puts a 'X' in the column "YES", if the action is related to and/or based on the feedback given by the auditor in the audit report. The EQUASS certified organisation puts a 'X' in the column "NO", if the action is not related to and/or not based on the feedback given by the auditor in the audit report.
- Column 5 and 6: The EQUASS certified organisation puts a 'X' in the column "YES", if the result / outcome of the action is evaluated by the Social Service Provider. (e.g. by self-evaluation and/or internal audit). The EQUASS certified organisation puts a 'X' in the column "NO", if the result / outcome of the action is NOT evaluated by the Social Service Provider.
- Column 7 and 8: The EQUASS certified organisation put a 'X' in the column "YES", if the outcome of the evaluation is documented. The EQUASS certified organisation puts a 'X' in the column "NO", if the outcome of the evaluation is NOT documented.

Section 1

Format <To be filled in by the EQUASS Certified Organisation>

Date:

	What have you done, in the last year, to improve your performance against the EQUASS Principles and Criteria?	Is this addressed in the Audit Report?		Has the issue been assessed internally?		Have the outcomes of the internal assessment been documented?	
		YES	NO	YES	NO	YES	NO
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Note: <A brief description of actions / activities that have been carried out in the last 12 months to improve the performance on the EQUASS Principles and Criteria. (Max 4 A4 - font size 10 Pt interspace (1.0)) >

Section 2

Format <To be filled in by the EQUASS Auditor>

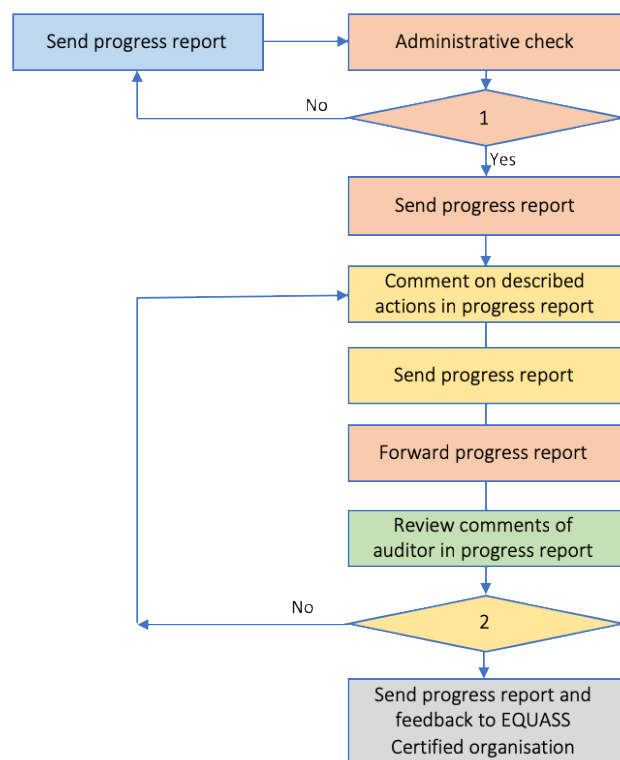
Date:

	Is the issue relevant for improving the performance on EQUASS Criteria?		Additional comments and recommendations from the EQUASS Auditor
	YES	NO	
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

The numbering of the format for the auditor here above, corresponds with the numbering of the format for the EQUASS Certified Organisation on page 1 of this document.

Note: <A brief feedback, comment and/or recommendations from the Auditor regarding the improved actions /results? Max 2 A4 - font size 10 Pt interspace (1.0)) >

Process of progress report and feedback of the auditor



Decisions

1 = Is the documentation completed?

2 = Is the feedback of the auditor adequate and relevant?

