

Appendix One

The Marjorie Boxall Quality Mark Award Frequently Asked Questions

It is important to note that the application pack has detailed and clear advice so please read the application pack carefully before looking at the Frequently Asked Questions.

How do I apply for Marjorie Boxall Quality Mark Award?

If you have completed the Theory and Practice of Nurture Groups course your trainer will have emailed you the application pack following the training. This pack is also available on the nurtureuk website. Once the essential criteria are checked and met, send **Part One ONLY** to awards@nurtureuk.org.

Can you clarify the processes involved in the award?

The full process is described in detail in the application pack. Below is an overview of the information. It is advisable to read the application pack carefully for the full details.

- Assuming that the essential criteria have been met, the establishment will be allocated an assessor, **to whom the full file of standards and evidence (Part Two) should be sent**. You will be notified of the name, address and contact details of the assessor by email.
- The allocated assessor will review the application and the supporting documentation. The establishment will be notified of any further information required.
- A mutually convenient date for a visit to your establishment will be arranged by the assessor. The assessor will discuss the requirements for the visit with you when they make contact to arrange the visit.
- Following the visit the assessor will collaborate with senior members of nurtureuk and a decision will be made as to the outcome of the visit. The establishment will be informed of the final decision via a phone call from nurtureuk within 48 hours after the visit.
- Should you be successful in your assessment you will be offered an opportunity for nurtureuk to come to your setting to present the award and this will also be celebrated in our newsletter and on social media with your permission.
This will be discussed in greater detail with nurtureuk's Senior Policy and Public Affairs Officer.

Can you clarify timescales for application?

This is dependent upon the capacity within the team of assessors' diaries, and reaching a realistic timeframe with the establishment's commitments/diaries. However, on receipt of **Part One** of the application, the assessment could be completed within the term of application, but more realistically within two terms of the application.

How much does the award or re-accreditation cost?

The cost for both accreditation and re-accreditation is currently £395 + VAT (nurtureuk reserves the right to amend the charges at any time). Included in this cost is: Assessor's allocated time to analyse the file of evidence, spend the day with the establishment, writing the report and the plaque which will be presented to you, in light of your achievements.

I am replacing a qualified nurture practitioner, can we finish our application as soon as I receive my certificate?

As long as the group has been running for at least two years, once you have passed your assignment, you can apply for the award.

What about confidentiality and GDPR?

Please ensure you remove any traces of names of pupils when submitting evidence. The only people who will read the evidence submitted will be yourselves and the assessor, who will ensure the information remains safe and will not share anything with any other person, unless specific written agreement has been given from your school.

What if I have a problem with my application?

Email awards@nurtureuk.org and explain your issue, someone will help you following this.

Can I speak to someone if I have a question?

Yes, email awards@nurtureuk.org with your phone number and the question and someone will contact you to help.

Can my assessment date be amended?

The assessors have busy diaries which may be booked months in advance and this may make it difficult to rearrange dates. However, every effort will be made to accommodate you if this is necessary. Simply contact your assessor and liaise with them directly.

What happens on the day of the assessment?

There is an expectation that the assessor will spend most of, if not all of the school day with you. They will also expect to:

- Receive an itinerary of the day beforehand
- Have a tour of the school
- Spend some time in the nurture group – though not all of it
- Meet with key stakeholders, which **could** include: Head of Establishment, SENCo, governor/s, mainstream staff, parents, children – no more than 10-15 minutes will be needed for each meeting
- Be placed in a room sufficient to carry out the meetings with time given throughout the day to reflect on their findings

All of the above will be discussed in greater detail with the assessor beforehand.

I have lost my Theory & Practice of Nurture Group training certificate, what can I do?

To issue a replacement certificate you should email Melisa Brawls at melisa@nurtureuk.org with the following information:

- Their name at the time of the training
- The venue of the training
- The name of the trainer/s
- The dates of the training
- Information regarding the date of submission and outcome of the assessment of the assignment.

What happens if the school does not meet the criteria fully?

The essential criteria is there because this is an award celebrating excellence and therefore these standards are very important. If you are a primary school you will be informed immediately if **Part One** of the application does not meet the essential criteria, before any assessment visit is arranged. If the standards are not met, there will be an expectation that you address this issue before applying again. All other settings are an adaptation of the primary model and therefore taken on individual merits. Your assessor will be in touch if they have questions regarding your adaptation of the criteria before arranging your assessment visit.

Do I get my evidence file back?

The assessor will need your evidence folder during the assessment day and afterwards in order to write the report. It will be sent back to you as soon as the report is written, to enable you to update and add to it in readiness for re-accreditation in three years' time.

Will I be notified of when our re-accreditation is due?

Yes, you will receive a letter several months before, informing you that you will be due for re-accreditation during a specific timeframe.

Will I have to complete a new file?

No, though depending on some settings, staff may prefer to, if there has been a change of staff, or many changes within the group. Particular strengths and good practice evolved in light of experience should be articulated, particularly in respect of achieving a nurturing ethos across the school, multi-agency working, planning, resource development, supporting parents, etc. There will also be an expectation that any areas identified for further development in the previous award allocation, will have been addressed, showing evidence of the impact.