



LEVELheaded is an NCVO Approved Consultant

To become an Approved Consultant LEVELheaded had to meet 5 standards.

Standard 1

Demonstrate a commitment to providing a high quality service.

We had to have:

- Clear policies on client confidentiality
- A commitment to diversity and an equal opportunities policy
- An established Code of Practice and Ethics
- A quality system

Standard 2

Have the personnel, the expertise and the resources to deliver a high quality service on any work we undertake.

We had to provide:

- Samples of proposals for contracts
- Samples of successful tender documents
- Evidence of our contract capability

Standard 3

Plan the delivery process of each piece of work, with effective procedures and systems for achieving a positive outcome.

We had to have:

- Clear project plans
- Detailed delivery timetables
- Clear delivery processes

Standard 4

Actively seek feedback on processes and the outcomes of our work.

We had to use:

- An evaluation process

Standard 5

Know our strengths, be self critical and seek to develop ourselves and our services, taking into account the views of users and clients.

We had to have:

- Individual learning plans for all staff
- Evidence of training and development activities undertaken
- Investor In People status