



# EQUASS Newsflash

Welcome to the fourth issue of the EQUASS newsflash! This publication is an initiative of the European Quality in Social Services to provide you with regular updates about the most recent developments and achievements of the EQUASS System.

## Second meeting of the CEN Workshop



One of the discussion groups of the 2nd CEN workshop

The second meeting of the CEN Workshop 51 on Common Quality Framework (CQF) for Social Services of General Interest (SSGI) was held on 27 April 2009 in Brussels (Belgium).

This meeting - organised for the initial stage of the Prometheus project - was attended by 19

representatives of European and national organisations in the area of SSGI. The participants had the chance to share and to discuss their contributions and to review amendments on the 2nd Draft of the CQF and the core criteria for Quality Assurance. Suggestions and conclusions were incorporated into the document, and the 3rd Draft of the CQF document was made available online for further comments.

The 4th Draft of the CQF is now published for public consultation via the DIN Livelink server.

For more information on the Prometheus project, visit:

<http://prometheus.epr.eu>

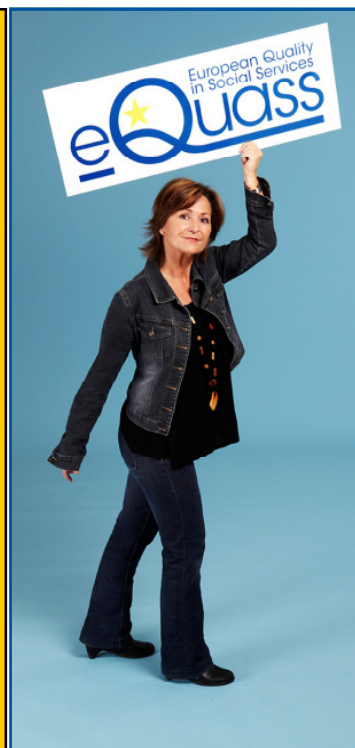
### Upcoming EQUASS events and contributions

- **6 July 2009:** Induction seminar for the Portuguese Association for Quality (APQ), Lisbon (Portugal)
- **7 July 2008:** Information seminar for Portuguese stakeholders, Lisbon (Portugal)
- **7 September 2009:** Prometheus - final meeting of the CEN Workshop 51, Brussels (Belgium)
- **8 September 2009:** Prometheus - project partners' meeting, Brussels (Belgium)
- **17 September 2009:** EQUASS Awarding Committee meeting, Brussels (Belgium)
- **2 & 3 November 2009:** EQUASS in Practice - project meeting, Ljubljana (Slovenia)
- **2 December 2009:** EQUASS Awarding Committee, Brussels (Belgium)

### Hot News from Norway

A lot has been happening on the Northern front in the past few months. Here is a little recap to keep you updated:

- ◆ The Norwegian company Nopro AS - Europe's first EQUASS Assurance certified company - was re-certified in May 2009.
- ◆ The EQUASS self-evaluation instrument is now available in Norwegian on the EQUASS website [www.equass.no](http://www.equass.no). For those who do not speak Norwegian, there is a Google Translate button to provide basic translation in several languages.
- ◆ In May 2009, the Norwegian Labour and Welfare Administration (NAV) defined its criteria for a quality assurance system. EQUASS Assurance meets all those criteria, as NAV Director Tor Saglie noted in a recent article published in the NAV's magazine *Velferd*. Saglie underlines that all service providers must have implemented and be certified by a quality assurance system by the end of 2011. EQUASS will help NAV to follow up the companies and organisation's work towards this objective, and will create a common understanding of quality within the field. The article will soon be available on [www.equass.no](http://www.equass.no).





## Consultancy training in Portugal

On 20 April 2009, EQUASS organised a consultancy training in Lisbon (Portugal). The participants had various professional backgrounds and are all involved in the Arquimedez project: implementing EQUASS Assurance in rehabilitation services. They received training in the method of assessing current performance against the EQUASS Assurance criteria and in implementing

and supporting the criteria in organisations of rehabilitation services.

The evaluation shows a high satisfaction of the participants and a special interest in the characteristics of the EQUASS quality approach and its systematic implementation strategy. At the end of the training, the participants received a certificate of approved EQUASS Consultant.

## EQUASS Excellence Auditor training



Future EQUASS Excellence Auditors

On 8 and 9 June 2009, EQUASS organised an EQUASS Excellence Auditor training. Participants from Portugal, Sweden, Norway and Ireland were trained in the method of scoring and auditing organisations on EQUASS Excellence criteria. They calibrated their individual performance and their results through a case study.

### New EQUASS Assurance Certified Organisations

1. Fønix Kompetansenett AS (Norway)
2. Nopro AS (Norway)
3. Ankerløkken AS (Norway)
4. Industri Lambertseter AS – ilas (Norway)
5. Jæren Industripartner AS (Norway)
6. Stavne Gård KF (Norway)

## EQUASS in Practice project

The second meeting of “EQUASS in Practice” project partners took place on 22-23 June 2009 in Porto (Portugal). All project partners presented market analyses of their countries as regards possible marketing of EQUASS Assurance certification to VET service providers. Further discussions revolved around individual implementation strategies in each country. The project partners had a chance to exchange their ideas and suggestions while learning from each other's experience. The participants also focused on the EQUASS implementation manual, which should be one of the outcomes of the project.

For more information please visit:

<http://equassinpractice.epr.eu> and [www.equass.no](http://www.equass.no)

### Important Reminder!

In November 2008, the EQUASS Awarding Committee ruled that EQUASS auditors were to be appointed for a period of **three years**, after which they needed to calibrate their expertise. All auditors appointed in December 2007 or earlier are thus expected to be calibrated before **December 2010** to ensure their eligibility to carry out external audit in the framework of EQUASS certification.

## Welcome to a new Local Licence Holder in Portugal

In May 2009, a new EQUASS Local Licence Holder was established in Portugal: the Portuguese Association for Quality (APQ).

As a LLH, APQ will operate the EQUASS Assurance certification programme in Portugal, in the national language.

APQ is a membership based non-profit organisation whose purpose is to promote and spread knowledge in the field of quality organisational excellence and to encourage best practice in order to improve the productivity between organisations. APQ is also a Sectoral Standardization Body in the field of quality management.

APQ is involved in the Arquimedez project, whose aim is to help service providers apply for EQUASS Assurance certification.

For more information on the Portuguese Association for Quality, visit [www.apq.pt](http://www.apq.pt).

For more information on the EQUASS Local Licence Holders, visit [www.equass.be](http://www.equass.be).