

Scheme Governance Memorandum of Understanding

Dated 13th April 2022

Parties

- 1. LRQA Verification Limited and**
- 2. The Survey Association Council ('TSA Council')**

Purpose

1. The purpose of this Memorandum of Understanding (MOU) is to set out the governance arrangements between TSA Council and LRQA, the appointed Accreditation Body.

Interpretation

2. Any reference in this MOU to this MOU or any other agreement, scheme, or document is to be construed as a reference to that document in the form in which it has been or may from time to time be amended revised, varied, restated, or supplemented.

Background

3. TSA Council has been established to oversee and perform an ongoing review of the performance of the Scheme and the Accreditation Body which owns and operates the Scheme under the terms of this MOU. The Scheme is operated in accordance with the guidance document; 'The Survey Association Accreditation Scheme Requirements Document', available on the LRQA website, but owned by the TSA. A glossary of terms applied throughout this MOU is included in the Appendix to this document.

Duration

4. This MOU will come into effect on the date of issue and will continue in force for 5 years unless terminated by either party. Termination may be effected by LRQA by providing notice in writing of their intent to withdraw from the Scheme and withdrawal would be effected once TSA Council were satisfied that a replacement organisation was in a position to effectively perform the Accreditation role. Termination may be effected by TSA Council by advising LRQA in writing that they propose to introduce a further Accreditation Body into the Scheme, LRQA will be required to withdraw from the Scheme once TSA Council are satisfied that the introduced Accreditation Body can effectively perform the Accreditation role and this will be signified by providing one month's notice in writing.

LRQA Role

5. LRQA commits to fulfilling the role of the Accreditation Body. LRQA shall not relinquish the role except under the terms as described above and only then provided that the replacement Accreditation Body could demonstrate to the satisfaction of TSA Council that it was in a position to effectively take over the responsibilities associated with owning and operating the Scheme.
The decisions of TSA Council, in the way LRQA conducts its role will be final. Such advice and direction shall be based upon a majority voting process of TSA Council.

TSA Council

6. The role of TSA Council will be as follows:
 - To establish and maintain an overall view of the performance of LRQA as the Accreditation Body and its compliance with the Scheme guidance documents and standards
 - To provide guidance to the Accreditation Body as to the resolution of disputes that may arise with members seeking accreditation, the accreditation Body withholding such accreditation, due to a perceived failure to achieve the required standards, should they remain unresolved, having exhausted the disputes and appeals procedures defined in the Scheme guidance document.
 - To establish a process, as necessary, to resolve disputes that may arise between TSA Council and the Accreditation Body
 - To act as a forum for feedback from both the Accreditation Body and members as to the Scheme performance and advice as to how the Scheme may be revised in the light of such feedback
 - To review and accept Scheme guidance documentation, assessment procedures and practices and provide guidance and advice on subsequent revisions thereto
 - TSA Council members will be responsible for informing their respective stakeholder interests of Scheme changes etc.
7. Each individual member of TSA Council will be responsible for all costs and expenses incurred in the performance of that role.
8. TSA Council members will not be held individually liable for any advice and direction provided to the Accreditation Body and which the Accreditation Body may have acted upon. Advice and direction provided to the Accreditation Body by TSA Council will be based upon majority decisions.

TSA Council performance overview of the Accreditation Body

9. TSA Council will be able to maintain an awareness of the performance of the Accreditation Body by the following means:

- Each member will be able to gain access to the assessment reports which will be posted on the LRQA intranet for restricted access by members only. These reports will be sanitised as some members may be considered competitors of Service Providers who are the subject of the reports.
NB – TSA Council members will be provided with details of the TSA members being reported upon, upon request
- TSA Council members representatives will have access to the assessment processes and checksheets
- TSA Council will be provided with the job description for the role of Scheme Assessor, which will detail the minimum qualifications and experience of the Accreditation Body’s staff who would be assigned to this role, for agreement.
- TSA Council members may perform audits on the Accreditation Body as part of their ongoing performance assessment

Accreditation Body

10. The role of the Accreditation Body is to:

- operate the Scheme and associated guidance and assessment documents
- To modify the processes and procedures associated with the Scheme as advised by TSA Council
- To ensure that the TSA members seeking accreditation under the Scheme are competent to perform the scopes of work sought in a safe and consistent manner, prior to registration
- The provision of detailed reports to support and record the assessment activity and provide transparency of assessment to TSA Council
- Perform ongoing surveillance assessments of registered TSA members
- Maintain the web site based register of accredited TSA members
- Report on a 6 monthly basis to TSA Council as to the Scheme performance
- Respond positively to the advice provided by TSA Council
- Seek TSA Council acceptance of proposed increases in assessment costs
- To record the minutes of TSA Council meetings and to post them on the LRQA web site
- To present any proposed changes to the Scheme or associated assessment processes, to TSA Council for their review and recommendations

Termination of the Accreditation Body

11. TSA Council, through the regular 6 monthly meetings, keep the Accreditation Body aware of their views on the performance of the Scheme. If however the Accreditation Body fail to demonstrate a commitment to address ongoing concerns relating to the operation of the Scheme and which is considered by the members to adversely impact upon the perceived integrity of the Scheme, then TSA Council may introduce a further Accreditation Body into the Scheme with a view to replacing the incumbent, over a period to be determined by TSA Council, but which would not exceed 6 months.

The TSA Scheme

- 12. The Scheme is defined in ‘The Survey Association Accreditation Scheme Guidance Document’ which is posted on the LRQA web site. The guidance document is devised and worded such that any organisation, considered competent by the TSA Council may act as the Scheme Accreditation Body and may access and use the guidance document to assist them in this endeavour.
- 13. The guidance document has been accepted for use by TSA Council

General

- 15 Whilst acting as the Accreditation Body for the Scheme, LRQA will enter into a contract with the Survey Association members seeking accreditation whereby LRQA will agree to provide certain services.

Enforceability

- 16. This MOU is not legally binding and does not create any legal or equitable rights or any legally binding relationship or agreement between the parties, or between them and third parties. Neither party shall incur any liability whatsoever as a result of entry into the MOU or any action, task, obligation, omission or default under it.

This Memorandum of Understanding is signed for and on behalf of each party as an acknowledgement that the MOU reflects its intentions and understandings in relation to governance arrangements between TSA Council and LRQA.

Name: Rachel Tyrrell

Name: Karl Miller



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Company: The Survey Association
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Signed for and on behalf of
TSA Council

Signed for and on behalf of
LRQA Verification Limited

Dated...12/04/2022.....

Dated ...13/04/2022.....

APPENDIX 1

Glossary

Accreditation Body – an organisation which undertakes the assessment of the competence of TSA Members in accordance with the Scheme and has been approved for doing so by the TSA Advisory Panel

Accreditation Certificate – a certificate awarded to an accredited TSA Member by the Accreditation Body for a scope of work assessed under the Scheme.

Accredited TSA Member – an organisation, which has been assessed in accordance with the Scheme, as competent and has been issued with a valid and current Certificate of Accreditation.

A TSA Member – Any organisation that can demonstrate paid up membership to the TSA

Assessment – objective and detailed evaluation of a TSA Member to determine their competence in accordance with the Scheme criteria.