#WORLDREADY

THE DUKE OF EDINBURGH'S
INTERNATIONAL AWARD

Evaluation and Reporting Requirements Policy

The Duke of Edinburgh's International Award Foundation

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Introduction

1. The Purpose of this Policy

1.1 To outline the licence review process that Operators are required to comply with as per their licence agreement.

1.2 To outline the outcomes of non-compliance with the licence review process.

1.3 To outline the annual statistical return process, which each Operator is required to comply with as per their licence standards.

1.4 To outline the research deliverables process and provide details about how the Foundation uses the research data gathered.

2. Definitions

2.1 **Licence Review**: a process conducted to monitor compliance with the standards of each Operator's licence agreement.

2.2 **Annual Reporting Process:** annual process aimed at collecting information on key operational figures, costs, key activities and feedback. It helps monitor the growth of the Award and identify trends over time.

2.3 **Impact Measurement:** These initiatives aim to provide robust and plausible evidence of the Award's impact. The evidence is important to find and keep donors, partners and delivery channels, as well as increase visibility of the Award and maintain a strong reputation.

3. The Purpose of the Licence Review Process

3.1 A licence review is intended to:

3.1.1 Help the Foundation manage compliance with the licence standards.

3.1.2 Ensure the quality and consistency of the Award at all levels is upheld globally.

3.1.3 Aid ongoing compliance management of the Operator post review, to maintain the quality of the Award, through continual monitoring of the Operator's compliance to licence standards.

3.1.4 Help the Foundation to address the long-term stability of the Operator and identify areas of where support is required and areas that can be shared as best practice throughout the Association.

4. The Licence Review Process

4.1 An Operator is required to submit a portfolio of evidence to demonstrate compliance with each licence standard and this must be submitted by a defined deadline.

4.2 All licence reviews will be carried out online, however the Foundation may occasionally consider an in-person visit.

4.3 After the evidence is reviewed and, where required, all calls have been had with key individuals, a deadline is set for the Operator to complete requirements that ensure all standards are met as part of ongoing compliance management.

4.4 The process and obligations differ slightly dependent on the type of Operator. A table summarising the key differences is provided below.

Operator Type	When is the Review Conducted?	Who Conducts the Review?
National Award Operator	➢ The licence review takes place within the last 6 months of an NAO's licensing period.	➢ The review is conducted by a skilled review team at the Foundation, which will include the NAO's Operations Manager.
Independent Award Centre	➢ The licence review takes place 18 months after the IAC is licensed, and then every 3 years subsequently.	➢ All reviews are conducted online and will be completed by an Operations Manager, usually the IACs dedicated Operations Manager.
Operating Partner	➢ The licence review takes place within the last 6 months of an OP's licensing period.	➢ The review is conducted by the OP's Operations Manager, but in some instances Licensing and Compliance may sit in on calls with key individuals if required.

5. Outcomes of the Licence Review Process

5.1 There may be multiple outcomes of a licence review, which are dependent on an Operator's ability to demonstrate compliance with their respective licence standards.

5.2 The outcomes are determined by a review team consisting of Licensing and Compliance and an Operations Director at the Foundation.

5.3 The outcome of a licence review may be as follows:

5.3.1 Where an Operator demonstrates compliance with all standards of their licence agreement a new licence will be issued, or an existing licence retained.

5.3.2 Where an Operator is unable to demonstrate compliance with all standards of their licence agreement, requirements will need to be completed as part of an ongoing

compliance management process. A new licence agreement will be issued or an existing licence retained.

5.3.3 Where an Operator is unable to demonstrate compliance with all standards of the licence agreement and is not in a position to comply with the requirements identified by the Foundation, the Operator's licence agreement may be terminated.

5.4 At the end of a successful NAO or OP licence review the Foundation provides a licence recommendation for their next term and a new licence is issued at the end of their current term.

5.5 At the end of a successful IAC licence review the IAC retains its licence.

5.6 The following clauses in each Operator's licence agreement outline the results and possible action which may be taken by the Foundation due to non-compliance:

5.6.1 Clause 7 of the NAO licence agreement Strategy Reporting and Performance Management.

5.6.2 Clause 3 of the IAC licence agreement Quality and Impact.

5.6.3 Clause 7 of the OP licence agreement Reporting and Performance Management.

6. Useful Links

6.1 Below is a list of useful links to further information about the licence review process for each Operator.

6.2 NAOs

6.2.1 Licence Review Evidence Checklist available here
6.2.2 Licence Review Module available here
6.2.3 Licence Review Guidance Notes available here

6.3 IACs

6.3.1 Licence Review Guidance Notes available here

6.4 OPs

6.4.1 Operating Partner Quality Assurance Checklist available here
6.4.2 Licence Review Guidance Notes available here

7. Annual Reporting Process

7.1 The Annual Reporting Process is an annual process aimed at collecting information on key operational figures, costs, key activities and feedback from all Award Operators. It helps monitor the growth of the Award, quantify its reach and identify trends over time.

7.2   In preparation, Award Operators are required to conduct a data collection and review process, depending on their level of Online Record Book usage. In December every year, The Foundation sends guidance notes to inform this preparation and outlines the timeline for reporting.

7.3   The Annual Reporting Process consist of the following 6 elements:

7.3.1   **NAO Satisfaction Survey:** This element consists of questions that provide an opportunity for the NAOs to provide feedback on their satisfaction with the Foundation's services.

7.3.2   **Annual statistics:** This element consists of key statistics on Award participants, adults, and Award Centres.

7.3.3   **Diversity monitoring:** This element consists of the diversity categories that the NAOs monitor and information about these categories, where available.

7.3.4   **At-risk groups:** This element consists of information about the reach of the Award to young people from at-risk and marginalised groups.

7.3.5   **Annual review:** This element consists of key achievements and challenges, income distribution and three-year growth projection targets.

7.3.6   **Input for Global Social Value:** This element consists of information such as the cost of Award delivery, adults' training and average length of time spent on each level of the Award and there is more guidance about how to collect and report on this in the 'Guidance for Annual Reporting' document. This data allows us to make estimations when evaluating the social value of the Award globally.

7.4   Award Operators complete the elements of the annual reporting process listed above and submit them in compliance with the timelines provided. Typically, submissions are required between January and April.

7.5   The Foundation consolidates all information provided and reports back to the Association in the following months.

8.   Impact Measurement

8.1   The Foundation develops impact measurement initiatives with an aim to provide robust and plausible evidence of the Award's impact. Such evidence is becoming more relevant and important when finding and keeping donors, partners and delivery channels, increasing visibility and maintaining reputation. The participation of Award Operators in these initiatives is necessary to pull together global data on impact.

8.2   The key impact measurement initiatives in which the Award Operators are required to participate are monitoring outcomes, satisfaction surveys and social value analysis. Please note, the Foundation's Research Team provides more detailed information about each initiative and its processes.

8.3   **Monitoring outcomes:** This impact measurement initiative aims to monitor the short-term outcomes of the Award as explained in the International Handbook.

8.3.1   It consists of a pre survey, which participants take in the beginning of their Award level and a post survey which they take after they complete their Award level.

8.3.2   A control group, which is comprised of young people not taking part in the Award, also takes the surveys at the same timelines as the Award participants. This allows to establish whether any improvements over time seen in Award participants are not just due to young people's developmental changes but are the result of their involvement in the Award.

8.3.3   The Research Team have also developed variations to this initiative to make it more accessible for Award Operators who may not be able to implement all elements, e.g. control groups.

8.3.4   Typically, young people complete the survey online. Offline surveys are available on request.

8.3.5   All data is collected through the Foundation's online platform, Qualtrics and analysed independently by an academic or research institution. NAOs can start to participate in this initiative anytime.

8.4   **Satisfaction Surveys:** The Foundation runs satisfactions surveys for Award participants and all adults involved in the delivery of the Award. These surveys enable us to gain an understanding of how participants and adults supporting the delivery view the Award and how they experience it. Such information is useful for identifying support needs of participants and adults, helps the Award operators to maintain the high quality of the Award, and informs us all as we make plans for the continuing growth of the Award worldwide.

8.4.1   The surveys are taken online. Offline surveys are available on request.

8.4.2   All data is collected and analysed using the Foundation's online platform, Qualtrics. NAOs can start to participate in this initiative anytime.

8.5   **Social value analysis:** Social value is the economic value of the change the stakeholders (such as young people, adults involved in Award delivery, businesses and governments) experience due to the Award. Social value research uncovers how these changes occur, and through welfare economics, these changes can be represented in monetary terms. This body of research helps us understand the contribution of the Award to society and economy in terms of Social Return on Investment (SROI). It allows us to say 'for each dollar spent on the Award, the social value created is x'.

8.5.1   The social value model and methodology of the Award was originally developed with PricewaterhouseCoopers (PwC) UK.

8.5.2   The Research Team develops a model for individual countries/territories and sets up data collection tools and processes to obtain the data required to calculate the social value of the Award in that particular country/territory.

8.5.3   The Award Operators are responsible for collecting data from stakeholders and submitting other country data required for the analysis.

8.5.4   The Research Team conducts the analysis and reporting.

8.5.5   The Award Operators have to officially express their interest to take part in this initiative and the timelines for their participation will be confirmed by the Research Team.