

The ADEu accreditation assessment

WHY

The purpose of accreditation is to make sure that all organisations that become members of Assistance Dogs Europe meet the agreed Minimum Standards of ADEu. In this way, ADEu can maintain a good reputation, based upon the equally high standards of all its member organisations.

WHEN

Organisations that want accredited status have to comply with all the 'essential' requirements which you can find in the [Accreditation Manual](#).

WHAT

After a positive accreditation assessment an organisation will have a **Quality Mark**, which proves the organisation meets the agreed Minimum Standards of ADEu. The organisation will be awarded an accreditation plaque.

HOW

If you want to be accredited you should contact the ADEu Secretariat – info@assistancedogseurope.org and ask for an accreditation assessment.

Following this, you will need to:

1. **Complete** the **Paperwork** and send it to the ADEu secretariat (preferably in digital format);
2. Be available for a **visit** by one or two assessors, who will assess the organisation. The assessment will take two days and be at a time agreeable to the assessor and the organisation.

Check for the procedure the [Accreditation Process](#)

WHERE

The assessment will take place at your facility, and/or at the place where you train your dogs and meet your clients.

WHO

ADEu assessors are experienced instructors who have been recruited from ADEu organisations that have already been accredited themselves. They have been selected because of their experience in the assistance dog field and are trained to do assessments. Where possible, accreditation assessments will not be done by assessors from the same country as the organisation being assessed.

Any organisations that is fully accredited by ADEu has the right to put forward a member of staff to be considered as an ADEu assessor. The Board of ADEu approves all assessors.

MEET & GREET

During the visit the assessor(s) will at a minimum:

1. meet member(s) of the Board and staff and see their working environment;
2. meet some of your clients with their working dogs;
3. check through one of your client's files, at the choice of the assessor;
4. meet some of your volunteers, for example: a puppy-socialiser, PR-volunteer, fundraiser;
5. see a puppy class and/or client-training in progress;
6. meet your dogs, see their training for various exercises and check the kennels and free range running areas;
7. meet your organisation's veterinarian, if possible;
8. see routines for grooming, health checks, cleaning kennels, etc.

The Assessment Scheme can be a help to guide the assessors' visit.

LANGUAGE

1. You do **not** need to translate all the paperwork into English. You can send the documents in the national language they were written. Please number the documents according the paperwork check-list and give a short description of the content in English. For example: "This is the manual we use to train clients with their dogs"; "This is our Graduation Test" etc. If necessary ADEu will ask a "reader" to confirm that documents contain what they say they contain.
2. During the accreditation assessment it may be necessary a translator is present. It is important that the translator has knowledge of the work of assistance dog organisations.

COSTS

The cost of the accreditation assessment is 650 Euro (decision of the assembly October 2009). These costs cover the travel and housing of the assessors and the administration costs. A good Bed & Breakfast facility will be required to house the assessors; in the case of two assessors there should be two separate rooms. The organisation are expected to help the assessors with local transport.

YES - NO - N/A

All "Essentials" should be ticked "YES". However, if you do not keep any dogs in kennels for example then any of the requirements that speak about kennel facilities will not apply to you: in this case the assessor would just write "Not Applicable" (N/A) on the forms.

RESULT

All **6 Sections** in the Accreditation Manual have to be passed for your organisation to be accredited. Where problems arise, every individual case will be looked at very carefully. In some cases there may be minor changes that need to be made, that may not require an assessor to visit you again. In other cases a second visit by the assessors at a later stage might be necessary. Where a further assessment is required, the organisation has to pay the assessment fee again.

The organisation will receive a letter from the ADI president about the outcome.

TIPS

1. Go through the paperwork checklist.
2. Go through a "pretend mock-assessment" – assess yourself against all the items in the Accreditation Manual.
3. Ask the Secretariat for a "pre-test".

QUESTIONS

If you are not sure whether your organisation is ready for the accreditation assessment, please feel free to contact the secretariat. The secretariat will answer your questions or forward your questions to the appropriate persons for an answer.

APPEALS

If you do not agree with the decision of the Accreditation Review Committee, which is sent to you, you may write to the Accreditation Steering Committee to ask for clarification. You have the right to Appeal the decision and this will go to the ADI Board of Directors for a final decision.

SECRETARIAT

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