

## The Central Scheme Process

This is how the process works:

1. The Process starts when you apply via the online application form on the Central Scheme page of the website.
2. The application is received, and we will get in touch with you to explain costs, the process and take payment.
3. Once payment is received, we'll send you all of the relevant paperwork (scoring booklet and assessors guidance), and match you with a qualified assessor from our database
4. The appointed assessor will contact you, introduce themselves and agree a mutually acceptable time to visit, ideally leaving at least 2 weeks between the phone call and assessment to allow you adequate time for you to properly prepare for the assessment. The assessor will also explain what will be required on the day and ask if you have any questions.
5. One week before the assessment, the assessor will contact you again to make sure everything is still ok and to ask if you have any further questions about the assessment criteria
6. The assessor turns up at the agreed time and date, and completes the assessment
7. On successful completion of the assessment, the assessor will inform you of your result and issue you with a window sticker.
8. The assessor will inform us, and your details will be added to the Central Scheme page on the website
9. If you are unsuccessful, once again the assessor will inform you of the result and draw up an action plan for you to complete within a certain timescale. (This could result in a re-visit so could incur an extra charge).
10. Once this is successfully completed, you will be accredited, given your window sticker and added to the Central Scheme website