



the brain injury association

Headway Approved Provider Accreditation model

General enquiry regarding the scheme.

Process & costs outlined in response to enquiry.

Provider Unit expresses intent to register for assessment.

Terms and conditions sent by email. Confirmation of acceptance required.

Invoice passed to Headway's finance department and actioned. Payment required within 30 days.

On settlement of invoice, the 'Standards for Providers' pack, compliance paperwork and family questionnaires sent to Unit.

Assessors analyse evidence presented on visit.

Headway carries out initial on-site assessment visit.

Unit distributes family questionnaires, to be returned directly to Headway.

Unit signs-off and returns compliance document (within a maximum of 6-months from receipt of pack).

Provider Unit achieves standards - report provided. Approved Provider status granted for 2 years from assessment date.

Decision made re granting of Approved Provider status.

Provider Unit does not achieve all required standards. Report & action plan provided, including time-frame for reassessment.

Provider Unit received up to 2 reassessment visits to show development against the action plan.

Provider Unit does not achieve standards across all three visits. Unit must reapply to gain Approved Provider.

Unannounced interim review visit to ensure continued compliance.

Provider Unit achieves standards - report provided. Approved Provider status granted for 2 years from successful reassessment.

Unit passes:
Continued registration for remainder of 2 year accreditation period.

Unit no longer meets all standards: AP status withdrawn pending Unit completing agreed action plan.

Please note:
AP units are required by the terms and conditions to notify Headway of certain organisational and other changes. It is the Unit's responsibility to be aware of these requirements.