

# Social Value Management Certificate: terms & conditions of application

## 1. Definitions

- 1.1. In the following terms and conditions, the word 'certification' will refer to the process of applying for Social Value Management Certification.
- 1.2. The certification process is a principles-based assessment of the social value management practice that an organisation has in place. The certification process certifies that this practice is consistent with the SVI Framework and Social Value Principles, which enable an organisation to measure, manage and maximise the social value that they create.
- 1.3. The certification can be achieved at a programme/project level, for a department or franchise, or at the organisational level dependent on what the practice applies to.

## 2. The Social Value Management Certificate

- 2.1. The Social Value Management Certificate looks at the standard of an organisations practice in managing the social value that is created (and destroyed) through its activities. This is not only about reporting social value, it is about gathering data, analysing it, and making better informed decisions to improve your stakeholders lives through creating the most social value that you can with your resources. It does not provide proof or a statement that the organisation or programme is creating a particular amount of social value. The Social Value Management Certificate is about how you are working towards maximising your value.
- 2.2. The Social Value Management Certificate can be awarded to an organisation or a specific programme or project being run by an organisation. The Social Value Management Certificate has three levels, as described below:

<b>The Three Levels of the Social Value Certificate</b>		
<b>Level 1</b>	<b>Commit</b>	An organisation or programme must demonstrate a commitment to embedding the SVI Framework and Social Value Principles into its policies and practices, supported by senior management and/ or the board. This means an explicit commitment to managing the social value being created in the organisation for all stakeholders.
<b>Level 2</b>	<b>Implement</b>	The organisation or programme must show that the commitment to managing social value in alignment to the SVI Framework and embedding the Social Value Principles is being implemented into the organisational practice. This will include evidence of data that has been collected.
<b>Level 3</b>	<b>Manage</b>	The organisation or programme must demonstrate that social value is being managed with an aim to maximise the value that is being created within the

		organisation's available resources for all stakeholders. This means social value data is being used in organisational decision making continuously and systems and processes are being reviewed and improved.
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- 2.3. To progress through each level applicants need to provide evidence to Social Value UK that they are meeting the specific criteria for each stage. Download the Social Value Management Certificate Criteria Document and the Social Value Management Certificate Guidance Document to see what evidence is required.

### 3. Making an application

- 3.1. To be eligible for the certification the applicant must be an organisational member of Social Value International. This can be through a Joint Member Network.
- 3.2. Applications can be submitted at any time. However, applications will only be processed during the Social Value Management Certificate application rounds. The application rounds occur 4 times per year.
- 3.3. Social Value UK will process applications in order of the dates on which they were received. If there is a significant volume of applications, priority will be given to applicants who were current members of Social Value International prior to making their application.
- 3.4. Applications must use the correct Social Value International application form. This can be found on the Social Value International website.
- 3.5. The application form sets out the supporting documents required to complete the application. This is also outlined in the Social Value Management Certificate Guidance Document. It is the responsibility of the applicant to make sure that all the requirements for application are met.
- 3.6. Applications must include the identification of 2 organisational social value representatives:
- **Social Value Lead:** Identify a social value lead or champion who will be responsible for implementing the Social Value Certificate.
  - **Social Value Senior Leader:** Identify a senior leader to provide oversight and ensure social value is part of an organisations' strategic priorities. Ideally this person will be part of the governance of the organisation.
- 3.7. All evidence for each level of the certificate must be agreed and signed off by both identified Social Value Representatives. \*For small organisations where the organisational structure is not split into multiple levels of hierarchy the '2 organisational representatives' may be covered by 1 individual, or include a member of a board / trustee / volunteer group or committee.\*
- 3.8. Applications that do not meet all requirements or are not complete will be returned and a new application can be resubmitted.
- 3.9. Results of the application will not be released without confirmed payment.

## 4. The assessment process

- 4.1. Social Value UK staff will carry out assessment on behalf of Social Value International. Staff will treat the applications with complete confidentiality and will not enter into any discussion or communication about the application except for that required by the certification process between Social Value UK staff and applicants.
- 4.2. Social Value UK reserve the right to work with third party assessors as a part of the application process. In signing these Terms and Conditions applicants are agreeing to a third party assessor reviewing the application evidence if needed. Social Value UK will confirm the use of a third party assessor to the applicant BEFORE any documentation is shared.
- 4.3. Applicants may be asked for additional information to support their application. Any additional information requested must be provided within 14 days of the request. Failure to provide the additional information when requested will result in the application being rejected.

## 5. Results

- 5.1. Social Value UK aim to release the results of an assessment within 3 weeks of an application being received. However during periods of high demand it may take longer for results to be released.
- 5.2. Applications can receive 3 results:
  - 5.2.1. **Certificate Awarded** – achievement of the applied for level of the Social Value Management Certificate
  - 5.2.2. **Certificate Not Awarded but applicant can submit further evidence** – in the current state the application does not meet the criteria, but the applicant may be able to address the issues highlighted
  - 5.2.3. **Certificate Not Awarded** – the application does not meet the criteria, and too much further evidence or changes are needed to be able to meet the criteria in the allowed amendment period.
- 5.3. If the application receives the result 'Certificate Not Awarded but applicant can submit further evidence' the applicant can resubmit their application with further evidence within 3 months and the revised application will be reviewed in the next application round.
- 5.4. If Social Value UK consider the supporting documents to be insufficient evidence the application will be rejected.
- 5.5. If an application receives the result '**Certificate Not Awarded**', applicants can re-apply for certification of the same organisation or programme/project in the future if they would like to do so.
- 5.6. Applicants are entitled to receive verbal feedback in addition to the written feedback. Where the verbal feedback is to take place over the internet (for example by using Skype) it is the applicant's responsibility to ensure that they have access to the necessary equipment and software. If the verbal feedback is to take place by phone it is the applicant's responsibility to cover the cost of the phone call.

5.7. The applicant will be entitled to a maximum of one hour of verbal feedback.

## 6. Additional terms and conditions

- 6.1. Association of an organisation or programme with Social Value UK or Social Value International does not imply or award any professional standard. Social Value UK and Social Value International will not be responsible for any claims made about the quality of an organisation or programme/project, or about the professional standing of any person associated with an organisation or programme/project, other than the certification statement.
- 6.2. Social Value UK and Social Value International will not be responsible for any actions or decisions that the applicant or any third party takes based upon the certification.
- 6.3. Applicants agree that the only statement or 'claim' that may be attached to their organisation or programme/project is the wording provided by Social Value International in the certificate.
- 6.4. Social Value UK and Social Value International will not accept responsibility for any applicant's commercial interests that result either from a delay in application, delay in the assessment process or decisions that do not lead to certification. Social Value UK and Social Value International cannot take any responsibility for undertakings given by applicants to their clients on matters relating to the timing of the assessment or the timing of the certification.

**I declare that I have read, understood and agree to the above terms & conditions:**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_