

Getting to know Stanley

A guide for veterinary practices

August 2018

STANLEY

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1. Introduction

The Practice Standards Scheme (PSS) is administered from a bespoke web-based system which takes practices through the assessment process. This IT system, called Stanley, can be found at **www.stanley.org.uk**. This handbook provides practices with a guide to using Stanley.

Stanley provides a step-by-step guide to the requirements of the Scheme and acts as the central point for all communications between practices, assessors and RCVS staff.

Stanley will be made available to accredited members of the Scheme to hold practice-related documents, reports and other relevant documents. Practices are required to upload pre-assessment documents which will be checked by their allocated assessor before a date for the visit is agreed. Practices are required to use Stanley in order to gain accreditation and the optional awards. It will speed up the accreditation process and will also provide a reminder service when documents are due to expire.

Non-accredited practices will also have limited access to Stanley, which they can use as guidance to ensure that they are working to the equivalent of Core Standards, as required under the RCVS *Code of Professional Conduct*.

Who has access to Stanley and what information can they see?

The following persons/entities have rights, or may be granted rights, to access Stanley and the data it contains:

Person/Entity	Access
Practice premises	Their own data and data in connection with their own branches.
Assessors appointed by the RCVS	Documents related to individual practices as directed by the PSS team for the purposes of carrying out an assessment. Practices are also able to view feedback provided by their allocated assessor.
PSS team and Lead Assessor	Full access to Stanley and the data it contains on members and non-members of the Scheme.
PSS Review Group	May be granted access as required by the Lead Assessor or PSS team. Please refer to the PSS rules for more information on the Review Group (http://bit.ly/PSSrules).
RCVS staff members or committee members	<p>Those appointed by the RCVS Head of Legal Service for the purposes of investigating concerns about a veterinary surgeon/practice, or in connection with an application to become a VN Training Practice, may be granted access and use information relating to a practice obtained or recorded in connection with the Scheme.</p> <p>Such information will not be made available to external users without the permission of the data users, except in circumstances as provided for under the Data Protection Act, e.g. may be passed to relevant enforcement agencies, including the Health and Safety Executive or Veterinary Medicines Directorate.</p>

2. Logging in and out

Getting a username and password

Stanley is linked to your practice My Account area and uses the same username and password.

Please note that you cannot access Stanley using your personal 'My Account' details. It can only be accessed using the practice 'My Account' details.

If you do not know your practice's My Account login details, you can reset them by going to www.rcvs.org.uk/myaccount and following these instructions to reset them:

- Resetting your username: Click 'reset my username' (underneath where you would enter your username and password). Enter your email in the box and confirm the security text, then click submit. You should receive an email containing further instructions. If this does not work, please contact the PSS team at the RCVS on 020 7202 0767 or PSS@rcvs.org.uk.
- Resetting your password: Click 'reset my password' (underneath where you would enter your username and password). Enter your username in the box and confirm the security text, then click submit. This will send an email to the address linked to your practice's account, which will contain further instructions on how to generate a new password.

Logging in

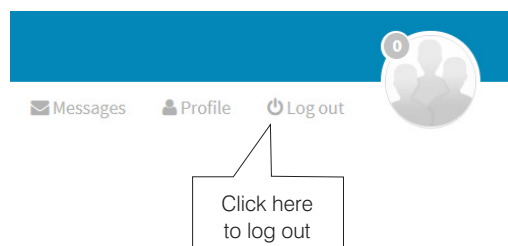
To log in to Stanley, first ensure you have access to the internet and open your browser, e.g. Chrome, Internet Explorer or Firefox. Please ensure that you are using a recent version of the browser.

Go to **www.stanley.org.uk** and enter your username and password in the blue bar at the top.

If you have any issues logging in, please contact the PSS team at the RCVS on 020 7202 0767 or **PSS@rcvs.org.uk**.

Logging out

To log out of Stanley and return to the login page, click on the 'Log out' link in the top right hand corner.

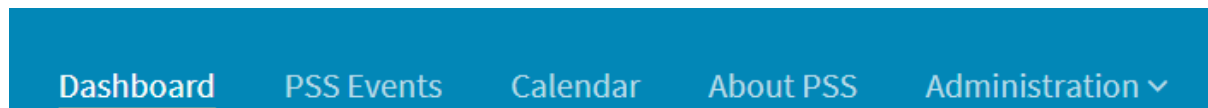


3. Before you start

Menu options

Practices have access to the following menu options, accessible from the blue bar at the top of the page:

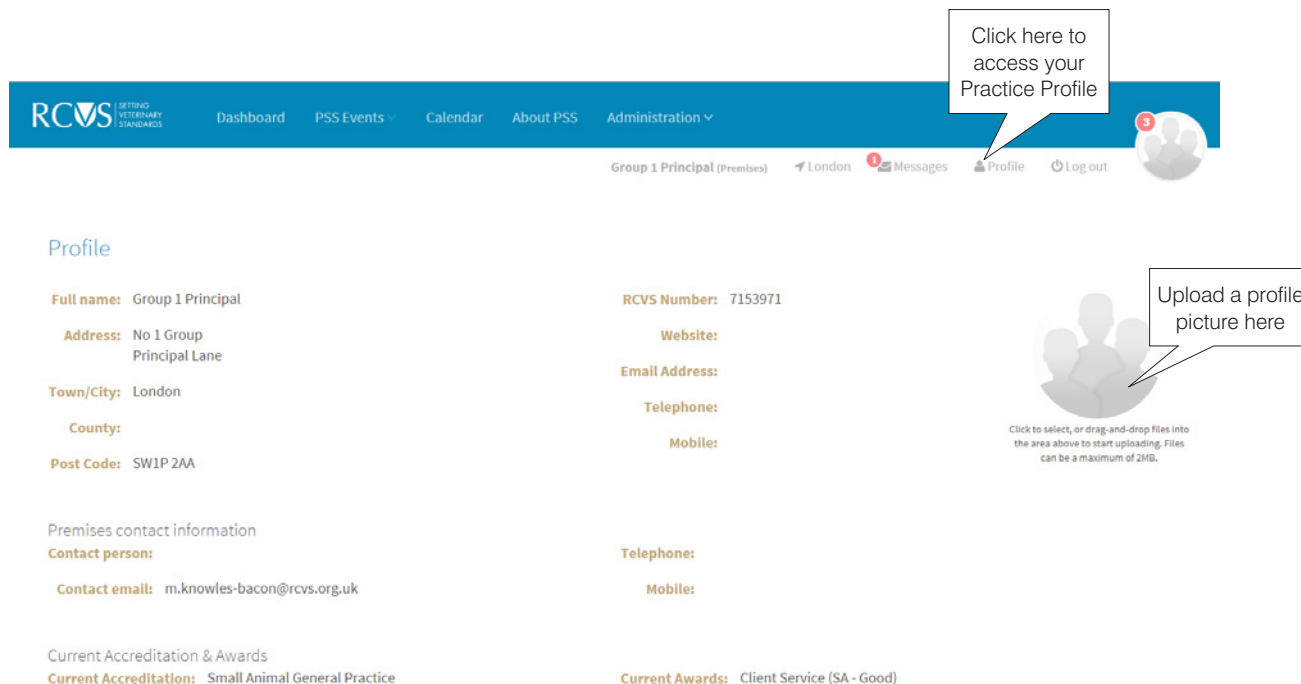
- **Dashboard** – the homepage which contains a list of all notifications.
- **PSS Events** – contains a record of your PSS assessment visits and a tool to request an assessment visit.
- **Calendar** – contains a calendar listing important PSS Event dates.
- **About PSS** – contains information about the Scheme and links to important documents.
- **Administration** - contains access to the Document Library (see page 17).



Practice profile

Your practice profile can be found at the top right hand side of the page. Click on the Profile link to access it. This page allows you to:

- Add a profile picture which is used for all your interactions in Stanley. This will appear permanently in the top right-hand corner of the page.
- View all address, contact and additional information we hold for your practice. If this information is incorrect, please log in to your practice My Account area to make changes.



Click here to access your Practice Profile

Group 1 Principal (Premises) London Messages Profile Log out

Profile

Full name: Group 1 Principal

Address: No 1 Group Principal Lane

Town/City: London

County:

Post Code: SW1P 2AA

RCVS Number: 7153971

Website:

Email Address:

Telephone:

Mobile:

Premises contact information

Contact person:

Contact email: m.knowles-bacon@rcvs.org.uk

Telephone:

Mobile:

Current Accreditation & Awards

Current Accreditation: Small Animal General Practice

Current Awards: Client Service (SA - Good)

Upload a profile picture here

Click to select, or drag-and-drop files into the area above to start uploading. Files can be a maximum of 2MB.



Practice structure

If you are part of a practice group, you can view details of all premises by clicking on 'Practice Structure' when in the PSS Events tab. This will display the names and addresses of all premises and how they are connected, i.e. which premises are Principal, Standalones or branches.

- When logged in as Principal premises, you can access the accounts for all other premises in your group. To do this, either click on the arrow next to the practice's details, or click on the practice in the 'Quick change Premises' drop down menu.
- If you are logged in as a **Standalone practice**, you can access all branches associated with it, but no other premises in the group.
- If you are logged in as a **branch practice**, you cannot access the accounts of any other practices in the group, although you can view the practice structure.

RCVS SETTING VETERINARY STANDARDS Dashboard **PSS Events** Calendar About PSS Administration

The Testing Vets (Premises) London Messages

PSS Events — The Testing Vets (EC1A 4HD 7154721 Principal)

Practice Structure

7154721 - Principal The Testing Vets, London, EC1A 4HD

7154756 - Standalone The Testing Vets, London, SE25 6PU

7154764 - Branch The Testing Vets, London, NW6 1XL

7154748 - Branch The Testing Vets, London, WC1X 0DA

7154740 - Branch The Testing Vets, London, E16 1XL

Quick change Premises

Please note: If you have more than one practice premises, you should try to ensure that all sites progress through Stanley at a similar rate. They will usually all be assessed on the same day(s) and certificates will not be issued until all premises in the group are compliant.

Messages and communications

If you want to contact your assessor or the RCVS administrator assigned to your event, navigate to the Communications tab within the event:

Practice Structure Quick change Premises

Setup & Progress Accreditation **Communications** Event History

Event Messages

Display full dates

Search:

	From	To	Message	Sent/Received
No data available in table				

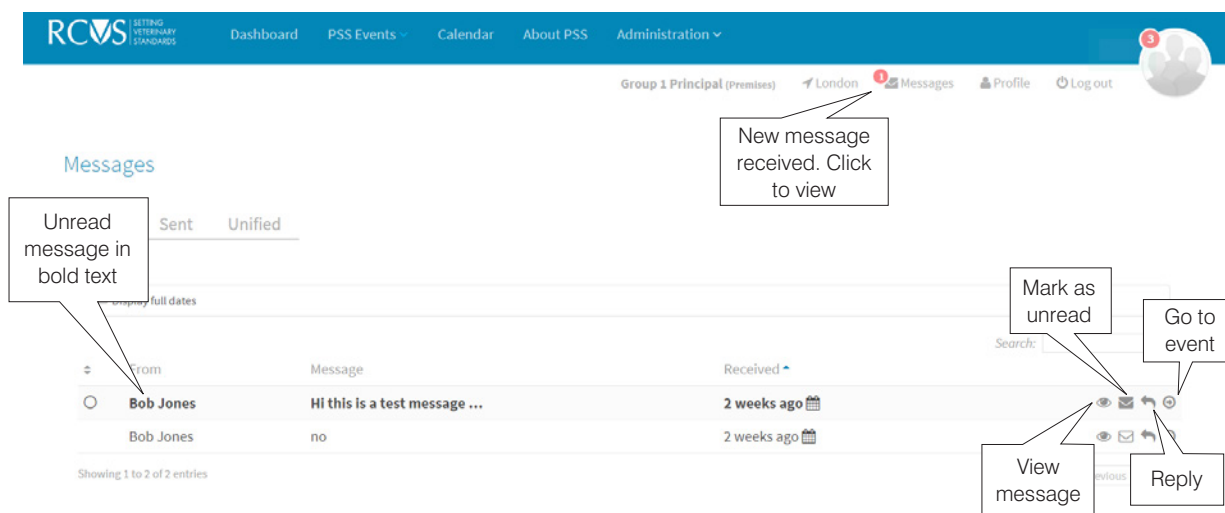
Showing 0 to 0 of 0 entries Previous Next

Send new Message

Bob Jones (RCVS Administrator)

Send Bob Jones a message in the PSS system

- You can view and respond to messages at any time by clicking on the mail icon at the top of your screen. Please note that you can only reply to messages from here.
- To send a new message, go to the event and navigate to the communication tab (see above).
- If you are not undergoing an assessment and need to speak to the PSS team, please contact the team at the RCVS on 020 7202 0767 or PSS@rcvs.org.uk.



Notifications

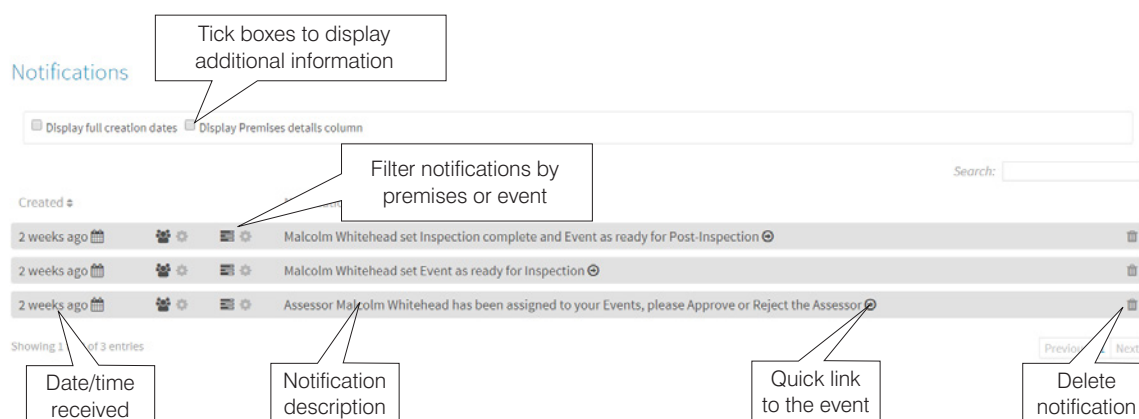
Stanley notifies practices of any tasks they are required to complete in order to move the process forward. These can be seen in two places:

- By clicking on the number on the profile picture at the top right hand side of the page. The three most recent notifications are shown there.
- On the Dashboard page with the most recent notification at the top. All notifications are shown there.

When a new notification appears on your Dashboard you can **click on the arrow icon** to the right of the notification to be taken directly to the event.

When you have responded to a notification it is good practice to delete it using the rubbish bin icon to the right of the row. Notifications can build up quickly so this will help to ensure that you don't miss anything.

Please note: If a notification appears on Stanley, you will receive an email from 'noreply@stanley.org.uk' the following morning, letting you know that you need to log in. To ensure You can check which email address this will go to by looking at your practice profile (see above).



Actions to take

When a notification arrives on your Dashboard and you have clicked on the blue arrow as a quick link to the event, you are then shown an 'Actions to take' panel. This panel explains what you are required to do and often gives you another quick link to take you directly to the part of the page where you need to perform an action. Once you have done what is required, one of two things will happen.

Either:

- Stanley will automatically trigger a new notification for the assessor **or** administrator, or
- You will be told what to do in order to move the process forward. This could require you to click a button, e.g. when you have finished a specific task.

The screenshot shows the RCVS (Royal College of Veterinary Surgeons) website interface. The top navigation bar includes the RCVS logo, 'SETTING VETERINARY STANDARDS', and links for 'Dashboard', 'PSS Events', 'Calendar', 'About PSS', and 'Administration'. Below this, a user profile section shows 'Group 1 Principal (premises)', 'London', 'Messages', 'Profile', and 'Log out'. The main content area is titled 'Upgrade Accreditation' and includes a breadcrumb trail: 'Group 1 Principal (premises) > SW1P 2AA > 7153971 > Principal >'. A dashed box highlights the 'Actions to take:' section, which contains a single instruction: '1. Select the Species & Accreditation that you wish to undertake. Note that some of the selections will require you to answer additional questions. When this is complete the RCVS will nominate an assessor to you for your approval who will help you through the process and carry out the inspection'. Two callout boxes are present: one pointing to the instruction text with the label 'Explanation of what is required', and another pointing to a blue circular icon at the end of the instruction with the label 'Quick link to the section you need to look at'.

RCVS SETTING VETERINARY STANDARDS

Dashboard PSS Events Calendar About PSS Administration

Group 1 Principal (premises) London Messages Profile Log out

Upgrade Accreditation — Group 1 Principal (premises) SW1P 2AA 7153971 Principal

Actions to take:

1. Select the Species & Accreditation that you wish to undertake. Note that some of the selections will require you to answer additional questions. When this is complete the RCVS will nominate an assessor to you for your approval who will help you through the process and carry out the inspection.

Explanation of what is required

Quick link to the section you need to look at

4. Getting Started

Non-PSS practices

If your practice is not RCVS-accredited, you can still use Stanley to help ensure you are working to the equivalent of Core Standards.

Please note: This section does not apply to non-accredited practices which are part of an accredited group. Those practices should refer to the 'New PSS practices' section below.

You will have access to the following PSS Events:

- **Simulation event** – Enables you to confirm requirements and upload documents for all Core Standards clauses. You can also view higher level requirements, but cannot interact with these. Please refer to Section 5 of this guide for details on how to confirm requirements and upload documents.
- **Consultancy visit** – If you would like an assessor to visit your practice to advise you on the PSS process, you can request a consultancy visit. Please note that you will be charged for the assessor's time. If you have queries but do not require a visit, please contact the PSS team at the RCVS on 020 7202 0767 or PSS@rcvs.org.uk.
- **Join the scheme** – If your non-PSS practice wishes to join the Scheme, you can apply by clicking the green 'Apply for the PSS programme' button at the top of the page. We will then contact you to discuss how to proceed. Any changes made during the simulation event will be saved and carried through to the Initial Inspection event. You should then follow the instructions for 'New PSS practices' below.

New PSS practices

Practices that are joining the scheme will need to create an **Initial Inspection** event. This includes new branches of accredited groups.

1. Create the event

In the PSS Events tab, click 'Create New PSS Event', then choose Initial Inspection and click the 'Save' button. The event will be listed in the PSS Events tab and can be visited at any time by **clicking on the eye symbol**. You can find further guidance under 'Create an event' in Section 7 of this document.



Multi-site practice groups: If your practice is part of a group, an initial inspection event set up at the Principal practice will automatically be created for all associated branches. If the group contains any Standalone practices, you will need to create a separate event for these. An event created at a Standalone practice will also be automatically created for all associated branches. **Branches cannot create their own initial inspection** event, so these must be initiated by the Principal or Standalone premises it is associated with.

2. Administrator assigned

We will assign an administrator to work with you throughout the process. This will be one of the PSS team members listed here: <http://bit.ly/PSSTeam> Please note: You will not be able to proceed with the event until this stage has been completed. We will try to do this as soon as possible.

3. Confirm species and accreditation levels

Once we have assigned an administrator, a notification will appear on your Dashboard telling you that you have to select the species and accreditation levels that you would like to be assessed for.

If you are unsure which level of accreditation you would like, you may wish to run a Demonstration event to view the requirements (see Section 5 of this guide for more information). Please note that practices must be accredited to at least Core Standards for all species treated.

PSS practices

Practices that have previously been accredited will need to run a **Setup event** the first time they log in. This imports your current accreditation, ensuring that Stanley has all the correct information from your previous assessment.

1. Create the event

In the PSS Events tab, click 'Create New PSS Event', then choose **Setup** and click the 'Save' button. The event will be listed in the PSS Events tab and can be visited at any time by **clicking on the eye symbol**. Further guidance can be found under 'Create an Event' in Section 7 of this guide.

2. Administrator assigned

We will assign an administrator to work with you throughout the process.

This will be one of the PSS team members listed here: <http://bit.ly/PSSTeam>. **Please note:** you will not be able to proceed with the event until this stage has been completed. We will try to do this as soon as possible.

3. Confirm species and accreditation levels

Once We have assigned an administrator, a notification will appear on your Dashboard telling you that you have to select the species and accreditation levels that you currently hold. Select the correct levels for all species that you treat. The administrator will check your selections against the database and will let you know if there are any issues. If your practice is part of a group, you will need to confirm the accreditations for each premises.

Species and Accreditation

Select Species & Accreditation Levels:

Small Animal	<input type="radio"/> Not treated at Premises	<input type="radio"/> Core	<input checked="" type="radio"/> GP	<input type="radio"/> Hospital
Emergency Service Clinic	<input checked="" type="radio"/> No ESC at Premises	<input type="radio"/> Emergency Service Clinic		
Farm Animal	<input checked="" type="radio"/> Not treated at Premises	<input type="radio"/> Core	<input type="radio"/> GP	
Equine	<input checked="" type="radio"/> Not treated at Premises	<input type="radio"/> Core	<input type="radio"/> GP	<input type="radio"/> Hospital

Select one accreditation level for each species

Once chosen, click here to save

Save Species and Accreditation selection

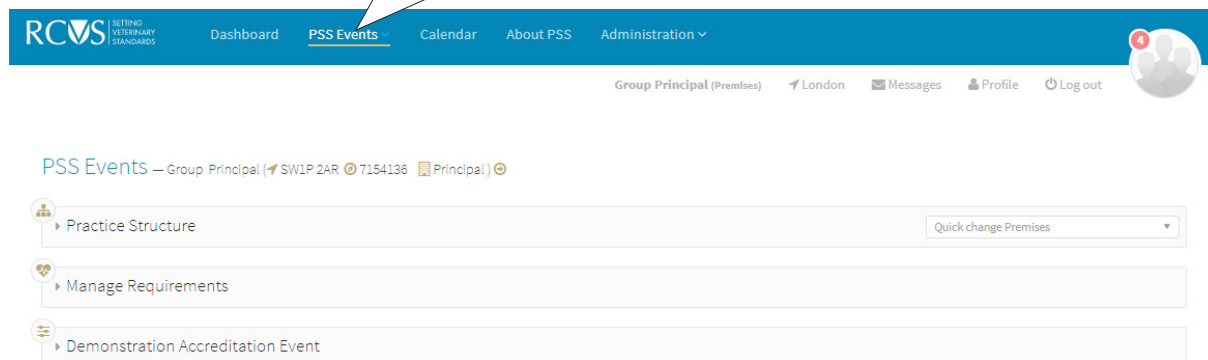
Please note: If you are accredited at 'Core Standards', please select this accreditation for all species treated at your premises. 'Emergency Service Clinic' is a separate Small Animal accreditation and should only be chosen if you have previously been assessed for this.

Once this stage is complete, you can access the other features of Stanley.

5. Managing your accreditations and awards

Stanley can be used to view requirements and manage documents. This section provides an overview of how to do this.

Go to the PSS Events tab to access the functions described below



Managing your requirements

Manage Requirements

Stanley provides a section in which you are able to manage evidence and documentation associated with your premises' current species and accreditation selection.

- Here you can update or amend anything which has changed whilst you are not undergoing an assessment. This will not be checked by an assessor and aims to make it easier to prepare for PSS assessments in advance. Any changes made here will automatically be transferred to the next formal PSS Event, e.g. Awards Assessment or Routine Assessment.
- To access this section, navigate to the PSS Events tab and click on 'Manage Requirements'.
- Click the green 'Manage Current Accreditation Requirements' button. Your current species and accreditation levels will show at the top of the screen and the mandatory requirements and award points will be displayed below.
- For information on how to navigate through these and edit your documents, please see 'Working through the mandatory requirements' below.

Please note: This feature is only available once your practice is accredited, but is not available when you are going through an inspection event. You may also need to complete a Setup event. Please refer to 'PSS practices' in Section 4 of this guide for more information.

Viewing additional requirements

Demonstration Accreditation Event

Stanley provides a 'Demonstration Accreditation Event' to allow you to explore different selections of Species and Accreditation Levels in order to see the current requirements and evaluate which accreditations and awards you would like to aim to achieve.

- For example, a premises accredited at General Practice may wish to look at the Veterinary Hospital requirements. This event only allows you to view the requirements – you cannot interact with them or upload documents.
- To view this event, navigate to the PSS Events tab and click on 'Demonstration Accreditation Event'. Click the green 'View Demonstration Accreditation Event' button. Select the species and accreditation levels you wish to view, and then click the green 'Generate Demonstration Accreditation' button. The requirements that must be met in order to achieve the accreditations that you have selected will now appear below.
- For information on how to navigate through these, please see the 'Working through the mandatory requirements' section below.

Working through the mandatory requirements

If you are not going through an assessment, the requirements can be accessed in the 'Manage Requirements' section on the PSS events tab (see the 'Managing your requirements' section above). If you are going through an assessment, the requirements can be accessed within the event. On the PSS events page, click on the eye symbol next to the relevant event listed in the table at the bottom.

PSS Event	RCVS Admin	Date commenced	Status	Assessor(s)
Routine	Awaiting Assignment	16/11/2021	Creation	Awaiting Assignment
Upgrade Accreditation	Bob Jones	23/10/2017	Setup	Awaiting Assignment
Routine	Bob Jones	06/10/2017	Complete	Pamela Mosedale, Malcolm Whitehead
Setup	Bob Jones	06/10/2017	Complete	N/A

Showing 1 to 4 of 4 entries

Previous 1 Next

Create New PSS Event

Once you have navigated to the event, click on the accreditation tab next to 'Setup & Progress'. Please note that this will only appear once you have chosen your species and accreditations (please refer to 'Confirm species and accreditation levels' in Section 7 for more information).

Actions to take:
The Premises can now select Requirements and upload documents.

Practice Structure

Quick change Premises

Premises information

Click here to view requirements

Setup & Progress

Accreditation

Communications

Event History

Setup

Pre-inspection

Inspection

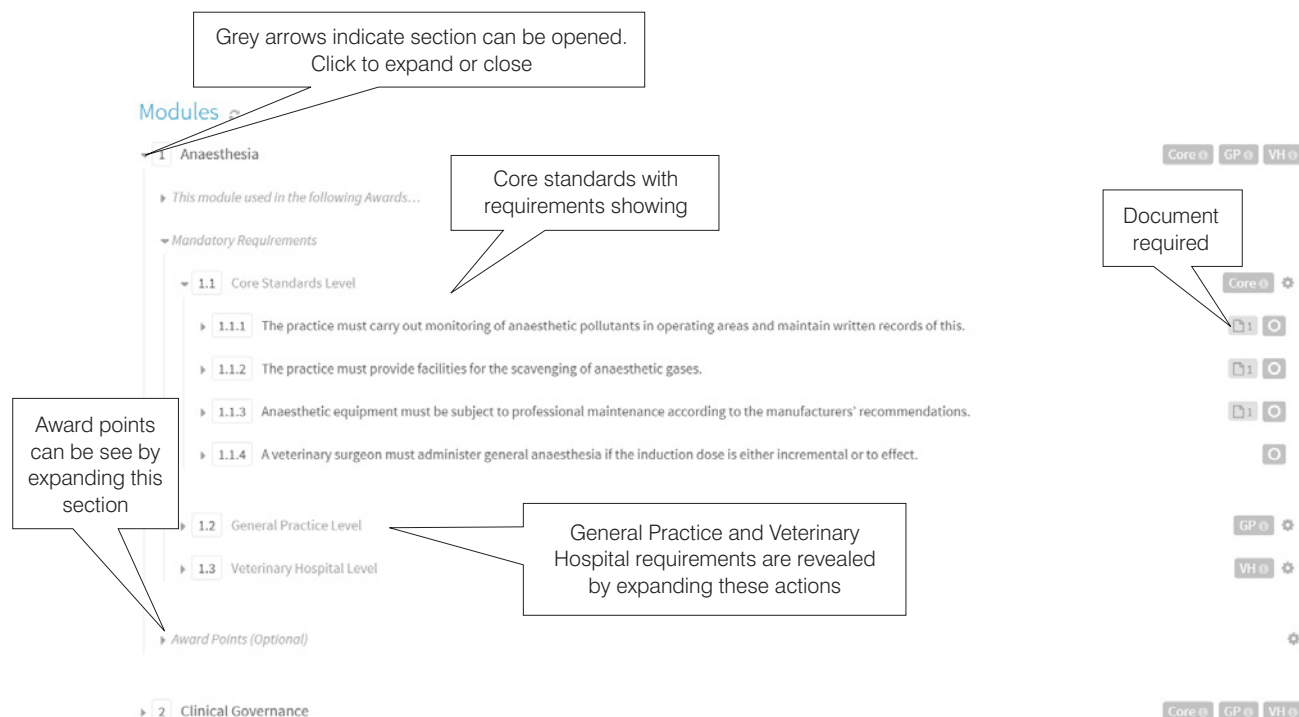
Post-inspection

Complete

You will then be able to see all of the modules. These can be expanded or closed by clicking on the title, as indicated by the grey arrow next to the number.

- Within each module, the mandatory requirements and optional award points are listed. The mandatory requirements are grouped by accreditation level, i.e. Core, General Practice (GP), Veterinary Hospital (VH).
- Depending on the accreditation options selected, you will only see the mandatory requirements relevant to you.
- If you are new to the Scheme, or are upgrading an accreditation, the mandatory requirements will initially be marked in grey with a white circle.
- A document symbol appears next to those where a document must be uploaded in advance of your next assessment visit.

Please note: If you treat more than one species type, i.e. Small Animal, Farm or Equine, you will need to scroll down the page to see the requirements for the other species.



Each clause expands to show further information about the requirement and up to three new tabs:

- **Evidence and Inspection** allows you to mark a requirement as confirmed, upload evidence and provide feedback on this.
- **Guidance, Behaviours and Templates** provides extra information on how to fulfil the requirement.
- **History** details all changes that have been made to the requirement, e.g. when you confirmed it is practised at your premises. This will be visible once changes have been made to the requirement.



Confirm requirements are practised

To confirm that a mandatory requirement is practised at your premises, click on the requirement to open it, then click the green 'Confirm is practised' button.

18.2.3 There must be a written protocol for the maintenance of a surgically clean environment and evidence it is carried out.

Evidence and Inspection Guidance, Behaviours and Templates

Confirm
Confirm this is practised at the Premises.

Additional Notes:
Add any additional information relevant to this Requirement and how it is met.

2048 characters remaining

Click here to confirm requirement is practised at the premises

Confirm is practised

The icon next to the clause will then change to show that it has been confirmed as practised, changing from a grey circle to a yellow tick. You can also confirm all requirements within a section (e.g. Module 1, Core Standards) as being practised by clicking on the cog icon next to it.

Core



Once all requirements within a section have been marked as practised, the label next to it will turn green.



Working through the award points

If you are aiming to achieve an award, you will need to confirm that you are practising the optional award points for that award.

Please be aware that the awards take additional time and a different approach from the assessor to complete, therefore in order for your practice to achieve the best result, we strongly recommend that you complete the awards assessment separately from your routine visit.

We will need to invoice your practice for any additional days and expenses incurred by the assessor.

Awards are entirely optional and your practice can apply to be assessed for them at any time.

1. Start by opening the modules that contribute to the award you are aiming for and click open Award Points (Optional).
2. Initially, each award point will be marked with a small grey box showing how many points can be achieved.
3. Each clause expands to show further information about the requirements and to reveal a 'Confirm is practised' button. If you are currently able to achieve these points, click this button.

18 Surgery

This module used in the following Awards...

Mandatory Requirements

18.1 Core Standards Level

18.2 General Practice Level

Award Points (Optional)

Click here to open award points

Core requirements have been confirmed

GP requirements have not been confirmed

Core

GP

▼ Award Points (Optional)

3.5.1 A member of the team has undertaken training in the last four years in communication and handling difficult situations and provided internal training to the team. 0/20

Evidence and Inspection Guidance, Behaviours and Templates

Confirm
Confirm this is practised at the Premises.

Additional Notes:
Add any additional information relevant to this Requirement and how it is met.

2048 characters remaining

Confirm is practised

Click here to confirm Award points are practised at the premises

Document required

0 points out of a possible 20 achieved

The icon next to the clause will then change to show that the points have been confirmed as practised, showing a complete number sequence (e.g. 20/20 or 40/40). It will remain grey until the assessor has visited and confirmed that the points have been achieved.

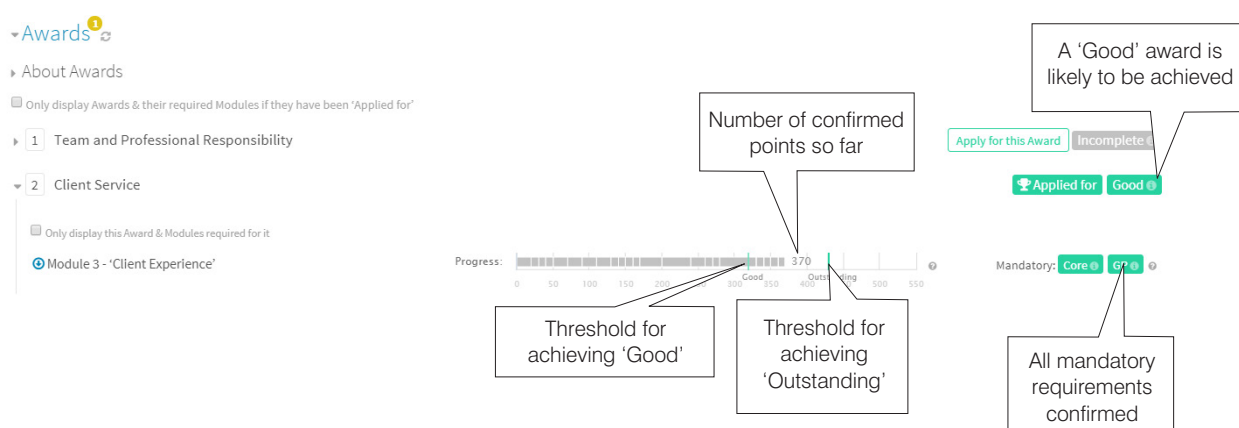
Points not confirmed

0/20

Clause confirmed
as practised

20/20

- At the bottom of each Award Points section, a bar chart will track your progress in that module. The same bar chart is also visible in the Awards section at the top.
- The bar will remain grey until the assessor has visited your practice to confirm that the points have been achieved.
- Once enough award points and all relevant mandatory requirements have been confirmed for a given award, the icon next to this will change to indicate the level likely to be achieved.
- In order to achieve a 'Good' award, you will need to attain enough points to reach at least 'Good' in every module contributing to that award.
- In order to achieve an 'Outstanding' award, you will need to attain enough points to reach 'Outstanding' in every module contributing to that award.



Please note: Stanley acts as a guide to show you what the outcome of your awards assessment could be if the assessor marks the award points that you practise as 'achieved' on the day. Therefore the actual result of the assessment may differ. In order to avoid disappointment, it is advisable to ensure that you can confirm more than the minimum required points in each module to gain the award you are hoping to achieve.

Uploading documents

To upload a document:

- Ensure the requirement or award point has been confirmed as being practised (see above).
- Open the requirement for which you wish to upload a document and click 'Attach Files'.
- Drag and drop the file you wish to upload into the box, or click on the box to select from your documents. The file will save automatically.
- **Please note:** you can only upload documents with a file size of less than 2MB
- You can also attach a document from your library (see below) by clicking 'Attach existing file', selecting the document from the list and clicking the bullseye.

Before uploading any documents or evidence to the system, please ensure you have redacted any personal or sensitive information. Personal information is that from which you can identify a living individual. Sensitive personal information includes information about an individual's race, ethnicity, health, religious beliefs, trade union membership etc. Information regarding animals is not considered as sensitive or personal information.

The screenshot displays the Stanley system interface for requirement 3.1.1, 'The practice must have an effective means of communication with its clients.' The interface is divided into three tabs: 'Evidence and Inspection' (active), 'Guidance, Behaviours and Templates', and 'History'.

Confirmation Section: A box with a person icon and a checkmark contains the text 'Confirmed this is practised at the Premises'. A 'Remove confirmation' button is located to the right.

Feedback Section: Labeled 'Add feedback', it includes a text area for 'Additional feedback required.' and a 'Feedback:' section with a text box for 'Additional information.' (placeholder: 'This is where we the premises can add any additional information.'). A '2048 characters remaining' indicator and a 'Save feedback' button are also present.

Document Upload Sections:



- Required documents:** A section titled 'Required documents' with a list item: '1. Information for new clients or terms and conditions.'
- Attached Files:** A section titled 'Attached Files' with a plus icon and a text box for uploading files.

Callouts:

- A callout from the top right points to the 'Core' status and says: 'First confirm requirement is practised'.
- A callout from the left points to the 'Required documents' section and says: 'Details of any required documents'.
- A callout from the bottom left points to the 'Attached Files' section and says: 'Click to open attach files section'.

When you click on 'Attached files' you will see:

Attached Files

Filename	Description	Added	Expiry date	
New client information pack.docx		29/11/2017		 

Showing 1 to 1 of 1 entries

File name

Date uploaded

Search:

Delete file

Download file

Attach File

Upload New File



Click to select, or drag-and-drop files into the area below to start uploading. Files can be a maximum of 2MB.

Drop files (or click to select) here to upload

Drag and drop file into here

Attach existing File to this Requirement

Click the target icon to attach an existing File to this Requirement.

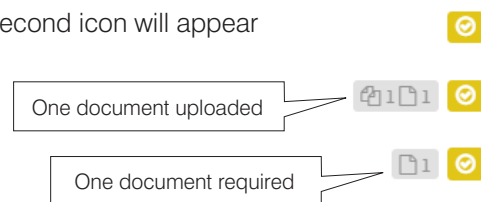
 Reload table				Search:	
Filename	Description	Added	Expiry date		
Complaints procedure.docx		29/11/2017			

Showing 1 to 1 of 1 entries

Previous 1 Next

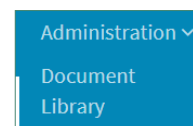
Click to attach existing file

When a document has been uploaded against a clause, a second icon will appear next to the 'document required' icon.









Document library

- The Document Library is accessed through the **Administration** menu option.
- The top section of the document library shows files that we have uploaded which you may find useful.
- The bottom section shows a list of all documents that have been uploaded by your practice or shared within your group.
- You can look for a specific document within this list using the Search function.
- For guidance on how to upload documents, please refer to the 'Uploading documents' section above.



Document Library

This is a list of documents which have been uploaded by the RCVS for your attention. Please download and review each document.

Filename ↕	Description	Added ↕	Expiry date ↕	
PSS Rules 2015.pdf	Practice Standards Scheme Rules	02/08/2017		  
PSS Client Questionnaire guidelines.doc	Guidelines for achieving Award points 3.5.14	22/08/2017		  

Showing 1 to 2 of 2 entries

Previous 1 Next

[Add new Document](#)

My Attached Documents

This is a list of documents which you have uploaded against Accreditation Requirements. You can use this table to maintain documents which are due to expire. Updating a document here will automatically replace the original version with the new version in any Requirement where it is used.

Filename ↕	Description	Added ↕	Expiry date ↕	
3079_3079_15.1.19_14940_EQ 1.1.3.2.GAS.pdf				  
3079_3079_15.1.21_14929_Electric installation 1.pdf			15/09/2017	  
3079_3079_15.1.19_14938_6.1.3.Autoclave service certificate.pdf			15/09/2017	  

Edit file

Download file

- You can edit each document by clicking on the pencil icon next to it, which will bring up the grey box shown below. This allows you to change the description, set an expiry date and share the document within your group.
- Once you have made your changes, please ensure you click the 'Save' button.



Please note: If you check the box to share a document, all practices within your group will be able to access it. You can check who is in your group by using the Practice structure function (see Section 3 of this guide).

×

Edit Attachment

Attachment filename: 'Service Records.pdf'

Added: 23/10/2017

Added by: Group 1 Principal (📍 SW1P 2AA 📞 7153971 📄 Principal)

Add optional Description. Clearly word Description so that its purpose is clear on a list:

Optional description

256 characters remaining

Add date on which the validity of this document expires (if applicable):

dd/mm/yyyy

📅

Share with group

☐

Share this File with other Premises in your Practice Structure

Save changes to description, share settings and expiry date

Save

Replace File

Replace a file for any reason including the fact that it has expired. Note that all references to the original file will now be updated to show the new file

Click to select, or drag-and-drop files into the area below to start uploading. Files can be a maximum of 2MB.

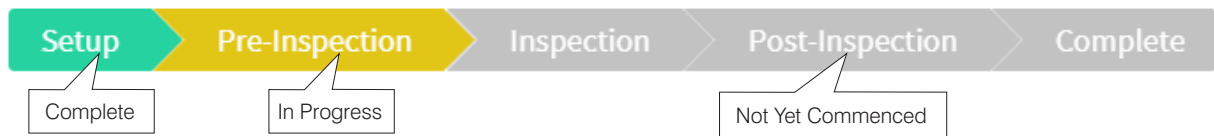
Drop files (or click to select) here to upload

- You can also upload a new version of the document by dragging the new file into the box. Please note that this will automatically save and close the box.
- Editing the description, share settings or expiry date need to be made and saved separately.

6. Using Stanley for assessments

Stanley is used to guide practices through a PSS assessment. This section provides an overview of the process practices will go through.

A process timeline is visible at the top of the **Setup & Progress** tab which changes colour as the event moves forward. This page provides an overview of each stage.



Setup

- Create an event - see Section 7 for help choosing the correct event for your practice.
- Wait for an administrator to be assigned who will be responsible for your event.
- Confirm which accreditation levels you currently hold or are applying for.
- An assessor is assigned. Accept or reject them.
- The assessor will contact you to arrange the assessment date. In the meantime, proceed to pre-inspection.



Pre-inspection

- Confirm which requirements or award points you practise.
- Upload documents for all clauses with the upload symbol.
- Submit documents for pre-inspection review. The assessor will check them and provide feedback.
- The assessor will confirm the assessment date through Stanley.



Inspection

The assessor will visit your practice to carry out the assessment.



Post-inspection

- The assessor will provide their feedback. This will be checked for consistency before being released to your practice.
- Your practice will be asked to provide evidence for any mandatory requirements not met on the day. This evidence should be uploaded to Stanley before the given deadlines.



Complete

- Once all requirements have been met and any fees paid, the assessment is complete.
- We will post your certificates.

7. Setup stage: starting your assessment

This section describes the **Setup** stage in the assessment process. During this stage the PSS Event is initiated, we assign an RCVS administrator and assessor and your practice details are confirmed.

Setup

Pre-Inspection

Inspection

Post-Inspection

Complete

Create an event

The first step for any assessment using Stanley is to create an event. The table below shows all of the PSS Events Stanley can guide a practice through and an explanation of when they should be chosen:

Event Type	Description
Setup Event	If your practice is already accredited, you will need to run through this event to ensure Stanley has all your details. Please refer to 'PSS Practices' (Section 4) for more information.
Initial Inspection	<p>This is for practices that are new to the scheme, including new branches of accredited groups.</p> <p>Multi-site practice groups: An initial inspection event set up at the Principal practice will automatically be created for all associated branches. If the group contains any Standalone practices, you will need to create a separate event for these. An event created at a Standalone practice will also be automatically created for all associated branches. Branches cannot create their own initial inspection event, so these must be initiated by the Principal or Standalone premises it is associated with.</p>
Routine Inspection	This is the assessment that occurs every four years to ensure that the practice still meets the required standards. This event is automatically generated by Stanley . If you have never logged into Stanley before you may need to create a Setup event (see above).
Award Assessment	This is how you apply for an optional awards assessment. As awards are premises based, you will need to create a separate event for every premises you wish to be assessed. Only practices that are already accredited can apply for awards. If you have never used Stanley for an assessment before you may need to create a Setup event (see above).
Upgrade Accreditation	This is how practices apply for an assessment to upgrade the accreditation currently held, e.g. from Core to GP.
Consultancy	This happens when a practice requires an assessor's visit for advice on the PSS process.

To create an event, go to the PSS Events tab and click the green 'Create New PSS Event' button on the right hand side of the screen:

Go to the PSS Events tab

PSS Events — Group 1 Principal (SW1P 2AA 7153971 Principal)

Practice Structure Quick change Premises

Manage Requirements

Demonstration Accreditation Event

PSS Event	RCVS Admin	Date commenced	Status	Assessor(s)
Routine	Awaiting Assignment	16/11/2021	Creation	Awaiting Assignment
Routine	Bob Jones	06/10/2017	Complete	Pamela Mosedale, Malcolm Whitehead
Setup	Bob Jones	06/10/2017	Complete	N/A

Showing 1 to 3 of 3 entries Previous 1 Next

Click here to create a new event

Create New PSS Event

Next, choose the event you wish to set up, and click the green 'Save New PSS Event' button:

Create new PSS Event — Group 1 Principal (SW1P 2AA 7153971 Principal)

Practice Structure Quick change Premises

Event Type:

- Setup Import your existing Accreditation into Stanley.
- Initial Inspection A 'new to PSS' Premises applies for and goes through this first PSS Inspection.
- Consultancy The PSS Member wishes to schedule some time during which an Assessor can provide guidance on a consultative basis.
- Upgrade Accreditation The PSS Member wishes to upgrade their Accreditation – e.g. from Core to GP.
- Awards Assessment The PSS Member decides that in addition to their current Accreditation, they also want to attempt one or more of the Awards.

Background Please add any other explanation which helps to clarify the reason for the event. This is to be completed by the person who creates the new PSS Event.

Select the event you wish to set up

Once you have selected an event, click here to save

Save New PSS Event

All events (historical, current and future) are listed on the PSS Events tab. Click on the eye symbol to visit the event at any time.

PSS Event	RCVS Admin	Date commenced	Status	Assessor(s)	
Routine	Awaiting Assignment	16/11/2021	Creation	Awaiting Assignment	
Upgrade Accreditation	Bob Jones	23/10/2017	Setup	Awaiting Assignment	
Routine	Bob Jones	06/10/2017	Complete	Pamela Mosedale, Malcolm Whitehead	
Setup	Bob Jones	06/10/2017	Complete	N/A	

Showing 1 to 4 of 4 entries

Click here to visit event

Create New PSS Event

Administrator assigned

You will not be able to proceed with the event until we have assigned an administrator to work with you throughout the process. We will try to do this as soon as possible.

Confirm species and accreditation levels

Once an administrator has been assigned, a notification will appear on your Dashboard telling you that you have to select your species and accreditation levels.

1. Click on the blue arrow quick link to go to the PSS Event.
2. Click on the arrow in the Actions to take box or scroll down on the Setup & Progress tab to the species and accreditation section.
3. Select all species treated at your premises and the level of accreditation you wish to be assessed for.

Species and Accreditation

Select Species & Accreditation Levels:

Small Animal	<input type="radio"/> Not treated at Premises	<input type="radio"/> Core	<input checked="" type="radio"/> GP	<input type="radio"/> Hospital
Emergency Service Clinic	<input checked="" type="radio"/> No ESC at Premises	<input type="radio"/> Emergency Service Clinic		
Farm Animal	<input checked="" type="radio"/> Not treated at Premises	<input type="radio"/> Core	<input type="radio"/> GP	
Equine	<input checked="" type="radio"/> Not treated at Premises	<input type="radio"/> Core	<input type="radio"/> GP	<input type="radio"/> Hospital

Select one accreditation level for each species

Click here to create a new event

Save Species and Accreditation selection

- For certain accreditation levels, you will also have the opportunity to opt out of certain modules, e.g. Dentistry, if this is not practised at your premises.
- For **Routine Inspections** and **Awards Assessments** these data will be automatically populated from the previous assessment, but you will still be asked to confirm they are correct. If you wish to make any changes to your accreditations, please do so at this stage.

Please note: 'Emergency Service Clinic' is a separate Small Animal accreditation and should only be chosen if you want to be assessed for this. In addition to Core and GP requirements, you will need to fulfil all mandatory requirements in Module 6 of the Small Animal Modules in order to achieve this.



- **Multi-site practice groups** will need to complete this stage for all premises in the group.
- Once this stage is complete, you can access the accreditations tab, enabling you to confirm requirements and upload evidence.

Assessor assigned

We will assign an assessor to your event and a notification will appear on your Dashboard telling you who has been nominated.

- Click on the blue arrow to go to the event.
- In the Actions to take section click on the blue arrow or scroll down the page to the 'Assessor' section.
- Read the details provided about the assessor to check for any conflicts of interest, then either:
 - **Approve Assessor** by clicking on the green button. You will be able to add notes (if applicable) which will be visible to the assessor and RCVS administrator. Please note that Stanley automatically accepts the assessor after two weeks. If you have any issues with the assigned assessor, please contact the PSS team.
 - **Reject Assessor** by clicking on the red button. Please add notes, which will be visible to the assessor and RCVS administrator, explaining your reasons for rejecting the assessor and include anything that you would like us to take into account the next time a similar event is available. If you reject the assessor, we will assign a different assessor to your event.

The screenshot shows a web interface for managing an assessor. At the top, under 'Other qualifications', it says 'None declared'. Below that, under 'Relevant information', there is a list of items. One item is expanded, showing a 'Notes' field with the text 'We are looking forward to meeting you Pam.' and a close button. To the right of the notes field, it says 'Vet - Alphavet International'. Below the notes field, there is a green button labeled 'Confirm Approval of Assessor 'Pamela Mosedale''. At the bottom of the interface, there are three buttons: 'Approve Assessor' (green), 'Reject Assessor' (red), and 'Send Pamela Mosedale a message in the PSS system' (blue). Below these buttons, there are three callout boxes: 'Approve assessor' pointing to the 'Approve Assessor' button, 'Reject assessor' pointing to the 'Reject Assessor' button, and 'Send a message to the assessor' pointing to the 'Send Pamela Mosedale a message in the PSS system' button.



Choose awards (optional)

If you want to be assessed for any of the optional awards, you are able to choose which ones you would like to apply for once you have access to the accreditation tab.

Please note: Awards take additional time and a different approach from the assessor to complete; therefore in order for your practice to achieve the best result, we strongly recommend that you complete the awards assessment separately from your routine visit. We will need to invoice you for any additional days and expenses incurred by the assessor. Awards are entirely optional and practices can apply to be assessed for them at any time.

To apply for an award:

1. Expand the Awards section to reveal a list of all the available awards for that species type. Note that Awards are species-specific; therefore, you will need to select awards for each species you wish to be assessed for.
2. Click on the green 'Apply for this Award' button next to the Award. This will enable the assessor to see which awards you wish to be assessed for as the button will turn grey.
3. Awards are gained by individual premises, so multi-site practice groups will need to select awards for each premises in the group that they would like assessed.



Each award can be opened to reveal which modules it comprises and the progress bar charts that will help you see which level of awards you are likely to achieve. Please refer to Section 5 of this guide for further information.

The Core and GP labels next to each module will turn green when all mandatory requirements have been confirmed.

- Regardless of your level of accreditation, you can apply for any awards relevant to the species you treat, but you must fulfil at least the GP level requirements for all modules contributing to that award.
- For the Small Animal Emergency and Critical Care Service award, you will also need to fulfil all the mandatory requirements for Module 6, Emergency and Critical Care (ECC).

The screenshot shows the 'Awards' section of the Stanley platform. Callouts provide the following information:

- Click to expand Awards section:** Points to the 'Awards' header.
- Click to view only relevant modules:** Points to the 'About Awards' section, specifically the checkbox 'Only display Awards & their required Modules if they have been 'Applied for''.
- Small Animal:** Points to the 'Small Animal' award category.
- Small Animal Awards only. Scroll down the page on Stanley for other species:** Points to the 'Small Animal' award category.
- Click on an Award to view the contributing modules:** Points to 'Module 3 - 'Client Experience''.
- Award applied for:** Points to the 'Applied for' button for a specific award.
- Click here to apply for this Award:** Points to the 'Apply for this Award' button.
- GP requirements to be completed:** Points to the 'GP' label in the 'Mandatory' section.

The interface includes a progress bar for 'Module 3 - 'Client Experience'' showing a score of 370 (Good) out of 550. The 'Mandatory' section lists 'Core' and 'GP' requirements, both marked as 'Applied for'.

If you are unsure which awards you wish to apply for, you may wish to click 'Apply' after confirming the individual award points, using the bar charts to see which ones you are most likely to achieve. Please refer to Section 5 of this guide for further information.

Setting an assessment date

The assessor will contact you within two weeks of being accepted to organise a mutually suitable date, using the contact details provided in your practice profile.

- Once confirmed, this will be listed in the 'Dates' section at the bottom of the **Setup & Progress** tab.
- In the meantime, you can continue to the Pre-inspection stage and upload your required documents.
- Your documents should be uploaded one month before your agreed assessment date.

Dates

Date commenced:	19/10/2017		The date the event was created
Documents to be uploaded by:	19/01/2018		Deadline for documents to be uploaded. This will change once the visit date has been agreed
Inspection to take place before:	19/04/2018		Deadline for assessment visit to take place
Date of inspection:	dd/mm/yyyy		Date of assessment visit. This will be blank until the date is agreed between you and the assessor.

Please note: These dates can be changed during the assessment process.

8. Pre-inspection stage: preparing for your assessment

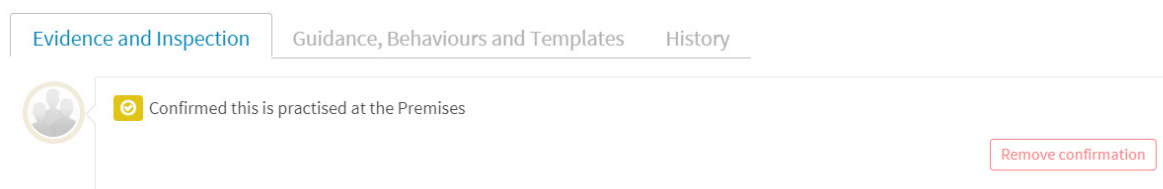
This section describes the Pre-Inspection stage in the assessment process. This includes Initial Inspection, Routine Inspection, Upgrade Accreditation and Award Assessment events.



Confirm requirements

During an inspection event, the list of modules can be found on the accreditation tab. You will need to confirm that you practise all the mandatory requirements.

- This can be done by clicking on the requirement to open it, then clicking the green 'Confirm is practised' button.
- You can also confirm you practise all requirements within a section, e.g. Module 1, Core Standards, by clicking on the cog icon next to it. Please refer to Section 5 of this guide for more information.
- If you have been assessed previously, the requirements for any accreditations gained will already have been confirmed. Work through the requirements to ensure they are all correct.
- You may wish to remove the confirmation from any clauses you don't practise to highlight those that need attention before your assessment. To do this, click to open the clause, then click the red 'Remove confirmation' button. The yellow tick icon next to it will then revert to a grey circle.



Further guidance can be found in the 'Managing your accreditations and awards' section of this document.



Upload documents

Practices must upload a document before their assessment if a clause has the single page symbol next to it. The number next to the page indicates the number of required documents.

To upload a document:

- Ensure the requirement has been confirmed as being practised
- Open the clause and click 'Attach Files'.
- Drag and drop the file you wish to upload into the box, or click on the box to select from your documents.
- You can also attach a document from your library by clicking 'Attach existing file', finding the document on the list and clicking the bullseye.

Any documents uploaded against a clause in previous events or the 'Manage Accreditation' section will be visible.

- All attached documents will appear in the 'Attached files' list and the clause will have the double page icon next to it.
- You will need to work through the clauses to ensure all documents are up to date and upload new versions of any that have expired. Please refer to Section 5 of this guide for information on how to do this.



Confirm award points

If you are applying for awards:

- Open the modules that contribute to the award you are aiming for and click **Award Points (Optional)**. Initially, each award point will be marked with a small grey box showing how many points can be achieved.
- Review all the award points; each clause expands to show further information about the requirements.
- If you are able to achieve the award point, click the 'Confirm is practised' button.
- You will also need to confirm you practise any mandatory requirements which are marked in grey and upload any relevant documents prior to your assessment.

Please note: Please note: Stanley acts a guide to show you what the outcome of your awards assessment could be if the assessor marks the award points that you practise as 'achieved' on the day. Therefore the actual result of the assessment may differ. In order to avoid disappointment it is advisable to only confirm award points that you are sure you can gain, and you should aim to be able to confirm more than the minimum required points in each module to gain the award you are hoping to achieve. At the assessment, the assessor will be able to confirm any that you may have missed.

Further guidance can be found under Section 5 of this guide.

Details on how to apply for awards can be found in Section 7.

Mark as 'Ready for pre-inspection review'

Once you have:

- Confirmed all mandatory requirements and relevant award points
- Added feedback and attached all required documents You should mark the event as ready for a Pre-Inspection review by clicking the green button in the Actions to take box. **Please only click this when you have finished uploading documents as it cannot be undone.**



Multi-site practices should ensure that this button is clicked for all practices in the group.

The assessment cannot proceed unless all premises have confirmed they are ready for pre-inspection review.

Actions to take:

1. In the 'Accreditation' tab, select the Accreditation Requirements that you meet and upload any electronic Evidence required. Apply for any Awards that you believe that you will meet to Good or Outstanding levels. Check the dates and ensure you finish before the 'Documents to be uploaded by' date.
2. When you have completed filling in the Accreditation Requirements and uploading all required documents, click the button below to mark Event as 'Ready for Pre-Inspection review'. The RCVS will feed back to you any issues for you to fix prior to inspection. Remember that you need to meet all mandatory requirements in order to receive an accreditation.

Click here when you have finished adding feedback and documents

Event is Ready for Pre-Inspection review

The RCVS Administrator will audit a selection of the attached documents to ensure they are sufficient. If they are, they will release the event to the assessor for a more in-depth pre-inspection review. If not, they will contact you to let you know what is wrong.



- The assessor will then mark any requirements or award points that need attention using the flagging functionality. A blue exclamation mark will appear on the top corner of the yellow tick icon.
- They will add feedback to explain why the requirement has not been met, which can be viewed by clicking on the requirement to open it.
- The assessor will let you know if you need to correct these requirements before the assessment visit.
- To let the assessor know you have made changes, add some feedback, click 'Yes' next to 'Has the issue been resolved?' and then the green 'Save feedback' button'. This will turn the blue exclamation mark symbol into a green light bulb.
- If you have made changes, please let the assessor know using the Communications tab as they will not receive a notification.
- All changes to the clauses are listed in the History tab.





3.1 Core Standards Level

3.1.1 The practice must have an effective means of communication with its clients.

Evidence and Inspection Guidance, Behaviours and Templates History

  Confirmed this is practised at the Premises Remove confirmation

Pre-Inspection feedback:
 No document uploaded. Please make this available on the day of the assessment visit 

Add feedback
 Add any additional feedback required.

Feedback:
This is where we the premises can add any additional information.

2048 characters remaining

Has the issue been resolved? ☒ Yes ☐ No Save feedback

Click here when the issue has been resolved

Confirming the assessment date

If they have not already done so, the assessor will now contact you to organise a mutually convenient date, using the contact details provided in your practice profile.

Once confirmed, this will be listed in the Dates section on the Setup & Progress tab.

Please note: If the Pre-inspection review is not completed before the deadline, the assessor may need to rearrange your assessment date. We reserve the right to charge practices that cancel or rearrange their assessments close to the agreed assessment date.

9. Inspection stage: your assessment visit

Once a date is confirmed and all documents have been checked, the progress bar will move to the **Inspection** phase.




This will remain until the assessment visit has taken place.

During the assessment, the assessor is likely to use Stanley to mark the requirements and award points as compliant so will need access to the internet.

If they are unlikely to be able to receive 4G coverage or access your practice Wi-Fi, please let them know in advance.

If there are any unforeseen problems before or on the day of the assessment visit, you should contact the assessor as soon as possible. Likewise, assessors will contact your practice if they experience any issues or delays to provide an update and estimate a new arrival time.

 **Please note:** award points must be correct on the day of assessment in order to be counted towards the award. They cannot be fixed after the assessment visit is finished.

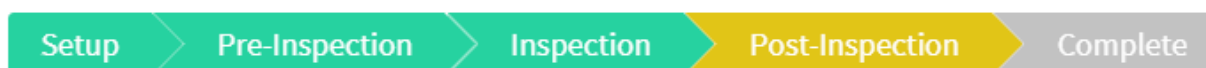
At the end of the visit, the assessor will provide their feedback. Both positive outcomes from the assessment and any issues found will be discussed and any necessary changes will be explained.

After the assessment visit, the assessor will move the event into the **Post-inspection** phase. Their feedback will be provided four to six weeks after the visit. Practices are advised to wait for this feedback before carrying out any major changes.

Please contact your RCVS administrator if you have any concerns or queries following the visit.

10. Post-inspection stage: feedback and evidence

This section describes the Post-Inspection stage in the process. This includes Initial Inspection, Routine Inspection, Upgrade Accreditation, Award Assessment and Spot Check events.



During this stage, the assessor and the RCVS provide feedback and confirm any awards gained and practices upload evidence for mandatory requirements that were not met.

Feedback

After the assessment visit, the assessor will provide their feedback.

We check all feedback from the assessors before releasing it to you in order to ensure consistency. We expect to provide practices with feedback within four to six weeks of the assessment. Once the feedback has been released, a notification will appear on your Dashboard.

Any mandatory requirements that have not been met will be marked with a red icon and the Core/GP/VH/ESC label will turn red.

We will provide the assessor's specific feedback against each of these clauses setting out:

- What is required to correct it,
- The evidence the assessors expect to see and,
- When this should be submitted by.

To see your assessor's feedback go to the **Assessment Report** tab. You can also download a PDF version of the report.

Setup & Progress Accreditation **Assessment Report** History

Assessment Report tab

Assessor post-Inspection feedback

Assessor feedback after Inspection.

Practice description Areas of best practice Assessor Comments Recommendations

Your assessor's general feedback can be found on each of these tabs

Approved Practice description feedback:

“ A group of 5 practices in London, all treating Small Animals. ”

Review Reports

Review Reports are compiled by the PSS system. They contain overall Assessor feedback comments on the Inspection as well as a list of all mandatory requirements i.e. a list of requirements which need to be resolved prior to the accreditation being finalised.

Click here to download your PDF report

Report	Created at
PSS Review Report.pdf	4:27pm 28/11/2017

Mandatory Requirements currently under Review (2)

This is a list of mandatory (Core, GP, VH or ESC) requirements which have been assessed as 'not achieved' after inspection. These requirements need to be resolved (i.e. the premises needs to take action based on RCVS approved feedback within the assigned conditions implementation durations) prior to the accreditation being applied to the premises. When these requirements are resolved and reassessed as achieved they will be removed from this view (but still available to see in the 'Accreditation' tab).

Small Animal

Modules

The list of requirements you need to review

- 1 Anaesthesia
- 3 Client Experience

Core Core

Providing evidence

You will need to upload the evidence requested against each of the requirements not met by the deadline given.

- Extra guidance for each requirement can be found on the Guidance, Behaviours and Template tab.
If you need extra clarification, please contact the assessor using the Communications tab.
- If you are asked to confirm that changes have been made in your practice, you should:
 1. Add feedback against the requirement by typing in the Feedback box
 2. Select the 'Yes' button next to 'Has this issue been resolved?'
 3. Click the green 'Save Feedback' button.The requirement will remain red, but a green light bulb flag will appear to highlight this to the assessor.
- If you are required to provide documents or photographs, you should:
 1. Expand the 'Attach Files' section
 2. Drag and drop files into the box (refer to Section 5 of this guide for more information).
 3. Add any comments in the feedback box if necessary
 4. Select the 'Yes' button next to 'Has this issue been resolved?'
 5. Click the green 'Save Feedback' button.The requirement will remain red, but a green light bulb flag will appear to highlight this to the assessor.

Once you have made all your changes, go to the **Actions to take** box at the top of the page and click the green 'Ready for Post-inspection Re-review' button.

- The assessor will then review your evidence and either mark it as compliant or provide further feedback to help you understand what is necessary.
- If they provide additional feedback, they will highlight the requirement with the blue exclamation mark flag. Repeat the process above to provide further evidence until the requirement is confirmed as compliant.

Label turns red

Core

Core

Requirement not met

Extra guidance can be found on this tab

Evidence and Inspection | Guidance, Behaviours and Templates | History

Confirmed this is practised at the Premises

Approved Post-Inspection feedback:

Please provide copies of anaesthetic monitoring results/annual service records.

Conditions Implementation deadline: 28/02/2018

Date evidence required by

Details of the evidence required

Add feedback

Add any additional feedback required.

Feedback:

This is where we the premises can add any additional information.

Add comments and/or documents as required, click 'Yes' and then 'Save feedback'

Has the issue been resolved? Yes No

Save feedback

Please note: On some occasions, assessors will need to reassess a practice in order to check that all the requirements have been met. If this is required, we will notify you. A new assessment date will be agreed and logged in Stanley and the original event will continue to be used. All changes will be recorded in the history tab over the course of the event.



Award points



Assessors will mark award points that were achieved with a green thumbs up symbol and the points will contribute to the award. They can also confirm any additional clauses that you may have missed during the pre-inspection phase.



A yellow tick icon indicates that the assessor did not assess that requirement, but has given their implicit approval. These points also contribute towards your award. This will only be used if you have had an awards visit in the last six months and the assessor did not need to re-assess these points.

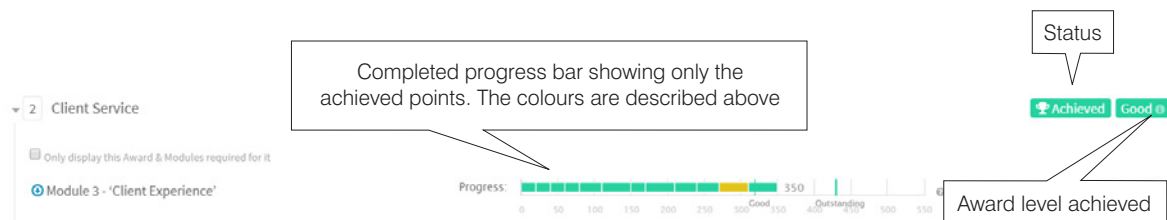


Assessors will mark award points that were assessed but were not achieved with a red thumbs down symbol and these points will not contribute to the award. They will provide feedback against each of these clauses to ensure that you understand their reasoning. These points will be listed on the PDF report mentioned in the 'Feedback' section above.

The progress bar charts will change colour based on which award points are confirmed. The icons alongside the awards will also change to show which awards have been achieved.

Award points must be correct on the day of assessment in order to be counted towards the award. They cannot be fixed after the assessment visit is finished.

If any mandatory requirements contributing to the award are not met, you will be given the opportunity to correct these following the 'Providing evidence' process described above. Your awards will be granted once these mandatory requirements have been met.



11. Completion stage: finishing the assessment process

Once all requirements have been met and any outstanding fees paid, the event will be marked as Complete and we can issue certificates.



Multi-site practices will need to ensure evidence has been provided for all branches before compliance can be confirmed.

On the Completion & Feedback tab:

- You will be able to see your next assessment date. Please note that this is just a guideline for the month in which your visit will occur.
- You can provide your feedback on the assessment process. Scroll to the bottom of the page and type your feedback in the 'PSS Member feedback and comments' box, then click the green 'Save feedback' button. This feedback will be visible to your RCVS administrator and your assessor. We are always grateful to hear your feedback and especially any suggestions for how the PSS process can be improved.
- If you have achieved any awards, you can download a certificate in this section with a summary of your results. Your official certificates for display will be posted to you.



12. Spot checks and consultancy visits

This section provides a brief summary of the remaining event types. Although the processes may differ slightly, the Stanley mechanisms remain the same:

- Watch out for Notifications triggering your involvement in the process
- Read the **Actions to take** section, which will explain to you what you need to do in order to move the process forward.

Spot checks

Practices within the scheme are occasionally subject to spot checks. These are initiated by the RCVS with the practice being given 24-48 hours' notice, therefore you would not be involved in the Setup or Pre-inspection stages described above.

You will not be asked to upload documents in advance of the spot check. After the assessment has taken place, you will follow the same process as described in the 'Post-Inspection Stage' section of this document.

Consultancy

If you would like an assessor to visit your practice to discuss the PSS process and assessment, you can apply for a consultancy visit. Please note that you will be charged for this visit. Please contact the PSS team at the RCVS on 020 7202 0767 or PSS@rcvs.org.uk for more information on likely fees.

If you have queries that do not require an assessor to visit you, you should use the communications tab to talk to an assessor, or contact your RCVS administrator.

The Setup stage is exactly the same as an accreditation or awards assessment. The Pre-inspection stage is available to practices but is optional. There is no official feedback after the event, although the assessor may choose to provide some.

Practices undergoing a consultancy visit do not need to provide evidence after their assessment.

13. Frequently asked questions

Who do I contact with my question?

If you have any issues using Stanley, please contact the RCVS administrator assigned to your event. You can also contact your assigned assessor if you have any queries about the requirements. Please use the communications facility to do this, or use the contact details provided in their profile.

If you are not sure who is the best person to ask for help, please contact the PSS team at the RCVS on 020 7202 0767 or PSS@rcvs.org.uk.

When can I upload documents?

Once you have been assigned an RCVS administrator and confirmed which species and accreditations you will need to be assessed for, you will be able to start uploading documents.

Please read 'Uploading documents' in the 'Managing your accreditations and awards' section for guidance on this.

How do I upload a document?

Please read 'Uploading documents' in the 'Managing your accreditations and awards' section for guidance on this. If you are still having problems, please contact the PSS team at the RCVS on 020 7202 0767 or send a message to your RCVS administrator.

How do I upload CPD records if they are on the PDR?

If your team members are using the online PDR, please ask each of them to provide a sharing link to their record. These links should be collated in a Word document and uploaded to Stanley.

Please note that assessors do not have access to CPD records unless these links are provided.

How do I set an expiry date on my documents?

Once a document is uploaded, you can click the pencil icon next to it to edit the details, including the expiry date. Please read the 'Document Library' in the 'Managing your accreditations and awards' section for further guidance on this.

Where is my information stored?

The information on Stanley is located on a secure remote server. All parties are bound by the principles of the Data Protection Act 1998 and take data privacy very seriously.

Neither the RCVS nor Skillwise (Stanley's developer) will make any data from Stanley available to other external users without the permission of the data owners, except in the circumstances as provided for under the Data Protection Act, e.g. may be passed to relevant enforcement agencies, including the Health and Safety Executive or Veterinary Medicines Directorate.

Users must not attempt to upload any files or enter data that could potentially harm the system.

Please refer to the PSS rules and the Information Commissioner's Office guide to data protection (<http://bit.ly/ICOguide>) for more information.

Do I have to use Stanley for my assessment?

Yes. Using Stanley for the accreditation process is a requirement of the Scheme. In exceptional circumstances where particular IT difficulties arise, a paper-based process may be permitted, subject to the payment of an administration charge.

How do I start the process?

The first step is to go the PSS Events tab and create an event. Please refer to 'Create an event' in Section 7 of this guide for more information.

How do I apply for an award?

Go the PSS Events tab and create an Awards Assessment event. Please refer to Section 7 of this guide for more information.

When do I arrange an assessment date?

The assessor will contact you to arrange a mutually convenient date once you have completed the Setup stage of the assessment process.

They should contact you within two weeks of being accepted as your assessor. You can continue uploading documents whilst you wait for their call.

How do I get my client service questionnaire?

The client service questionnaire is a requirement for the optional Client Service award and is sent to practices once they have applied for this award and an assessment date has been set.

This questionnaire is not needed for a routine assessment.

