

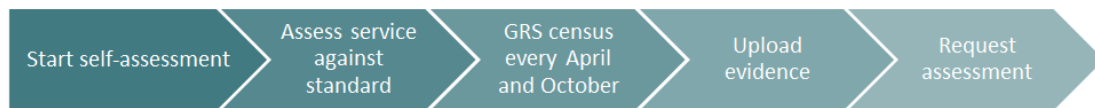


## Top 5 Frequently Asked Questions (FAQs)

Here you will find our top five most common queries and their answers.

### 1) How has the self-assessment pathway changed?

JAG accreditation successfully launched the updated GRS standards in April 2021. From October, we have updated the website to combine the GRS with the self-assessments. This means services can start a self-assessment at any time and continually assess your service against our standards.



To start a new self-assessment, go to 'My Task' > 'Assessment dashboard' > 'Assessments'. From here, you will be able to upload documents which can be attributed to each of the standards.

You will need to evidence all B and C criteria before you are able to request an assessment. You will also need to submit the [five mandatory templates](#) which can be found here. For more guidance on uploading and submitting evidence, please look at our [GRS Accreditation Booklet](#).

Please note this update applies to all UK services only.

### 2) How do I register my service for JAG accreditation?

You can register with JAG at any time. To be eligible to request an assessment, the service must have been operational for at least one year at the time of requesting the assessment and the service should currently be meeting national waiting time targets.

### 3) How long will it take a service to become accredited?

The time taken for services to gain accreditation varies. It can depend on the amount of work required to meet the standards and the resources that are available.



Some time frames which services should consider are:

- Service must be operational for at least 1 year before it can be eligible for accreditation.
- The time between booking an assessment and the site assessment is a minimum of 10 weeks.
- For services which have had their accreditation provisionally awarded by the assessment team, the time between the site assessment and having accreditation confirmed is typically 2 months.
- For services which have had their accreditation deferred by the assessment team, the service has up to 6 months to meet the standards and sign off their deferral assessment. If the service can be accredited, the time to having accreditation confirmed is typically 2 weeks from signing off the deferral assessment.

#### 4) My service is not meeting the waiting times standards due to COVID-19, will this affect my accreditation status?

JAG recognises that the past few months have been difficult for services to continue with a normal service with many not being able to carry out routine or surveillance procedures. JAG is therefore committed to providing services with as much flexibility as possible.

If you are due to submit your annual review evidence, then we ask that you submit all recorded data from December 2019 - February 2020 and data covering the latest 3 months available. Please also upload an action plan under AR2.5 and comment on how you plan to recover waiting times. We ask that those services who are preparing for a site assessment also follow the same advice when completing their self-assessment.

#### 5) What is the five-year accreditation cycle?


Services signed up to JAG are required to complete online activities at various times in the year or in the five-year accreditation cycle.

Unaccredited services complete the GRS self assessment which can be started at any time. They will also receive an on-site visit from lay assessors.

Once the site has become accredited, accreditation is maintained with an annual review to be completed online.

On the fifth annual anniversary of initial accreditation, the service is required to have another on-site assessment as part of the annual review.

More information about the five-year cycle can be found [here](#).



JAG also holds a biennial census for all services. The next biennial census will be 2023. More information about the biennial census can be found [here](#).

## Resources

COVID-19 Guidance: <https://www.thejag.org.uk/COVID-19>

Resources Page: <https://www.thejag.org.uk/resources>

Guidance documents: <https://www.thejag.org.uk/JAGguidance>

Knowledgebase and other FAQs: <https://thejag.zendesk.com/hc/en-us>

Video Guides: <https://www.thejag.org.uk/video-guides>

You can also get in touch with the JAG Accreditation Unit:

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