**Quality frameworks containing outcomes and indicators for measuring the impact of adult learning**

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| [**National Performance Framework**](http://www.scotland.gov.uk/About/Performance/scotPerforms)**[[1]](#footnote-1)** (Scottish Government, first published 2007, evolving) | **The overarching quality framework for measuring the impact of public services in Scotland.**Scotland’s National Performance Framework is focused on the “Purpose” of creating a more successful country, with opportunities for all to flourish through increasing sustainable economic growth.Progress towards the Purpose is tracked measured against:* [7 Purpose Targets](http://www.scotland.gov.uk/About/Performance/scotPerforms/purpose)[[2]](#footnote-2)
* [16 National Outcomes](http://www.scotland.gov.uk/About/Performance/scotPerforms/outcome)[[3]](#footnote-3), and
* [50 National Indicators](http://www.scotland.gov.uk/About/Performance/scotPerforms/indicator)[[4]](#footnote-4)

**Single Outcome Agreements (SOAs)** are the contracts between Scottish Government and local authorities. They are developed by Community Planning Partnerships and describe in detail how partners will work together to meet the Outcomes in the National Performance FrameworkThe latest round of SOAs are [available online](http://www.scotland.gov.uk/Topics/Government/PublicServiceReform/CP/finalsoas)[[5]](#footnote-5).The organisation [Generations Working Together](http://generationsworkingtogether.org)[[6]](#footnote-6) has worked with its partners to develop guidance for evidencing the impact of intergenerational practice in the context of national and regional policy. This guidance, [*Guidelines: Bringing Together Local Authorities and Intergenerational Practice in a Scottish Policy Context*](http://generationsworkingtogether.org/resources/guidelines-bringing-together-local-authorities-and-intergenerational-practice-in-a-scottish-policy-context)*[[7]](#footnote-7)*, identifies possible outcomes for young people, older people and communities in the context of the strategic objectives of the National Performance Framework. | **National Performance Framework**The original Explaining the Difference pilot project identified alignment between the programmes they were evaluating and the National Outcomes (at the time of the project there were only 15 National Outcomes).Participants recognised a particularly strong fit to the following:* Outcome 2: *We realise our full economic potential with more and better employment opportunities for our people.*
* Outcome 3: *We are better educated, more skilled and more successful, renowned for our research and innovation.*
* Outcome 7: *We have tackled the significant inequalities in Scottish society.*
* Outcome 11: *We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.*

The [webpage containing all the National Outcomes](http://www.scotland.gov.uk/About/Performance/scotPerforms/outcome) provides information that will help organisations to identify which are relevant to refer to in evaluations of programmes.**SOAs**SOAs tend to measure outputs rather than outcomes, for example referring to the number of courses on offer, or target numbers of learners.However, it can be useful to identify references in SOAs |
| [**PQASSO**](http://www.ces-vol.org.uk/OneStopCMS/Core/AcceptCookies.aspx?redirect=/PQASSO/index) **Quality Mark[[8]](#footnote-8)**Charities Evaluation Service (since 1997) | **A UK-wide organisational quality standard developed by the Charities Evaluation Services.** PQASSO (Practical Quality Assurance System for Small Organisations) can be used by all types of third sector organisations, including charities, social enterprises, community interest companies and community groups. It is appropriate for organisations of all sizes, from those with a handful of employees to over 2,000 employees. It has been used by over 14,000 organisations. | PQASSO is built on 12 topics or quality areas. These are the building blocks an organisation needs in order to be able to operate to a high standard. They are:1. Planning2. Governance3. Leadership and management4. User-centred service5. Managing people6. Learning and development7. Managing money8. Managing resources9. Communications and promotion10. Working with others11. Monitoring and evaluation12. ResultsPQASSO breaks down each topic into three levels. This enables organisations to assess how well they are doing and plan a clear path for development in each area.PQASSO may be used in a variety of ways, including as an organisational health check or to help guide organisational development and growth. Organisations implement PQASSO by assessing themselves against standards and indicators using evidence to support judgements made. PQASSO also offers an external accreditation: the PQASSO Quality Mark. |
| [**Investing in Volunteers Standard**](http://iiv.investinginvolunteers.org.uk/inyourcountry/iiv-scotland)**[[9]](#footnote-9)**Investing in Volunteers | Investing in Volunteers (IiV) is the UK quality standard for all organisations which involve volunteers in their work.Over 750 organisations have achieved this quality accreditation throughout the UK, ranging from small community groups that are totally volunteer-led to large national multi branch charities that have thousands of volunteers.In Scotland the Standard is managed by [Volunteer Scotland](http://www.vds.org.uk)[[10]](#footnote-10). | The standard consists of nine indicators that organisations must meet:1. There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation
2. The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials
3. The organisation is open to involving volunteers who reflect the diversity of the local community and actively seeks to do this in accordance with its stated aims.
4. The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers
5. The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering
6. The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers
7. Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel
8. The organisation takes account of the varying support and supervision needs of volunteers
9. The whole organisation is aware of the need to give volunteers recognition
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1. <http://www.scotland.gov.uk/About/Performance/scotPerforms> [↑](#footnote-ref-1)
2. <http://www.scotland.gov.uk/About/Performance/scotPerforms/purpose> [↑](#footnote-ref-2)
3. <http://www.scotland.gov.uk/About/Performance/scotPerforms/outcome> [↑](#footnote-ref-3)
4. <http://www.scotland.gov.uk/About/Performance/scotPerforms/indicator> [↑](#footnote-ref-4)
5. <http://www.scotland.gov.uk/Topics/Government/PublicServiceReform/CP/finalsoas> [↑](#footnote-ref-5)
6. <http://generationsworkingtogether.org> [↑](#footnote-ref-6)
7. <http://generationsworkingtogether.org/resources/guidelines-bringing-together-local-authorities-and-intergenerational-practice-in-a-scottish-policy-context> [↑](#footnote-ref-7)
8. <http://www.ces-vol.org.uk/PQASSO/index> [↑](#footnote-ref-8)
9. <http://iiv.investinginvolunteers.org.uk/inyourcountry/iiv-scotland> [↑](#footnote-ref-9)
10. <http://www.vds.org.uk> [↑](#footnote-ref-10)