

# MI: Accreditation Approach

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## Introduction

The STAR Accreditation Steering Group (ASG) developed this approach, which has formed the basis of awarding bronze, silver and gold accreditation awards for STAR MI submissions in the following SLA product categories:

- Core MI for Personal Pensions, SIPP & SSAS;
- Core MI for ISA/GIA;
- Core MI for Occupational Pensions;
- Full MI for Asset Manager.

This paper outlines the accreditation approach for the wider STAR membership. It should be noted that final awards will be agreed by the ASG.

The example of ISA/GIA awards are used in the body of the document and other SLA product categories are listed in the [APPENDIX: SLA Group Matrices & Minimum Levels](#).

## Reporting approach

The individual Band Values are set annually by the ASG, ahead of the first accreditation window, following a review of trends in the data received.

The STAR Delivery Team creates a matrix for the ASG to consider, along with supplementary data, for all submissions received for that period. The matrix is reported anonymously and does not identify STAR members by name.

The ASG reviews, validates and confirms the awards, which are then communicated to the participating members.

Members have ten working days to submit an appeal. The ASG reviews the grounds for appeal before the final awards are issued and published to the [accreditation](#) page on STAR's website. No details will be published for those firms who have not achieved an award.

## Accreditation Principles

The ASG agreed that the approach to accreditation should not be based on a single methodology. The accreditation approach features three steps:

1. Scoring Matrix.
2. Validation against minimum levels.
3. Consideration of any outliers or mitigating factors that have been highlighted within the supplementary information submitted.

## Step 1: Scoring Matrix

Firstly, the data submitted will be entered into a matrix that will apply a score for each metric based on five bands (scoring ranges). The ASG has agreed a weighting to be applied to each metric to ensure its importance is reflected in the total score, e.g. in the ISA/GIA table below the maximum Combined Journey score of 32 makes up 80% of the total 40 points available.

### ISA/GIA Scoring Matrix (with example scores)

Metric	ISA CPJ (Calendar days)					GIA CPJ (Calendar days)					GIA %	Combined CPJ Scores	% Electronic Reported					Communication Guidelines		Total
	Band 1	Band 2	Band 3	Band 4	Band 5	Band 1	Band 2	Band 3	Band 4	Band 5			Band 1	Band 2	Band 3	Band 4	Band 5	Yes	No	
Points	32	24	16	8	0	32	24	16	8	0			4	3	2	1	0	4	0	
Org 1	32						24				20	30.4	4					4	0	34.4
Org 2	32							16			5	31.2	4					4		39.2
Org 3				8				16			50	12.0		2				4		18.0
Org 4		24							8		40	17.6		3				4		24.6
Weighting	80%										10%					10%				

For consistency, the scores for the ISA Ceding Party Journey (CPJ) & GIA Ceding Party Journey (CPJ) will be combined by averaging them. Using the example of Org 1 from the table above: 80% of the ISA CPJ Score is 25.6, 20% of the GIA CPJ Score is 4.8 giving a Combined CPJ Score of 30.4.

This first step is used to determine a preliminary award based on the Scoring Range set out in the table below:

Award	Scoring Range (Points)	Notional Split
Gold	35-40	25%-30%
Silver	26-34	25%-30%
Bronze	18-25	25%-30%

The award from Step 1 will then be taken forward to Step 2 to be validated.

The ASG will review the range of scores awarded against the notional split figure. Its purpose is to indicate whether a review of the scoring ranges or band values may be required.

## Step 2: Validation Against Minimum Levels

This step works on the principle that as well as scoring highly (perhaps for one metric), an organisation must meet minimum standard levels across all metrics.

### ISA/GIA – Minimum Levels

The table below describes the ISA/GIA minimum level that must be achieved in order for an accreditation award to be set:

MINIMUM LEVELS				
Award	Average CPJ ISA	Average CPJ GIA	% Electronic Reported	Communication Principles Met
Gold	Band 2	Band 2	Band 2	Yes
Silver	Band 3	Band 3	Band 3	Yes
Bronze	Band 4	Band 4	Band 4	No

Example 1: In the ISA/GIA Matrix table outlined in Step1, Org 2 has a matrix score of 39.2. On the basis of the matrix alone this indicates a Gold award. However, when measured against the Minimum Levels table (above), its performance level for the metric GIA CPJ is in band 3 and therefore, it is only merits a Silver award.

The award from Step 2 will then be taken forward to Step 3 to be validated.

## Step 3: Outliers/ Mitigating Factors

The ASG will consider the supplementary data supplied with the MI submission. Outliers or mitigating factors that have been highlighted within the supplementary information will be assessed and the ASG and determine whether it warrants any adjustment to the award.

The award from Step 3 will be communicated to the participating member.

# APPENDIX: SLA Group Matrices & Minimum Levels

## ISA/ GIA

ISA/GIA Scoring Matrix (with example scores)

Metric	ISA CPJ (Calendar days)					GIA CPJ (Calendar days)					GIA %	Combined CPJ Scores	% Electronic Reported					Communication Guidelines		Total
	Band 1	Band 2	Band 3	Band 4	Band 5	Band 1	Band 2	Band 3	Band 4	Band 5			Band 1	Band 2	Band 3	Band 4	Band 5	Yes	No	
Points	32	24	16	8	0	32	24	16	8	0			4	3	2	1	0	4	0	Max 40
Org 1	32						24				20	30.4	4						0	34.4
Org 2	32							16			5	31.2	4					4		39.2
Org 3				8				16			50	12.0			2			4		18.0
Org 4		24							8		40	17.6		3				4		24.6
Weighting	80%										10%					10%				

For consistency, the scores for the ISA Ceding Party Journey (CPJ) & GIA Ceding Party Journey (CPJ) will be combined by averaging them. Using the example of Org 1 from the table above: 80% of the ISA CPJ Score is 25.6, 20% of the GIA CPJ Score is 4.8 giving a Combined CPJ Score of 30.4.

Award	Target Range (Points)	Notional Split
Gold	35-40	25%-30%
Silver	26-34	25%-30%
Bronze	18-25	25%-30%

MINIMUM LEVELS				
Award	Average CPJ ISA	Average CPJ GIA	% Electronic Reported	Communication Principles Met
Gold	Band 2	Band 2	Band 2	Yes
Silver	Band 3	Band 3	Band 3	Yes
Bronze	Band 4	Band 4	Band 4	No

# Personal Pensions, SIPP & SSAS

## Personal Pensions, SIPP & SSAS Scoring Matrix (with example scores)

CPJ Simple (Calendar days)					CPJ Complex (Calendar days)					Complex %	Combined CPJ Scores	APJ (Calendar days)					APJ %	Combined Journey score	% Electronic Reported					Communication Guidelines		Total
Band 1	Band 2	Band 3	Band 4	Band 5	Band 1	Band 2	Band 3	Band 4	Band 5			Band 1	Band 2	Band 3	Band 4	Band 5			Band 1	Band 2	Band 3	Band 4	Band 5	Yes	No	
32	24	16	8	0	32	24	16	8	0			32	24	16	8	0			4	3	2	1	0	4	0	
32						24				90	24.8	32					20	26.2	4					4	0	34
		16			28					20	18.4			16			0	18.4	4						0	22
	24		8				16			50	24.0					0	20	19.2			2			4		25
				0		24				40	9.6		24				40	15.4		3				4		22
80%										10%										10%						

For consistency, the scores for the CPJ Simple & CPJ Complex are combined to take into account the percentage of Complex cases reported.. Using the example of Org 1 from the table above: 90% of the Complex CPJ Score of 24 is 21.6 which is added to 10% of the Simple CPJ score,3.2 to give a Combined CPJ score of 24.8.

This is then combined with the Acquiring Party Journey (APJ) : 80% of the Combined CPJ score, 19.8, is added to 20% of the APJ score,6.4, to provide an overall Combined Journey Score of 26.2.

Award	Target Range (Points)	Notional Split
Gold	35-40	25%-30%
Silver	26-34	25%-30%
Bronze	18-25	25%-30%

MINIMUM LEVELS					
Award	Average CPJ Simple	Average CPJ Complex	Average APJ	% Electronic Reported	Communication Principles Met
Gold	Band 2	Band 2	Band 2	Band 2	Yes
Silver	Band 3	Band 3	Band 3	Band 3	Yes
Bronze	Band 4	Band 4	Band 4	Band 4	No

# Occupational Pensions

## Occupational Pensions Scoring Matrix (with example scores)

CPJ Simple (Calendar days)					CPJ Complex (Calendar days)					Complex %	Combined CPJ Scores	APJ (Calendar days)					APJ %	Combined Journey score	% Electronic Reported					Communication Guidelines		Total
Band 1	Band 2	Band 3	Band 4	Band 5	Band 1	Band 2	Band 3	Band 4	Band 5			Band 1	Band 2	Band 3	Band 4	Band 5			Band 1	Band 2	Band 3	Band 4	Band 5	Yes	No	Max 40
32	24	16	8	0	32	24	16	8	0			32	24	16	8	0			4	3	2	1	0	4	0	
32						24				90	24.8	32					20	26.2	4					4	0	34
		16			28					20	18.4			16			0	18.4	4						0	22
	24		8				16			50	24.0					0	20	19.2			2			4		25
				0		24				40	9.6		24				40	15.4		3				4		22
80%											10%					10%										

For consistency, the scores for the CPJ Simple & CPJ Complex are combined to take into account the percentage of Complex cases reported. Using the example of Org 1 from the table above: 90% of the Complex CPJ Score of 24 is 21.6 which is added to 10% of the Simple CPJ score, 3.2 to give a Combined CPJ score of 24.8.

This is then combined with the Acquiring Party Journey (APJ) : 80% of the Combined CPJ score, 19.8, is added to 20% of the APJ score, 6.4, to provide an overall Combined Journey Score of 26.2.

Award	Target Range (Points)	Notional Split
Gold	32-40	25%-30%
Silver	23-31	25%-30%
Bronze	15-22	25%-30%

MINIMUM LEVELS					
Award	Average CPJ Simple	Average CPJ Complex	Average APJ	% Electronic Reported	Communication Principles Met
Gold	Band 2	Band 2	Band 2	Band 2	Yes
Silver	Band 3	Band 3	Band 3	Band 3	Yes
Bronze	Band 4	Band 4	Band 4	Band 4	No

# Asset Manager

## Asset Manager Scoring Matrix (with example scores)

Metric	AM1 - Conversions (% completed in SLA)					AM2 - Re-Registrations (% completed in SLA)					%Split AM2	Combined AM Score	Electronic Conversions		Total
	Band 1	Band 2	Band 3	Band 4	Band 5	Band 1	Band 2	Band 3	Band 4	Band 5					
Points	10	8	6	4	2	10	8	6	4	2			2	0	Max 12
Org 1	10							6			20	9.2	2		11.2
Org 2	10					10					80	10.0		0	10.0
Org 3					2				4		100	4.0	2		6.0
Org 4		8					8				50	8.0	2		10.0
Weighting	80%										20%				

For consistency, the scores for the AM1 and AM2 metrics will be combined by averaging them, taking into account the percentage of AM2 metrics reported. Using the example of Org 1 from the table above: 80% of the AM1 conversions score is 8 which is added to 20% of the AM2 -Re-registrations score, 1.2 giving a Combined Journey score of 9.2.

Award	Target Range (Points)	Notional Split
Gold	10 to 12	25%-30%
Silver	7 to 9	25%-30%
Bronze	5 to 7	25%-30%

MINIMUM LEVELS			
Award	AM1	AM2	Electronic Conversions Supported
Gold	Band 2	Band 2	No
Silver	Band 3	Band 3	No
Bronze	Band 4	Band 4	No