

1 July 2017

Dear EZRAH Community Development and Training NPC

VIVA QUALITY MARK: ACCOUNTABILITY LEVEL

We want to congratulate you for successfully completing the Quality Improvement System (QIS) programme, facilitated by **Connect Network** in partnership with **Viva**. This letter serves as confirmation that after independent verification by Alternative Prosperity you have obtained the outstanding achievement of receiving the *Viva Quality Mark on Accountability level*. Your organisation has met all mandatory numbered standards in the standards checklists for all six QIS areas that have been agreed and signed off by the Quality Standards Reference Group comprising of representatives of World Vision, Tearfund, Compassion, Toybox and Erikshjalpen.

It means that your organisation is well on its way to align with the international standards referred to in the QIS units for the following six QIS areas:

- Governance
- Financial Accountability
- People Care
- Child Protection
- Child Well-being
- Project Planning and Design

Your organisation will be registered via the updated Viva website as having reached this level and you are permitted to use the *Viva Quality Mark (Accountability)* on headed paper, websites and communication. Your organisation will also receive acknowledgement of this achievement on the Connect Network website. The *Viva Quality Mark* will be dated with the year of the award and is eligible for three years after the date of the award. After three years, you may choose to pay for a further external verification.

As this mark also serves to keep organisations accountable for best practice functioning, an organization can lose its quality mark if there was a recognised case of gross misconduct which became publically known or known in the network. In such an unfortunate case, Connect Network will be responsible for follow up, to verify complaints and to inform Viva.

We want to wish you many blessings as you continue on this journey of functioning in line with international best practice standards with the aim of working together for children and women at-risk.

Kind regards,



Dee Moskoff

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