

## StART Frequently Asked Questions

No.	Question	Answer
1.	Will the presentation slides be sent to the attendees of the briefing day	Yes. They will be sent to all attendees the day following the briefing day
2.	Going forward, will StART still be used in Pre-Qualification	It will be used in either Pre-Qualification or Tender for high value procurements
3.	In the principles it asks for evidence of work 'with Highways England'. What if a company has not worked with the Agency previously	A company may provide evidence of work they have carried out for another company but they need to show how it is relevant to Highways England and the way the company works
4.	Are we only allowed one presenter per principle	No, you can have as many as you wish but bear in mind the message you are trying to get across to the assessors and the time constraints
5.	Is the Agenda document assessed	No but the assessment team will use it to help familiarise themselves prior to the assessment day
6.	Is the final 30 minutes review time at the assessment visit for assessors to ask questions only	No, if you believe there is something important that was missed out during one of the presentations you may bring this to the assessors' attention
7.	Is there a minimum font size for the submission	Yes, minimum font size 10
8.	There is a 12 page limit for the submission, effectively 2 pages per principle. Can this be changed	The total page count of 12 pages is fixed. However, if you think you need to provide more information for one principle than another you can use more than 2 pages for that principle. This has to be taken from another principle though as no extra pages will be considered
9.	How much detail should be provided in the submission	Think of the 'who', 'what', 'why' and 'how' Who will present. Why that person/s. What will be presented? How will the evidence be presented? Some detail is good but not too much
10.	How many assessors will there be per visit	2 or 3 assessors. There may also be an observer.
11.	When the assessors have scored the principle and completed the top down sense check what happens if there is a disparity with the scores	The assessors will go back to the words, evidence presented and look again at the scores to confirm or amend
12.	Does that take place during the review period at the visit or at the consensus meeting	Both if necessary
13.	Do the companies get compared	No, the assessors are assessing companies individually. Their scores are purely as a result of their confidence in what was presented on the day of your visit
14.	Will we get a total score or individual scores per principle	You will get a score per principle as well as your total score
15.	Will we have an opportunity to challenge/clarify what is provided in the feedback report	No, it is up to the assessors to make the feedback clear, however there is always an opportunity for a meeting with the SCD team to discuss the StART improvement plan

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16.	What is a StART Improvement Plan	A plan which will be developed in collaboration with the supplier and Highways England in order to monitor progress against areas of improvement.
17.	If we don't currently work with Highways England how do we show valuable examples – is it better to say what we would do or use examples from other organisations we work with?	Show us broad examples of the work you do with other clients which could be brought to Highways England and the value it adds for your clients. Focus on showing alignment to Highways England's values. Use the Highways England strategic documents as a starting point and contact the SCD team if you have questions about linking to some areas of Highways England.
18.	Is there a score range that we are expected to achieve or a pass/fail system?	There is no pass/fail and no expected score. The maximum achievable score for a full assessment is 180
19.	If we have not yet been StART assessed. Is this still possible?	Ad-hoc assessments will be programmed if required to ensure all that need a score will receive one.
20	How long is the StART assessment process	Allow at least 8 weeks from requesting a StART assessment to the assessment taking place.
21	If we are a global or parent company do each of our subsidiaries need to have a StART score or is one score okay?	Generally we would recommend that only one assessment is completed – you would need to be able to demonstrate how values were aligned across the corporate group. However, we have done both options in the past so if you contact the SCD team we can advise on an individual basis, based on your circumstances.