# Documentation in your service

Quality is not about documents and guidelines. But in some cases, these can also help with service development.

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| Which documents do you use in your service? |  | |
| Information materials (web, leaflets…) | |  |
| General terms and conditions | |  |
| Price list | |  |
| Plan of activities | |  |
| Agreement / contract with client | |  |
| Entrance interview sheet | |  |
| Privacy Policy (GDPR) | |  |
| List of used tools / methods | |  |
| List of information resources | |  |
| Internal methodology of the service | |  |
| Templates for products of the service (CV, personal report, portfolio…) | |  |
| Evaluation/satisfaction questionnaire | |  |
| Questionnaires for evaluating results (middle-term/long-term) | |  |
| Database of clients | |  |
| Accounting documents | |  |
| List of partners | |  |
| List of contacts / external services to which I can refer a client | |  |
| Personal/business evelopment plan | |  |
| … | |  |
| … | |  |
| … | |  |

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| Which documents could be useful? |  |
| Look at the documents you haven't selected in the previous list. Are there any of them that could help you maintain/develop the quality of your service? | |

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| 2. Price calculation |  |
| A large nonprofit organization has given you the opportunity to participate in a project where you can provide career guidance for your target audience. They ask for your price quotation for a career guidance program for groups of participants in the following structure:   * 5 hours of individual interviews (5 x 1h) * 10 hours of group workshops (5 x 2h)   Your quotation should include all the costs associated with providing the service, as the non-profit organization has no infrastructure in your city. At the end they expect from you a report on the outputs / results of the counselling programme for each participant (e.g. participation in job interviews...) | |
| A: The non-profit organization expects a group of 10 participants to participate in the program.   1. What fixed costs would you consider when preparing your offer? Indicate and try to calculate them. 2. What are your variable costs? Indicate and calculate.  |  |  |  |  | | --- | --- | --- | --- | | Item | Unit cost | Number/10 participants | Total price | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  | **Total:** |  |   3. What is the minimum cost per participant that will allow you to cover the real cost of the service?  4. What is the minimum cost per person/hour that will allow you to cover the real cost of the service? | |
| B: The non-profit organization does not specify the number of participants, but offers you 20 € per person. How many participants do you need to have in the group in order to cover all your costs? | |