**ARQ Overview: Seven Steps**

<table>
<thead>
<tr>
<th>Step</th>
<th>Component</th>
<th>Materials</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction to Quality Standards, Readiness, and Resources</td>
<td>General Information</td>
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<tr>
<td>2</td>
<td>Self-Study</td>
<td>Self-Study/ASQ Materials</td>
<td>Program assessment and improvement</td>
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<td>3</td>
<td>Accreditation</td>
<td>Guide to Accreditation, Application, and Impact Quality Kit</td>
<td>Accreditation process and application preparation</td>
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<tr>
<td>4</td>
<td>Intent to submit</td>
<td>Letter of Intent</td>
<td>Non-refundable fee to commit to the Accreditation process. Most talented application will be reviewed.</td>
</tr>
<tr>
<td>5</td>
<td>Application submission, review, and processing</td>
<td>Application</td>
<td>Application reviewed and approved by NAA</td>
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<tr>
<td>6</td>
<td>Endorser visit and report review and processing</td>
<td>Endorser scheduled by NAA</td>
<td></td>
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<tr>
<td>7</td>
<td>Continuous Improvement</td>
<td>Interim Report and Statement of Continuous Improvement</td>
<td>Annual fee for three years with reporting documents during four-year Accreditation term</td>
</tr>
</tbody>
</table>

**ARQ: Advancing & Recognizing Quality**

**NAA’s Program Improvement and Accreditation System**

This shows the steps you can take toward program improvement and Accreditation. YOU decide how fast and how far you want to go in the process.

**The NAA Standards continued**

- **a)** Staff must meet the requirements for experience with school-age children and youth.
- **b)** Staff must meet the requirements for experience with school-age children and youth.
- **c)** Staff must meet the minimum age requirements.
- **d)** Staff must be a qualified staff member.
- **e)** Staff must be a qualified staff member.
- **f)** Staff must be a qualified staff member.
- **g)** Staff must be a qualified staff member.
- **h)** Staff must be a qualified staff member.
- **i)** Staff must be a qualified staff member.
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- **q)** Staff must be a qualified staff member.
- **r)** Staff must be a qualified staff member.
- **s)** Staff must be a qualified staff member.
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- **u)** Staff must be a qualified staff member.
- **v)** Staff must be a qualified staff member.
- **w)** Staff must be a qualified staff member.
- **x)** Staff must be a qualified staff member.
- **y)** Staff must be a qualified staff member.
- **z)** Staff must be a qualified staff member.

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**For pricing information, visit our website, www.naaweb.org.**
### Human Relationships

1. Staff relate to all children and youth in positive ways.
2. Staff respond appropriately to the individual needs of the children.
3. Staff encourage children and youth to make choices and think for themselves.
4. Staff treat children with respect and listen to what they have to say.
5. Staff provide role models of positive adult relationships.
6. Staff vary the approaches they use to help children learn.
7. Staff and families interact with each other in positive ways.
8. Staff work well together to meet the needs of children and youth.
9. Staff supervise children appropriately according to the level of risk involved in an activity.
10. Staff protect children from potential hazards such as physical harm, chemical hazards, and harmful. 

### Indoor Environment

1. The program’s indoor space meets the needs of children and youth.
2. There is enough room for all program activities.
3. The space is arranged well for a range of activities: play, learning, quiet time, eating, and socializing.
4. The space reflects the needs and interests of the children.
5. Staff note when children arrive, when they leave, and who they are with.
6. Staff provide children with quiet activities that promote basic skills and higher-level thinking.
7. Staff protect children from communicable disease by maintaining good hygiene.
8. Staff protect children from potential hazards such as physical harm, chemical hazards, and harmful.
9. Staff protect children from potential hazards such as physical harm, chemical hazards, and harmful.
10. Staff vary the approaches they use to help children learn.

### Outdoor Environment

1. The outdoor play area meets the needs of children and youth.
2. There are no observable safety hazards in the program.
3. Activities reflect the languages and cultures of the individuals in the program.
4. Equipment for active play is safe.
5. Material promotes the program’s mission.
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7. Material promotes the program’s mission.
8. Material promotes the program’s mission.
9. Material promotes the program’s mission.
10. Material promotes the program’s mission.

### Safety, Health, & Nutrition

1. The safety and security of children and youth are protected.
2. Staff have access to first aid equipment.
3. Equipment for active play is safe.
4. Snacks and meals are timed appropriately for children.
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### Administration

1. The program provides an environment that promotes the well-being of children and youth.
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4. Children and youth are supervised at all times.
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### The NAA Standards for Quality School-Age Care

The NAA Standards for Quality School-Age Care describe the practices that are the foundation of a quality program. The complete publication, The NAA Standards for School-Age Care, also has concrete examples, guiding questions for staff discussion, a glossary, and an appendix. 

Purchasing the Standards publication and using it to guide your staff in making targeted improvements is the first step in the whole NAA Program Improvement and Accreditation System.

### Human Relationships

1. Staff relate to all children and youth in positive ways.
   a) Staff assist children without taking control, and they encourage children to take leadership roles.
   b) Staff give children many chances that they will also have, they will do it, and with whom.
   c) Staff are mindful of children and youth who think for themselves.
2. Staff interact with children and youth to help them learn.
   a) Staff have conversations that encourage children to think for themselves.
   b) Staff use skills and resources to help children gain information and solve problems.
   c) Staff provide children with experiences that help them learn.
   d) Staff help children learn in different languages and cultural backgrounds.
3. Staff assist children and youth to make choices and become more responsible.
   a) Staff offer assistance in a way that supports a child’s self-esteem.
   b) Staff recognize the range of children’s abilities.
   c) Staff know that each child has special interests and abilities.
   d) Staff provide role models of positive adult relationships.
   e) Staff use no harsh discipline methods.
   f) Staff give children many chances to choose what they do.
   g) Staff encourage children to take leadership roles.
   h) Staff make children feel welcome and comfortable.
   i) Staff treat children with respect and listen to what they have to say.
   j) Staff provide safe, comfortable furniture on which children can relax.
   k) Staff supervise children appropriately according to the level of risk involved in an activity.
   l) Staff keep families informed about the program.
   m) Staff support families’ involvement in the program.
   n) Staff provide supervision to meet the needs of children.
   o) Staff provide assistance in a way that supports a child’s self-esteem.
   p) Staff recognize the range of children’s abilities.
   q) Staff know that each child has special interests and abilities.
   r) Staff provide role models of positive adult relationships.
   s) Staff use no harsh discipline methods.
   t) Staff give children many chances to choose what they do.
   u) Staff encourage children to take leadership roles.
   v) Staff make children feel welcome and comfortable.
   w) Staff treat children with respect and listen to what they have to say.
   x) Staff provide safe, comfortable furniture on which children can relax.
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