



Assessment guide

Use this guide to understand how the evidence is rated and how the final award decision is reached.

Criteria and weights

Criterion	Weight	Minimum for an award
Suitability for the stated need	20%	4 / 5
Evidence of benefit in use	25%	4 / 5
Usability and everyday burden	20%	4 / 5
Clear information and informed choice	15%	3.5 / 5
Accessibility and inclusion	10%	3.5 / 5
Reliability and support	10%	3.5 / 5

The overall score must be at least 85 out of 100. Ratings are weighted against the maximum of five for each criterion.

Rating anchors

Rating	Basis
0	No assessable support
1	Serious gaps or unsuitable support
2	Partial support with important weaknesses
3	Adequate support within a limited use
4	Strong, relevant support with limitations clearly addressed
5	Exceptionally complete and convincing support

Half-point ratings reflect a position between adjacent anchors.

Independent assessments and the chair

Three reviewers provide distinct product/evidence, human-factors/use and information/inclusion perspectives. Their initial assessments are independent. A separate chair considers differences and records the final criterion ratings and reasons. A further opinion is obtained if material disagreement or specialist uncertainty remains.



Award conditions

At least two initial recommendations must support recognition, all numerical minimums must be met and no material concern may remain unresolved. The score cannot override an issue of identity, authority, evidence integrity, safety or information. There are no paid upgrades or ranked award levels.

Reading feedback

Read the criterion reasons with their evidence references and the product assessed. The result concerns the submitted use, not every use or competing product. The public citation is a concise account; detailed applicant feedback remains private.

Reading the criterion reasons

Detail	What it explains
Product and use	The version, users and task considered
Evidence references	The files and findings supporting the conclusion
Rating and reason	Why the material meets the stated rating anchor
Limits or concerns	Conditions that restrict the conclusion or need resolution
Next action	Any public-detail check, correction or appeal route relevant to the result

Next steps

[Read the award rules](#)

[See the judging criteria](#)