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### Overview

This standard identifies the requirements for leading the assessment of quality assurance schemes against agreed criteria that includes visiting a childcare provider. You must be able to identify the quality assurance requirements of childcare provision as well as leading the assessment of provision and providing feedback to the provider.

# SCDCCLD0416

## Lead the assessment of quality assurance schemes

### Performance criteria

#### Identify quality assurance requirements

*You must be able to:*  
:

- P1 identify specific criteria to measure the provision of **quality assurance**
- P2 make arrangements to visit a childcare provider at a mutually convenient time
- P3 agree a plan for the visit with the childcare provider
- P4 communicate requirements for evidence to the provider
- P5 demonstrate a non-judgmental attitude towards the provider

#### Examine initial evidence against requirements

*You must be able to:*

- P6 ensure that all the evidence of quality assurance requested from the childcare provider has been made available
- P7 ensure that the quality assurance criteria are available to the provider
- P8 assess the childcare setting's documents for compliance with agreed criteria
- P9 discuss with the provider where any gaps are identified in the evidence and seek alternative sources of evidence
- P10 ensure that policies and procedures employed in the setting are in line with regulatory requirements and current best practice
- P11 produce a report giving details of your assessment

#### Lead the assessment of provision

*You must be able to:*

- P12 lead the assessment of different aspects of quality assurance against relevant criteria
- P13 lead the assessment and evaluation of all aspects of provision
- P14 ensure that the views of staff, children and other service users are obtained as part of the assessment and evaluation
- P15 identify action points and areas for improvement
- P16 identify areas of good practice in quality assurance

#### Provide feedback

*You must be able to:*

- P17 provide feedback to relevant individuals in a supportive and constructive manner
- P18 make recommendations for improvements to service provision following QA assessment

# SCDCCLD0416

## Lead the assessment of quality assurance schemes

- P19 agree a timescale with the provider for implementing any improvements that have been identified as action points

### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting children and young people's rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of children and young people
- K4 how to deal with and challenge discrimination
- K5 the rights that key people, children and young people have to make complaints and be supported to do so
- K6 conflicts and dilemmas that may arise in relation to rights and responsibilities and how to address them

#### Your practice

*You need to know and understand:*

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each child and young person as an individual
- K13 the prime importance of the interests and well-being of children and young people
- K14 the child and young person's cultural and language context
- K15 how to build trust and rapport in relationships with others, key people and children and young people
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain

# SCDCCLD0416

## Lead the assessment of quality assurance schemes

children and young people's dignity, respect, personal beliefs and preferences

- K18 how to work in partnership with children and young people, key people and others
- K19 how to manage ethical conflicts and dilemmas in your work
- K20 how to challenge poor practice
- K21 how and when to seek support in situations beyond your experience and expertise

### Theory for practice

*You need to know and understand:*

- K22 the nature and impact of **factors that may affect the health, wellbeing and development** of children and young people you care for or support
- K23 factors that promote positive health and wellbeing of children and young people
- K24 theories underpinning our understanding of child development and learning, and factors that affect it
- K25 theories about attachment and its impact on children and young people

### Communication

*You need to know and understand:*

- K26 factors that can affect communication and language skills and their development in children and young people
- K27 methods to promote effective communication and enable children and young people to communicate their needs, views and preferences

### Personal and professional development

*You need to know and understand:*

- K28 principles of reflective practice and why it is important
- K29 your role in developing the professional knowledge and practice of others
- K30 how to use and promote evidence based practice

### Health and Safety

*You need to know and understand:*

- K31 legal and statutory requirements for health and safety
- K32 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K33 practices for the prevention and control of infection

# SCDCCLD0416

## Lead the assessment of quality assurance schemes

*You need to know and understand:*

### Safeguarding

- K34 legislation and national policy relating to the safe-guarding and protection of children and young people
- K35 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K36 indicators of potential harm or abuse
- K37 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K38 what to do if you have reported concerns but no action is taken to address them
- K39 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

*You need to know and understand:*

### Handling information

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where ICT can and should be used for communicating, recording and reporting

*You need to know and understand:*

### Multi-disciplinary working

- K45 the purpose of working with other professionals and agencies
- K46 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

*You need to know and understand:*

### Leading practice

- K47 theories about leadership
- K48 standards of practice, service standards and guidance relating to the work setting
- K49 national and local initiatives to promote the well-being of children and young people
- K50 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions

# SCDCCLD0416

## Lead the assessment of quality assurance schemes

- K51 methods of supporting others to work with and support children and young people, key people and others
- K52 how to contribute to the development of systems, practices, policies and procedures
- K53 techniques for problem solving and innovative thinking

*You need to know and understand:*

### **Risk management**

- K54 principles of risk assessment and risk management
- K55 principles of positive risk-taking

*You need to know and understand:*

### **Specific to this NOS**

- K56 ways in which the criteria identified in the quality assurance documents can be supported by evidence
- K57 the range and type of evidence that can be produced by providers to demonstrate the quality assurance procedures
- K58 the value of different types of evidence in demonstrating compliance to quality assurance criteria
- K59 methods of evaluating and assessing evidence for **quality assurance schemes**
- K60 why it is important to consult staff and service users and seek their views on the quality of provision
- K61 how to make objective judgments about quality assurance schemes based entirely on the evidence presented at the visit
- K62 how to prioritise action points for improvement within the quality assurance scheme
- K63 how to provide feedback to providers that is constructive and supportive, whilst recognising the areas that could be improved
- K64 how to manage disagreements in relation to your quality assurance scheme evaluation

## SCDCCLD0416

### Lead the assessment of quality assurance schemes

#### Additional Information

##### Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

The use of the terms 'child' or 'children' in this standard may refer to your work on an individual or group basis.

Note: Where a child or young person finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates to represent the views and best interests of the child or young person.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

**Quality assurance** Based on best practice (in addition to minimum standards)

# SCDCCLD0416

## Lead the assessment of quality assurance schemes

### Scope/range related to knowledge and understanding

#### **All knowledge statements must be applied in the context of this standard.**

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

**Factors that may affect the health, wellbeing and development** may include: family circumstances; folic acid during pregnancy; a healthy diet; positive mental health; physical health; strong social networks; supportive family structure; adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); physical disability; poverty; profound or complex needs; sensory needs; social deprivation; and substance misuse

**Quality assurance schemes** Recognition schemes that are offered by a national or local organisation to recognise quality

### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- To be treated as an individual
- To be treated equally and not be discriminated against
- To be respected
- To have privacy
- To be treated in a dignified way
- To be protected from danger and harm
- To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- To communicate using their preferred methods of communication and language
- To access information about themselves



## SCDCCLD0416

### Lead the assessment of quality assurance schemes

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