

SCDCCLD0340

Promote quality systems and procedures for the delivery of childcare services



Overview

This standard identifies the requirements for promoting quality systems and procedures for the delivery of childcare services. It relates to quality systems and procedures linked to externally validated quality assurance schemes. You must be able to establish, maintain and evaluate quality systems that are in place in a childcare setting.

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Performance criteria

Establish quality systems for the delivery of childcare services

You must be able to:

- P1 assess requirements for **quality systems** in childcare
- P2 access information and compare different quality systems
- P3 evaluate quality systems against requirements
- P4 identify appropriate quality systems to meet the requirements of the setting
- P5 identify roles and responsibilities in relation to developing quality systems and procedures
- P6 obtain resources necessary to develop quality systems and procedures
- P7 discuss with **others** how the **quality criteria** relate to regulatory requirements for children's care and education
- P8 negotiate a timed plan with others for developing quality systems
- P9 develop policies, practices and procedures to ensure a quality service
- P10 develop documentation to provide evidence of service quality, as required by the quality system

You must be able to:

Maintain quality systems

- P11 ensure staff and others are aware of quality system to be implemented and the implications for practice
- P12 emphasize to staff the importance of documenting policies and practices and following the quality procedures
- P13 ensure that evidence relating to the quality system is appropriate and fit for purpose
- P14 promote the advantages of quality to staff and service users
- P15 maintain documentation to provide evidence of service quality, as required by the quality system

You must be able to:

Evaluate quality systems

- P16 assess the setting's procedures and systems against given quality criteria
- P17 identify areas of non-compliance and evaluate the reasons for this
- P18 discuss the implications of non-compliance with others
- P19 identify changes needed to policies, practices or procedures in order to maintain compliance
- P20 negotiate a plan for implementing changes with staff and others

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- P21 identify a timescale for review of the plan
- P22 support colleagues to identify how changes will improve the quality of service that is delivered to children and their families

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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

You need to know and understand:

Your practice

- K6 legislation, codes of practice, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 how your own background, experiences and beliefs may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person centred/child centred working and the importance of knowing and respecting all children and young people as an individual
- K12 the prime importance of the interests and well-being of children and young people
- K13 children and young people's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain children and young people's dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with children, young people, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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You need to know and understand:

Theory for practice

- K21 the nature and impact of **factors that may affect the health, wellbeing and development** of children and young people you care for or support
- K22 factors that promote positive health and wellbeing of children and young people
- K23 theories underpinning our understanding of child development and learning, and factors that affect it
- K24 theories about attachment and impact on children and young people

Communication

You need to know and understand:

- K25 the importance of effective communication in the work setting
- K26 factors that can have a positive or negative effect on communication and language skills and their development in children and young people
- K27 methods and techniques to promote communication skills which enable children and young people to express 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

Health and Safety

You need to know and understand:

- K29 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K30 practices for the prevention and control of infection

Safeguarding

You need to know and understand:

- K31 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K32 indicators of potential or actual harm or abuse
- K33 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K34 what to do if you have reported concerns but no action is taken to address them

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Handling information

You need to know and understand:

- K35 legal requirements, policies and procedures for the security and confidentiality of information
- K36 legal and work setting requirements for recording information and producing reports including the use of electronic communication
- K37 principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

You need to know and understand:

- K38 the role of quality assurance systems for childcare services
- K39 the range of quality assurance systems available and the differences between them
- K40 key roles and responsibilities in relation to delivering quality assurance systems and resources that may be necessary to implement such a system
- K41 key policies, practices and procedures which will ensure a quality childcare service and meet the requirements of quality assurance systems
- K42 how you will ensure that staff and others understand and are aware of the implications of quality assurance systems for their practice
- K43 what documentation is required to provide evidence of service quality and why documentation is needed
- K44 likely sources of evidence that the service meets the requirements of the quality assurance system
- K45 why it is important to have a timed plan for reviewing quality assurance and implementing any changes

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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.

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.

Others are your colleagues and other professionals whose work contributes to the child or young person's well-being and who enable you to carry out your role

Quality systems / criteria Formal schemes for quality of provision, based on best practice (in addition to minimum standards)

Scope/range related to knowledge and understanding

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.

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

Factors that may affect the health, wellbeing and development may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; family circumstances; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

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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

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