

## **Unit CPC 302 Contribute to the effective governance of your organisation(Commissioning, Procurement and Contracting)**

### **Key Purpose of commissioning, procurement and contracting**

Specify, shape and secure quality services, responses and projects that deliver improving outcomes for individuals, families and communities within the strategic objectives of the organisation

### **Elements of competence**

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| <b>CPC 302 A</b> Support the <b>policies and procedures</b> of your <b>organisation</b> |
| <b>CPC 302 B</b> Be <b>accountable</b> for what you do                                  |
| <b>CPC 302 C</b> Assist <b>others</b> to support the governance of your organisation    |

### **About this unit**

This unit is about how you work within your organisation and the part that you play in making it work effectively. This applies regardless of the size or type of the organisation. For some it may be that the organisation is just you and the personal assistants you employ, others may be working in a large or small local authority or voluntary organisation. Governance is about how everything runs, how decisions are made and how the organisation stays on track and does what it is intended to do.

### **Scope**

The scope helps to make sure that you provide evidence related to the work you do. Terms in this section give you options related to the words in bold in the performance criteria. Your evidence for this unit should cover any option that is part of your work.

**Work:** as an employer, as an employee, as a volunteer, as self employed

**Appropriate action:** informing your line manager, providing information to decision makers, informing the organisation that provides your funding, making changes/adaptations personally

**Provide information/explanations:** written (electronic or paper), verbal (face to face or telephone), directly to decision makers, or indirectly via a line manager or other person. Directly to those concerned or indirectly through website, forum, newsletter etc

**Engage people:** through participation in forums, by individual participation in decision making, through providing information, through making information accessible, by encouragement

**Seek feedback:** from individuals, families and communities who use services, from service providers, from partners, from colleagues, from your line manager, from agencies and organisations who have an interest in what

you do. Feedback can be in written form, electronic feedback, by telephone, through forums, through public meetings and consultations, through individual contact.

**Others:** individuals, families and communities who use services, people who provide services, people who have an interest in your work, colleagues, managers, partners

**Risks:** risks to people, risks to property, health and safety risks, actions that may make adults or children vulnerable to harm from others, risks of legal action, risks to reputation, risks of poor performance, risk of financial loss

**Changes and adjustments:** in practice; in policy; in procedures; in systems; in approach; services; providers, funding/payment arrangements, plans, proposals, consultation arrangements

## Values

The values underpinning this unit have been derived from the values and principles statement, relevant service standards and codes of practice for health and social care in the four UK countries.

## Key words and concepts

This section provides explanations of the key words and concepts used in this unit. In occupational standards it is quite common to find familiar words or phrases used, which, in the detail of the standards, may be used in a very particular way. **Therefore we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

**Organisation:** The organisation/company/local authority for whom you work or volunteer, the organisation/company you own or run, if you receive direct payments or fund your own services it means you and the people who work for you

**Policies and procedures:** The ideas that underpin the way your organisation works and the ways in which the ideas are carried through into day to day work

**Legal, regulatory and ethical boundaries:** the framework under which your organisation operates, its legal form (e.g. local authority, charity, partnership, sole trader, private limited company, company limited by guarantee. Regulations that govern what your organisation can do (e.g. audit commission, charity commission). Ethical boundaries are the principle under which your organisation operates such as not discriminating, welcoming diversity, providing equal opportunities, working in a sustainable way etc

**Relevant people:** people to whom a particular issue or incident is important or who are affected by it. Who the relevant people are can depend upon circumstances.

**Feedback:** Views and opinions from people who use your services or are affected by what you do

**Engage:** getting people actively involved and committed

**Accessible:** something that people can understand regardless of the level or way in which they communicate, this may mean translating information, or providing it in large print or on audio tape, or just in plain English

**CPC 302 A** Carry out the **policies and procedures** of your **organisation**

### Performance Criteria

You must show that you:

1. Consistently **work** within the **policies and procedures** of your **organisation**
2. Consistently work within the **legal, regulatory** and **ethical boundaries** of your organisation
3. Take **appropriate action** promptly if you come across a situation that is, or could be, outside the policies or boundaries of your organisation
4. Promptly **provide** clear and accurate **information** to support policy development when asked to do so
5. Take steps to identify, assess and manage any **risks** resulting from working within the policies and procedures of your organisation
6. Reflect on the areas of development necessary to improve your own practice and performance
7. Take appropriate action promptly if it appears that policies or procedures are excluding or marginalising individuals, families or communities
8. Apply the policies and principles of your organisation in order to work in ways that are sustainable

**CPC 302 B** Be **accountable** for what you do

### Performance Criteria

You must show that you:

1. Ensure that areas of work for which you are responsible can be clearly identified
2. Share information in ways and formats that are accessible for **relevant people**
3. **Engage** relevant people in your area of responsibility in line with your organisation's policies

4. Assess and manage the risks involved in any decisions
5. Provide clear and accessible **explanations** for your decisions
6. Actively **seek feedback** from people who are affected by, or have an interest in, the work you do
7. Make **changes and adjustments** promptly in response to feedback and inform those who fed back
8. **Share** feedback, and any resulting changes and adjustments, with decision makers in your organisation through the relevant procedures
9. Seek appropriate advice or refer to others promptly if an issue is outside your area of responsibility or beyond your expertise
10. Respond promptly to any complaints about you or work in your area of responsibility

### **CPC 302 C Assist others to support the governance of your organisation**

#### **Performance Criteria**

You must show that you:

1. Provide clear and accurate information and advice about your organisation in an **accessible way**
2. Explain the policies and procedures of your organisation clearly and accurately to others when necessary
3. Ensure that others are aware of opportunities to participate in decision making within your organisation
4. Provide constructive feedback to others about practice and performance
5. Encourage others to provide feedback through the communication channels for your organisation
6. Explain clearly how to use the complaints process when others are dissatisfied with your organisation

#### **Knowledge specification for the whole of this unit**

Competent practice is a combination of the application of skills and knowledge informed by principles and values. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to the expectations and requirements of your job role**

You need to show that you know, understand and can apply in practice:

**Values**

1. The rights that individuals, families and communities have and how to access them
2. Why it is important to agree outcomes with individuals, families and communities
3. The importance of individuals, families and communities participating as partners in commissioning activities and decisions
4. Ways to develop and maintain partnerships with providers in the market
5. Ways to share information without compromising policies in relation to confidentiality, commercial sensitivity or procurement practice
6. The importance of reflecting on your own practice and methods of doing so
7. Legal and organisational requirements on equality, diversity, discrimination and **rights** when working with individuals, families and communities
8. Legal and organisational requirements about safeguarding children and vulnerable adults

**Legislation and organisation policy and procedures**

9. European, national and local legislation, regulations and guidelines that impact on the governance and the work of your organisation
10. European, national and local policies that affect the governance and the work of your organisation
11. The procedures that have an impact on your organisation and on the work you do
12. The structure of your organisation and where you fit into it
13. The decision making process within your organisation and other organisations you work with
14. The management structure of your organisation, your place in it and how to use it

**Theory and practice**

15. Research and current thinking about the concept of 'good governance' and why it is important
16. Methods and approaches for measuring the achievement of outcomes
17. Methods of agreeing outcomes with individuals, families and communities and why it is important to do so
18. Different models of governance and the reasons why your organisation has a particular governance structure