

## **Unit: CPC 310 Contribute to the planning and organisation of work (Commissioning, Procurement and Contracting)**

### **Key Purpose**

The key purpose identified for those working in commissioning, procurement and contracting is to: "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:**

<b>CPC 310 A Contribute to planning commissioning activities and work methods to achieve outcomes</b>
<b>CPC 310 B Organise work and evaluation</b>
<b>CPC 310C Provide feedback on work performance</b>

### **About this unit**

This unit is about planning and organising work in your organisation to meet outcomes. Regardless of the number of people, whether you are doing this for a team or just for yourself, to plan and organise effectively you need to be able to: review work and make suggestions for improvements - both in working methods and individual performance; planning resources, monitoring work, making decisions, looking for ways to improve performance and helping to solve problems. This unit is about work in your organisation, not about working with contractors, providers or managing the market

### **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

**Resources:** financial; human; physical; time

**Constraints:** finance; personnel availability; workload commitment; organisation requirements and plans;

**Colleagues:** From your team; from other teams; from your organisation; from partner organisations; volunteers; individuals, families and communities using the services; from service providers

**Advice:** from management; from a specialist; in-house; external

**Expected standards of performance:** internal; external by regulator, inspector or professional body

**Appropriate people:** managers; support worker; decision makers; individual workers; team groups

**Performance and achievement:** performance against internal, or personal, criteria; performance against external criteria

## Values

The values underpinning this unit have been derived from the key purpose statement, the values and principles statement, relevant service standards and codes of practice for health and social care in the four UK countries. The values and principles statement is at the start of these units:

## 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.**

**Outcome:** desired result of activities, interventions and / or services.

**Diversity:** the concept that people are valued as individuals and that different ability, perspectives and approaches are a positive benefit to organisations and communities

**Criteria:** factors that can be used to measure and make a judgement about: whether or not an outcome has been achieved, how much progress has been made or how well something has been done

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

## CPC 310 A Contribute to planning commissioning activities and work methods to achieve outcomes

### Performance Criteria

You must show that you:

- 1 Make effective contributions to identifying and agreeing the **outcomes** to be achieved from work

- 2 Plan **work** methods and commissioning activities that are consistent with current organisational priorities and outcomes, legal requirements, approved codes of practice and agreed working conditions
- 3 Plan work methods and commissioning activities that make cost effective use of available **resources** within given **constraints**
- 4 Seek **advice** promptly if legal requirements and organisational or development outcomes appear to conflict
- 5 Effectively plan work methods and commissioning activities that value the **diversity** of those doing the work
- 6 Ensure that work methods and commissioning activities enable planned and agreed outcomes to be achieved and measured
- 7 Seek views of **colleagues** about improvement to the organisation and planning of work in a way which encourages suggestions and ideas

## **CPC 310 B Organise work and evaluation**

### **Performance Criteria**

You must show that you:

- 1 Organise work to make effective use of resources and in accordance with work objectives, plans and other requirements
- 2 Define, communicate and record team or individual responsibilities and **expected standards of performance** in a clear and supportive way
- 3 Organise work in a way that takes into account the level of guidance required by individuals
- 4 Use known criteria to evaluate the work of individuals or teams against quality, outcome and resource requirements
- 5 Use the results of evaluation effectively to improve current practice

- 6 Provide clear and useful feedback from evaluations to **appropriate people** in an accessible way

## **CPC 310 C Provide feedback on performance**

### **Performance Criteria**

You must show that you:

- 1 Provide **feedback** to individuals or teams in sufficient detail, and in a manner and at an appropriate level and pace
- 2 Provide feedback at regular intervals and at a suitable time and place
- 3 Offer constructive suggestions for improving future performance
- 4 Recognise and celebrate good quality of **performance and achievement**
- 5 Record clearly details of any action to be taken and agree a timetable
- 6 Objectively reflect on your strengths and weaknesses in planning, organising and feeding back on work activities and plan to take opportunities for development

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

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. 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. Legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information planning and evaluating work

2. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals taking account of any limitations on the individuals' rights.
3. How to manage ethical dilemmas and conflicts for individuals, those who use services, partners, providers and staff.

### **Legislation and organisation policy and procedures**

4. Codes of practice and conduct, and standards and guidance relevant to your setting and the roles, responsibilities, accountability and duties of others when planning and evaluating work
5. Current local, UK and European legislation and organisational requirements, procedures and practices for:  
employment practices
6. Key government initiatives which affect the organisational practices for planning work
7. How to access, evaluate and influence organisational and workplace policies, procedures and systems for the planning and evaluating of work
8. How different philosophies, principles, priorities and codes of practice can impact on planning work
9. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work that are relevant to planning work.

### **Theory and practice**

10. Research reports and theories about work planning and achieving outcomes
11. Ways to set and review outcomes and develop performance measures
12. The importance of identifying and working within available resources and how to measure the use of resources
13. Approaches to supporting individuals or teams.
14. How to motivate people to achieve outcomes
15. Ways to recognise the diversity of the workforce

16. Different approaches to organising and evaluating work in large and small organisations
17. Principal risks and contingent factors affecting outcomes and how to reduce them
18. Sustainable methods of working that comply with legal and organisational requirements