Unit: CPC 425 Implement quality assurance for your area of responsibility (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

CPC 425 A Establish quality assurance systems
CPC 425B Maintain quality assurance systems
CPC 425 C Recommend improvements to quality assurance systems

About this unit

This unit is about ensuring that your organisation can demonstrate that it meets a high quality standard. This unit is not about the quality assurance of service providers, but about the standards of practice within your organisation. Delivering quality services is as much of a key requirement for the commissioning organisation as for providers. Your area of commissioning responsibility may be a part of a larger organisation so you may be implementing organisational-wide quality assurance systems in your area. You also need to show that you are ensuring that your organisation is complying with the quality assurance systems. This does not duplicate the work of the regulatory or inspection agencies. They are inspecting against minimum standards; this is about ensuring that your organisation is meeting the quality standards it has identified.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with words highlighted in bold in the performance criteria. You need to provide evidence for any option related to your work area.

> **Quality assurance systems;** externally developed and validated; internally developed and validated

Relevant people: colleagues; managers; decision makers; partners; specialists; individuals; families and communities that use services; organisations representing those who use services
Communicate: written; verbal; images; electronic
Evaluation methods: qualitative, quantitative
Recommendations: in response to request; on your own initiative

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.**

CPC 425 A Establish quality assurance systems

Performance Criteria
You need to show that you:

1. Present your recommendations and rationale for establishing **quality assurance systems** to colleagues and other **relevant people**

3. Agree implementation plans, taking account of feedback from colleagues and other **relevant people**

4. Provide those people responsible for commissioning activities with opportunities to contribute to the development of quality assurance systems and obtain their commitment to providing a quality service

5   Set up systems which clearly specify the processes, procedures and measurements required to ensure a quality service delivery

6   Use **quality assurance systems** which are capable of making sure that required levels of performance are consistently achieved

7   **Communicate** the introduction or modification of **quality assurance systems** in a way which is clear, detailed and allows adequate time for preparation

CPC 425 B Maintain quality assurance systems

Performance Criteria

You need to show that you:

1. Provide information on **quality assurance systems**, procedures and responsibilities at a suitable time and place and in an accessible way
2. Confirm colleague's understanding of, and commitment to, **quality assurance systems** at appropriate intervals
3. Collect and **evaluate** the information needed for quality indicators and share the results with all the **relevant people**
4. Take prompt and effective action to clarify inadequate, contradictory or ambiguous information
5. Actively encourage colleagues to share concerns about quality as part of a culture of learning and development
6. Take prompt and effective action, in line with the quality assurance system, to plan for changes and improvements to   unacceptable variations in quality

CPC 425 C Recommend improvements to quality assurance systems

Performance Criteria

You need to show that you:

1. Provide opportunities for colleagues and **relevant people** to suggest improvements to **quality assurance systems**
2. Base your **recommendations** on evidence about the effectiveness and efficiency of **quality assurance systems**
3. Make **recommendations** that have the potential to improve the contribution which **quality assurance systems** make to the organisation
4. Present your **recommendations** to **relevant people** clearly, logically and in time to be of use
5. Provide explanations when recommendations are not accepted, in order to maintain motivation and commitment

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 when implementing quality assurance systems
2. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals. How to manage ethical dilemmas and conflicts for individuals, families and communities.
3. How to ensure that quality assurance systems result in best value for the services
4. Methods and ways of working that:
   a.   support equality and diversity
   b.   support the rights of people to communicate in their preferred way, media and language
   c.   support the development of sustainable new ideas
   d.   are ethical and adhere to any codes of practice relevant to your work
   e.   respect other people's ideas, values and principles
5. Legal and organisational requirements about safeguarding children and vulnerable adults
6   Why it is important to reflect on your own practice and identify areas for further development and how to do so

Legislation and organisational policy and procedures

7. Codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others when implementing quality assurance systems

8. Current local, UK and European legislation and organisational requirements, procedures and practices for:
    a. data protection
    b. health and safety
    c. risk assessment and management
    d. employment practices
    e. making and dealing with complaints and whistle blowing
    f. developing practices which assure quality
9. Key government initiatives which affect the organisational practices to assure quality
10. How to access, evaluate and influence organisational and workplace policies, procedures and systems for the assurance of quality
11. How different philosophies, principles, priorities and codes of practice can impact on quality assurance
12. Policies, procedures, guidance and protocols with the other organisations and professions with which you work that are relevant to quality assurance

Theory and practice

13. How to communicate effectively to colleagues, team members and higher level managers and sponsors on quality assurance issues
14. How to develop and argue an effective case for change to implement quality assurance
15. How to develop and present an effective case for the introduction of quality assurance systems
16. The importance of consulting on the introduction of quality assurance systems and how to do so effectively
17. How to gain the commitment of staff for quality assurance systems
18. How to encourage and enable feedback on quality systems
19. How to collect and validate sufficient information on the effectiveness of quality assurance systems to make recommendations on improvement
20. The importance of quality assurance and the worker's role and responsibility in relation to this
21. The meaning of quality in the context of managing activities
22. The principles underpinning effective quality assurance systems and how to apply them

23. The range of quality assurance systems available and their relative advantages and disadvantages to the activities for which you are responsible
24. How to analyse work processes and determine the most appropriate quality assurance systems and measurements
25. How to specify the requirements of a quality assurance system
26. The importance of maintaining quality assurance systems and the procedures required to do so