

Unit: CPC 427 Plan, implement and manage the sharing of knowledge and good practice to inform innovation and improve delivery (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 427 A Plan for sharing knowledge and good practice
CPC 427 B Implement and manage sharing knowledge and good practice
CPC 427 C review and evaluate sharing knowledge and good practice

About this unit

This Unit is about sharing knowledge and good practice about commissioning, procurement and contracting, both within organisations and between organisations to inform and improve practice and service delivery. It will also assist managers to overcome barriers and obstacles to the sharing of knowledge and good practice to the benefit of the sector. It is aimed at helping managers to identify areas of good practice within their own areas of responsibility and sharing this with others. It is also aimed at helping managers to learn from the experience of others and be open to ideas generated outside their own organisation which could be used, modified or adapted within their own work context to improve practice and service delivery. The Unit encourages managers to review the sharing of good practice within their own organisation i.e. encouraging the development of a 'learning organisation'. It also supports and underpins partnership working.

This unit is developed from Unit HI1 from the Managing Community Justice NOS. It has been adapted for use in the Commissioning, Procurement and Contracting sector, but the layout and content may look slightly different from the other units

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:

CPC 427 A Plan for sharing knowledge and good practice

Performance Criteria

You must show that you:

1. Identify the outcomes to be achieved through sharing knowledge and good practice across the organisation
2. Identify the ways in which knowledge and good practice could be shared and get feedback from colleagues on the options
3. Agree how knowledge and good practice will be shared and gain the agreement and commitment of relevant decision makers
- 4 Find ways to overcome or reduce barriers to sharing knowledge and good practice
- 5 Develop and gain agreement to the criteria you will use for evaluating the effectiveness of sharing knowledge and good practice
- 6 Ensure that the knowledge exchange/sharing process complies with organisational protocols and procedures and all legal and ethical requirements
- 7 Promote the value of sharing knowledge and good practice to colleagues across the organisation

CPC 427 B Implement and manage sharing knowledge and good practice

Performance Criteria

You must show that you:

1. Implement agreed arrangements for sharing knowledge and good practice
2. Create and take opportunities to develop arrangements to share knowledge and good practice with internal and external colleagues and partners
3. Identify and take opportunities to find knowledge on good practice from colleagues outside your organisation that may inform your own practice
4. Consider the value and transferability of new knowledge and practices in the light of the operation of your own organisation
5. Use the new knowledge and information to inform and improve your own and organisational practice and service delivery
6. Identify and use any existing knowledge sharing arrangements within your own organisation

CPC 427 C Review and evaluate sharing knowledge and good practice

Performance Criteria

You must show that you:

1. Carry out an audit of your own organisation to find knowledge and good practice that could be shared with others within your own area of responsibility
2. Identify any gaps in knowledge and skills and propose ways to address them
3. Identify any ways in which the process of sharing knowledge and good practice could be improved
4. Continuously review processes and practice within your own area of responsibility with a view to identifying areas of knowledge and good practice that would be of value to others either internally or externally
5. Research relevant benchmarks of good practice and measure identified good practice in your organisation against them

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 sharing knowledge and good practice
2. 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. • are ethical and adhere to any codes of practice relevant to your work
 - d. • respect other people's ideas, values and principles.
3. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals.
4. How to manage ethical dilemmas and conflicts that may arise when sharing knowledge and good practice
5. How to ensure that sharing good practice results in best value for the services

Legislation and organisation policy and procedures

6. Codes of practice and conduct, and standards and guidance relevant to your setting and the roles, responsibilities, accountability and duties of others when sharing good practice
7. Current local, UK and European legislation and organisational requirements, procedures and practices for:

- data protection
 - health and safety
 - risk assessment and management
 - employment practices
 - making and dealing with complaints and whistle blowing
8. Key government initiatives which affect the organisational practices to share knowledge and good practice
 9. How to access, evaluate and influence organisational and workplace policies, procedures and systems for the sharing of good practice
 10. How different philosophies, principles, priorities and codes of practice can impact on sharing good practice
 11. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work that are relevant to sharing good practice.

Theory and practice

- 12 . Reasons for sharing knowledge of good practice with others
- 13 . Ways of benchmarking good practice and why this is important
14. Why it is important to consider whether knowledge being shared is transferable
15. What knowledge assets are and why they are important to the business
16. The value of sharing knowledge and good practice with others and why it is important to promote the benefits to others
- 17 How to conduct a knowledge audit
- 18 The contribution that sharing knowledge and good practice makes to the continuous quality improvement of service delivery