

Unit: CPC 508 Engage with the decision making process of your organisation (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 508 A Develop productive working relationships with the key decision makers relevant to your organisation
--

CPC 508 B Provide advice and information to ensure that key decision makers understand the effects of commissioning decisions
--

CPC 508 C Encourage and enable an organisation wide understanding of the decision making process

About this unit

This unit is about one of the key roles of a strategic manager; to relate effectively to the key decision makers for your organisation. The unit covers the skills of working alongside politicians, directors, board and committee members, ensuring that they are aware of the role of commissioning and also making sure that others within your organisation recognise the role of the decision makers and the way the process operates

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 items in the performance criteria. You need to provide evidence for any option related to your work area.

Key decision makers: individuals, families and communities; elected members; board members; management committee; senior managers/executives;

Communicate: face to face; small groups; telephone; e-mail; web based

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

Range of approaches: observation visits; participation in tendering and awarding; information updates

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 508 A Develop productive working relationships with the key decision makers relevant to your organisation

Performance Criteria

You must show that you:

1. Identify the roles and responsibilities of the **decision makers** relevant to your organisation
2. Are aware of different views and opinions of decision makers and how they could affect your organisation
3. Establish the preferred communication style and approach of relevant decision makers
4. Recognise, acknowledge and value the decision makers' role and contribution
5. Maintain regular contact and **communicate** effectively with decision makers as appropriate to your role
6. Promptly fulfil any commitments you have made to decision makers
7. Ensure that decision makers are aware of any commissioning decisions that are likely to result in significant opposition or media interest

CPC 508 B Provide advice and information to ensure that decision makers understand the effects of commissioning decisions

Performance Criteria

You must show that you:

1. **Provide the advice and information** requested by decision makers
2. Identify clearly the relevant advice and information you need to provide to decision makers in order to keep them up to date with commissioning issues
3. Offer the advice in an accessible format and at a time when it will be most useful
4. Use a **range of approaches** to develop decision makers' understanding of commissioning
5. Provide additional information and clarification in response to queries, concerns or objections raised by decision makers
6. Provide support and advice to enable decision makers to manage opposition to commissioning decisions and respond to media queries

CPC 508 C Encourage and enable an organisation wide understanding of the decision making process

Performance Criteria

You must show that you:

1. Include an explanation of the decision making process in workforce induction and continuing development
2. Ensure that the workforce in the organisation are kept informed of debates and decisions
3. Encourage staff to take the opportunity to observe the decision making process
4. Encourage as many staff as possible to prepare advice and information briefings for decision makers
5. Provide feedback to staff about any information they have provided and its impact on decision making

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 working with decision makers
2. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals
3. How to manage ethical dilemmas and conflicts that can arise when you engage with the decision making process
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
7. The differences in types, structures, governance and capacity of organisations, particularly voluntary sector and micro-providers, and the implications for decision making

Legislation and organisation policy and procedures

8. Codes of practice and conduct, and standards and guidance, and responsibilities, accountability and duties of others when working with decision makers

9. Current local, UK and European legislation and organisational requirements, procedures and practices for working with politicians and decision makers
10. How different philosophies, principles, priorities and codes of practice can impact on working with decision makers
11. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work that are relevant to working with decision makers

Theory and practice

12. The democratic and political process locally, regionally, nationally and in Europe and how it impacts on your organisation
13. Charitable governance and decision making arrangements and how they impact on your organisation
14. Company law and decision making processes and how they impact on your organisation
15. Theories of and ways to use, political and powerful people's influence
16. Theories of how to provide information to busy people to ensure that it is read and understood
17. Ways to encourage political and decision makers' involvement and commitment to the work of your organisation
18. Ways to enable the staff of your organisation to understand the significance and importance of the decision making process