

Unit: CPC 517 Assure your organisation delivers quality services

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

CPC 517 A Develop quality systems and standards for your organisation
CPC 517 B Monitor the quality of services
CPC 517 C Improve quality throughout your organisation.

About this unit

This unit is about developing and using systems and standards to ensure that the services your organisation delivers meet the expectations of users and the specifications in formal contracts. Systems and standards may include generic quality systems and standards such as ISO 9001 (2000), Investors in People and PQASSO. This unit is for managers and specialists in commissioning, procurement and contracting who:

- have a specific responsibility for assuring the quality of the services the organisation delivers
- develop and monitor quality systems standards
- seek continuously to improve quality within the organisation and its networks, and
- have the appropriate knowledge and experience to be able to do so competently.

This units has been imported from the Drug and Alcohol NOS (Unit BC4) with only style changes, but it will look a little different from other units

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.

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.

CPC 517 A Develop quality systems and standards for your organisation

To perform to the standard you must ensure that

1. you clarify with key stakeholders the purpose and expected benefits of your organisation's quality systems and standards
2. you clarify with commissioners specifications for the services to be delivered including how they will be monitored and evaluated
3. you clarify with service users and other stakeholders their expectations of the quality of services to be provided
4. you analyse the processes involved in delivering services in order to decide what systems, procedures and checks are necessary to ensure services of consistent quality
5. you select and develop quality systems and standards that are capable of assuring specifications and expectations are consistently met
6. you make best use of existing resources, systems and information when designing and implementing quality systems and standards
7. you ensure those involved have sufficient details about developments in your organisation's quality systems and standards at appropriate times for them to be able to fulfil their roles effectively.

Scope:

Your work may include the following

Stakeholders

- a. funders
- b. commissioners
- c. partners
- d. people and agencies that refer users to your agency
- e. users, their families and friends
- f. people who work for your agency

Quality systems and standards

- a. generic systems, such as ISO 9001 (2000), Investors in People or PQASSO
- b. systems specific to substance misuse services, such as QuADS or National Occupational Standards.

CPC 317 B Monitor the quality of services

To perform to the standard you must ensure that

1. you identify the processes in your organisation where non-compliance with quality systems and standards is most likely
2. you identify the relative risks to your organisation of non-compliance with quality systems and standards for each of your organisation's processes
3. you develop a programme of quality audits which prioritises areas of greatest risk and likely non-compliance
4. you involve service users and other stakeholders in monitoring the quality of service, where appropriate
5. you carry out quality audits in line with your quality systems and standards
6. your quality audits are sufficiently detailed to identify any areas of non-compliance with quality systems and standards
7. you agree with those concerned corrective action in respect of non-compliance with quality systems and standards and check to ensure that corrective action has been carried out
8. you check that quality systems and standards continue to be effective in delivering services that meet commissioners' specifications and users' requirements
9. you report on compliance with quality systems and standards and their effectiveness in delivering services of consistent quality.

Scope

Your work may include the following

Quality systems and standards

- a. generic systems, such as ISO 9001 (2000), Investors in People or PQASSO
- b. systems specific to substance misuse services, such as QuADS or National Occupational Standards

Quality audits

- a. in your own organisation
- b. in partner or supplier organisations

Stakeholders

- a. funders
- b. commissioners
- c. partners
- d. people and agencies that refer users to your agency
- e. users, their families and friends
- f. people who work for your agency

CPC 317 C Improve quality throughout your organisation.

To perform to the standard you must ensure that

1. you assess the outcomes of quality monitoring for their implications for your organisation
2. you correctly identify trends and developments in perceived or actual quality of services and processes
3. you make recommendations for improving the quality of services and processes in a form which supports decision making
4. your recommendations clearly show the benefits that improvements could bring against the resources which would need to be expended
5. you obtain and provide sufficient resources and support to allow improvements to be implemented successfully
6. where sufficient resources are not available, you clearly identify the potential impact on quality
7. you monitor improvements for their effectiveness against agreed criteria
8. you encourage all those involved to contribute to continuously improving the quality of services and processes.

Scope

Your work may include the following

Trends and developments

- a. internal
- b. external

Improvements

- a. in human performance
- b. in systems performance

- c. in organisational policies and strategies.

Knowledge and Understanding

To perform competently in this unit, you need to know and Understand

Analytical techniques

- i. how to analyse the processes involved in delivering services
- ii. how to identify areas of likely non-compliance
- iii. how to assess risks
- iv. how to assess the implications of the results of quality auditing for your organisation
- v. how to carry out cost-benefit analyses

Communication and interpersonal skills

- i. how to communicate effectively with a variety of audiences
 - ii. how to clarify people's requirements and expectations
 - iii. how report on results, trends and developments clearly and concisely
 - iv. how to make recommendations for improvements
- Involvement and motivation
- i. the importance of involving workers, service users and other stakeholders in quality, and how to do so

Monitoring and evaluation

- i. the importance of continuous monitoring and how to carry this out

Organisational context

- i. the range of stakeholders in your organisation and their interests
- ii. commissioners of your organisation's services and their requirements
- iii. users of your organisation's services and their expectations
- iv. your organisations resources, systems and information
- v. those involved in the delivery of quality services
- vi. the resources and support required, and how to obtain and provide them

Quality

- i. the range of relevant quality systems and standards, their features and benefits
- ii. the systems, procedures and checks necessary to deliver services of consistent quality
- iii. your organisation's quality systems and standards
- iv. the principle, purpose and process of quality auditing and how to apply them
- v. the range of corrective actions that can be taken in the event of non-compliance with quality systems and standards.