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Assure your organisation delivers quality services
(Commissioning, Contracting and Procurement)



Overview

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:

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

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

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Performance criteria

[PERFORMANCE]

You must be able to:

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Knowledge and understanding

You need to know and understand:

competence

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

K1 how to analyse the processes involved in delivering services

K2 how to identify areas of likely non-compliance

K3 how to assess risks

K4 how to assess the implications of the results of quality auditing for your organisation

K5 how to carry out cost-benefit analyses

Communication and interpersonal skills

K6 how to communicate effectively with a variety of

K7 how to clarify people's requirements and expectations

K8 how report on results, trends and developments clearly

K9 how to make recommendations for improvements

K10 the importance of involving workers, service users and

Monitoring and evaluation

K11 the importance of continuous monitoring and how to carry this out

Organisational context

K12 the range of stakeholders in your organisation and their

K13 commissioners of your organisation's services and their

K14 users of your organisation's services and their

K15 your organisations resources, systems and information

K16 those involved in the delivery of quality services

K17 the resources and support required, and how to obtain

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Quality

K18 the range of relevant quality systems and standards,

K19 the systems, procedures and checks necessary to deliver

K20 your organisation's quality systems and standards

K21 the principle, purpose and process of quality auditing

K22 the range of corrective actions that can be taken in the

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Additional Information

Scope/range related to knowledge and understanding

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

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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.

Your work may include the following

Stakeholders

8. funders
9. commissioners
10. partners
11. people and agencies that refer users to your agency

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12. users, their families and friends
13. people who work for your agency

Quality systems and standards

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14. generic systems, such as ISO 9001 (2000), Investors in People or PQASSO
15. systems specific to substance misuse services, such as

CPC 317 B Monitor the quality of services To perform to the standard you must ensure that

16. you identify the processes in your organisation where non-compliance with quality systems and standards is most likely
17. you identify the relative risks to your organisation of non-compliance with quality systems and standards for each of your organisation's processes
18. you develop a programme of quality audits which prioritises areas of greatest risk and likely non-compliance
19. you involve service users and other stakeholders in monitoring the quality of service, where appropriate
20. you carry out quality audits in line with your quality systems and standards
21. your quality audits are sufficiently detailed to identify any areas of non-compliance with quality systems and
22. 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
23. you check that quality systems and standards continue to be effective in delivering services that meet commissioners' specifications and users' requirements
24. you report on compliance with quality systems and standards and their effectiveness in delivering services of consistent quality.

Your work may include the following

Quality systems and standards

25. generic systems, such as ISO 9001 (2000), Investors in People or PQASSO
26. systems specific to substance misuse services, such as

Quality audits

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27. in your own organisation
28. in partner or supplier organisations

Stakeholders

29. funders
30. commissioners
31. partners
32. people and agencies that refer users to your agency
33. users, their families and friends
34. people who work for your agency

CPC 317 C Improve quality throughout your organisation. To perform to the standard you must ensure that

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

Your work may include the following

Trends and developments

43. internal
44. external **Improvements**
45. in human performance
46. in systems performance

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47. in organisational policies and strategies.

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expectations are consistently met

6. you make best use of existing resources, systems and information when designing and implementing quality systems and standards

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Links to other NOS

1. 7. you agree with those concerned corrective action in
2. respect of non-compliance with quality systems and
3. standards and check to ensure that corrective action
4. has been carried out
5. 8. you check that quality systems and standards continue
6. to be effective in delivering services that meet
7. commissioners' specifications and users' requirements
8. 9. you report on compliance with quality systems and
9. standards and their effectiveness in delivering services
10. of consistent quality.

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Relevant occupations Health and Social Care; Health and Social Care; Health and Social Services Officers; Health and Social Services Officers; Health Associate Professionals; Health Associate Professionals

Suite Commissioning, Procurement and Contracting; Comisiynu, Caffael a Chontractio; Commissioning, Procurement and Contracting; Comisiynu, Caffael a Chontractio

Key words ISO 9001, PQASSO, systems, standards
