

## SFJCPS3.3

### Work with providers to develop the market



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#### Overview

This standard is about stimulating and developing the market to deliver required services. It involves identifying current and potential providers (including new entrants to the market) and working with them to continually improve services. It also involves working with other commissioning organisations to share knowledge and good practice.

## SFJCPS3.3

### Work with providers to develop the market

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#### Performance criteria

*You must be able to:*

- P1 identify current and potential providers within the market
- P2 consider the ways in which the market could be developed to meet needs
- P3 work with existing and potential providers to develop the market
- P4 recognise and address barriers to new entrants to the market
- P5 work with other commissioning organisations to share and develop knowledge of the market
- P6 make providers aware of relevant information and training that's available to them

## SFJCPS3.3

### Work with providers to develop the market

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the relevant legislation in relation to the service provision with which you are concerned
- K2 the legislation and guidelines relevant to commissioning in your occupational area and where to obtain information and guidance about this
- K3 the relevant organisational requirements and expected outcomes in relation to service provision
- K4 the ethics and requirements of sustainability as applied to the service provision with which you are concerned
- K5 the characteristics and boundaries of the market with which you are concerned
- K6 theories and concepts of market management and development
- K7 the relevant potential funding models for service provision
- K8 the quality standards applied to the delivery of services
- K9 the range of current and potential providers in relation to the service provision with which you are concerned
- K10 the relevant commissioning organisations with whom you need to work
- K11 how to encourage new entrants into the market
- K12 how to engage and work with current and potential providers of services
- K13 the types of issues and constraints with which providers may be concerned
- K14 the resources and support that may be available to providers

## SFJCPS3.3

### Work with providers to develop the market

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#### Additional Information

##### Behaviours

- 1 You present information clearly, concisely, accurately and in ways that promote understanding
- 2 You keep people informed of plans and developments.
- 3 You comply with, and promote compliance with, legal requirements, industry regulations, organisational policies and professional codes.
- 4 You identify clearly the value and benefits to people of a proposed course of action.
- 5 You act to understand and influence the climate and culture of the organisation/partnership.
- 6 You liaise with people and organisations that can provide support for your work.
- 7 You clarify your own and others' expectations of relationships.
- 8 You articulate the assumptions made and risks involved in understanding a situation.
- 9 You identify the range of elements in a situation and how they relate to each other.

## SFJCPS3.3

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	1
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<b>Date approved</b>	September 2010
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<b>Indicative review date</b>	September 2013
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Government Skills
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<b>Original URN</b>	CPS 3.3
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<b>Relevant occupations</b>	Health, Public Services and Care; Public Services; Managers and Senior Officials; Corporate Managers and Senior Officials
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<b>Suite</b>	Commissioning in the Public Sector
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<b>Key words</b>	Commissioning, commission, service provision
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