

FL 408

Establish quality procedures in your area of responsibility for Family Learning

Introduction

What is this unit about?

This unit is about making sure that everyone in your organisation/project understands that maintaining quality is the only way to deliver the best possible services. It is about the steps which need to be taken to help people to understand the importance of quality in service delivery

Who is this unit for?

This unit is for you if you manage a team who are working in Family Learning provision

Principles and values

You must work within the principles and values of the sector in order to achieve this unit

Value 1 Family Learning is inclusive and is to be offered as a universal provision with open access.

Value 2 Family Learning recognises and values diversity of culture, race, relationships and beliefs.

Value 3 Equal partnership is the basis for all developments in Family Learning; all learners and educators, regardless of generation, recognise that learners and educators can frequently exchange roles.

Value 4 Family Learning recognises that it is acceptable to make mistakes, which are part of the process of reflective learning.

Value 5 Achievements within Family Learning benefit the wider learning community through promoting change and empowering individuals and communities.

Value 6 Family Learning raises aspirations and all outcomes of the process, including those that may not be overt, are of equal significance and importance.

Value 7 Family Learning operates within a culture of mutual respect for individuals, communities, colleagues and agencies.

Content of unit.

The elements are: -

408.1 Promote a culture of quality in Family Learning

408.2 Establish, maintain and review quality assurance systems and procedures

Place in the NVQ/SVQ Framework

This is an optional unit at Level 4

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Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

Key skills	Core skills
Communication 1. 1, 1.2, 1.3 4.1, 4.2, 4.3	Higher
Problem solving 1.1, 1.2, 1.3 2.1, 2.2, 2.3	Intermediate 2
Work with others 3.1, 3.2, 3.3 4.1, 4.2, 4.3	Higher

What do we mean by some of the words used in this unit

Your area of responsibility	This may be a large or small team, or a group of colleagues or an entire project or organisation.
Quality standards and benchmarks	These can be any standards that are recognised and accredited for your work. They could be the standards set by the regulator or inspector, or the National Occupational Standards or the standards set by a professional body
Barriers to promoting quality	These can be: staff attitudes, lack of understanding of quality issues, lack of resources, poor communication channels, lack of senior level commitment to quality
Quality systems and procedures	Quality systems can vary, but most include: process for agreeing criteria and benchmarks, self assessment against criteria and benchmarks, surveys and feedback from those receiving the service, measurement of performance against benchmarks

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Element FL 408.1 Promote a culture of quality in Family Learning

The National Standard

Performance criteria

To meet the national standard you must:-

1. Raise the profile of quality assurance within your area of responsibility
2. Acknowledge and promote the benefits of quality assurance in working in Family Learning
3. Provide information and advice to colleagues about quality standards and benchmarks
4. Provide information and access to examples of best practice
5. Include quality issues in staff meetings/communications
6. Obtain feedback from participants on the quality of service provided
7. Identify, and take steps to address, barriers to promoting quality within your area of responsibility

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Element FL 408.2 Establish, maintain and review quality assurance systems and procedures

The National Standard

Performance criteria

To meet the national standard you must:-

1. Ensure that all staff are familiar with the quality systems and procedures
2. Gain the commitment of staff to quality systems and procedures
3. Develop or introduce self assessment processes so that staff can measure the quality of service
4. Lead or contribute to the use of self assessment processes
5. Support staff in the use of tools for self assessment, evaluation and review of provision
6. Ensure that participants and other relevant people are actively involved in quality systems
7. Conduct periodic reviews and evaluations of quality systems to ensure continuing responsiveness to needs

National Occupational Standards for Family Learning

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What you must know and understand

To be competent in this unit, you must know and understand the following:-

KU4E25	The relevant quality standards and benchmarks for your sector and how they can be obtained
KU4E26	The bodies who are able to set benchmarks
KU4E27	The inspection and regulation system for your area of work and its legal basis
KU4E28	Your responsibilities for providing a quality service
KU4E29	The different quality systems and approaches that are available for use and how to select an appropriate system for your work
KU4E30	Why quality is important in the delivery of services
KU4E31	Different approaches to self assessment and how to use the different self assessment tools
KU4E32	How to select the most appropriate self assessment tool for your area of work
KU4E33	How to use self assessment tools and how to use the measurements obtained