

WWP 408 Promote a culture of quality in parenting provision

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 parenting provision

Principles and values

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

Content of unit.

The elements are: -

1. Raise the profile of quality in the delivery of work with parents
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:

and the following SQA Core Skills:

National Occupational Standards for Work with Parents

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What 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

National Occupational Standards for Work with Parents

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Element WWP 408.1 **Raise the profile of quality in the delivery of work with parents**

The National Standard

Performance criteria

To meet the national standard you must:-

1. Provide information to colleagues about quality standards
2. Include quality issues in staff meetings/communications
3. Obtain feedback from parents on the quality of service provided
4. Ensure that all quality requirements are met and reported
5. Lead and/or contribute to a structured process of self assessment to meet inspection and/or review requirements
6. Support others in the use of tools for evaluation and review of provision
7. Ensure active involvement of all staff, trainees, community representatives and employers in quality systems
8. Conduct periodic reviews of quality systems to ensure continuing responsiveness to the needs of parents

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Element WWP 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 parents 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 Work with Parents

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What you must know and understand

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

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