

**Elements of competence**

|          |   |
|----------|---|
| HSC441.1 | Invite and evaluate tenders                                 |
| HSC441.2 | Negotiate and award contracts for the provision of services |

**About this Unit**

This Unit is about inviting providers to tender to deliver health and social care services and agreeing the details of contracts with them.

**Scope**

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Tenders:** open to all providers; open to a selected group of providers only; open to a single provider only.

**Partner agencies:** agencies within the local substance misuse partnership; other agencies with which you work in partnership.

**Substance Misuse Services:** education and prevention services; care and treatment services; rehabilitation and transitional care services; services for relatives and carers of substance misusers.

**Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.**

| SPECIFIC Evidence Requirements for this unit   |
|--|
| <b>Simulation:</b>   |
| <ul style="list-style-type: none"> <li>Simulation is <b>NOT</b> permitted for any part of this unit.</li> </ul>  |
| <b>The following forms of evidence ARE mandatory:</b>  |
| <ul style="list-style-type: none"> <li><b>Direct Observation:</b> Your assessor or an expert witness must observe you in real work activities which provide a significant amount of the performance criteria for most of the elements in this unit. For example how you worked with other professionals and individuals from partner agencies to plan and design tender documentation in line with organisational requirements.</li> <li><b>Reflective Account/professional discussion:</b> You should describe your actions in a particular situation and explain why you did things. For example, how you designed your contracts, ensuring that the roles and functions were clearly defined and described and what mechanisms you put in place to review the service provided.</li> </ul>  |
| <b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>  |
| <ul style="list-style-type: none"> <li><b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.</li> <li><b>Expert Witness:</b> A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts.</li> <li><b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague, individuals or other key people.</li> <li><b>Products:</b> These can be any record that you would use within your normal role e.g tender and contract documentation and guidance, policies and procedures, records and reports; communication records, minutes of meetings with partner agencies and others etc<br/>You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If you do include them in your portfolio all names and identifying information must be removed to ensure confidentiality.<br/>These may also be <b>assignments/projects:</b> For example you may have already completed a Project or Assignment (for example from HNC, O.U. courses). You could also use evidence of previous in-house training courses/programmes you have completed showing professional development.</li> </ul> |
| <b>GENERAL GUIDANCE</b>  |
| <ul style="list-style-type: none"> <li>Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>Evidence must be provided for ALL of the performance criteria ALL of the knowledge and the parts of the scope that are relevant to your job role.</li> <li>The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for.</li> <li>All evidence must relate to your own work practice.</li> </ul>  |

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.**

| <b>You need to show that you know, understand and can apply in practice:</b>  | <b>Enter Evidence Numbers</b> |
|---|-------------------------------|
| <b>Legislation and organisational policy and procedures</b>   |                               |
| 1 Legal requirements relevant to the functions being carried out.   |                               |
| 2 Organisational requirements relevant to the functions being carried out.  |                               |
| <b>Theory and practice</b>  |                               |
| Communication and interpersonal skills  |                               |
| 3 The importance of clarifying details and ensuring mutual understanding, and how to do so.                           |                               |
| 4 The importance of keeping people informed about developments and changes to activities and plans, and how to do so. |                               |
| Information handling:   |                               |
| 5 The importance of ensuring additional information is made available equally to all tenderers, and how to do so.     |                               |
| Local knowledge:  |                               |
| 6 The partner agencies in the local area.   |                               |
| 7 The range of suitable providers of services in the local area.  |                               |
| Monitoring and evaluation:  |                               |
| 8 Ways of monitoring and evaluating objectives and levels of service effectively.                                     |                               |
| 9 The importance of developing clear criteria for evaluation, and how to do so.                                       |                               |
| 10 How to evaluate fairly against specified criteria.   |                               |
| Negotiation:  |                               |
| 11 How to negotiate in ways which deliver good value for money and maintain effective working relationships.          |                               |
| Procurement:  |                               |
| 12 When you must go out to tender for services.   |                               |
| 13 What service specifications, tender documents and contracts should contain   |                               |
| 14 How to develop service specifications, tender documents and contracts  |                               |

| <b>You need to show that you know, understand and can apply in practice:</b>   | <b>Enter Evidence Numbers</b> |
|--|-------------------------------|
| 15 The level of detail providers need to be able to produce an accurately-costed tender.   |                               |
| 16 Procurement procedures.   |                               |
| 17 The importance of ensuring continuing delivery of specified services that represents good value for money over the medium term. |                               |
| 18 The range of actions which may be taken if providers fail to deliver services to specifications.                                |                               |
| 19 Recognised good practice in commissioning and delivering services.  |                               |
| 20 The range of services.  |                               |

**HSC441.1 Invite and evaluate tenders**

| Performance criteria |  | DO | RA  | EW | Q | P | WT |
|----------------------|--|----|---|----|---|---|----|
|                      |  | 1  | You accurately identify when you must go out to <b>tender for services.</b> |    |   |   |    |
| 2                    | You develop tender documentation for the services you are responsible for commissioning, in line with organisational and legal requirements.     |    |   |    |   |   |    |
| 3                    | The tender documentation contains a detailed specification and all the information providers require, to produce an accurately-costed tender.    |    |   |    |   |   |    |
| 4                    | The tender documentation specifies the procedures and timing for submission of tenders.  |    |   |    |   |   |    |
| 5                    | The tender documentation specifies clear evaluation criteria, that are capable of helping you select the tender which offers best overall value. |    |   |    |   |   |    |
| 6                    | You invite tenders from a range of suitable providers agreed with your partner agencies.   |    |   |    |   |   |    |
| 7                    | Any additional information requested is made available equally to all tenderers.   |    |   |    |   |   |    |
| 8                    | You accept only those tenders which have been made in accordance with the procedures and timing for submission of tenders.                       |    |   |    |   |   |    |
| 9                    | Tenders are evaluated fairly, against the specified evaluation criteria, by people who are competent to do so.                                   |    |   |    |   |   |    |
| 10                   | You provide tenderers with opportunities to clarify any details which may be necessary to evaluate tenders fairly.                               |    |   |    |   |   |    |

*DO = Direct Observation  
Questions*

*EW = Expert Witness*

*RA = Reflective Account*

*P = Product (Work)*

*Q =*

*WT = Witness Testimony*

**HSC441.2 Negotiate and award contracts for the provision of services**

| Performance criteria |   | DO | RA | EW | Q | P | WT |
|----------------------|---|----|----|----|---|---|----|
| 1                    | You resolve with providers any areas where their tenders appear to be at variance with specifications.  |    |    |    |   |   |    |
| 2                    | You negotiate the details of contracts with providers in order to ensure the continuing delivery of specified services that represents good value for money over the medium term. |    |    |    |   |   |    |
| 3                    | You negotiate in ways which are consistent with maintaining effective working relationships with providers and <b>partner agencies</b> .  |    |    |    |   |   |    |
| 4                    | You offer contracts for the provision of services to those providers whose tenders best meet the specified criteria.  |    |    |    |   |   |    |
| 5                    | The contracts you offer, clearly state the aims and objectives of services and the level of service required.   |    |    |    |   |   |    |
| 6                    | The contracts you offer, clearly state how the objectives of services and the level of service will be monitored and evaluated.   |    |    |    |   |   |    |
| 7                    | The contracts you offer, clearly state the milestones and payments to be made to the providers.   |    |    |    |   |   |    |
| 8                    | The contracts you offer, clearly state the roles and obligations of each party.   |    |    |    |   |   |    |
| 9                    | The contracts clearly state the action to be taken if the provider fails to deliver services to specifications.   |    |    |    |   |   |    |
| 10                   | The contracts you offer meet organisational and legal requirements.   |    |    |    |   |   |    |
| 11                   | You inform partner agencies and unsuccessful tenderers promptly of the outcome of the tendering process.  |    |    |    |   |   |    |

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Questions*

*RA = Reflective Account*

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*To be completed by the Candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the Assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal Verifier Feedback**

*To be completed by the Internal Verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the Internal Verifier***

Internal Verifier's name: .....

Internal Verifier's signature: .....

Date: .....