

Elements of competence

HSC443.1	Specify services to meet the needs of individual service users
HSC443.2	Negotiate and agree contracts for specific services
HSC443.3	Monitor and evaluate the quality of services provided

About this Unit

This Unit is about procuring specific health and social care services to meet the needs of individual service users. These services may be supplied outside the immediate geographical area. This involves being clear about the individuals' requirements, identifying and contracting with suitable service providers, and ensuring that the services provided meet the required standard.

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.

Corrective Action may include: giving advice and/or support to the provider; establishing alternative methods of obtaining monitoring information; agreeing alternative ways for providers to meet their contractual requirements; referring the deficiency or failure to a higher or other authority; taking steps to amend or terminate the contract.

Key performance indicators, may include those covering: activities; outcomes; costs; input objectives based on quality; processes; corrective action; giving advice and or support to the provider; establishing alternative methods of obtaining monitoring information; agreeing alternative ways for providers to meet their contractual requirements; referring the deficiency or failure to a higher authority; taking steps to amend or terminate the contract.

Partner agencies, may include: agencies within the local partnership; other agencies with which you work in partnership.

Quality, in terms of: relevance of the service (Does it match clients' needs?); accessibility (Are there any barriers to accessing the service such as geographic location, gender or cultural/racial factors?); acceptability (Are clients satisfied with the service?); equity (Is there any unwarranted exclusion of clients from services based on issues such as referral mechanism, race, gender etc?); efficiency (Is the service efficient?); effectiveness (What are the outcomes? To what extent does the service achieve its stated objectives?); partnership (Does it match the requirements of referring agencies and other partner agencies?)

Services, may include: education and prevention services; care and treatment services; rehabilitation and transitional care services; services for relatives and carers.

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
Simulation:
<ul style="list-style-type: none"> Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
<ul style="list-style-type: none"> Direct Observation: 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, you could be observed discussing the need for a service with the individuals for whom your service is providing care, or in negotiating the terms of contracts with those wishing to supply a service to your organisation. Reflective Account/professional discussion: You should describe your actions in a particular situation and explain why you did things. For example you could write about how you developed or reviewed a procedure for securing services, who you involved in this process, how you ensured confidentiality was managed appropriately, what quality improvements resulted as part of your work.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> Questioning/professional discussion: 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. Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. Witness Testimony: 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. Products: These can be any record that you would use within your normal role e.g. individual service specifications; contracts, policies and procedures, records and reports; monitoring and evaluation reports and records, communication records, minutes of meetings etc. <p>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.</p> <p>These may also be assignments/projects: For example, you may have already completed a project or assignment for example H.N.C. O.U. courses. You could also use evidence of previous in-house training courses/programmes you have completed showing professional development.</p>
GENERAL GUIDANCE
<ul style="list-style-type: none"> 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. 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. 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. All evidence must relate to your own work practice.

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.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Legislation and organisational policy and procedures	
1 Legal requirements relevant to the functions being carried out.	
2 Organisational requirements relevant to the functions being carried out.	
Theory and practice	
Analytical techniques:	
3 How to use monitoring information to identify where providers are, and are not, meeting contractual requirements.	
Communication and interpersonal skills:	
4 How to write complex material clearly and concisely.	
5 The importance of discussing the findings of reviews and evaluations with those concerned in an open and constructive manner, and how to do so.	
Information handling	
6 The importance of receiving complete and accurate monitoring information.	
7 The principle of confidentiality: what information may be provided to whom.	
Local knowledge:	
8 The partner agencies in the local area.	
9 The range of suitable providers of services in the local area and the services they provide.	
10 The range of suitable providers of services outside the local area and the services they provide.	
Monitoring and evaluation:	
11 Ways of monitoring and evaluating objectives and levels of service effectively.	
12 The importance of developing clear criteria for evaluation, and how to do so.	
13 How to evaluate fairly against specified criteria.	
14 The information for central reporting on the performance of services.	
15 How to evaluate the quality and cost-effectiveness of services.	

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Negotiation:	
16 How to negotiate in ways which deliver good value for money and maintain effective working relationships.	
Procurement:	
17 What service specifications, tender documents and contracts should contain.	
18 How to develop service specifications, tender documents and contracts.	
19 The level of detail providers need, to be able to produce an accurately-costed tender.	
20 Procurement procedures.	
21 The importance of ensuring specific services represent good value for money.	
22 The terms and conditions of contracts with providers of substance misuse services.	
23 The range of corrective action that can be taken if providers persistently fail to meet their contractual requirements.	
Quality:	
24 Ways in which the quality of services can be improved.	
25 Substance misuse.	
26 Recognised good practice in commissioning and delivering services.	
27 The range of services.	
28 Local, regional and national authorities and their requirements for reporting.	

HSC443.1 Specify services to meet the needs of individual service users

Performance criteria		DO	RA	EW	Q	P	WT
		1	You obtain complete, accurate and up-to-date information about individuals' specific service requirements.				
2	You verify that there is no existing service provision in the area that adequately meets individuals' needs.						
3	You draw up specifications for the services individuals require.						
4	Your specifications clearly state the aims and objectives of services and the level of service required.						
5	Your specifications clearly state how the objectives of services and the level of service will be monitored and evaluated.						
6	Your specifications reflect recognised good practice in commissioning and delivering services.						
7	Your specifications meet organisational and legal requirements.						

HSC443.2 Negotiate and agree contracts for specific services

Performance criteria		DO	RA	EW	Q	P	WT
		1	You negotiate the details of contracts with providers in order to ensure that the specific services represent good value for money.				
2	You offer contracts for the provision of services to those providers whose offers meet the specifications.						
3	You ensure the contracts clearly state: (a) the aims and objectives of services and the level of service required (b) how the objectives of services and the level of service will be monitored and evaluated (c) the milestones and payments to be made to the providers. (d) The role and obligations of each party. (e) the corrective action to be taken if the provider fails to deliver services to specifications						
4	You ensure that the contracts meet organizational and legal requirements.						

DO = Direct Observation Questions

EW = Expert Witness

RA = Reflective Account

P = Product (Work)

Q =

WT = Witness Testimony

HSC443.3 Monitor and evaluate the quality of services provided

Performance criteria		DO	RA	EW	Q	P	WT
		1	You monitor and evaluate the quality of the service provided in line with the contract.				
2.	You ensure monitoring and evaluation information: (a) is complete, accurate and up to date (b) meets the requirements for reporting to local regional and national authorities						
3.	You use and handle information in ways which maintain confidentiality.						
4	You discuss the findings of your evaluations in an open and constructive way with the providers concerned.						
5	You identify and agree with provider's ways in which they can improve the quality , outcomes and cost-effectiveness of the services they provide within existing contracts.						
6	You identify and recommend ways in which the terms and conditions of future contracts should be changed to improve the quality, outcomes and cost-effectiveness of services.						

*DO = Direct Observation**RA = Reflective Account**Q =**Questions**EW = Expert Witness**P = Product (Work)**WT = Witness Testimony*

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: