

About this Unit

This standard is about carrying out a review of your own practice. It involves monitoring and evaluating the quality of your work activities and outcomes and taking appropriate actions to support continuous improvement. Monitoring and audit may be required for national, regional or local purposes.

You need to show that you can apply relevant quality standards and procedures to your working practice and identify any deviations from these. You need to use a range of sources of information to support your monitoring activity including feedback from service users and work colleagues. You will report cases of non-compliance with quality standards and identify and use opportunities for quality improvement.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

Values — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

Key Words and Concepts — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

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: ◆ Direct Observation: Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. For example, how you allocate activities and the monitoring you carry out in line with legislation. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, records you have completed in relation to issues identified and which legislation, policies and protocols influence this.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> ◆ Reflective Account: These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge. ◆ 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 your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice. ◆ Expert Witness: A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice. ◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen. ◆ Products: These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier. ◆ Prior Learning: You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit. ◆ Simulation: There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
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. ◆ 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 Health Care sector. This will include the National Service Standards for your areas of work. ◆ 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
1 Your own level of competence, authority and knowledge base and your role and responsibilities within your work area.	
2 The purpose, method and requirements for monitoring your work activities and outcomes within your scope of practice.	
3 The statutory and professional standards and codes of practice for your area of work and how to interpret and apply these.	
4 The range of quality standards and procedures for your area of work and organisational policies and procedures for quality monitoring.	
5 The range of internal and external quality assurance systems relevant to your area of work and the expectations of your contributions to these.	
6 Factors which may influence the quality of your work activities and outcomes and how to recognise these.	
7 How deviations from agreed working procedures may influence the nature, quality or reliability of the outcomes achieved.	
8 Sources of information to support monitoring and evaluation of your work activities and outcomes and how to access these.	
9 The range of data relevant to the monitoring activity to be undertaken.	
10 How to identify and evaluate variances in working practice and outcomes.	
11 Actions you must take and timescales for doing this in cases of non-compliance or variance with quality standards how to access advice and support for quality improvement.	
12 The importance of recording information clearly, accurately and in a systematic manner.	
13 The information that is required for recording and reporting the results of monitoring activities.	
14 How long quality monitoring records must be retained and procedures for disposing of monitoring records.	
15 The current national legislation, guidelines, organisational policies and protocols which affect your work practice.	
16 The policies and guidance that clarify your scope of practice, quality systems, accountabilities and the working relationship between yourself and others.	

FN96 04 (GEN23) Monitor your own work practices

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Work within your level of competence, responsibility and accountability.					
2	Allocate monitoring activities within your work at regular intervals consistent with legal, professional and organisational requirements.							
3	Allocate monitoring activities within your work at regular intervals consistent with legal, professional and organisational requirements.							
4	Monitor your work activities and outcomes against the relevant quality indicators and standards.							
5	Access information from appropriate sources as relevant to the monitoring activity.							
6	Access information from appropriate sources as relevant to the monitoring activity.							
7	Obtain the correct and complete data relevant to the monitoring activity.							
8	Correctly identify any non-compliance or variance in work activities and outcomes against relevant quality indicators.							
9	Report instances of non-compliance or variance with quality standards accurately and promptly to relevant people.							
10	Use the monitoring results to improve your working practices and outcomes.							
11	Access appropriate support to improve your practice where required.							
12	Act on any recommendations to improve performance and quality outcomes.							
13	Review any changes to working practices as required to confirm and sustain improvements.							
14	Maintain clear, accurate and complete records of your monitoring activities and outcomes in line with current legislation, guidelines, local policy and protocols.							

DO = Direct Observation

EW = Expert Witness

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

Q = Questions

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: