

Unit Title: Maintaining Quality Standards in the Health Sector	
Level:	Three
Credit Value:	2
GLH:	13
OCNLR Unit Code:	PA1/3/LQ/057
Ofqual Unit Reference Number:	T/508/3929

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand how to provide a quality service within legislation, policies and procedures.	1.1. Explain the importance of meeting quality standards as determined by legislation, policies and procedures. 1.2. Explain how others could be encouraged to meet quality standards. 1.3. Explain the benefits of maintaining quality standards.
2. Understand the importance of working with others to provide a quality service.	2.1. Explain personal responsibilities for working with others. 2.2. Explain accountability when working with others. 2.3. Explain the importance of working effectively with others to provide a quality service.
3. Know how to monitor quality standards.	3.1. Describe methods of monitoring quality standards. 3.2. State how to inform other staff of quality issues. 3.3. Describe how resources can be monitored and maintained. 3.4. Outline the benefits of monitoring quality to maintain and improve standards.
4. Understand the importance of prioritising own workload to reduce risks to quality.	4.1. Review factors that can affect own workload. 4.2. Evaluate how prioritising work will ensure the maintenance and improvement of a quality service.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study	O	Project	
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	