

Unit Title: Service Improvement in the Health Sector	
Level:	Three
Credit Value:	3
GLH:	20
OCNLR Unit Code:	PA1/3/LQ/081
Ofqual Unit Reference Number:	Y/508/4023

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand how to evaluate own work and that of others to identify potential improvements.	1.1. Illustrate how to benchmark own work and that of others. 1.2. Explain how feedback can be obtained and used to identify potential service improvements. 1.3. Review the policies and strategies for service improvements.
2. Understand how to make constructive suggestions about how services can be improved.	2.1. Explain key issues related to potential improvements. 2.2. Explain why service improvements are required. 2.3. Discuss how service improvements could be implemented.
3. Understand how to discuss and agree improvements with others.	3.1. Explain the importance of agreeing changes with others. 3.2. Illustrate how working with others can support service improvements.
4. Understand how to make agreed improvements to own work and how to support others to make changes.	4.1. Evaluate strategies for making changes effective within own work role. 4.2. Explain how to support others in implementing changes.

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