

Unit 32: Maintaining Quality Standards in the Health Sector

Level:	2
Unit type:	Optional (General)
Credit value:	1
Guided learning hours:	6

Unit summary

This unit aims to give learners knowledge of how legislation, policies and procedure determine quality standards, the limits of their own role, and how to use resources effectively to support quality standards.

Unit assessment requirements

Assessment tasks and activities must enable learners to produce valid, sufficient, authentic and appropriate evidence that relates directly to the learning outcomes and assessment criteria of the unit. Suitable forms of evidence for this unit include:

- written tasks such as reports, articles for journals, newsletters, leaflets, posters
- workbooks, work logbooks or learner diaries
- written or oral presentations
- projects
- oral question and answer

Observation records should not be used as the primary evidence of achievement for this unit, but can be used to supplement the more appropriate forms of evidence listed above or to provide sector contextualisation or evidence of how the learner has applied knowledge within their job role.

When devising the assessment activities, centres need to look closely at the verb used in each assessment criterion to ensure that learners can provide evidence with sufficient breadth and depth to meet the requirements. Centres need to produce assessment briefs for learners with clear instructions of what they are required to do.

Learning outcomes and assessment criteria

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements that the learner is expected to meet to achieve the learning outcomes and the unit.

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
1	Know how legislation, policies and procedures determine quality standards of work	1.1	State how quality standards are related to legislation, policy and procedures			
		1.2	State how personal attitudes and behaviours in a work role impact on service quality			
		1.3	Describe a situation in healthcare where quality standards have not been met and the impact on patients and patient care			
		1.4	Describe how quality standards promote patient safety and high-quality care			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
2	Know the limits of own expertise and knowledge and when to refer to others	2.1	Describe the meaning of 'competence'			
		2.2	State when and how to seek help from others, and the importance of doing so			
		2.3	State why it is important to report issues to the appropriate individuals			
		2.4	State the benefits of learning from others in developing expertise and knowledge			
3	Know how to use resources efficiently to support quality standards	3.1	State the importance of using and maintaining resources properly			
		3.2	State how the efficient use of resources contributes to the quality of service			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)