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CHCMGT001 Develop, implement and review quality systems

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 3 | Major changes to title, elements, and performance criteria. |
| Release 2 | This version was released in CHC Community Services Training Package release 3.0.  Amended modification history and mapping. Equivalent outcome. |
| Release 1 | This version was released in CHC Community Services Training Package release 2.0 and meets the requirements of the 2012 Standards for Training Packages.  Merged CHCORG423C and CHCORG619D. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. |

# Application

This unit describes the skills and knowledge required to develop, implement and monitor a framework for ongoing quality service delivery that supports the rights and interests of clients.

The unit applies to a range of leadership roles.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

# Elements and Performance Criteria

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| ELEMENT | PERFORMANCE CRITERIA | |
| Elements define the essential outcomes | | Performance criteria specify the performance needed to demonstrate achievement of the element |
|  |  | |
| 1. Establish systems and processes for quality service delivery | 1.1 Establish quality service standards through stakeholder consultation and benchmarking against industry standards or quality frameworks  1.2 Develop strategies to apply quality standards in procedures that support the rights and interests of clients  **DRAFT**  1.3 Identify organisational barriers to quality service and develop strategies to address them  1.4 Establish feedback mechanisms and continuous improvement processes in consultation with stakeholders and incorporate them into operational plans  1.5 Establish feedback mechanisms to provide stakeholders with information about service delivery review results | |
|  |  | |
| 2. Monitor and review service delivery against quality framework | 2.1 Monitor and review quality of service outcomes for clients and the community using feedback and other processes  2.2 Monitor and review strategies for addressing barriers and issues relating to quality  2.3 Update service delivery procedures to reflect good practice, changing legislative requirements and client needs  2.4 Identify staff development needs to meet changing service delivery requirements  2.5 Identify differences between stakeholder expectations and service delivery objectives | |
|  |  | |
| 3. Plan and implement revised strategies to improve outcomes | 3.1 Analyse review findings to identify threats to quality  3.2 Investigate and respond to complaints, and use as feedback to improve outcomes  3.3 Design and implement a plan with immediate and long-term goals to improve service quality in consultation with stakeholders  3.4 Provide information to relevant parties about the plan and the processes to be used | |
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| 4. Ensure the continuous improvement of service standards | 4.1 Update service standards to reflect stakeholder expectations and available resources  4.3 Establish procedures to check that appropriate practice is carried out  4.4 Promote, model and demonstrate good practice to workers  4.5 Discuss issues with workers and incorporate changes into strategies for continuous improvement | |

# Foundation Skills

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| The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance. |
| Learning: Designing quality frameworks, responding to stakeholder input, reviewing and improving procedures  Reading: Interpreting policy documents, quality frameworks, legislation, and compliance texts  Writing: Drafting service improvement plans, stakeholder updates, and procedure documentation  Oral Communication: Consulting stakeholders, addressing complaints, communicating strategies, promoting best practice  Numeracy: Interpreting service metrics, analysing trend data, evaluating quantitative feedback |

# Unit Mapping Information

No equivalent unit.

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCMGT001 Develop, implement and review quality systems

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# Modification History

|  |  |
| --- | --- |
| Release | Comments |
| Release 3 | Minor changes. |
| Release 2 | This version was released in CHC Community Services Training Package release 3.0.  Amended modification history and mapping. Equivalent outcome. |
| Release 1 | This version was released in CHC Community Services Training Package release 2.0 and meets the requirements of the 2012 Standards for Training Packages.  Merged CHCORG423C and CHCORG619D. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. |

# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

* developed and implemented a quality framework for the delivery of at least 1 service or program
* conducted at least 1 review of service delivery that identified barriers to quality and provided recommendations for improvement
* established a continuous improvement plan for at least 1 service or program

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

* legal and ethical considerations and how these are applied in organisations, including:
* discrimination
* work health and safety
* privacy, confidentiality and disclosure

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* access and equity
* rights and responsibilities of clients
* complaints
* service and industry guidelines and standards
* principles of holistic and person-centred support, and where to access good practice information relevant to the industry sector
* benchmarking
* best practice and good practice
* quality assurance processes relevant to service type
* existing state and national quality frameworks relevant to service
* importance of principles and practices to enhance sustainability in the workplace, including environmental, economic, workforce and social sustainability
* vision statements, philosophical statements of organisation
* needs of clients
* impact of own attitudes to client groups on service delivery and strategies to improve own professional practice

# Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)/AQTF mandatory competency requirements for assessors.

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>