

**Introduction****What is this unit about?**

This unit is about establishing, developing and promoting quality systems in settings whose main purpose is children's care, learning and development. It is most useful for quality systems and procedures relating to externally validated quality assurance schemes. This involves maintaining quality systems, assessing services, monitoring and reviewing policies practices and procedures.

**Who is this unit for?**

This unit will be useful for you if you are required to establish and develop quality systems in settings or services whose main purpose is children's care, learning and development.

**Principles and values**

You must work within the principles and values of the sector in order to achieve this unit.

**Content of unit**

The elements are:

1. Establish quality systems for the delivery of childcare services
2. Maintain quality systems
3. Evaluate and review quality systems and procedures

**Place in the NVQ/SVQ framework**

This unit is a group 2 option unit in the Level 3 NVQ/SVQ in Children's Care, Learning and Development.

**Links to Key and Core Skills**

This unit may provide evidence for the following:

<b>Key Skills</b>	<b>Core Skills</b>
Communication: 4.1, 4.2, 4.3	Communication: Higher
Working with Others: 3.1, 3.2, 3.3	Working with Others: Intermediate 2
Problem Solving: 4.1, 4.2, 4.3	Problem Solving: Higher

**What we mean by some of the words used in this unit****Quality schemes/ criteria**

Formal schemes for quality of provision, based on best practice (as opposed to minimum standards)

# CCLD 340

## Establish, develop and promote quality systems and procedures for the delivery of childcare services

### The National Standard

#### Element CCLD 340.1      Establish quality systems for the delivery of childcare services

##### Performance criteria

This is the national standard which you must meet:

1. Assess requirements for quality systems in childcare
2. Access information and compare different quality systems
3. Evaluate quality systems against requirements
4. Identify appropriate quality systems to meet the requirements of the setting
5. Identify roles and responsibilities in relation to delivering quality systems and implementing procedures
6. Identify and obtain resources necessary to implement, monitor and review, quality systems and procedures
7. Discuss with colleagues how the quality criteria relate to regulatory requirements for children's care and education
8. Negotiate and agree a timed plan with colleagues for implementing and reviewing quality systems

### The National Standard

#### Element CCLD 340.2      Maintain quality systems

##### Performance criteria

This is the national standard which you must meet:

1. Develop policies, practices and procedures to ensure a quality service
2. Develop and maintain documentation to provide evidence of service quality, as required by the quality system
3. Ensure staff and colleagues are aware of quality system to be implemented and the implications for practice
4. Emphasise to staff the importance of documenting policies and practices and following the quality procedures
5. Ensure that evidence relating to the quality system is appropriate and fit for purpose
6. Promote the advantages of quality to staff and service users

**The National Standard****Element CCLD 340.3****Evaluate systems and review quality procedures****Performance criteria**

This is the national standard which you must meet:

1. Assess the setting's procedures and systems against given quality criteria
2. Identify areas of non-compliance and evaluate the reasons for this
3. Discuss the implications of non-compliance with colleagues
4. Identify changes needed to policies, practices or procedures in order to maintain compliance
5. Discuss and negotiate a plan for implementing changes with staff and colleagues
6. Identify a timescale for review of the plan

**What you must know and understand**

**To be competent in this unit, you must know and understand the following:**

<b>K3P716</b>	The role of quality assurance systems for childcare services
<b>K3P717</b>	The range of quality assurance systems available and the differences between them
<b>K3P718</b>	Key roles and responsibilities in relation to delivering quality assurance systems and resources that may be necessary to implement such a system
<b>K3P719</b>	Key policies, practices and procedures which will ensure a quality childcare service and meet the requirements of quality assurance systems
<b>K3P720</b>	How you will ensure that staff and colleagues understand and are aware of the implications of quality assurance systems for their practice
<b>K3P721</b>	What documentation is required to provide evidence of service quality and why documentation is needed
<b>K3P722</b>	Likely sources of evidence that the service meets the requirements of the quality assurance system
<b>K3P723</b>	Why it is important to have a timed plan for reviewing quality assurance and implementing any changes