

CCLD 341**Advise and mentor those implementing quality systems and procedures for the delivery of childcare services****Introduction****What is this unit about?**

This unit is about providing mentoring support for those involved in implementing formally recognised systems and procedures within provision for children's care, learning and development. It is most useful for quality systems and procedures relating to externally validated quality assurance schemes. It covers identification of requirements, collecting and presenting evidence and taking appropriate action to ensure requirements are met.

Who is this unit for?

This unit will be useful for you if you work in settings whose main purpose is children's care, learning and development and are responsible for supporting and mentoring colleagues in implementing quality systems and procedures.

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. Identify quality assurance requirements
2. Support the collection of evidence
3. Support the development of practice to meet quality assurance requirements

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:

Key Skills	Core Skills
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 assurance schemes/criteria	Formal schemes for quality assurance, based on best practice (as opposed to minimum standards)
Externally validated	Outside agency validates systems and procedures

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<u>The National Standard</u>	
<u>Element CCLD 341.1</u>	<u>Identify quality assurance requirements</u>
Performance criteria	
<p>This is the national standard which you must meet:</p> <ol style="list-style-type: none"> 1. Ensure that information on quality assurance criteria is made available to colleagues responsible for implementing the scheme 2. Provide detailed information about the requirements of the quality assurance scheme to colleagues responsible for implementing it in ways that are easy to understand 3. Discuss with colleagues how the quality assurance criteria relate to regulatory requirements for children's care and education 4. Assist colleagues to identify links between supervisory systems, colleagues' training and development, health and safety at work and quality assurance systems 5. Help colleagues to clearly identify the advantages and limitations of a quality assurance system in providing care for children 6. Encourage colleagues to identify how the setting's policies and procedures relate to quality assurance 	

<u>The National Standard</u>	
<u>Element CCLD 341.2</u>	<u>Support the collection of evidence</u>
Performance criteria	
<p>This is the national standard which you must meet:</p> <ol style="list-style-type: none"> 1. Help colleagues to identify what evidence is required to demonstrate that quality assurance procedures are being followed 2. Assist colleagues to identify individual documents, records and written information that meet quality assurance requirements 3. Help colleagues to present the information in a way that meets the stated requirements for evidence 4. Help colleagues to review evidence against the criteria of the quality assurance and identify any gaps 5. Where gaps are identified in the evidence, colleagues are assisted to identify and locate alternative evidence wherever possible 6. Where no alternative evidence is available, colleagues are encouraged and supported to report and acknowledge the gap to those reviewing the quality assurance procedures 	

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<u>The National Standard</u>	
Element CCLD 341.3	Support the development of practice to meet quality assurance requirements
Performance criteria	
This is the national standard which you must meet:	
<ol style="list-style-type: none"> 1. Help colleagues to objectively review policies and practices and to identify changes in order to meet quality assurance criteria 2. Support colleagues to give positive feedback to their colleagues on the implementation of quality assurance systems 3. Help colleagues to give constructive criticism to colleagues using emotionally neutral language 4. Assist colleagues to discuss and negotiate changes to their practice with colleagues 5. Support colleagues to identify how changes will improve quality of service delivered to children and families 6. Help colleagues to identify where systems may be improved 	

What you must know and understand

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

K3P724	Key features of providing advice and support to colleagues
K3P725	How to help colleagues responsible for implementing quality assurance to understand the requirements for evidence based on the quality assurance criteria
K3P726	Types of policies, documents and evidence that could be used to demonstrate that quality assurance procedures are being followed
K3P727	The role and value of self-assessment both ongoing and for specific purposes
K3P728	How to help colleagues identify gaps in evidence for quality assurance schemes and what these might consist of
K3P729	How to explain the link between quality assurance criteria, the setting's policies and procedures and the quality of care and education provided for children in the setting
K3P730	Why it is important that policies and procedures relate to the actions of colleagues and that these are documented
K3H630	What is considered to be effective practice in relation to policies and procedures to ensure children's health and well-being
K3C732	The key features of providing feedback to include constructive criticism, and how colleagues can be supported in developing these skills
K3P733	The importance of negotiating changes to policies and procedures with all colleagues involved, and seeking their agreement
K3M734	Ways in which practice can be developed to improve quality, meet requirements of quality systems and procedures and contribute to colleagues' professional development