



Australian Government

CHCMGT001 Develop, implement and review quality framework

Release: 2

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Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> . Amended modification history and mapping. Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> 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 in health and community services workplaces.

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

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria specify the performance needed to demonstrate achievement of the element

1. Develop a framework for quality service delivery

1.1 Establish quality service standards through consultation with stakeholders and benchmarking against industry standards or existing quality frameworks

1.2 Develop strategies to ensure procedures deliver high quality services that support good practice standards and

	the rights and interests of clients
	1.3 Identify organisation barriers or issues that impact on delivery of high quality service and develop strategies to address them
	1.4 Identify opportunities for continuous improvement and incorporate them into operational plans
	1.5 Define and implement continuous improvement processes to monitor and ensure quality client service delivery
	1.6 Plan and ensure the involvement of all parties in quality improvement processes
2. Monitor and review service delivery against quality framework	2.1 Use a range of appropriate processes to monitor and review quality of service outcomes for clients and the community 2.2 Monitor and review strategies for addressing barriers and issues relating to quality 2.3 Regularly update service delivery procedures to reflect good practice and to respond to changing legislative requirements and client needs 2.4 Identify need and opportunities for staff to develop the necessary competencies to meet changing service delivery requirements 2.5 Establish and use feedback mechanisms to involve all users of the service and other relevant parties in the review process 2.6 Investigate and document the effects of services on all clients 2.7 Identify differences between stakeholder expectations and service delivery objectives 2.8 Establish mechanisms to provide clients and stakeholders with information about review results
3. Plan and implement revised strategies to improve outcomes	3.1 Use review findings to identify threats to quality 3.2 Respond to and investigate complaints and use as feedback to improve outcomes 3.3 Design and implement a plan with immediate and long term goals to develop and improve the quality of service in consultation with stakeholders

3.4 Provide information to relevant parties about the plan and the processes to be used

4. Ensure the continuous improvement of service standards

4.1 Ensure that revised service standards incorporate stakeholder expectations and available resources

4.2 Regularly communicate service standards and good practice to all stakeholders

4.3 Establish procedures to check that appropriate practice is carried out

4.4 Regularly promote, model and demonstrate good practice to all workers

4.5 Regularly discuss issues with workers and incorporate necessary changes into strategies for continuous improvement

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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 framework

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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
 - 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 Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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