



Investing in Quality – 2 day course

Everyone wants to feel good about the services they provide; otherwise what's the point? But how do you gain that external recognition without feeling like you're going through impossible hoops? Learn the basics of building a sound quality framework for your staff and organisation, and achieve the recognition you deserve.

Learning objectives:

- To understand the process of organisational self assessment
- To explore the differences between monitoring and evaluation, facts and opinions, quality and performance management
- To learn how to measure how well you're doing, and the meaning of performance indicators
- To examine the definitions of outputs and outcomes in relation to quality of service
- To understand different methods of finding out how service users, and staff view the organisation and the services provided
- To review a range of different formal quality frameworks

Topics covered during the training

Day 1

Why, what, where, when and who – and how much?
Common principles of quality marks
Using a self assessment framework
Development planning and performance management
How to set objectives, milestones and performance indicators
What are you trying to measure – the difference between outputs and outcomes
Monitoring – what are we doing?
Evaluation – how well are we doing it?
How do service users / staff / stakeholders view the organisation and services provided

Day 2

Identifying what information you have already, and how to make use of it
Practising audit tools to help you find out more
The feedback loop – how to let service users / staff know their views matter and have an impact
What is the difference between evidence and opinion?
Managing equality and diversity
Review different formal quality marks – Business Excellence Model, PCASSO, Common Inspection Framework, Investing in People

Participants will receive quality booklets including all the topics covered, with sections for group exercises and notes.

Certificates of attendance will be given which can be used as evidence of Continuing Professional Development.