



## 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 as evidence of Continuing Professional Development.**

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**helping you choose the right path**