# 439 CONTRIBUTE TO THE DEVELOPMENT OF ORGANISATIONAL POLICY AND PRACTICE

## Unit overview

### Elements of competence

439a          Contribute to identifying potential for organisational development
439b          Present information and ideas to contribute to organisational development

### About this unit

For this unit you need to contribute to identifying potential for organisational development and presenting information and ideas on this.

### Scope

The scope is here to give you guidance on possible areas to be covered in this unit.  The terms in this section give you a list of options linked with items in the performance criteria.  You need to provide evidence for any option related to your work area.

**Constraints and obstacles:** statutory requirements; resources; ideologies.

**Context:** structure, decision-making processes, resources, aims and objectives of organisation; services provided by other agencies; statutory requirements.

**Organisational development:** organisational policy; organisational practice.

**Parties:** staff in own organisation; other organisations; service users.

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## 439a Contribute to identifying potential for organisational development

**Performance criteria**

You need to show that:

1 You base your initiatives on an awareness of the organisational development required within the existing context

2 You establish, maintain and develop channels of communication and effective working relationships with relevant parties

3 You actively seek relevant information from, and provide to, all appropriate parties

4 Your communications and information are free from discriminatory language and content

5 You consult all relevant parties; conflicting interests are identified, acknowledged and, where possible, a way forward established. Where this is not possible, you seek advice on how to deal with this

6 You identify and address relevant constraints and obstacles to progress

7 You make clear and constructive contributions to establishing aims and objectives for development

8 You make clear and constructive contributions to identifying the methods, timescales, roles and resources whereby aims and objectives can be achieved

9 The contributions you propose are consistent with the available information

10 You record all relevant information accurately, and store it according to organisational policy and practice, including requirements for confidentiality

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439b    Present information and ideas to contribute to organisational development

## Performance criteria

You need to show that:

1    You identify and pursue opportunities for progressing organisational development in a creative manner

2    You establish, maintain and develop channels of communication and effective working relationships with relevant parties

3    You make active contributions in a manner and by means which fit the requirements of the situation

4    You provide information that is clear, accurate, relevant to the case, and make it accessible to all appropriate parties, taking account of requirements for confidentiality

5    You project the positive aspects, strengths and advantages of changes and/or developments proposed

6    Your contributions and information are free from discriminatory language and content

7    You monitor and review your contribution to achieving objectives, and make plans for further work on the basis of all current information and the availability of resources

8    You identify, acknowledge and address constructively conflicting interests, constraints and obstacles to progress

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## Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics.  This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.  When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role**.

### Legislation and organisational policy and procedures

1    The effect of statutory requirements, and changes in statutory requirements, upon your organisation and other key organisations in relation to planning development
2    Your own organisation's relevant policies, practice guidelines, procedures, role boundaries and resources
3    Your own organisation's structure and functions
4    Other organisations' structures and functions and how they relate to your organisation
5    Other key organisations' relevant services and resources, and how to access them

### Theory and practice

6    Basic self-monitoring and evaluation methods
7    A range of methods and means for the presentation of information and ideas
8    A range of strategies for negotiation
9    Basic research methods relevant to planning development
10   How to find out about further sources of relevant information, assistance, advice, support and resources

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## Evidence requirements for this unit

- Direct observation by assessor and/or an expert witness is required for some of the performance criteria for every element in this unit.
- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria, and ALL the knowledge requirements and the relevant parts of the SCOPE as applicable to your workplace.
- The evidence must, at all times, reflect the policies and procedures of the workplaces as linked to current legislation and valued and principles for best practice within the Health and Social Care Sector.  This will include the National Service Standards for your area of work or client group.
- All evidence should relate to real work activities for ALL elements of this unit.
- Simulation is NOT permitted for this unit.

**Competences can be demonstrated using a variety of types of evidence from the following:**
- **Work products:** these can be any record that you would normally use within your normal role eg procedures and policies, communication records, minutes of meetings with relevant parties, records and reports; inspection reports, etc.
- **Assignment/project:** you may have already completed a project or assignment (for example from HNC, NC, VRQ, BTec courses, D32, 33, 34, A1 and V1).  You could also use evidence of previous in-house training course/programmes you have completed showing professional development.
- **Reflective accounts:** you describe your actions in (a) particular situation(s) and reflect on the reason(s) for you practicing in that way, in relation to development of organisational policy and practice.
- **Questioning/professional discussion:** you and your assessor may agree on questions or discussion to demonstrate your knowledge, to supplement the knowledge demonstrated through observations, products and reflective accounts.  These can be oral or written but evidence of this must be recorded.

    NB **Confidential records are not required in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier.  If they are included they must be anonymised.**