

**Unit Title:** Maintaining Quality Standards In The Health Sector  
**Unit Level:** Level 2  
**Unit Credit Value:** 1  
**GLH:** 8  
**LASER Unit Code:** WJF225  
**Ofqual Unit Code:** A/505/2522

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know how legislation, policies and procedures determine quality standards of work.	1.1	Identify how quality standards link to legislation, policy and procedures.
		1.2	Describe how personal attitudes and behaviours in a work role impact on service quality.
2.	Know the limits of own expertise and knowledge and when to refer to others.	2.1	Describe what is meant by being competent.
		2.2	Identify examples of when to seek help from others.
		2.3	State why it is important to seek help and report issues to others.
		2.4	Describe the benefits of learning from others.
3.	Know how to use resources efficiently to support quality standards.	3.1	Describe the importance of using and maintaining resources properly.
		3.2	State why it is necessary to report issues related to resources.
		3.3	Identify how efficient use of resources contributes to the quality of service.

<b>Assessment Guidance:</b>
Portfolio of Evidence

<b>Additional Information:</b>
NA