



Organisational Perspectives training course content

Training Outcomes:	On completion of the training, delegates will be able to:
<p>1. Describe Governance perspectives on regulation, appropriate management structure for system planning and internal control.</p>	<p>1.1 Identify criminal, legal issues or financial problems which might threaten the continual operational of an organisation.</p> <p>1.2 Analyse the legal entity requirements of an organisation.</p> <p>1.3 Outline the effects of change of control in management.</p> <p>1.4 Be able to identify and manage conflict of interests.</p> <p>1.5 Outline organisational resources including capacity, efficiency and competent arrangement.</p> <p>1.6 Analyse the importance of financial viability, sufficient financial resources and facilities.</p> <p>1.7 Identify potential risks, contingency plans to prevent incidents and mitigate the impact of risks.</p> <p>1.8 Be able to take reasonable steps to mitigate the impact of incidents and prioritise provisions.</p> <p>1.9 Explore malpractice/maladministration, the impacts and outline procedures for investigating malpractice/maladministration</p>
<p>2. Outline authority, responsibility and accountability in Management</p>	<p>2.1 Outline the role, duties and personality of responsible officer(s)</p> <p>2.2 Describe complaint and reporting procedures</p> <p>2.3 Identify effective management of incident reporting across the entire organisation including to relevant authorities</p> <p>2.4 Be able to design supporting, reporting mechanism documentation and timeframes.</p> <p>2.5 Discuss the best measures in assisting authorities in the event of an investigation or monitoring activity.</p> <p>2.6 Define good practice and outline the compliance process</p>
<p>3. Describe organisational third parties involvement and intervention</p>	<p>3.1 Outline third-party agreement and terms of reference</p> <p>3.2 Be able to design enforceable third party</p>

4. Highlight the process of complying with regulatory requirements.	3.3	agreements applicable third party
	3.4	Analyse applicable third party sanctions
		Identify relevant documents to enforce third-party compliance
	4.1	Identify procedures to enable organisations are fit for purpose
	4.2	Outline organisational requirements for conformity to Equalities Law
	4.3	Identify how an organisation can review, enhance its approaches and improve quality across resource management.
5. Classify the design and development approaches of service systems/products	4.4	Outline the appropriate procedures to enquiries and complaints
	4.5	Discuss the management of services or products withdrawal
	5.1	Outline clear objectives of your organisational services/products
	5.2	Identify how these objectives meet customer satisfaction
	5.3	Be able to identify quality review of objectives
	5.4	Analyse your organisational services/products specification for comprehensive support package to its customers
6. Describe the importance of offering services/products suitable for the intended market and consumers	5.5	Identify if adequate resources for efficient and effective designing and development of services/products are in place
	5.6	Explore appropriate assurance to ensure services/products comply to minimum requirements
	6.1	Identify if prices are transparent, including cancellation/refund policy
	6.2	Outline written policy on invoicing; including cancellation/refund policy
7. Analyse the customer needs and expectations during production and delivery of services/products	7.1	Identify the principles governing the management of production and delivery of services/products
	7.2	Identify the main language(s) to be used
	7.3	Be able to map out the workflow which outlines the different stages and scrutiny including appropriate language(s)
	7.4	Summarise customer requirements performance, appearance, availability, delivery, reliability, maintainability, cost effectiveness and price.
	7.5	Outline the importance of maintaining a high level of security and ensuring confidentiality of data
	7.6	Analyse a clear and unique identification method of customers and their preferences
	7.7	Identify acceptable procedures and arrangements for Reasonable Adjustments and Special Consideration

8. Analyse how quality assurance helps to support, build expertise and capacity in an effort to deliver positive outcomes.	7.8	Identify reasonable steps to ensure organisational or third-party information is authentic.
	8.1	Describe how quality assurance helps to raise standards and expectations.
	8.2	Identify the role of spot checks and how these should be conducted
	8.3	Outline clear and effective audit/moderation activities
	8.4	Describe evident maintenance and the process of monitoring activities and produced reporting mechanisms and reports
9. Analyse who should conduct an appeal and the process of conducting an appeal hearing.	8.5	Discuss the importance of publishing expected timescales and dates
	9.1	Be able to demonstrate Appeals process
	9.2	Identify components of an effective appeal process
	9.3	Discuss different authorities appeal and complaints process compliancy
10. Summarise the multi-step process of preparing strategic plan covering vision, mission, objectives, values, strategies, goals and programs.	9.4	Discuss acceptable design, production and security of products
	10.1	Outline corporate plan goals, priorities and targets
	10.2	Analyse organisational criterias
	10.3	Define mission, vision and core values
	10.4	Outline examples of organisational future scenarios
	10.5	Describe performance objectives
	10.6	Analyse organisational financial perspectives
	10.7	Analyse organisation customer perspectives
	10.8	Analyse organisation internal perspectives
	10.9	Analyse organisation innovative, learning and growth perspectives
	10.10	Be able to identify organisational strategic goals
	10.11	Be able to construct a SWOT analysis
	10.12	Design an organisational market plan
	10.13	Design an organisational quality strategic plan
11. Demonstrate how organisational chart shows the internal structure of the business, making it easy to identify the specific roles and responsibilities of staff.	11.1	Be able to design an organisational structure.
	11.2	Describe organisational line of authority
	11.3	For each organisational title/position, outline the relevant roles, responsibilities; required knowledge, skills and abilities
	11.4	Describe organisational code of practice
12. Describe organisational policy framework for monitoring and evaluating systems.	12.1	Explore organisational policy framework hierarchical structures.
	12.2	Analyse organisational quality values and principles

13. Analyse organisational performance management activities, internal control, and evaluation and review techniques.	12.3	Describe organisational policy documents
	12.4	Describe organisational procedure documents
	12.5	Describe different organisational forms
	13.1	Analyse operational processes (planning, evaluation procedures, report of evaluation, follow-ups and monitoring).
	13.2	Explore planning and monitoring process stages.
	13.3	Analyse organisational assets (resources); how they are implemented in functional departmental areas and evaluated.
	13.4	Identify objectives, criteria, guidance and procedures for examining organisational financial condition.
	13.5	Outline the objectives and procedures for analysing adequacy of management.
	13.6	Demonstrate procedures for examining the business plan, business planning process and compliance with regulations.
	13.7	Discuss characteristics of sound policies and procedures.
	13.8	Analyse procedures for assessing an organisation's overall internal control environment.
	13.9	Examine key management systems and processes that comprise Human Resource Management.
	13.10	Analyse overview of the regulatory requirements pertaining to standards.
	13.11	Be able to design a marketing plan