

Managing Service Quality

Content

This Continuous Professional Development (CPD) Module focuses on the concept of quality and how it applies to the non-profit sector and human services. There is also a focus on the importance of effective leadership and good management skills in promoting a culture of quality. As quality in human services is everyone's business the main elements of Total Quality Management are also explored.

Learning Outcomes

On successful completion of this module the student will be able to:

- explain how government policy decisions have driven the quality issue in human services
- outline the evolution of the quality concept
- discuss Quality of Life and Quality of Service issues
- understand the difference between a quality tool and a quality system
- discuss the relative strengths and weaknesses of quality systems to human services
- understand the management philosophy of Total Quality Management
- understand the European Foundation for Quality Management (EFQM) model of excellence
- explain what is meant by outcome-based measurement
- outline a number of frameworks relating to personal outcomes for individuals
- identify how relevant and appropriate these frameworks are for the service you manage and the organisation in which you work
- undertake an evaluation of an aspect of your service in the context of quality

Assessment: This module is assessed by means of ongoing continuous assessment.

Accreditation: This CPD Module is accredited by the Higher Education and Training Awards Council (HETAC). Click www.hetac.ie
 It is a Minor Award placed at Level 6 on the Irish National Framework of Qualifications. Click www.nfq.ie

Credits: 10 Credits

Delivery and Supports

The student will learn through open learning materials, online library, practical assignments and workshops/seminars/online discussions.

The student is supported by a tutorial system (telephone/email), group tutorials online, feedback on your progress (both summative and formative), various online supports (including a study skills module, assignment writing course, news forum, my virtual classroom) and a College helpdesk.

Prior to commencing a course, each student completes a one-week, tutor-led online course that will help to boost student confidence and fine tune online skills when using the OTC virtual learning environment, MyOTC.

CPD Application Forms are available online or by contacting the OTC. Tel: (01)2988544

Entry Requirements

All applicants must:

- Be age 23 years at time of application OR have successfully completed the Leaving Certificate/FETAC Level 5 Certificate.
- Employment in Human Services/Non-Profit services is not a prerequisite for entry to this programme, however, due to the applied nature of the programme, employment status will be considered in support of all applications.

Cost: €395 (€345 for any subsequent Management CPD modules studied).

CPD students can avail of reimbursements should they choose to further their studies through the full certificate, higher certificate or degree courses in Applied Management.