

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC category</b>	General Management					
<b>TSC</b>	Quality and Audit Management					
<b>TSC description</b>	Ensure the quality of services adheres to standards and develop initiatives to enhance quality through systematic review of programmes and services against criteria and the implementation of changes					
<b>TSC proficiency description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>SSC-QUA-3042-1.1</b>	<b>SSC-QUA-4042-1.1</b>	<b>SSC-QUA-5042-1.1</b>	
			Carry out audits to ensure quality of services delivered adheres to organisational practices and standards	Lead audit to ensure quality of services delivered adheres to organisational practice and standards	Lead integration of audit frameworks to ensure quality of services delivered adheres to organisational practice and standards	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Principles of quality system management and development</li> <li>Auditing principles and methods</li> <li>Organisational policies and standards</li> <li>Regulatory requirements relating to audit</li> <li>Risk assessment methods</li> <li>Work documents for audit processes</li> <li>Roles and responsibilities of service quality staff</li> </ul>	<ul style="list-style-type: none"> <li>Review and evaluation methods</li> <li>Audit governance requirements</li> <li>Ethical principles relating to auditing</li> <li>Service development and evaluation</li> <li>Quality system accountability and practices within organisation</li> <li>Professional ethics and standards</li> <li>Different training programmes, methods and styles</li> </ul>	<ul style="list-style-type: none"> <li>National and international quality standards and protocols</li> <li>Quality system, accountability and practices within sector</li> <li>Service development and evaluation</li> </ul>	

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<p><b>Abilities</b></p>			<ul style="list-style-type: none"> <li>• Identify audit scope according to organisational and/or practice requirements</li> <li>• Conduct audits according to organisational and/or practice procedures</li> <li>• Validate findings with auditees according to organisational and/or practice requirements</li> <li>• Document findings of audit for review</li> <li>• Implement service development and improvement plans</li> <li>• Apply quality standards and guidelines in maintaining quality documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Lead team in conducting audits to ensure quality of services delivered adheres to organisational and practice standards</li> <li>• Ensure audit processes are conducted according to organisational and ethical procedures</li> <li>• Apply audit methodology to draw appropriate audit conclusion of services delivered</li> <li>• Disseminate information and explain findings about quality</li> <li>• Follow quality systems and allocate responsibilities for quality within work area</li> <li>• Provide training in relevant quality systems and improvement processes to allow employees to maintain quality system</li> <li>• Identify training needs in relation to quality system and continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a framework which meets organisation's quality standards</li> <li>• Follow quality systems and oversee responsibilities for quality within work area</li> <li>• Review quality documentation to ensure quality standards and guidelines are met</li> <li>• Oversee training needs in relation to quality system and continuous processes</li> <li>• Oversee dissemination of quality system information</li> <li>• Oversee service development and improvement plans</li> </ul>	
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