

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 31000CSRM — Risk Management in Care Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-CSRM-31000CSRM • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-CSRM-31000CSRM
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Impact Evaluation

5 chapters · 30 classes 85 marks

• 1 Understanding Impact Evaluation Frameworks in Care Services — 6 classes

› 1.1 Define Impact Evaluation in Care Services

› 1.2 Identify Key Components of Evaluation Frameworks

› 1.3 Analyze Different Impact Evaluation Models

› 1.4 Develop Evaluation Questions for Care Services

› 1.5 Apply Evaluation Frameworks to Real-World Scenarios

› 1.6 Reflect on the Importance of Impact Evaluation in Care Services

• 2 Qualitative and Quantitative Methods for Assessing Impact — 6 classes

› 2.1 Define and Differentiate Between Qualitative and Quantitative Methods

› 2.2 Explore Key Qualitative Assessment Techniques for Impact Evaluation

› 2.3 Examine Leading Quantitative Methods for Measuring Impact

› 2.4 Analyze Case Studies Using Qualitative Data in Care Services

› 2.5 Implement Quantitative Surveys to Gather Impact Data

› 2.6 Integrate Qualitative and Quantitative Findings for Comprehensive Impact Analysis

• 3 Designing Effective Evaluation Plans for Care Services — 6 classes

› 3.1 Define Objectives for Evaluation Plans in Care Services

› 3.2 Identify Key Stakeholders and Their Roles in Evaluation

› 3.3 Develop Criteria for Measuring Success in Care Services

› 3.4 Select Appropriate Evaluation Methods for Care Settings

› 3.5 Create a Timeline for Implementation of Evaluation Plans

› 3.6 Analyze and Interpret Evaluation Results to Inform Practice

• 4 Data Collection Techniques in Impact Evaluation — 6 classes

› 4.1 Identify Key Data Requirements for Impact Evaluation

› 4.2 Explore Quantitative Data Collection Methods in Care Services

› 4.3 Analyze Qualitative Data Techniques for Impact Assessment

› 4.4 Compare Primary vs. Secondary Data Sources for Evaluation

› 4.5 Design a Data Collection Plan for Impact Evaluation

› 4.6 Evaluate Data Collection Effectiveness and Address Challenges

• 5 Analyzing and Reporting Impact Evaluation Findings — 6 classes

› 5.1 Identify Key Metrics for Impact Evaluation

› 5.2 Collect and Organize Impact Data Effectively

› 5.3 Analyze Qualitative and Quantitative Findings

› 5.4 Interpret Results in the Context of Care Services

› 5.5 Create Visual Reports to Communicate Findings

› 5.6 Develop Actionable Recommendations Based on Findings

• 1 Understanding ISO 31000 Framework and Principles — 6 classes

- › 1.1 Explore the Importance of ISO 31000 in Care Services
- › 1.2 Identify Key Components of the ISO 31000 Framework
- › 1.3 Analyze the Core Principles of ISO 31000
- › 1.4 Assess the Role of Leadership in Implementing ISO 31000
- › 1.5 Develop a Risk Management Strategy Using ISO 31000 Principles
- › 1.6 Evaluate Case Studies of ISO 31000 Application in Care Services

• 2 Risk Assessment Methodologies in Care Services — 6 classes

- › 2.1 Define and Understand ISO 31000 Principles
- › 2.2 Explore Different Risk Assessment Methodologies in Care Services
- › 2.3 Identify Key Stakeholders in Risk Management
- › 2.4 Analyze Risks Using Qualitative Assessment Techniques
- › 2.5 Apply Quantitative Risk Assessment Methods in Scenarios
- › 2.6 Develop an Action Plan Based on Assessment Results

• 3 Implementing Risk Management Strategies in Care Environments

— 6 classes

- › 3.1 Identify Key Risk Management Concepts in Care Services
- › 3.2 Assess Current Risk Management Practices in Your Environment
- › 3.3 Develop Comprehensive Risk Management Strategies for Care Settings
- › 3.4 Engage Stakeholders in the Risk Management Process
- › 3.5 Implement Action Plans to Mitigate Identified Risks
- › 3.6 Evaluate and Review the Effectiveness of Risk Management Strategies

• 4 Monitoring and Reviewing Risk Management Practices — 6 classes

- › 4.1 Identify Key Risk Management Practices for Monitoring
- › 4.2 Establish Baseline Criteria for Risk Assessment Review
- › 4.3 Develop Metrics for Evaluating Risk Management Effectiveness
- › 4.4 Implement Continuous Improvement Strategies in Risk Practices
- › 4.5 Analyze Case Studies on Successful Risk Management Reviews
- › 4.6 Create a Risk Management Review Action Plan for Care Services

• 5 Embedding Risk Management Culture in Care Leadership — 6 classes

- › 5.1 Define Key Concepts of Risk Management in Care Leadership
- › 5.2 Identify Barriers to Embedding a Risk Management Culture
- › 5.3 Develop Strategies for Promoting Risk Awareness Among Staff
- › 5.4 Implement Effective Communication Techniques for Risk Management
- › 5.5 Evaluate the Role of Leadership in Fostering a Risk Management Mindset
- › 5.6 Create an Action Plan for Integrating Risk Management into Daily Care Practices

• 1 Fundamentals of Risk Assessment in Care Services — 6 classes

- › 1.1 Identify Key Concepts of Risk Assessment in Care Services
- › 1.2 Analyze Types of Risks in Care Environments
- › 1.3 Explore Legal and Ethical Considerations in Risk Assessment
- › 1.4 Utilize Risk Assessment Tools and Techniques Effectively
- › 1.5 Develop a Comprehensive Risk Assessment Plan
- › 1.6 Implement Continuous Monitoring and Review of Risks

• 2 Identifying Risks in Care Environments — 6 classes

- › 2.1 Define Risk in Care Settings
- › 2.2 Identify Common Risks in Care Environments
- › 2.3 Analyze the Impact of Identified Risks
- › 2.4 Evaluate Risk Assessment Tools
- › 2.5 Prioritize Risks Based on Severity and Likelihood
- › 2.6 Develop Action Plans for Risk Mitigation

• 3 Evaluating Risk Impact and Likelihood — 6 classes

- › 3.1 Identify Risk Factors in Care Services
- › 3.2 Define and Quantify Impact Levels of Risks
- › 3.3 Assess the Likelihood of Risks Occurring
- › 3.4 Utilize Risk Matrix for Evaluation
- › 3.5 Prioritize Risks Based on Impact and Likelihood
- › 3.6 Develop Action Plans for High-Priority Risks

• 4 Developing Risk Mitigation Strategies — 6 classes

- › 4.1 Identify Key Risks in Care Services
- › 4.2 Analyze Risk Impact and Likelihood
- › 4.3 Develop Risk Mitigation Options
- › 4.4 Evaluate Effectiveness of Mitigation Strategies
- › 4.5 Prioritize Mitigation Strategies for Implementation
- › 4.6 Monitor and Review Mitigation Effectiveness Over Time

• 5 Monitoring and Reviewing Risk Management Practices — 6 classes

- › 5.1 Identify Key Components of Risk Management Monitoring
- › 5.2 Evaluate Existing Risk Management Practices in Care Services
- › 5.3 Analyze Data for Effective Risk Assessment Outcomes
- › 5.4 Develop a Framework for Continuous Risk Review Processes
- › 5.5 Implement Feedback Mechanisms for Risk Management Improvement
- › 5.6 Create Action Plans Based on Monitoring Results

• 1 Understanding Risk Communication in Care Services — 6 classes

- › 1.1 Define Key Concepts in Risk Communication
- › 1.2 Identify Stakeholders in Care Services Risk Scenarios
- › 1.3 Analyze Barriers to Effective Risk Communication
- › 1.4 Explore Tools and Techniques for Risk Communication
- › 1.5 Develop Tailored Risk Communication Plans
- › 1.6 Evaluate the Impact of Risk Communication Strategies

• 2 Identifying Stakeholders and Their Communication Needs — 6 classes

- › 2.1 Identify Key Stakeholders in Care Services
- › 2.2 Analyze Stakeholder Communication Preferences
- › 2.3 Assess Information Needs of Diverse Stakeholders
- › 2.4 Categorize Stakeholders by Influence and Interest
- › 2.5 Develop Tailored Communication Strategies for Each Stakeholder Group
- › 2.6 Evaluate the Effectiveness of Communication with Stakeholders

• 3 Developing Effective Risk Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Risk Communication
- › 3.2 Analyze Communication Barriers in Care Settings
- › 3.3 Develop Clear Messaging for Risk Scenarios
- › 3.4 Utilize Various Communication Channels Effectively
- › 3.5 Evaluate the Effectiveness of Risk Communication Strategies
- › 3.6 Create an Action Plan for Continuous Improvement in Communication

• 4 Utilizing Communication Channels for Risk Messaging — 6 classes

- › 4.1 Identify Effective Communication Channels for Risk Messaging
- › 4.2 Evaluate the Suitability of Channels for Target Audiences
- › 4.3 Develop Clear and Concise Risk Messages for Different Mediums
- › 4.4 Implement Strategies for Disseminating Risk Information
- › 4.5 Monitor and Assess Impact of Risk Communication Efforts
- › 4.6 Adapt Communication Strategies Based on Feedback and Outcomes

• 5 Evaluating and Adapting Risk Communication Effectiveness — 6 classes

- › 5.1 Assessing Current Risk Communication Practices
- › 5.2 Identifying Key Stakeholders in Risk Communication
- › 5.3 Developing Effective Communication Metrics
- › 5.4 Analyzing Feedback to Enhance Communication Strategies
- › 5.5 Adapting Messaging for Diverse Audiences
- › 5.6 Implementing Continuous Improvement in Communication Strategies

• 1 Understanding Risk Management Frameworks in Care Services — 6 classes

- › 1.1 Define Key Concepts in Risk Management
- › 1.2 Identify Components of a Risk Management Framework
- › 1.3 Analyze the Importance of Risk Management in Care Services
- › 1.4 Explore Regulatory Requirements for Risk Management
- › 1.5 Develop a Risk Assessment Process for Care Settings
- › 1.6 Create an Action Plan for Implementing Risk Management Strategies

• 2 Identifying and Assessing Risks in Care Environments — 6 classes

- › 2.1 Define Key Concepts in Risk Management for Care Services
- › 2.2 Identify Common Risks in Care Environments
- › 2.3 Assess the Impact of Risk Factors on Care Delivery
- › 2.4 Analyze Vulnerabilities in Current Care Practices
- › 2.5 Evaluate Strategies for Risk Mitigation in Care Services
- › 2.6 Develop a Comprehensive Risk Assessment Template for Care Environments

• 3 Developing Effective Risk Mitigation Strategies — 6 classes

- › 3.1 Identify Key Risks in Care Services
- › 3.2 Analyze Risks Using the ISO 31000 Framework
- › 3.3 Develop Strategies for Risk Avoidance
- › 3.4 Create Contingency Plans for Risk Mitigation
- › 3.5 Implement Risk Mitigation Strategies Effectively
- › 3.6 Evaluate and Adjust Risk Management Plans

• 4 Implementing Risk Monitoring and Reporting Systems — 6 classes

- › 4.1 Define Key Components of Risk Monitoring Systems
- › 4.2 Identify Relevant Metrics for Effective Reporting
- › 4.3 Develop a Risk Monitoring Framework for Care Services
- › 4.4 Implement Continuous Risk Assessment Techniques
- › 4.5 Analyze Data for Real-Time Risk Management Decision Making
- › 4.6 Design a Reporting Protocol for Stakeholder Communication

• 5 Evaluating and Improving Risk Management Plans — 6 classes

- › 5.1 Analyze Current Risk Management Plans
- › 5.2 Identify Key Performance Indicators for Risk Management
- › 5.3 Conduct Stakeholder Feedback Sessions
- › 5.4 Evaluate Risk Assessment Techniques
- › 5.5 Develop Actionable Improvement Strategies
- › 5.6 Implement Continuous Improvement Practices in Risk Management

• 1 Understanding Strategic Risk Management Principles in Care Services — 6 classes

- › 1.1 Define Key Principles of Strategic Risk Management in Care Services
- › 1.2 Identify Stakeholders and Their Roles in Risk Management
- › 1.3 Analyze the Impact of Regulatory Requirements on Risk Management
- › 1.4 Evaluate Risk Assessment Techniques in Care Settings
- › 1.5 Implement Risk Mitigation Strategies for Common Care Service Scenarios
- › 1.6 Develop a Risk Management Action Plan for Leadership in Care Services

• 2 Identifying Risks in Care Services Operations — 6 classes

- › 2.1 Define Key Terms in Risk Management for Care Services
- › 2.2 Identify Common Risks in Care Services Environment
- › 2.3 Analyze the Impact of Identified Risks on Care Operations
- › 2.4 Investigate External Factors Contributing to Care Services Risks
- › 2.5 Assess the Role of Staff in Identifying Operational Risks
- › 2.6 Develop a Risk Identification Checklist for Care Services

• 3 Assessing and Prioritising Risks in Care Services — 6 classes

- › 3.1 Define and Understand Risk in Care Services
- › 3.2 Identify Common Risks in Care Environments
- › 3.3 Assess the Impact of Identified Risks
- › 3.4 Evaluate the Likelihood of Risk Occurrence
- › 3.5 Prioritise Risks Using a Risk Matrix
- › 3.6 Develop an Action Plan for High-Priority Risks

• 4 Developing Risk Mitigation Strategies for Care Services — 6 classes

- › 4.1 Identify Key Risks in Care Services
- › 4.2 Analyze the Impact of Identified Risks
- › 4.3 Prioritize Risks Based on Severity and Likelihood
- › 4.4 Develop Appropriate Mitigation Strategies
- › 4.5 Implement Risk Mitigation Plans Effectively
- › 4.6 Evaluate and Adjust Risk Mitigation Strategies

• 5 Monitoring and Reviewing Risk Management Practices in Care Services — 6 classes

- › 5.1 Identify Key Risk Management Indicators in Care Services
- › 5.2 Evaluate Current Risk Management Practices and Policies
- › 5.3 Implement Effective Monitoring Tools for Risk Assessment
- › 5.4 Analyze Data to Identify Risk Trends in Care Operations
- › 5.5 Review and Revise Risk Management Strategies Based on Findings
- › 5.6 Communicate Risk Management Outcomes to Stakeholders Effectively