

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 21001CSRM — Educational Organisations Applied to Care Training

ISO Certification Programme



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference MGT-CSRM-21001CSRM • ISO Management & Services

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	MGT-CSR-21001CSR
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 Methods

5 chapters · 30 classes 45 marks

• 1 Fundamentals of Impact Evaluation in Care Services — 6 classes

› 1.1 Define Key Concepts in Impact Evaluation

› 1.2 Identify Stakeholders in Care Service Evaluations

› 1.3 Explore Different Types of Impact Evaluation Methods

› 1.4 Assess the Role of Data Collection in Evaluating Care Services

› 1.5 Analyze Case Studies of Impact Evaluations in Care

› 1.6 Develop an Action Plan for Implementing Evaluation Methods

• 2 Quantitative Methods for Impact Evaluation — 6 classes

› 2.1 Define and Distinguish Quantitative Methods for Impact Evaluation

› 2.2 Explore Key Quantitative Data Collection Techniques

› 2.3 Analyze Statistical Tools for Impact Assessment

› 2.4 Design a Quantitative Impact Evaluation Framework

› 2.5 Interpret Quantitative Data Results for Decision Making

› 2.6 Apply a Quantitative Method in a Real-World Case Study

• 3 Qualitative Approaches to Assessing Impact — 6 classes

› 3.1 Explore the Principles of Qualitative Impact Evaluation

› 3.2 Identify Different Qualitative Data Collection Methods

› 3.3 Analyze the Role of Focus Groups in Impact Assessment

› 3.4 Implement Case Studies as a Tool for Evaluating Impact

› 3.5 Utilize Thematic Analysis to Interpret Qualitative Data

› 3.6 Develop a Framework for Reporting Qualitative Findings

• 4 Mixed Methods Evaluation: Integrating Quantitative and Qualitative Data — 6 classes

› 4.1 Define Mixed Methods Evaluation: Understanding the Basics

› 4.2 Explore the Purpose of Integration in Evaluation: Benefits and Challenges

› 4.3 Identify Quantitative Techniques: Measuring Impact with Numbers

› 4.4 Assess Qualitative Techniques: Capturing Voices and Experiences

› 4.5 Integrate Quantitative and Qualitative Data: Creating a Comprehensive Evaluation Framework

› 4.6 Apply Mixed Methods Evaluation: Case Study Analysis and Practical Exercises

• 5 Practical Application of Impact Evaluation Results — 6 classes

› 5.1 Define Impact Evaluation in Educational Contexts

› 5.2 Identify Key Components of Impact Evaluation Results

› 5.3 Analyze Case Studies of Impact Evaluation Applications

› 5.4 Develop Strategies for Integrating Evaluation Findings

› 5.5 Create Action Plans Based on Evaluation Insights

› 5.6 Present Impact Evaluation Results to Stakeholders

• 1 Introduction to the ISO Framework and its Importance in Care Services — 6 classes

- › 1.1 Define the ISO Framework and Its Key Principles
- › 1.2 Explore the Importance of ISO Standards in Care Services
- › 1.3 Identify the Benefits of Implementing ISO 21001 in Educational Settings
- › 1.4 Analyze the Relationship Between ISO Standards and Quality Management
- › 1.5 Assess the Impact of Compliance on Care Service Delivery
- › 1.6 Develop a Plan for Integrating ISO Framework into Care Training Programs

• 2 Understanding ISO 21001: Key Principles and Standards for Educational Organizations — 6 classes

- › 2.1 Identify the Core Principles of ISO 21001
- › 2.2 Explore the Importance of Leadership in ISO 21001
- › 2.3 Analyze the Role of Stakeholder Engagement in Educational Organizations
- › 2.4 Assess the Requirements for Continuous Improvement in ISO 21001
- › 2.5 Implement an ISO 21001-Based Quality Management System
- › 2.6 Evaluate the Impact of ISO 21001 Standards on Organizational Performance

• 3 Implementation Strategies for ISO 21001 in Care Training Programs — 6 classes

- › 3.1 Assess Current Training Practices Against ISO 21001 Standards
- › 3.2 Identify Key Stakeholders for Successful Implementation
- › 3.3 Develop a Strategic Plan for ISO 21001 Integration
- › 3.4 Create an Effective Communication Strategy for Change
- › 3.5 Monitor and Evaluate the Implementation Process
- › 3.6 Foster Continuous Improvement in Care Training Programs

• 4 Monitoring and Evaluating ISO Compliance in Care Services — 6 classes

- › 4.1 Define Key Terms and Concepts in ISO Compliance
- › 4.2 Identify the Importance of Monitoring ISO Standards in Care Services
- › 4.3 Explore Effective Methods for Evaluating Compliance
- › 4.4 Develop a Compliance Monitoring Plan for Care Services
- › 4.5 Analyze Case Studies of ISO Compliance in Care Settings
- › 4.6 Create an Action Plan for Continuous Improvement in ISO Practices

• 5 Leadership and Culture Change through ISO 21001 in Care Organizations — 6 classes

- › 5.1 Define Leadership Roles in ISO 21001 Framework
- › 5.2 Identify Cultural Challenges in Care Organizations
- › 5.3 Analyze the Impact of Leadership on Culture Change
- › 5.4 Develop Strategies for Effective Leadership in Care Settings
- › 5.5 Implement ISO 21001 Principles to Foster Cultural Change
- › 5.6 Evaluate Leadership Success in Transforming Organizational Culture

• 1 Understanding Leadership Theories in Care Services — 6 classes

- › 1.1 Explore Key Leadership Theories Relevant to Care Services
- › 1.2 Analyze the Impact of Transformational Leadership on Team Dynamics
- › 1.3 Compare and Contrast Situational Leadership Approaches in Care Settings
- › 1.4 Identify the Characteristics of Effective Leaders in Care Services
- › 1.5 Evaluate the Role of Servant Leadership in Promoting Patient-Centric Care
- › 1.6 Apply Leadership Theories to Real-World Scenarios in Care Services

• 2 Developing Effective Communication Skills for Leadership — 6 classes

- › 2.1 Understand the Importance of Effective Communication in Leadership
- › 2.2 Identify Barriers to Communication in Care Services
- › 2.3 Explore Active Listening Techniques for Leaders
- › 2.4 Develop Strategies for Clear and Concise Messaging
- › 2.5 Practice Non-Verbal Communication Skills in Leadership
- › 2.6 Apply Effective Feedback Techniques to Foster Team Engagement

• 3 Fostering Team Dynamics and Collaboration in Care Settings — 6 classes

- › 3.1 Identify Key Components of Effective Team Dynamics
- › 3.2 Analyze Roles and Responsibilities in Care Teams
- › 3.3 Explore Techniques for Enhancing Communication Among Team Members
- › 3.4 Develop Strategies for Conflict Resolution in Care Settings
- › 3.5 Implement Collaborative Decision-Making Practices
- › 3.6 Evaluate the Impact of Team Collaboration on Care Quality

• 4 Ethical Decision-Making and Accountability in Leadership — 6 classes

- › 4.1 Explore Ethical Theories Relevant to Care Leadership
- › 4.2 Analyze Case Studies in Ethical Decision-Making
- › 4.3 Identify Common Ethical Dilemmas in Care Services
- › 4.4 Develop Strategies for Ethical Decision-Making
- › 4.5 Evaluate Accountability Mechanisms in Leadership
- › 4.6 Create a Personal Action Plan for Ethical Leadership

• 5 Innovative Leadership Practices for Continuous Improvement — 6 classes

- › 5.1 Identify Innovative Leadership Traits in Care Services
- › 5.2 Analyze Case Studies of Successful Leadership in Care
- › 5.3 Explore Strategies for Fostering a Culture of Innovation
- › 5.4 Implementing Feedback Mechanisms for Continuous Improvement
- › 5.5 Develop Action Plans for Leadership Team Collaboration
- › 5.6 Evaluate the Impact of Leadership Innovations on Care Outcomes

• 1 Understanding Key Performance Indicators (KPIs) in Care Services — 6 classes

- › 1.1 Define Key Performance Indicators (KPIs) in Care Services
- › 1.2 Identify Relevant KPIs for Different Care Settings
- › 1.3 Analyze the Role of KPIs in Performance Measurement
- › 1.4 Explore Methods for Data Collection and Monitoring of KPIs
- › 1.5 Evaluate Case Studies of KPI Implementation in Care Services
- › 1.6 Develop an Action Plan for Improving KPIs in Your Care Organization

• 2 Methods for Collecting and Analyzing Performance Data — 6 classes

- › 2.1 Identify Key Performance Indicators for Educational Settings
- › 2.2 Explore Qualitative vs Quantitative Data Collection Methods
- › 2.3 Implement Surveys and Questionnaires for Performance Feedback
- › 2.4 Utilize Observational Techniques for Real-Time Performance Analysis
- › 2.5 Analyze Collected Data Using Statistical Tools and Software
- › 2.6 Develop Action Plans Based on Performance Data Findings

• 3 Benchmarking Against Best Practices in Care Organizations — 6 classes

- › 3.1 Identify Key Performance Indicators for Care Organizations
- › 3.2 Conduct a SWOT Analysis of Current Care Practices
- › 3.3 Research and Select Best Practices from Leading Care Organizations
- › 3.4 Compare Organizational Performance Metrics with Best Practices
- › 3.5 Develop a Benchmarking Framework for Continuous Improvement
- › 3.6 Create an Action Plan to Implement Best Practices in Care Delivery

• 4 Utilizing Performance Analysis to Drive Strategic Change — 6 classes

- › 4.1 Analyze Current Performance Metrics to Identify Gaps
- › 4.2 Explore Data Collection Methods for Performance Analysis
- › 4.3 Interpret Performance Data to Inform Decision-Making
- › 4.4 Develop Action Plans Based on Performance Insights
- › 4.5 Evaluate the Impact of Strategic Changes on Performance
- › 4.6 Communicate Findings and Engage Stakeholders in Continuous Improvement

• 5 Developing Action Plans for Performance Improvement — 6 classes

- › 5.1 Identify Key Performance Indicators for Improvement
- › 5.2 Analyze Current Performance Gaps and Challenges
- › 5.3 Engage Stakeholders in the Action Planning Process
- › 5.4 Develop SMART Goals for Performance Improvement
- › 5.5 Design Action Plans with Specific Strategies and Resources
- › 5.6 Evaluate and Adjust Action Plans Based on Feedback

• 1 Foundations of Strategic Planning in Educational Care Services — 6 classes

- › 1.1 Define Strategic Planning in Educational Care Services
- › 1.2 Identify Key Components of Strategic Planning Framework
- › 1.3 Analyze Stakeholder Roles in the Strategic Planning Process
- › 1.4 Assess Current Trends Impacting Educational Care Services
- › 1.5 Develop a Vision and Mission Statement for Educational Care
- › 1.6 Create an Action Plan for Implementing Strategic Initiatives

• 2 Setting Vision and Mission for Care Training Organisations — 6 classes

- › 2.1 Define the Core Values of Your Care Training Organisation
- › 2.2 Articulate a Compelling Vision Statement for Impactful Care Training
- › 2.3 Craft a Mission Statement that Reflects Your Training Objectives
- › 2.4 Identify Stakeholder Needs to Inform Your Vision and Mission
- › 2.5 Align Vision and Mission with Strategic Goals for Your Organisation
- › 2.6 Develop a Communication Plan to Share Your Vision and Mission

• 3 Conducting a SWOT Analysis in Educational Organisations — 6 classes

- › 3.1 Identify Key Internal Strengths of Your Educational Organisation
- › 3.2 Recognise Internal Weaknesses Impacting Educational Performance
- › 3.3 Explore External Opportunities for Growth in Education
- › 3.4 Assess External Threats Facing Educational Organisations
- › 3.5 Conduct a Comprehensive SWOT Analysis Workshop
- › 3.6 Develop Strategic Action Plans Based on SWOT Findings

• 4 Developing Strategic Goals and Objectives for Care Services — 6 classes

- › 4.1 Identify Key Stakeholders in Care Service Strategic Planning
- › 4.2 Analyze Current Strengths and Weaknesses in Care Services
- › 4.3 Define Vision and Mission Statements for Care Services
- › 4.4 Develop SMART Goals for Improved Care Services
- › 4.5 Create Action Plans to Achieve Strategic Objectives in Care
- › 4.6 Evaluate and Adjust Strategic Goals Based on Feedback and Outcomes

• 5 Implementing and Evaluating Strategic Plans for Continuous Improvement — 6 classes

- › 5.1 Define Key Components of Strategic Planning in Education
- › 5.2 Analyze Stakeholder Involvement in Strategic Plan Development
- › 5.3 Develop Measurable Objectives for Continuous Improvement
- › 5.4 Implement Monitoring Mechanisms for Strategic Plans
- › 5.5 Evaluate the Effectiveness of Strategic Initiatives
- › 5.6 Create an Action Plan for Future Strategic Enhancements

• 1 Understanding Training Needs in Care Services — 6 classes

- › 1.1 Identify Key Training Needs in Care Services
- › 1.2 Analyze Stakeholder Perspectives on Training Requirements
- › 1.3 Evaluate Current Competencies and Skill Gaps
- › 1.4 Prioritize Training Needs Based on Care Sector Demands
- › 1.5 Develop Training Objectives Aligned with Organizational Goals
- › 1.6 Design a Training Plan to Address Identified Needs

• 2 Developing Learning Objectives for Care Training — 6 classes

- › 2.1 Define Key Terms for Learning Objectives in Care Training
- › 2.2 Identify Target Learner Needs for Effective Training Outcomes
- › 2.3 Align Learning Objectives with Care Training Standards
- › 2.4 Develop Measurable Learning Objectives for Care Professionals
- › 2.5 Evaluate and Revise Learning Objectives Based on Feedback
- › 2.6 Implement Learning Objectives into Training Design Framework

• 3 Designing Engaging Training Programs for Care Professionals — 6 classes

- › 3.1 Identify Key Learning Objectives for Care Training Programs
- › 3.2 Analyze Adult Learning Principles Relevant to Care Professionals
- › 3.3 Design Interactive and Engaging Training Activities
- › 3.4 Develop Assessment Tools to Measure Learner Progress
- › 3.5 Implement Training Delivery Techniques for Diverse Learning Styles
- › 3.6 Evaluate Training Effectiveness and Gather Feedback for Improvement

• 4 Implementing Training Initiatives in Care Settings — 6 classes

- › 4.1 Assess Training Needs in Care Settings
- › 4.2 Develop Learning Objectives for Care Initiatives
- › 4.3 Design Engaging Training Materials for Care Staff
- › 4.4 Implement Effective Training Delivery Methods
- › 4.5 Evaluate Training Impact on Care Outcomes
- › 4.6 Sustain Training Initiatives Through Continuous Improvement

• 5 Evaluating Training Effectiveness in Care Organizations — 6 classes

- › 5.1 Identify Key Metrics for Evaluating Training Effectiveness
- › 5.2 Analyze Pre- and Post-Training Assessment Techniques
- › 5.3 Develop Surveys and Questionnaires for Feedback Collection
- › 5.4 Implement Data Collection Methods for Training Evaluation
- › 5.5 Interpret Evaluation Data to Measure Learning Outcomes
- › 5.6 Design Action Plans Based on Evaluation Results for Continuous Improvement