

## Overview

This standard specifies the criteria for leading quality assurance assessments. It includes identifying the quality assurance requirements of the service, assessing the provision, and providing feedback to the service provider.

## Performance criteria

### *You must be able to:*

1. prepare relevant service information, including reports from prior inspections
2. establish professional relationships and trust with service providers
3. ensure the quality assurance criteria is accessible to providers
4. explain the scope and purpose of inspections and how the findings will be shared and published
5. guide and support providers in continuous self evaluation and improvement
6. collaborate with providers to identify sources of evidence related to quality assurance criteria
7. work in partnership with providers to plan inspections
8. confirm that quality assurance evidence from providers is available
9. lead the assessment and evaluation of quality assurance
10. verify that evidence is valid, reliable, authentic and unbiased
11. observe practice and engage with individuals and others to evaluate their experiences and views on the quality of service
12. identify gaps in evidence with providers and identify alternative sources
13. ensure that policies and procedures comply with regulatory requirements and best practices
14. identify key areas of effective quality assurance practices, action points and areas for improvement
15. prepare reports with evidence-based outcomes, best practices, and recommendations for improvements
16. provide constructive and actionable feedback to providers
17. collaborate with providers to support improvement and innovation and signpost to good practice
18. provide opportunities for providers to respond to reports and ask questions
19. agree timescales with providers for implementing and reviewing improvements
20. complete records and reports required for leading quality assurance assessments
21. reflect on how you carried out your roles and responsibilities when leading quality assurance assessments

## Knowledge and understanding

### *You need to know and understand:*

1. how to establish professional relationships and trust
2. how to promote ownership of ongoing self evaluation and improvement
3. the importance of rigorous, systematic and transparent self-evaluation
4. the importance of collaborating with providers to identify potential sources of evidence related to quality assurance criteria
5. techniques for problem solving and innovative thinking
6. principles of risk assessment and risk management when leading assessments of quality assurance
7. principles of positive risk taking when leading assessments of quality assurance
8. the range and type of evidence that can be presented by providers to demonstrate quality assurance
9. the value of different types of evidence in demonstrating quality assurance criteria
10. how to verify that evidence is valid, reliable, authentic and unbiased
11. how to lead on dignity, kindness and compassion with quality assurance assessments
12. how to observe practice without disrupting work activities, individuals or others
13. the importance of observing practice with individuals and others
14. the importance of engaging with individuals and others to seek their views and evaluate the quality of the service
15. how to lead on the application of trauma informed principles during quality assurance assessments
16. the influence of neurodivergence and additional support needs on assessments of quality assurance
17. methods of evaluating and assessing evidence against quality assurance criteria
18. how to make objective, evidence-based judgments against quality assurance criteria and how to prioritise action points for improvement
19. the importance of highlighting areas of good practice
20. how to prepare evidence-based reports with actionable and achievable outcomes
21. how to give constructive, actionable feedback to providers, including areas for improvement

## Lead quality assurance assessments

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22. how to support emotional regulation during quality assurance assessments
23. how to respond to issues or concerns with quality assurance assessments
24. the importance of reviewing improvements within agreed timescales
25. how to use digital tools and devices to lead quality assurance assessments
26. theories relevant to leading quality assurance assessments
27. the relevant legal requirements, standards of practice, frameworks and guidance for leading quality assurance assessments
28. the workplace requirements on equality, diversity, inclusion, and rights when leading quality assurance assessments
29. how your personal experiences and unconscious bias may impact when leading quality assurance assessments, and how to address this
30. the role of supervision, reflective practice and learning and development in leading quality assurance assessments

## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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