

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001 — Quality Management Applied to Care Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference HL-CSR-9001 • ISO Health

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AT A GLANCE

REFERENCE	HL-CSR-9001
AWARD	Certificate
ASSESSMENT	390 marks — 234 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Compliance and Regulatory Standards

5 chapters · 30 classes 45 marks

• 1 Understanding Regulatory Frameworks in Health Care — 6 classes

› 1.1 Identify Key Regulatory Bodies in Health Care

› 1.2 Explain the Role of ISO 9001 in Quality Management

› 1.3 Describe Legal and Ethical Standards Affecting Compliance

› 1.4 Analyze the Impact of Non-Compliance on Care Services

› 1.5 Assess Current Compliance Practices in Health Care Settings

› 1.6 Develop an Action Plan for Enhancing Regulatory Compliance

• 2 Principles of Quality Management in Care Services — 6 classes

› 2.1 Define Key Principles of Quality Management in Care Services

› 2.2 Explore the Importance of Compliance with Regulatory Standards

› 2.3 Identify Stakeholders' Roles in Quality Assurance

› 2.4 Analyze Quality Management Systems Implemented in Care Services

› 2.5 Develop Strategies for Continuous Quality Improvement

› 2.6 Apply Quality Management Principles to Real-World Scenarios in Care

• 3 ISO 9001 Standards: Requirements and Implementation — 6 classes

› 3.1 Understand Key Principles of ISO 9001 Standards

› 3.2 Identify Compliance Requirements in Care Services

› 3.3 Analyze the Role of Leadership in Quality Management

› 3.4 Develop a Quality Policy Aligned with ISO 9001

› 3.5 Implement Procedures for Continuous Improvement

› 3.6 Evaluate the Effectiveness of Quality Management Systems

• 4 Evaluating Compliance through Internal Audits — 6 classes

› 4.1 Understand ISO 9001 and its Importance in Care Services

› 4.2 Identify Legal and Regulatory Standards Relevant to Care Services

› 4.3 Explore the Internal Audit Process and its Components

› 4.4 Develop Effective Audit Tools and Checklists for Compliance

› 4.5 Analyze Audit Findings and Determine Areas for Improvement

› 4.6 Implement an Action Plan Based on Internal Audit Results

• 5 Continuous Improvement in Care Services Management — 6 classes

› 5.1 Identify Key Principles of Continuous Improvement in Care Services

› 5.2 Analyze Current Processes for Quality Management in Care Settings

› 5.3 Develop Effective Strategies for Implementing Continuous Improvement

› 5.4 Measure and Evaluate Success of Improvement Initiatives

› 5.5 Foster a Culture of Continuous Improvement Among Staff

› 5.6 Create an Action Plan for Sustaining Quality Improvements

• 1 Foundations of Effective Communication in Care Services — 6 classes

- › 1.1 Identify Key Principles of Effective Communication in Care Services
- › 1.2 Understand Barriers to Communication in Healthcare Settings
- › 1.3 Explore Active Listening Techniques for Care Professionals
- › 1.4 Apply Non-Verbal Communication Strategies in Patient Interactions
- › 1.5 Develop Tailored Communication Plans for Diverse Patient Needs
- › 1.6 Evaluate the Impact of Communication on Care Service Outcomes

• 2 Building Rapport with Stakeholders in Care — 6 classes

- › 2.1 Identify Key Stakeholders in Care Services
- › 2.2 Understand Stakeholder Needs and Expectations
- › 2.3 Develop Active Listening Skills for Effective Engagement
- › 2.4 Practice Empathy to Build Trust with Stakeholders
- › 2.5 Utilize Non-Verbal Communication Techniques in Care Settings
- › 2.6 Create a Personalized Communication Plan for Stakeholders

• 3 Active Listening Techniques for Quality Care — 6 classes

- › 3.1 Understand the Importance of Active Listening in Care Services
- › 3.2 Identify Key Barriers to Effective Listening
- › 3.3 Practice Reflective Listening Techniques with Peers
- › 3.4 Develop Non-Verbal Communication Skills for Active Listening
- › 3.5 Apply Paraphrasing Techniques to Enhance Understanding
- › 3.6 Evaluate Real-World Scenarios to Improve Active Listening Skills

• 4 Utilizing Non-Verbal Communication in Health Settings — 6 classes

- › 4.1 Identify Key Elements of Non-Verbal Communication in Healthcare
- › 4.2 Explore the Impact of Body Language on Patient Interactions
- › 4.3 Recognize Cultural Variations in Non-Verbal Cues
- › 4.4 Analyze Examples of Effective Non-Verbal Communication
- › 4.5 Develop Strategies to Enhance Non-Verbal Communication Skills
- › 4.6 Implement Non-Verbal Communication Techniques in Patient Scenarios

• 5 Overcoming Communication Barriers in Diverse Environments — 6 classes

- › 5.1 Identify Common Communication Barriers in Diverse Care Settings
- › 5.2 Analyze the Impact of Cultural Differences on Communication
- › 5.3 Explore Techniques for Active Listening in Multicultural Environments
- › 5.4 Develop Clear and Adaptable Messaging for All Audiences
- › 5.5 Practice Conflict Resolution Strategies in Communication Breakdown Scenarios
- › 5.6 Implement Feedback Mechanisms to Enhance Communication Effectiveness

• 1 Understanding the ISO 9001 Framework in Care Services — 6 classes

- › 1.1 Define the ISO 9001 Framework in Care Services
- › 1.2 Identify Key Principles of Quality Management
- › 1.3 Explore the Benefits of ISO 9001 for Care Services
- › 1.4 Analyze the Structure of the ISO 9001 Standard
- › 1.5 Evaluate the Role of Leadership in Implementing ISO 9001
- › 1.6 Develop an Action Plan for ISO 9001 Adoption in Care Settings

• 2 Key Quality Management Principles and Their Application — 6 classes

- › 2.1 Define and Explore Key Quality Management Principles
- › 2.2 Identify the Importance of Customer Focus in Care Services
- › 2.3 Analyze the Role of Leadership in Quality Management
- › 2.4 Examine the Process Approach to Quality Improvement
- › 2.5 Assess the Impact of Continuous Improvement in Care Settings
- › 2.6 Implement Quality Management Principles in Real-World Scenarios

• 3 Documenting Quality Management Systems for Care Services — 6 classes

- › 3.1 Identify Key Components of Quality Management Systems
- › 3.2 Explore the Role of Documentation in ISO 9001
- › 3.3 Analyze Quality Objectives and Policies for Care Services
- › 3.4 Develop Standard Operating Procedures for Care Practices
- › 3.5 Implement Document Control Processes in Care Settings
- › 3.6 Evaluate the Effectiveness of Quality Documentation in Care Services

• 4 Implementing Continuous Improvement Strategies in Care Services — 6 classes

- › 4.1 Identify Key Principles of Continuous Improvement in Care Services
- › 4.2 Analyze Current Practices and Identify Areas for Improvement
- › 4.3 Implement Effective Data Collection Methods for Care Services
- › 4.4 Develop Objectives and Performance Indicators for Continuous Improvement
- › 4.5 Facilitate Team Involvement in Continuous Improvement Initiatives
- › 4.6 Evaluate and Sustain Improvements through Feedback Mechanisms

• 5 Auditing and Reviewing ISO 9001 Compliance in Care Services — 6 classes

- › 5.1 Define Key Concepts of Auditing in ISO 9001
- › 5.2 Identify the Roles and Responsibilities in ISO Audits
- › 5.3 Develop an Effective Audit Plan for Care Services
- › 5.4 Conducting Internal Audits: Techniques and Best Practices
- › 5.5 Analyze Audit Findings to Ensure Compliance
- › 5.6 Implement Continuous Improvement Strategies Based on Audit Results

• 1 Understanding Quality Management Principles in Care Services

— 6 classes

- › 1.1 Define Key Quality Management Principles in Care Services
- › 1.2 Explore the Importance of Leadership in Quality Management
- › 1.3 Identify Stakeholder Roles in Quality Care Delivery
- › 1.4 Analyze Quality Management Tools and Techniques
- › 1.5 Evaluate Quality Improvement Strategies in Care Settings
- › 1.6 Develop an Action Plan for Implementing Quality Standards

• 2 Leadership Styles and Their Impact on Quality Care — 6 classes

- › 2.1 Analyze Different Leadership Styles in Quality Care
- › 2.2 Evaluate the Impact of Autocratic Leadership on Care Quality
- › 2.3 Discuss the Benefits of Transformational Leadership in Care Services
- › 2.4 Compare Democratic and Laissez-Faire Leadership Approaches
- › 2.5 Identify Leadership Traits Essential for Quality Care Improvement
- › 2.6 Develop a Personal Leadership Action Plan for Quality Enhancement

• 3 Implementing ISO 9001 Standards in Care Management — 6 classes

- › 3.1 Understand ISO 9001 Standards and Their Importance in Care Management
- › 3.2 Identify Key Requirements for Quality Management in Care Services
- › 3.3 Assess Current Practices Against ISO 9001 Criteria in Care Settings
- › 3.4 Develop a Quality Management System Framework for Care Services
- › 3.5 Implement Continuous Improvement Strategies Based on ISO 9001
- › 3.6 Evaluate the Impact of ISO 9001 on Care Service Outcomes

• 4 Measuring and Evaluating Quality in Care Services — 6 classes

- › 4.1 Identify Key Quality Indicators in Care Services
- › 4.2 Utilize Data Collection Methods to Measure Quality
- › 4.3 Analyze Data to Evaluate Service Performance
- › 4.4 Implement Quality Improvement Initiatives in Care Settings
- › 4.5 Assess Stakeholder Feedback for Quality Enhancement
- › 4.6 Develop Action Plans Based on Quality Evaluations

• 5 Driving Continuous Improvement through Leadership in Quality

— 6 classes

- › 5.1 Define Continuous Improvement in Quality Management
- › 5.2 Identify Leadership Styles that Promote Quality Improvement
- › 5.3 Develop Strategies for Engaging Staff in Quality Initiatives
- › 5.4 Analyze Case Studies of Successful Quality Leadership in Care Services
- › 5.5 Implement Tools for Measuring Quality Improvement Outcomes
- › 5.6 Create an Action Plan for Continuous Improvement in Your Team

• 1 Understanding Quality Management Principles in Care Services

— 6 classes

- › 1.1 Define Quality Management in Care Services
- › 1.2 Explore Key Principles of ISO 9001
- › 1.3 Identify Quality Improvement Techniques for Healthcare
- › 1.4 Analyze the Role of Leadership in Quality Management
- › 1.5 Evaluate Case Studies of Quality Improvement in Care
- › 1.6 Implement a Basic Quality Improvement Plan

• 2 Identifying Key Quality Improvement Techniques — 6 classes

- › 2.1 Define Key Quality Improvement Techniques in Care Services
- › 2.2 Explore Data-Driven Decision Making for Quality Improvement
- › 2.3 Analyze the Role of Root Cause Analysis in Quality Management
- › 2.4 Implement Plan-Do-Study-Act (PDSA) Cycle for Service Enhancement
- › 2.5 Evaluate the Impact of Continuous Feedback Loops in Care Quality
- › 2.6 Develop a Quality Improvement Action Plan for Care Services

• 3 Data Analysis for Quality Improvement in Care — 6 classes

- › 3.1 Identify Key Data Sources for Quality Improvement in Care
- › 3.2 Collect and Organize Data Effectively for Analysis
- › 3.3 Analyze Data Trends to Identify Quality Gaps in Care Services
- › 3.4 Apply Statistical Methods to Evaluate Quality Improvement Initiatives
- › 3.5 Visualize Data Insights for Effective Communication with Stakeholders
- › 3.6 Develop Action Plans Based on Data Findings to Enhance Care Quality

• 4 Implementing Quality Improvement Initiatives — 6 classes

- › 4.1 Identify Key Quality Improvement Initiatives in Care Services
- › 4.2 Analyze Stakeholder Roles in Quality Improvement Efforts
- › 4.3 Develop SMART Objectives for Quality Improvement Projects
- › 4.4 Utilize Data Collection Methods to Measure Quality Outcomes
- › 4.5 Design a Quality Improvement Action Plan for Implementation
- › 4.6 Evaluate the Impact of Quality Improvement Initiatives on Care Services

• 5 Sustaining Quality Improvements in Care Services — 6 classes

- › 5.1 Identify Key Strategies for Sustaining Quality Improvements
- › 5.2 Assess the Impact of Quality Improvement Initiatives
- › 5.3 Develop Action Plans for Continuous Quality Enhancement
- › 5.4 Engage Staff in Quality Improvement Processes
- › 5.5 Implement Feedback Mechanisms to Monitor Quality
- › 5.6 Evaluate Long-Term Outcomes of Quality Improvements

• 1 Foundations of Quality Management in Care Services — 6 classes

- › 1.1 Define Key Concepts of Quality Management in Care Services
- › 1.2 Explore the Importance of Quality Standards in Healthcare
- › 1.3 Identify Stakeholders and Their Roles in Quality Management
- › 1.4 Analyze the Principles of Continuous Improvement in Care Services
- › 1.5 Implement Quality Management Tools for Care Services
- › 1.6 Evaluate the Impact of Quality Management Practices on Patient Outcomes

• 2 ISO 9001 Framework and Principles — 6 classes

- › 2.1 Understand the ISO 9001 Framework and Its Relevance to Care Services
- › 2.2 Identify Key Principles of Quality Management in ISO 9001
- › 2.3 Analyze the Role of Leadership in Quality Management Systems
- › 2.4 Explore Customer Focus as a Core Principle of ISO 9001
- › 2.5 Evaluate the Importance of Continuous Improvement in Care Services
- › 2.6 Implement Quality Management Practices Based on ISO 9001 Principles

• 3 Implementing Quality Management Systems in Care Settings — 6 classes

- › 3.1 Define Key Components of Quality Management Systems in Care
- › 3.2 Identify Regulatory Standards Affecting Quality Management in Care
- › 3.3 Explore Stakeholder Engagement in Quality Improvement Initiatives
- › 3.4 Develop Strategies for Effective Implementation of Quality Policies
- › 3.5 Assess the Impact of Quality Management on Service Delivery
- › 3.6 Create an Action Plan for Continuous Quality Improvement in Care Services

• 4 Measuring and Monitoring Quality in Care Services — 6 classes

- › 4.1 Define Key Quality Metrics in Care Services
- › 4.2 Identify Tools for Measuring Quality Performance
- › 4.3 Analyze Data Collection Methods for Quality Monitoring
- › 4.4 Assess the Impact of Quality Metrics on Care Outcomes
- › 4.5 Develop a Quality Monitoring Plan for Care Services
- › 4.6 Evaluate Continuous Improvement Strategies in Quality Management

• 5 Continuous Improvement and Leadership in Quality Management — 6 classes

- › 5.1 Define Continuous Improvement in Quality Management
- › 5.2 Identify Leadership Roles in Promoting Continuous Improvement
- › 5.3 Explore Tools and Techniques for Continuous Improvement
- › 5.4 Analyze Case Studies of Successful Continuous Improvement Initiatives
- › 5.5 Develop a Continuous Improvement Action Plan for Care Services
- › 5.6 Assess the Impact of Leadership on Continuous Improvement Outcomes