

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 26000 — Social Responsibility in Care Services

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 HL-CSR-26000 • ISO Health

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AT A GLANCE

REFERENCE	HL-CSR-26000
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Impact Assessment and Evaluation

5 chapters · 30 classes 65 marks

• 1 Foundations of Impact Assessment in Care Services — 6 classes

› 1.1 Define Impact Assessment in Care Services

› 1.2 Identify Key Stakeholders in Impact Assessment

› 1.3 Explore Frameworks for Evaluating Social Responsibility

› 1.4 Assess Methods for Data Collection in Care Services

› 1.5 Analyze Case Studies of Impact Assessment in Practice

› 1.6 Develop an Action Plan for Implementing Impact Assessment

• 2 Methodologies for Conducting Impact Assessments — 6 classes

› 2.1 Define Key Concepts in Impact Assessment

› 2.2 Identify Stakeholders for Effective Evaluation

› 2.3 Explore Quantitative Methodologies for Impact Assessment

› 2.4 Examine Qualitative Approaches to Evaluating Impact

› 2.5 Develop a Framework for Conducting Impact Assessments

› 2.6 Create a Case Study for Practical Application of Methodologies

• 3 Stakeholder Identification and Engagement Strategies — 6 classes

› 3.1 Analyze Stakeholder Types and Their Influence

› 3.2 Identify Key Stakeholders in Care Services

› 3.3 Develop Stakeholder Mapping Techniques

› 3.4 Create Engagement Strategies for Diverse Stakeholders

› 3.5 Implement Communication Plans with Stakeholders

› 3.6 Evaluate Stakeholder Engagement Outcomes and Feedback

• 4 Data Collection and Analysis for Care Service Assessments — 6 classes

› 4.1 Identify Key Data Types for Care Service Assessments

› 4.2 Explore Data Collection Methods in Care Services

› 4.3 Implement Effective Data Gathering Techniques

› 4.4 Analyze Collected Data for Social Responsibility Metrics

› 4.5 Evaluate the Impact of Data on Care Service Outcomes

› 4.6 Design Action Plans Based on Data Analysis Findings

• 5 Evaluating and Reporting on Social Responsibility Outcomes — 6 classes

› 5.1 Define Key Outcomes of Social Responsibility in Care Services

› 5.2 Identify Stakeholders in Social Responsibility Evaluation

› 5.3 Develop Metrics for Measuring Social Responsibility Outcomes

› 5.4 Analyze Data Collection Methods for Effective Evaluation

› 5.5 Create a Framework for Reporting Social Responsibility Outcomes

› 5.6 Present Evaluation Findings to Stakeholders Effectively

• 1 Understanding ISO 26000 Principles and Core Subjects — 6 classes

- › 1.1 Define ISO 26000 Principles in Social Responsibility
- › 1.2 Identify Core Subjects Relevant to Care Services
- › 1.3 Analyze the Relationship Between ISO Principles and Care Practices
- › 1.4 Evaluate the Importance of Stakeholder Engagement in Implementation
- › 1.5 Develop Strategies for Aligning Care Service Goals with ISO Guidelines
- › 1.6 Create an Action Plan for Reporting on Social Responsibility Initiatives

• 2 Identifying Stakeholders and Their Expectations — 6 classes

- › 2.1 Define Stakeholders in Care Services Context
- › 2.2 Identify Primary Stakeholders and Their Roles
- › 2.3 Analyze Stakeholder Expectations and Needs
- › 2.4 Map Stakeholders to Care Service Objectives
- › 2.5 Develop Strategies for Engaging Stakeholders
- › 2.6 Create a Report Template for Stakeholder Feedback

• 3 Integrating Social Responsibility into Care Service Practices — 6 classes

- › 3.1 Understand the Principles of Social Responsibility in Care Services
- › 3.2 Assess Current Practices Against ISO 26000 Standards
- › 3.3 Identify Stakeholders and Their Expectations in Care Services
- › 3.4 Develop Strategies for Integrating Social Responsibility into Care Practices
- › 3.5 Create an Action Plan for Implementing Social Responsibility Initiatives
- › 3.6 Measure and Report on the Impact of Social Responsibility in Care Services

• 4 Developing Effective Reporting Mechanisms — 6 classes

- › 4.1 Identify Key Stakeholders for Effective Reporting
- › 4.2 Establish Clear Reporting Objectives and Outcomes
- › 4.3 Design Reporting Templates for Consistent Data Capture
- › 4.4 Implement Data Collection Methods for Meaningful Insights
- › 4.5 Analyze Reporting Data to Drive Improvement Initiatives
- › 4.6 Communicate Findings to Stakeholders for Transparency

• 5 Evaluating and Improving Social Responsibility Outcomes — 6 classes

- › 5.1 Identify Key Indicators for Social Responsibility Outcomes
- › 5.2 Assess Current Practices Against ISO 26000 Guidelines
- › 5.3 Gather Stakeholder Feedback on Social Responsibility Initiatives
- › 5.4 Analyze Data to Measure Impact on Care Service Delivery
- › 5.5 Develop Action Plans for Improving Social Responsibility Practices
- › 5.6 Report and Communicate Social Responsibility Outcomes Effectively

• 1 Understanding ISO 26000 and its Relevance to Care Services — 6 classes

- › 1.1 Define ISO 26000 and Its Key Principles
- › 1.2 Explore the Importance of Social Responsibility in Care Services
- › 1.3 Analyze the Seven Core Subjects of ISO 26000
- › 1.4 Evaluate the Benefits of Implementing ISO 26000 in Care Settings
- › 1.5 Identify Stakeholder Engagement Strategies for Care Services
- › 1.6 Develop an Action Plan for ISO 26000 Implementation in Your Organization

• 2 Core Concepts of Social Responsibility in Leadership — 6 classes

- › 2.1 Define Social Responsibility in Leadership
- › 2.2 Explore the Principles of ISO 26000
- › 2.3 Identify Stakeholder Expectations in Care Services
- › 2.4 Assess the Impact of Leadership on Social Responsibility
- › 2.5 Develop Strategies for Implementing Social Responsibility
- › 2.6 Evaluate Leadership Practices that Promote Social Responsibility

• 3 Stakeholder Engagement and Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Care Services
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies
- › 3.4 Implement Engagement Techniques for Diverse Stakeholders
- › 3.5 Evaluate the Impact of Stakeholder Engagement
- › 3.6 Create a Communication Plan for Ongoing Engagement

• 4 Implementing Sustainable Practices in Care Services — 6 classes

- › 4.1 Identify Key Sustainable Practices for Care Services
- › 4.2 Assess Current Environmental Impact in Care Settings
- › 4.3 Develop a Sustainable Action Plan for Care Services
- › 4.4 Engage Stakeholders in Sustainability Initiatives
- › 4.5 Monitor and Evaluate the Effectiveness of Sustainability Practices
- › 4.6 Share Best Practices and Success Stories in Care Services

• 5 Measuring Impact and Continuous Improvement in Social Responsibility — 6 classes

- › 5.1 Define Key Metrics for Measuring Social Responsibility Impact
- › 5.2 Analyze Current Practices in Social Responsibility Measurement
- › 5.3 Implement Tools for Data Collection in Care Services
- › 5.4 Evaluate the Effectiveness of Social Responsibility Initiatives
- › 5.5 Identify Areas for Continuous Improvement in Leadership Practices
- › 5.6 Create an Action Plan for Enhancing Social Responsibility Impact

• 1 Understanding Social Responsibility in Care Services — 6 classes

- › 1.1 Define Social Responsibility in Care Services
- › 1.2 Identify Key Principles of ISO 26000
- › 1.3 Explore Stakeholder Engagement in Care Settings
- › 1.4 Assess the Impact of Care Services on Communities
- › 1.5 Develop a Social Responsibility Action Plan
- › 1.6 Evaluate the Effectiveness of Social Responsibility Initiatives

• 2 The Principles of ISO 26000 and Their Application — 6 classes

- › 2.1 Understand the Core Principles of ISO 26000
- › 2.2 Explore the Importance of Social Responsibility in Care Services
- › 2.3 Identify Key Stakeholders in Social Responsibility Practices
- › 2.4 Apply the Principles of ISO 26000 to Real-World Scenarios
- › 2.5 Evaluate Ethical Practices in Care Service Delivery
- › 2.6 Develop a Social Responsibility Action Plan Based on ISO 26000

• 3 Stakeholder Engagement and Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Care Services
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Stakeholders
- › 3.4 Implement Communication Techniques for Stakeholder Engagement
- › 3.5 Evaluate the Impact of Stakeholder Engagement Efforts
- › 3.6 Foster Continuous Improvement in Stakeholder Communication

• 4 Assessing Social Responsibility Practices in Care Services — 6 classes

- › 4.1 Define Social Responsibility in Care Services
- › 4.2 Identify Key Principles of ISO 26000 in Care Context
- › 4.3 Evaluate Current Social Responsibility Practices in Care Services
- › 4.4 Analyze Stakeholder Impact on Social Responsibility Assessments
- › 4.5 Develop a Checklist for Assessing Social Responsibility in Care
- › 4.6 Implement an Action Plan for Improvement in Care Services

• 5 Creating a Culture of Social Responsibility in Leadership — 6 classes

- › 5.1 Define Social Responsibility and Its Importance in Care Leadership
- › 5.2 Identify Key Principles of ISO 26000 in Social Responsibility
- › 5.3 Assess Current Leadership Practices Against Social Responsibility Standards
- › 5.4 Develop Strategies to Foster a Culture of Social Responsibility
- › 5.5 Engage Stakeholders in Promoting Social Responsibility Initiatives
- › 5.6 Evaluate the Impact of Social Responsibility on Care Service Outcomes

• 1 Understanding Stakeholders in Care Services — 6 classes

- › 1.1 Identify Key Stakeholders in Care Services
- › 1.2 Analyze Stakeholder Needs and Expectations
- › 1.3 Explore Effective Communication Strategies with Stakeholders
- › 1.4 Evaluate Methods for Stakeholder Engagement
- › 1.5 Develop a Stakeholder Communication Plan
- › 1.6 Implement Feedback Mechanisms for Stakeholder Input

• 2 Principles of Effective Communication in Care Settings — 6 classes

- › 2.1 Identify Key Principles of Effective Communication in Care Settings
- › 2.2 Analyze the Role of Active Listening in Stakeholder Engagement
- › 2.3 Explore Techniques for Tailoring Communication to Diverse Audiences
- › 2.4 Assess the Impact of Non-verbal Communication in Care Environments
- › 2.5 Develop Strategies for Encouraging Open Dialogue with Stakeholders
- › 2.6 Create a Plan for Implementing Effective Communication Practices in Care Services

• 3 Developing Stakeholder Engagement Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Care Services
- › 3.2 Assess Stakeholder Interests and Priorities
- › 3.3 Develop Effective Communication Channels for Engagement
- › 3.4 Create Stakeholder Participation Strategies
- › 3.5 Measure and Evaluate Stakeholder Engagement Effectiveness
- › 3.6 Align Stakeholder Feedback with Care Service Improvements

• 4 Measuring Stakeholder Satisfaction and Feedback — 6 classes

- › 4.1 Define Key Metrics for Stakeholder Satisfaction
- › 4.2 Develop a Stakeholder Feedback Framework
- › 4.3 Design Effective Survey Instruments for Feedback Collection
- › 4.4 Analyze and Interpret Stakeholder Feedback Data
- › 4.5 Create Action Plans Based on Stakeholder Insights
- › 4.6 Communicate Findings and Engage Stakeholders in Improvements

• 5 Leadership in Stakeholder Communication and Engagement — 6 classes

- › 5.1 Identify Key Stakeholders in Care Services
- › 5.2 Assess Stakeholder Needs and Expectations
- › 5.3 Develop Effective Communication Strategies for Stakeholders
- › 5.4 Implement Stakeholder Engagement Techniques
- › 5.5 Evaluate the Impact of Communication on Stakeholder Relationships
- › 5.6 Foster Continuous Improvement in Stakeholder Engagement Practices

• 1 Understanding ISO 26000 Framework and Principles — 6 classes

- › 1.1 Explore the ISO 26000 Framework and Its Relevance to Care Services
- › 1.2 Identify the Core Principles of Social Responsibility
- › 1.3 Analyze Stakeholder Engagement in Care Services
- › 1.4 Evaluate the Impact of Social Responsibility on Care Service Quality
- › 1.5 Develop Strategies for Integrating ISO 26000 into Care Service Operations
- › 1.6 Create an Action Plan for Implementing ISO 26000 Principles in Your Service

• 2 Assessing Current Practices in Care Services — 6 classes

- › 2.1 Identify Current Practices in Care Services
- › 2.2 Analyze Strengths and Weaknesses of Existing Practices
- › 2.3 Evaluate Stakeholder Feedback in Service Delivery
- › 2.4 Compare Practices Against ISO 26000 Guidelines
- › 2.5 Recommend Improvements for Social Responsibility
- › 2.6 Develop an Action Plan for Strategic Integration

• 3 Strategic Planning for Social Responsibility Integration — 6 classes

- › 3.1 Analyze the Principles of ISO 26000 in Care Services
- › 3.2 Identify Key Stakeholders for Social Responsibility Integration
- › 3.3 Develop Strategic Objectives for Social Responsibility in Care
- › 3.4 Create an Action Plan for Implementing Social Responsibility Initiatives
- › 3.5 Evaluate the Impact of Social Responsibility Practices in Care Services
- › 3.6 Present Strategic Recommendations for Enhancing Social Responsibility

• 4 Engaging Stakeholders and Community Partnerships — 6 classes

- › 4.1 Identify Key Stakeholders in Care Services
- › 4.2 Analyze Stakeholder Interests and Impact
- › 4.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 4.4 Explore Community Partnerships and Their Benefits
- › 4.5 Implement Collaborative Approaches with Local Organizations
- › 4.6 Evaluate the Impact of Stakeholder Engagement on Care Services

• 5 Evaluating and Reporting on Social Responsibility Outcomes — 6 classes

- › 5.1 Analyze Key Indicators of Social Responsibility Outcomes
- › 5.2 Assess Current Practices in Reporting Social Responsibility
- › 5.3 Compare Frameworks for Evaluating Social Responsibility in Care Services
- › 5.4 Develop Metrics for Measuring Social Responsibility Impact
- › 5.5 Create a Comprehensive Reporting Template for Social Responsibility Outcomes
- › 5.6 Present Strategies for Continuous Improvement in Social Responsibility Reporting