26139 - Quality Management and Administration in the Provision of Social Services

Syllabus Information

Academic Year: 2021/22
Subject: 26139 - Quality Management and Administration in the Provision of Social Services
Faculty / School: 108 - Facultad de Ciencias Sociales y del Trabajo
Degree: 274 - Degree in Social Work
ECTS: 5.0
Year: 4 and 3
Semester: Second semester
Subject Type: Optional
Module:

1. General information

1.1. Aims of the course

The subject respond to the following approaches and objectives:

The main objective is to introduce students to the field of Quality Management and continuous improvement in organizations.

It aims to give an overview of Quality Management in organizations, giving different quality tools and instruments that can be used to continuously improve the performance of their activity.

The program is divided into three main blocks:

- Block 1: Provide basic knowledge about the concepts of Quality and continuous improvement in organizations, as a first step to understand the meaning of the Quality philosophy.
- Block 2: Present the different tools and instruments that organizations can use to manage Quality and apply continuous improvement in a systematic way.
- Block 3: Justify the importance of the Quality Management systems, their integration and understand the main benefits, drawbacks and success factors of this decision.

These objectives are aligned with the following Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda (https://www.un.org/sustainabledevelopment). The acquisition of the results of the Learning the subject provides training and competence to contribute to a certain extent to its achievement:

Goal 10: Reduction of inequalities
Goal 11: Sustainable cities and communities
Goal 12: Responsible consumption and production
Goal 13: Climate Action

1.2. Context and importance of this course in the degree

With this subject the student will learn to manage quality and apply the philosophy of continuous improvement in Social Services.

1.3. Recommendations to take this course

To successfully complete this course, students must be consistent in their work throughout the semester.

For the preparation of the subject they must be involved in the preparation and discussion of the practical cases. To achieve the objectives of the subject, regular attendance and active participation in the work sessions is recommended.

2. Learning goals

2.1. Competences

By passing the subject, the student will be more competent to:
- Contribute to the resources and services administration, supervising their effectiveness and ensuring their quality.
- Work effectively within interdisciplinary and "multi-organizational" systems, networks and teams, in order to collaborate in the establishment of goals and objectives.
- Manage, present and share stories and social reports as a guarantee of decision-making and professional evaluations.
- Use the basic concepts of mediation and communication in achieving quality in the organization of social services.

2.2. Learning goals

The student, to pass this subject, must demonstrate the following results:

1. Understand the meaning of Quality and Quality Management.
2. Understand the fundamentals of Quality Management in Social Services organizations.
3. Identify and apply the different continuous improvement tools: service letters, the ISO-9001: 2015 standard and the EFQM 2020 model of excellence applied to Social Services.
4. Distinguish the concepts of standardization, certification and accreditation.
5. Analyze the organizational synergies and the strategic implications of Integrated Management Systems.
6. Learn about different ways of approaching or real applications of the integrated quality model in Social Services.
7. Design a quality intervention through the organizational development method, using the fundamental concepts of differentiation and integration, in line with the integrated Quality Management.

2.3. Importance of learning goals

Currently, Quality Management and Administration is a key factor to improve the performance of the Social Service organizations, and to give a satisfactory response to the new and diverse demands of social agents.

The main contribution of this course consists in complementing the knowledge acquired by the student in the Organizational Management course, introducing them to Quality Management and showing them the different tools and instruments available to achieve continuous improvement in Social Services.

3. Assessment (1st and 2nd call)

3.1. Assessment tasks (description of tasks, marking system and assessment criteria)

The student must demonstrate that he / she has achieved the expected learning outcomes through the following evaluation activities:

Two evaluation modalities are offered: continuous evaluation and single evaluation:

Face-to-face students / Continuous evaluation:

The student must participate in the realization of different training activities, which will contribute to achieving the expected learning results. These activities will consist of:
- T2 practices: In the practical sessions, participatory activities of various types, based on the corresponding theory, will be carried out. The total of these practices will account for 30% of the final grade.
- T6 Practices: Students will prepare a work on Quality Management and improvement, to apply the concepts of the subject according to the guidelines that will be indicated in due course. The work will suppose 20% of final grade.
- Theoretical written test: To be able to take this test, to have passed the practical part developed (T2 and T6 practices) is required. The value of the test will be 50% of the final grade.

Students who have not passed the practical part (T2 + T6), must attend the single assessment exam.

Non-face-to-face students / Single evaluation:
- An individual written theoretical-practical knowledge test, in which students must demonstrate that they are capable of rigorously defining and explaining the basic concepts of the subject.

Evaluation criteria:
- Understanding the subject's fundamentals.
- Capacity for practical application of Quality and Organizational Development.
- Ability to work in a team.
- Oral and written expression.

- Ability to organize ideas.

4. Methodology, learning tasks, syllabus and resources

4.1. Methodological overview

The development of the course is structured around two axes: lectures and sessions in which we will use active learning methodologies.

- <u>LECTURES</u>: It consists of a presentation of the contents of the subject by the professor, who will present facts, events, experiences, principles and/or theories about the subjects of the course. In them, the students will have the opportunity to raise questions and participate in discussions that may arise.
- <u>ACTIVE METHODOLOGIES</u>: The practical sessions will use active and participatory methodologies, such as the case study, the ABP or Aronson's Puzzle, among others. The aim of such activities is to facilitate the learning of the contents explained in the the theoretical sessions, as well as promoting the development of transversal skills.

4.2. Learning tasks

The course includes 6 ECTS, which means 150 hours of work for the student.

These 125 hours are organized according to:

<u>Work in the classroom (55 hours):</u>
- Lectures (T1): 30 hours.
- Practice sessions (T2): 15 hours.
- Other practical activities (T6): 5 hours.
- Assessment: 5 hours.

<u>Homework (70 hours):</u>
- Autonomous work: 40 hours.
- Group work (15 hours for T2 and 15 hours for T6): 30 hours.

4.3. Syllabus

The programme around which the learning activities will be developed is as follows:

1. Basic concepts of quality. The quality of the service.
1.1. Definition of quality and quality management.
1.2. Fundamentals and evolution of quality management.
1.3. Excellence and continuous improvement.
1.4. Application to services. User experience.

2. Quality Management tools.
2.1. Data collection tools for problem analysis.
2.2. Data analysis tools for problem solving.
2.3. Tools for searching and evaluating solutions.
2.4. Tools for the implementation of solutions.

3. The ISO-9001:2015 quality management systems. Quality in Social Services.
3.1. ISO-9001:2015 standard. Quality management system. Requirements.
3.2. What we mean by the process of a service. Identification of the processes of a service and Process Map.
3.3. The Quality Certificate. Accreditation and certification process.
3.4. Quality in Social Services. The UNE 158000 family of standards. Services provided in residential centres (UNE 158101, Day/night centres (UNE 158201), Home help (UNE 158301) and Tele assistance (UNE 158401).

4. Integrated quality in the provision of services. The Service Charters.
4.1 Introduction: Mission, vision and benefits.
4.2. Structure and content of service charters according to the UNE 93200 standard.
4.3. Methodological aspects in the development of the Service Charter.
4.4. Communication of the Service Charter.
4.5. Case study. Development of a Service Charter.

5. Quality Management teams.
5.1. Management functions.
5.2. Leadership.
5.3. Work teams.
5.4. Assessment and recognition systems.

6. The European Model of Excellence (EFQM 2020).
6.1. Key concepts.
6.2. The EFQM 2020 model. Management, Implementation and Results.

6.3. Map of processes. Practical application.
6.4. Requirements for results and performance management with stakeholders.
6.5. People and leadership management requirements.

4.4. Course planning and calendar

For further details concerning the timetable, classroom and further information regarding this course please refer to the "Facultad de Ciencias Sociales y del Trabajo " website (https://sociales.unizar.es/).

At the beginning of the course, the professor will inform the students of the key dates for the different
assignements to be carried out, the delivery dates, etc. All this information is made available to students through the ADD.

4.5. Bibliography and recommended resources

http://biblos.unizar.es/br/br_citas.php?codigo=26139&year=2020