

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC category	Quality and Patient Safety					
TSC	Audit Management					
TSC description	Ensure the quality of services adheres to standards and develop initiatives to enhance quality					
TSC proficiency description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HCE-AUD-2011-1.1	HCE-AUD-3011-1.1	HCE-AUD-4011-1.1	HCE-AUD-5011-1.1	
		Adhere to organisational practices and quality standards when participating in service delivery	Carry out audits to ensure quality of services delivered adheres to organisational and/or professional practices and standards	Lead audits to ensure quality of services delivered adheres to organisational and/or professional practices and standards	Lead integration and evaluation of audit frameworks within the department	
Knowledge		<ul style="list-style-type: none"> Organisational policies, standards and quality standards relating to audits Programmes and services delivered by the organisation Role of individuals and contributions to the audit processes Types of non-conformance and non-compliance Work documents for audit processes 	<ul style="list-style-type: none"> Principles of quality systems management and development Auditing principles and methods Regulatory requirements relating to audits Risk assessment methods Roles, responsibilities and limitations of audit team members Professional ethics and standards Ethical principles relating to auditing 	<ul style="list-style-type: none"> Review and evaluation methods Audit processes and procedures Quality system accountability and practices within the organisation Different training methods and styles 	<ul style="list-style-type: none"> Types of programmes and services provided by organisation National and international quality standards and protocols Quality systems, accountability and practices within the sector 	

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Abilities		<ul style="list-style-type: none"> • Apply organisation's standards to ensure quality in programmes and services • Adhere to organisational policies and standards when participating in audits • Support the audit processes by providing relevant documents to be audited 	<ul style="list-style-type: none"> • Identify audit scopes, according to organisational and/or practice requirements • Identify types of information required for audits • Conduct audits according to organisational and/or practice procedures • Validate findings with auditees, according to organisational and/or practice requirements • Document findings of audits for review 	<ul style="list-style-type: none"> • Lead team to conduct audits according to organisational and ethical procedures • Analyse audit results to draw appropriate audit conclusions of services delivered • Develop improvement plans based on audit findings • Communicate and share information on audit findings • Maintain quality documentation to meet quality standards and guidelines • Obtain patient feedback to aid in clinical audits 	<ul style="list-style-type: none"> • Maintain frameworks which meet organisation's quality standards • Oversee responsibilities for quality within work areas in accordance with quality systems • Review documentation to meet quality standards and guidelines • Manage communication channels and knowledge sharing of audit findings and improvement plans • Review improvement plans in relation to audit findings 	
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