

PATHOLOGY WORKFORCE PROFILING PROJECT

Relationship between the Clinical pathology Accreditation (UK) Ltd (CPA) Standards for the Medical Laboratory and National Occupational Standards/National Workforce Competences (NOS/NWC)

Notes:

The table that follows shows the second tier (A1, A2) level statements within the CPA standards, matched to NOS/NWC within the Health Functional Map.

There are important differences between the two sets of standards, which need to be recognised since they influence the implications that can be drawn from the mapping. The CPA standards, on the one hand, are met by organisations and are expressed at a very fine level of detail that sets out precisely what the management of the laboratory must achieve. The NOS/NWC, on the other hand, are met by individuals and are expressed at a level of detail that assures consistency in the quality of occupational practice across contexts and settings, while allowing local variations in the manner in which competence is demonstrated. The two sets of standards have such different intentions and approaches that a number of caveats need to be applied in drawing out meaning from this mapping.

Firstly, it is important to note that a mapped relationship only means that there is similarity of purpose and content between the CPA standard and the NOS/NWC. It does **not** mean that if the CPA standard is met then the NOS/NWC requirements will **automatically** be met; neither does the converse hold. In both cases, additional evidence would be needed. It does mean, however, that the meeting of the CPA standard is likely to be facilitated if the organisation employs individuals who work to the standards of competence required by the NOS/NWC.

Secondly, on one level, all CPA standards can be accommodated by reference to a single NOS/NWC i.e. M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements, where the CPA standards form a major component of the regime with which compliance must be achieved. If there is a senior/lead laboratory manager working to the demands of this NOS/NWC, then it would be expected that s/he would demonstrate achievement of NOS M&L B8 by reference to evidence showing how s/he had ensured his/her laboratory complied with the CPA standards.

Thirdly, the table identifies those NOS/NWC to which one would want individuals responsible for attaining a given CPA standard to be working. Note that this comparison is one to many rather than one to one. Many CPA standards provide detailed context relating to how a NOS/NWC would be applied. For example, many CPA standards link with and provide a context for the achievement of GEN67 Establish quality policy and quality assurance systems for the delivery of a service or function. The exact staffing patterns and management policies of an organisation will determine which staff will have the responsibility for ensuring that CPA standards are met. The table below simply indicates the most relevant NOS/NWC for those staff, howsoever deployed, and should not be taken to imply anything about staffing policy.

As requested, CPA standards for areas F and G have been omitted from the analysis.

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CPA STANDARD	RELATED NOS/NWC
A ORGANISATION AND QUALITY MANAGEMENT SYSTEM	
A1 Organisation and management	M&L B1 Develop and implement operational plans for your area of responsibility M&L B2 Map the environment in which your organisation operates
A2 Needs and requirements of users	M&L F9 Build your organisation's understanding of its market and customers M&L F10 Develop a customer focussed organisation
A3 Quality policy	GEN67 Establish quality policy and quality assurance systems for the delivery of a service or function
A4 Quality management system	GEN67 Establish quality policy and quality assurance systems for the delivery of a service or function
A5 Quality objectives and plans	GEN67 Establish quality policy and quality assurance systems for the delivery of a service or function M&L B1 Develop and implement operational plans for your area of responsibility
A6 Quality manual	GEN67 Establish quality policy and quality assurance systems for the delivery of a service or function HI 1 Manage risks to information M&L D7 Provide learning opportunities for colleagues
A7 Quality manager	M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements M&L B1 Develop and implement operational plans for your area of responsibility
A8 Document control	HI 6 Monitor, evaluate and improve the management of data and information HSC 434 Maintain and manage records and reports
A9 Control of process and quality records	HI 6 Monitor, evaluate and improve the management of data and information HSC 434 Maintain and manage records and reports M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements
A10 Control of clinical material	CHS 171 Develop procedures for delivery of healthcare services
A11 Management review	GEN 68 Monitor compliance with quality systems

CPA STANDARD	RELATED NOS/NWC
B PERSONNEL	
B1 Professional direction	<p>M&L B5 Provide leadership for your team</p> <p>M&L B6 Provide leadership for your area of responsibility</p> <p>M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements</p> <p>HSC23 Develop your knowledge and practice</p> <p>GEN12 Reflect on and evaluate your own values, priorities, interests and effectiveness</p> <p>GEN13 Synthesise new knowledge into the development of your own practice</p> <p>GEN35 Provide professional/clinical/counselling supervision to individual workers</p> <p>HSC43 Take responsibility for the continuing professional development of self and others</p>
B2 Staffing	M&L D4 Plan the workforce
B3 Personnel management Staffing	<p>M&L D3 Recruit, select and keep colleagues</p> <p>M&L D5 Allocate and check work in your team</p> <p>M&L D6 Allocate and monitor the progress and quality of work in your area of responsibility</p>
B4 Staff orientation and induction	M&L D7 Provide learning opportunities for colleagues
B5 Job descriptions and contracts	M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements
B6 Staff records	M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements
B7 Staff annual joint review	<p>M&L B1 Develop and implement operational plans for your area of responsibility</p> <p>GEN33 Enable other workers to reflect on their own values, priorities, interests and effectiveness</p> <p>GEN35 Provide professional/clinical/counselling supervision to individual workers</p> <p>LD L15 Support and advise individual learners</p> <p>LD L16 Monitor and review progress with learners</p>
B8 Staff meetings	<p>CfA211 Organise and support meetings</p> <p>CfA322 Prepare text from notes</p>

CPA STANDARD	RELATED NOS/NWC
	CfA412 Chair meetings
B9 Staff training and education	M&L D7 Provide learning opportunities for colleagues M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements GEN35 Provide professional/clinical/counselling supervision to individual workers LD L14 Support learning by mentoring in the workplace
C PREMISES AND ENVIRONMENT	
C1 Premises and environment	M&L D7 Provide learning opportunities for colleagues
C2 Facilities for staff	GEN 65 make recommendations for the use of resources GEN 66 Control the use of physical resources New RC to be developed re¹ E1.1.4 Specify requirements for buildings, facilities and utilities to meet health care needs
C3 Facilities for patients	GEN 65 make recommendations for the use of resources GEN 66 Control the use of physical resources New RC to be developed re² E1.1.4 Specify requirements for buildings, facilities and utilities to meet health care needs
C4 Facilities for storage	GEN 65 make recommendations for the use of resources GEN 66 Control the use of physical resources New RC to be developed re³ E1.1.4 Specify requirements for buildings, facilities and utilities to meet health care needs M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements
C5 Health and safety	M&L E6 Ensure health and safety requirements are met in your area of responsibility M&L E7 Ensure an organisational approach to health and safety ENTO C Develop Procedures to Control Risks to Health and Safety HCS Function E2 Develop and maintain health, safety and security practices in the workplace GEN3 Maintain health and safety in a clinical/therapeutic environment

¹ No NOS/NWC currently available however a new reference competence (RC) is to be developed around the function indicated and would be relevant here.

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CPA STANDARD	RELATED NOS/NWC
D EQUIPMENT, INFORMATION SYSTEMS AND MATERIALS	
D1 Procurement and management of equipment	HCS EMD5 Procure medical equipment for clinical use GEN 65 Make recommendations for the use of resources GEN 66 Control the use of physical resources
D2 Management of data and information	HI 6 Monitor, evaluate and improve the management of data and information M&L B8 Ensure compliance with legal, regulatory, ethical and social requirements HSC 434 Maintain and manage records and reports
D3 Management of materials	Skills for Logistics B.25 Maintain systems and facilities for distributing stock Skills for Logistics B3 Receive goods and materials into storage M&L B1 Develop and implement operational plans for your area of responsibility
E. PRE EXAMINATION PROCESS	
E1 Information for users and patients	CHS 174 Advise and inform others on services PE2 Manage information and materials for access by patients and carers
E2 Request form	CHS 171 Develop procedures for delivery of healthcare services
E3 Specimen collection and handling	CHS 171 Develop procedures for delivery of healthcare services
E4 Specimen transportation	CHS181 Package biomedical specimens, samples and donations prior to transportation CHS182 Transport specimens/samples CHS 171 Develop procedures for delivery of healthcare services
E5 Specimen reception	CHS 171 Develop procedures for delivery of healthcare services CHS183 Receive specimens for preparation CHS184 Maintain chain of custody
E6 Referral to other laboratories	CHS 171 Develop procedures for delivery of healthcare services
H EVALUATION AND QUALITY ASSURANCE	
H1 Evaluation and improvement processes	M&L B1 Develop and implement operational plans for your area of responsibility

CPA STANDARD	RELATED NOS/NWC
H2 Assessment of user satisfaction and complaints	M&L F6 Monitor and solve customer service problems M&L F10 Develop a customer focussed organisation M&L F11 Manage the achievement of customer satisfaction
H3 Internal audit of quality management system	GEN50 Monitor and evaluate the quality, outcomes and cost-effectiveness of health care services
H4 Internal audit of examination processes	GEN68 Monitor compliance with quality systems GEN23 Audit your own clinical practice
H5 External quality assessment	
H6 Quality improvement	M&L F12 Improve organisational performance