

Maintain quality assurance of restorative processes

Summary

This is about ensuring quality assurance of restorative practice. It addresses the particular supervisory skills and knowledge necessary for a competent senior practitioner, or line manager, with responsibility for ensuring effective quality assurance in the field of restorative practice.

There is one element:

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Target Group

This is for those who are responsible for maintaining the quality of restorative practice. They are likely to be senior practitioners in a supervisory or managerial role.

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In work performance criteria

- 1 ensure that restorative practitioners are working in accordance with restorative principles and best practice
- 2 ensure that risk assessment is in place, initially and throughout the restorative process
- 3 identify those cases that are of a sensitive and complex nature and ensure that they are allocated, or referred, to appropriately skilled and experienced practitioners
- 4 assist the practitioner to identify any necessary support needed to work their case, including co-working with another practitioner
- 5 ensure that arrangements are put in place, when necessary, to follow up outcome agreements and to provide for any long-term support needs for participants
- 6 provide case supervision for restorative practitioners, or ensure they have access to appropriate case supervision
- 7 recognise the emotional impact of restorative practice on practitioners and ensure that the appropriate support is provided
- 8 monitor outcomes of cases and feedback to evaluate practice and improve future service delivery
- 9 assess practitioners' casework and identify when their approach may need amending and take necessary action when there are serious concerns about

- the quality of their work
- 10 ensure access to adequate provision of training and professional development for practitioners
 - 11 ensure the integrity of records of discussions and agreements, and comply with data protection legislation and organisational protocols

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Knowledge and understanding

General/key knowledge relating to restorative practice

- 1 the legislation and guidelines of good practice which relate to maintaining quality assurance of restorative processes and the impact of these on your work
- 2 the nature of and principles underpinning restorative processes, and the purpose and potential benefits of restorative practice
- 3 partner organisations with which you might work in the restorative process, including their principal roles and responsibilities within the process, including referral agencies, agencies working with participants, or those able to help participants fulfil outcome agreements
- 4 the needs of all involved within the restorative process
- 5 what factors cause cases to be of a sensitive and complex nature, and procedures appropriate to addressing these
- 6 your own role and responsibilities, and from whom assistance and advice should be sought where necessary
- 7 the principles of effective equality, diversity and anti-discriminatory practice
- 8 the boundaries of confidentiality, how to manage these, and the importance of maintaining appropriate levels of confidentiality and how to maintain these, including data-sharing protocols with partner agencies

Knowledge relating to maintaining quality assurance

- 9 measures to assess and manage all important risks and cases of a complex and sensitive nature
- 10 methods of supportive and empathetic supervision
- 11 methods of co-working cases, for supervision and effective practice
- 12 independent sources of advice and support for practitioners
- 13 the importance of outcome agreements, and of monitoring fulfilment of outcome agreements
- 14 definitions of roles and case referral arrangements between restorative practitioners and others in their organisation
- 15 methods of evaluation and research relevant to the development of restorative practice

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Evidence requirements

To achieve this unit you must provide your assessor with evidence that you have consistently met all of the performance criteria and knowledge and understanding.