

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

## Syllabus Information

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**Academic Year:** 2020/21

**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:** 3

**Semester:** Second semester

**Subject Type:** Optional

**Module:** ---

## 1.General information

### 1.1.Aims of the course

### 1.2.Context and importance of this course in the degree

### 1.3.Recommendations to take this course

## 2.Learning goals

### 2.1.Competences

### 2.2.Learning goals

### 2.3.Importance of learning goals

## 3.Assessment (1st and 2nd call)

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

## 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.

- **LECTURES:** 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.
- **ACTIVE METHODOLOGIES:** 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 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:

#### Work in the classroom (55 hours):

- Lectures (T1): 30 hours.

- Practice sessions (T2): 15 hours.
- Other practical activities (T6): 5 hours.
- Assessment: 5 hours.

#### Homework (70 hours):

- 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. The ISO-9001:2015 quality management systems. Quality in Social Services.**

- 2.1. ISO-9001:2015 standard. Quality management system. Requirements.
- 2.2. What we mean by the process of a service. Identification of the processes of a service and Process Map.
- 2.3. The Quality Certificate. Accreditation and certification process.
- 2.4. 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).

#### **3. Integrated quality in the provision of services. The Service Charters.**

- 3.1 Introduction: Mission, vision and benefits.
- 3.2. Structure and content of service charters according to the UNE 93200 standard.
- 3.3. Methodological aspects in the development of the Service Charter.
- 3.4. Communication of the Service Charter.
- 3.5. Case study. Development of a Service Charter.

#### **4. The European Model of Excellence (EFQM 2020).**

- 4.1. Key concepts.
- 4.2. The EFQM 2020 model. Management, Implementation and Results.
- 4.3. Map of processes. Practical application.
- 4.4. Requirements for results and performance management with stakeholders.
- 4.5. 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 assignments 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](http://biblos.unizar.es/br/br_citas.php?codigo=26139&year=2020)