

Excellence in healthcare training and resourcing

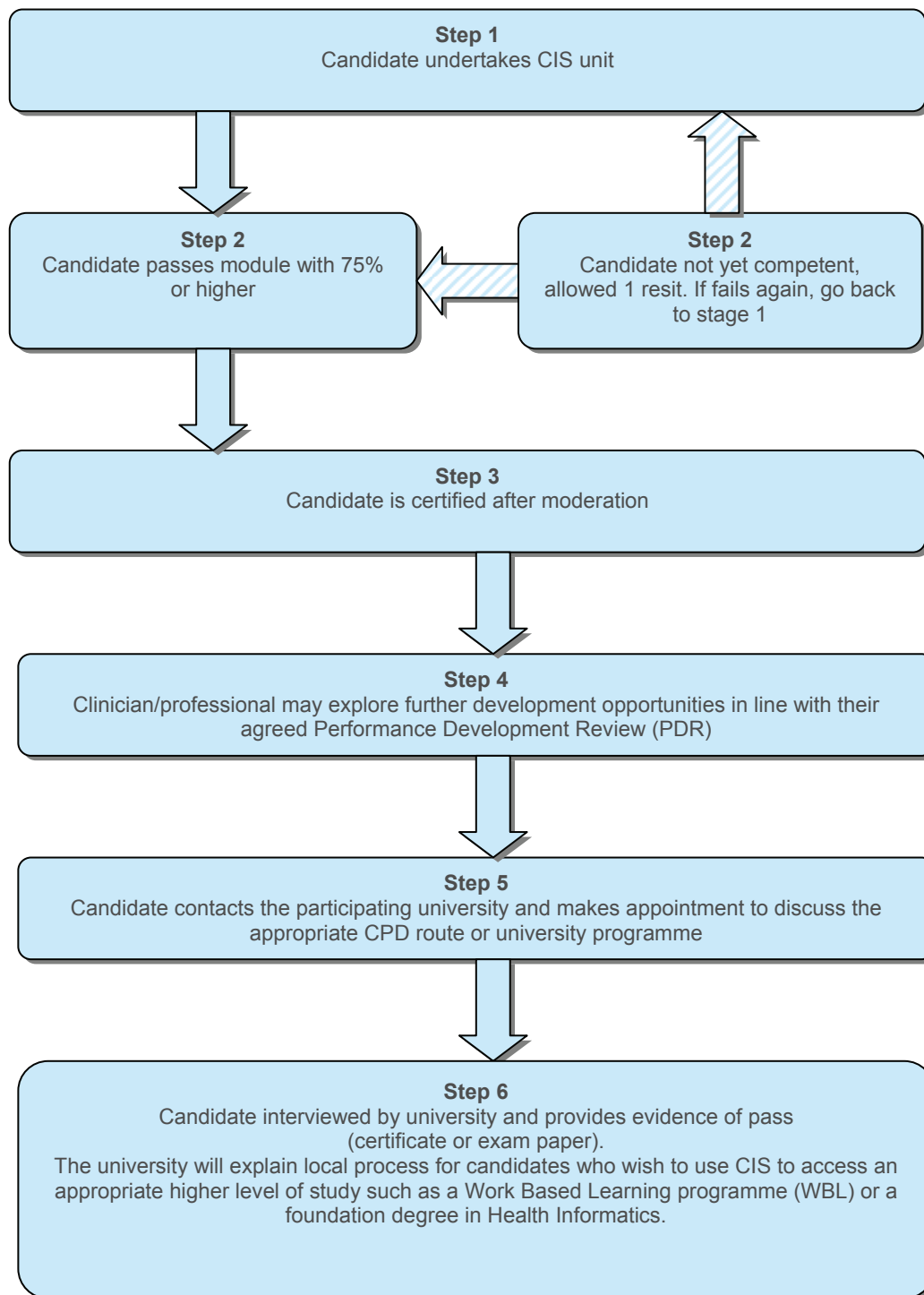
CIS UCQ™ framework brochure

Care Information Systems User Competencies and Qualifications CIS UCQ™



Care Information Systems
User Competencies & Qualifications

CIS and 6 steps to CPD



"The CIS UCQ is an excellent resource for learning and that learning can be used for degree level units for continuous professional development related to work based learning of 20 academic credits at degree or masters level."

Clive Andrewes, School of Health and Social Care, Bournemouth University

The Care Information Systems User Competencies and Qualifications (CIS UCQ™) framework is the first vocational, competency based, health informatics learning programme. It has been developed to support the NHS to achieve the benefits of IT enabled change by equipping the workforce with the knowledge and skills appropriate to their roles.

Ideal has extensive experience of working with the NHS. We provide a range of high quality courses and partnership programmes, tailored to unlock the benefits of eHealth. From project and programme management to information quality, security and confidentiality, Ideal can provide staffing, consultancy and training to deliver a first class service, tailored to meet the needs of the patient led NHS.

The training programme is quality assured and is recognised by the National awarding body (NCFE). Audited by OFQUAL and with over ten years of input from the awarding body, the CIS UCQ™ meets stringent governance and quality assurance systems in order to maintain its accreditation.

Ideal is the first commercial training company in the UK to have achieved recognition from NHS Connecting for Health for learning and development under the Health Informatics Quality Scheme (HIQS). Ideal is also breaking new ground by supporting the career framework, HiProfile, from entry to assistant and practitioner levels.

This brochure provides an overview of the CIS qualification framework

“Our CIS project on PACS has provided an auditable level of competency and has improved the knowledge and skills amongst our medical students. With the added benefit of the PACS programme being mapped to national occupational standards and approved by the NHS, we can potentially save valuable resources avoiding need for retraining”.

**Susan Lees, IT Training Manager
Salisbury NHS Foundation Trust**



and explains how it may be delivered as part of your own 'in house' flexible learning programme, to meet your needs.

The qualification framework

The CIS qualification framework comprises nine units on eHealth essentials:

- CIS1 Management
- CIS2 Information governance
- CIS3 Business planning, change and benefits
- CIS4 Project and programme management
- CIS5 Preparation and testing
- CIS6 Care Information System user
- CIS7 Supporting technology
- CIS8 Support and delivery management
- CIS9 Information management and reporting

Realise the benefits of the CIS UCQ™

Using CIS UCQ™ will help you to:

Maintain - the promise to the public in relation to the NHS Care Records Guarantee and handling patient information. It will also support your own learning programme by contributing full or part awards, tailored for the needs of your organisation.

Ensure - improved patient safety through better staff understanding of systems and the need for data quality and information security. Our modules comply with the NHS IM&T operating framework and information governance toolkit.

Feel confident that new skills and knowledge gained are delivering real business benefits.

See page 5 for a detailed outline of the course elements.

CIS is a flexible learning programme leading to full or unit based qualifications which can be tailored to the needs of individual organisations. Candidates undertaking CIS UCQ™ can gain certificates equivalent to full and part level 2 awards (NVQ) supporting portfolios for students undertaking NVQ's at level 2 and 3 in Health and Social Care and Administration. Continuing Professional Development (CPD) credits are also available for professionals who are required to undertake higher education at participating universities.

CIS UCQ™ encourages evaluation of programmes at level 5 and above (Return on Investment). This supports long term cost efficiency through a set of qualifications and awards. These are designed to ensure training and workforce development initiates meeting the needs of multi-disciplinary staff at the right time, the first time and every time.

More about the CIS UCQ™

How long do the assessments take and what are the guided learning hours?

The length of time depends on each module you undertake. A classroom based assessment takes between 45-60 minutes. The guided learning hours also depend on the module and range.

How are our courses delivered?

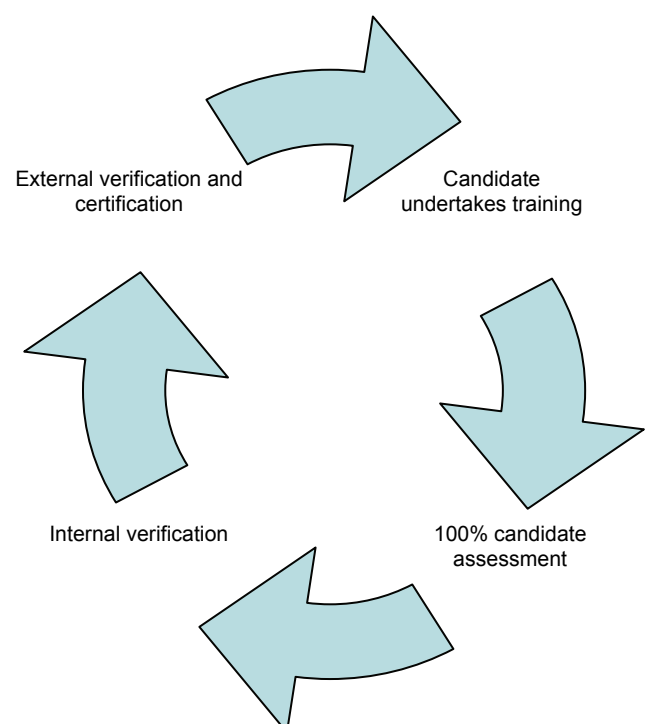
Choose the development path that is right for you using our framework. The CIS accredited courses can use the methods best suited to the candidates. This can be achieved through classroom based training, elearning, reading materials and by completing competency assessments. There is also an option to become a centre to deliver CIS at your site or within your community through a licensed partnership with Ideal.

The national awarding body NCFE

Ideal Training and the CIS UCQ™ programme is accredited by the national awarding body, NCFE. Audited by OFQUAL, Ideal provide training which meets stringent governance and quality assurance systems in order to maintain its accreditation as an Investment in Quality (IiQ) licensed centre.

A quality driven system

CIS uses a robust quality assurance system to manage the programme and ensure all processes are in place to enable continuous improvement. The diagram below illustrates the high level process for ensuring the quality and integrity of the programme is maintained throughout.



“The CIS 2 module, is clearly designed to give any member of staff a detailed, but critical grounding in Information Governance. I support the widespread use of the module as the skills used and knowledge provided are very transferable between organisations, the recognition awarded to staff for completing the module will be very beneficial for planning training for large numbers of staff when resource is limited.”

**Adam Tuckett, Head of Information Governance
(Avon NHS IM&T Consortium)**

The CIS UCQ™ course outlines

CIS unit	Unit element	Unit element	Unit element	Unit element	Unit element	Unit element	Unit element
CIS1 eHealth Management essentials	1.1 Recruiting the team	1.2 Essential appraisal skills	1.3 Finance & budget mgt essentials	1.4 Communication & customer care essentials	1.5 Building an eHealth business case		
CIS2 eHealth Information governance essentials	2.1 Information governance essentials	2.2 eHealth business continuity planning	2.3 Role based access control	2.4 ISEB Security mgt			
CIS3 eHealth essentials: Business planning, change, training & benefits	3.1 eHealth Business analysis essentials	3.2 eHealth Change mgt essentials	3.3 eHealth Benefits realisation essentials	3.4 eHealth Business process modelling	3.5 eHealth Tools & techniques for change managers	3.6 eHealth Train the trainer	3.7 eHealth Business acceptance testing
CIS4 eHealth essentials: Project & programme management	4.1 eHealth Project mgt essentials	4.2 Managing CRS projects	4.3 Managing PACS & RIS projects	4.4 Maturity model health check	4.5 PRINCE & project boards 4.8 PRINCE2 foundation 4.9 PRINCE2 practitioner	4.6 Managing Successful Programmes (MSP)	4.7 Mgt of Risk (MoR)
CIS5 eHealth essentials: Preparation & testing	5.1 Integrating the healthcare enterprise	5.2 User acceptance testing	5.3 Data mgt practitioner	5.4 ISEB Certificate in software testing - foundation			
CIS6 Care Information System User Essentials	6.1 Care Records Service (CRS) 6.8 Trouble shooting CRS	6.2 Choose & Book (CAB)	6.3 Picture Archiving & Communications Service (PACS) 6.9 Trouble shooting PACS	6.4 GP systems	6.5 Electronic Prescription Service (EPS)	6.6 Secondary Uses Service (SUS)	6.7 Laboratory
CIS7 eHealth essentials: Supporting Technology	7.1 DICOM essentials part 1	7.2 Introducing HL7	7.3 SNOMED CT essentials	7.4 DICOM advanced	7.5 HL7 advanced	7.6 Networking & N3 in the NHS	
CIS8 eHealth essentials: Support & delivery management	8.1 ITIL Service mgt foundation certificate	8.2 ITIL Helpdesk mgt	8.3 ISEB Problem mgt	8.4 ITIL Lifecycle stream	8.5 ITIL Capability stream		
CIS9 eHealth essentials: Information management & reporting	9.1 Understanding basic statistics in health	9.2 Health information statistical testing	9.3 Communicating information to healthcare clinicians	9.4 Information mgt using MS excel	9.5 Reporting tools		

Course delivery

Courses are delivered through our accredited training staff at Ideal. Alternatively, there are solutions for organisations who wish to become a CIS centre, enabling our partners to deliver accredited courses as part of their agreement.

Study options can include elearning, distance learning or instructor led tuition. Study packs are provided for all students and conform to our student charter, including study guides, required reading and an assessment guide.

An important element of the units is the face to face classroom training, which is designed as an integral part of the modules and which fulfil several functions.

The classroom environment also allows students to interact and share information – an important element when undertaking the relevant exams.

At the end of the course, students will have the opportunity to sit the exam for that unit. It is the use of assessments that allows us to understand the student in terms of the quality of learning and the use of their knowledge and interpretations.

Classroom training provides the student with essential contact with the trainers, who provide not only subject matter experience but also the valuable practical experience of real life projects that enables students to rapidly implement new skills.

Once competency is achieved, successful candidates may use their CIS award to contribute towards their own Personal and Professional Development plan, either by providing evidence for their NVQ portfolio, or through a CPD route with one of our participating universities.

Contact us

For more information, or a discussion about how CIS UCQ™ can benefit your organisation please contact us at:

Ideal

t. 01483 453508

e. enquiry@idealts.co.uk



"The management of information in healthcare and its application to support clinical practice and decision making is key within the NHS and private healthcare providers. The CIS UCQ provides students with a good grounding in essential skills which can then be developed further to degree level studies in Health Informatics at foundation or bachelor's levels."

**Dennis F Holman BA, MA, MBA, MSc, PGCE, FBCS, CEng, CSci, CITP
Associate Dean, University of Chester**



"The CIS UCQ is a valuable entry level qualification for admission to a foundation degree in Health and Social Care. Successful candidates can access a range of academic provision having undertaken the CIS and recorded their personal and academic development by assessment."

**Richard Hayward, Senior Lecturer, Nursing and Applied Clinical Studies
Faculty of Health & Social Care, Canterbury Christ Church University**



"The CIS UCQ provides an effective springboard for students studying degree level modules in Evidence of Work Based Learning (EWBL). Students who successfully achieve CIS, and can demonstrate in an assignment how their achievement has contributed to improved working practice may be awarded 20 credits by the university."

**Debbie Moreno-Chamorro, Senior Lecturer Emergency Care,
Emergency Nurse Practitioner, University of the West of England**



"The use of quality information to support the delivery of health and social care and inform decision making is key within the NHS and private providers. The CIS UCQ provides students with a range of essential skills which can then be developed further to degree level studies at UCLan in Health Informatics at foundation or bachelor's levels."

**Dr Beverley Ellis, Academic Lead, Clinical Sciences and Health Informatics,
School of Public Health and Clinical Sciences University of Central Lancashire**

Becoming a CIS UCQ™ centre with Ideal

