

Justice Institute of British Columbia COURSE OUTLINE

Course Code: CORCOM009

Course Title: Quality Management II – Supporting a Culture of Quality

Prerequisite Courses:

CORCOM008: Quality Management I – A Guide for Local Managers and Senior Probation Officers

Sponsoring Division: CCJD

Previous Course Code & Title: N/A

Course Effective Date: October, 2009

# of Credits:	1.0
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Course Description:

Community Corrections Local Managers and Senior Probation Officers are tasked with providing an office setting and services that adhere to the principles of Quality Management. This training expands the theoretical and applied application of Quality Management to a variety of operational areas related to developing and maintaining a shared culture of quality in the work environment.

The course is a follow up to CORCOM008: QM I – A Guide for Local Managers and Senior Probation Officers, which provides Local Managers and Senior Probation Officers with the theoretical background and practical application of Quality Management and Assurance principles.

This training uses a behaviour-modeling approach, which combines theory, video, role plays, discussion and case studies, and provides participants with opportunities to practice their skills based on their own personal work-related issues and challenges.

The 14-hour training is completed over a two-day period. Day One focuses on a review of Quality Management and Quality Assurance and how to balance Quality Management principles with the practicalities of service delivery. Day Two encourages participants to address personal and specific challenges in the workplace and to discuss current initiatives and topics of interest.

Course Goal(s):

Adhering to the basic principles of Quality Management, participants will address a variety of work performance topics to enhance their abilities and skill and then apply them to office-related tasks and responsibilities.

Course Learning Objectives:

By the end of this course you will be able to:

- Describe how to balance the philosophy of Quality Management with the practicalities of multiple office tasks and responsibilities.
- Describe how to tailor communication and learning approaches to meet the different needs of your staff.
- Describe how to develop and maintain a relationship based on trust with staff while you engage in QM/QA initiatives.

Course Topics/Content:

1. Introduction
 - 1.1. Quality Management in the Private Sector (Westjet, Ford M.C. etc.)
 - 1.2. What does QM Success Look Like?
 - 1.3. Overview of Quality Management and Assurance (Who, What, When, Where, Why and How as they relate to QM principles)
 - 1.4. Balancing the philosophy Quality Management with practicalities
 - 1.5. How people learn/perceive (content, skills and style of delivery)
2. Establishing a Culture of Quality in your Office
 - 2.1. Establishing a Positive Office Culture, e.g:
 - 2.1.1. Building and maintaining trust
 - 2.1.2. Demonstrating Impartiality
 - 2.1.3. Ethical conduct and accountability
 - 2.1.4. Organizational health
 - 2.1.5. Labour relations and entitlements
 - 2.1.6. Office politics and its impact on QM
 - 2.1.7. Discrimination – gender, race, language, etc.
 - 2.2. Promoting Effective Office Communication, e.g.:
 - 2.2.1. Sharing information
 - 2.2.2. Coaching and providing feedback
 - 2.2.3. Incorporating QM into staff meetings
 - 2.2.4. E-performance as a QM tool (Core Values)
 - 2.2.5. Communicating QM Findings
 - 2.3. Becoming a Successful Agent of Change, e.g:
 - 2.3.1. Implementing new initiatives
 - 2.3.2. Time management
 - 2.3.3. Inclusivity – everyone has a role in improving quality
 - 2.3.4. Accountability
 - 2.4. Modeling Professionalism, e.g:
 - 2.4.1. Job classification – minimizing disharmony
 - 2.4.2. Responsivity to other justice partners
 - 2.4.3. Contract management
 - 2.4.4. Inter-office and intra-office staff problems
 - 2.4.5. Client complaint procedures
 - 2.5. Other
3. Other Relevant Topics (generated by administrators and participants)
 - 3.1.1. Defining and presenting
 - 3.1.2. Brainstorm and problem-solving
 - 3.1.3. Relating it back to QM
4. Sharing Emerging Issues and Initiatives as determined by peers or others
5. Course Conclusion

Text and Resource Materials: Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required:

All course materials will be distributed to students at the training.

Recommended: N/A

Equivalent Course(s) within the JIBC: N/A

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	14			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods: N/A

Related Program(s): (where applicable) N/A

Credit Transfer exists at: N/A

Course Grading System:

Check the system that applies to this course:

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	<input checked="" type="checkbox"/>	Pass/Fail	<input type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only	<input type="checkbox"/>	Not Applicable		

Passing Grade:	Pass/Fail
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Evaluation Activities and Weighing: (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	100%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation:

Evaluation consists of participation in all classroom activities.

Other Course Guidelines, Procedures and Comments:

This course is mandatory for all Local Managers and Senior Probation Officers with the Community Corrections Division, B.C. Corrections Branch.

To view CCJD divisional policies listed below, visit:

www.jibc.bc.ca/ccjd/policies.htm

Code of Conduct

Grades and Appeals

Withdrawals and Transfers

View the Justice Institute of BC Policies listed below at:

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy

Academic Appeals Policy

Harassment Policy

Intellectual Property Rights Policy

Prior Learning Assessment Policy

Research on Human Subjects: Ethics

Student Code of Conduct

Student Records