

Level 4 Quality Practitioner

Adult Care Quality Pathway

Improve Quality. Enhance Patient Experience. Drive Service Excellence.



The Level 4 Quality Practitioner apprenticeship develops professionals who are responsible for supporting quality, compliance, assurance and continuous improvement within adult care services.

The programme equips learners with practical tools to monitor performance, manage risk, support regulatory compliance and drive sustainable service improvements.

Adult Care Context

Learning is contextualised to:

- Residential care
- Nursing care
- Domiciliary care
- Supported living
- Community services
- Learning disability services
- Mental health services
- Complex care services

Who Is This For?

This pathway is ideal for individuals who:

- Monitor service quality and standards
- Support quality assurance systems
- Conduct audits and reviews
- Analyse performance and compliance information
- Coordinate improvement activities
- Prepare services for inspection
- Monitor incidents and safeguarding trends
- Support governance and reporting processes
- Identify risks and implement improvements
- Champion continuous improvement

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Strengthen Quality. Improve Outcomes. Deliver Outstanding Care.

Progression Outcomes

Following successful completion, apprentices may progress into:

- Quality and Improvement Leadership
- Service Leadership

Further Development

- Integrated Health and Social Care Level 5 (Leader in Adult Care apprenticeship)
- Chartered Quality Institute professional development opportunities

What will apprentices learn?

Quality Assurance and Governance

- Quality management systems
- Governance frameworks
- Assurance processes
- Regulatory requirements
- Quality culture

Audit and Compliance

- Planning and conducting audits
- Evidence gathering and reporting
- Compliance monitoring
- Continuous assurance activities

Data and Performance

- Analysing quality data
- Reporting and dashboards
- Performance monitoring
- Trend analysis
- Using information to support decision-making

Risk and Improvement

- Risk identification and management
- Root cause analysis
- Incident investigation
- Continuous improvement methodologies
- Service redesign and improvement planning

Example Improvement Projects

- Improving care planning quality
- Strengthening medication processes
- Enhancing safeguarding oversight
- Improving service-user outcomes
- Increasing satisfaction and engagement
- Improving audit performance
- Preparing services for inspection

Develop the expertise to improve quality, strengthen compliance and achieve better outcomes for adults receiving care and support.

