

## Offering a Quality Service Job Aid

Offering a Quality Service to a Service Provider is a five step process. This job aid outlines each of those steps.

This job aid is aimed at Commissioning Organisations with the role of 'Commissioning Management'.

**Note: The data that appears in this job aid is for training purposes only and does not represent actual data.**

### Step 1: Select the Quality Service

1. From the CQRS Home screen, select the **Participation Management** tab and then select the **Create Offers** sub-tab.

Quality Services	Service Type	Date Created
<input type="radio"/> Quality and Outcomes Framework 2013/14	Original	14/05/2013
<input type="radio"/> Quality and Outcomes Framework 2014/15	Customised	25/02/2015

**NOTE:** Quality Services available to you and those that your organisation has customised display on the Quality Services commissioning panel. Selecting a Quality Service displays the details for the chosen Quality Service.

2. From the **Payment Type** dropdown, select the Service Type you wish to offer.
3. Select the radio button next to the Quality Service and then select the **Continue** button.

<input type="radio"/> Quality and Outcomes Framework 2015/16	Customised	04/03/2015
<input checked="" type="radio"/> Quality and Outcomes Framework 2016/17	Customised	20/03/2017

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## Step 2: Define Quality Service Details

- In Step 2, you have the option of defining the Quality Service details and setting parameters such as Service Start, End, Response, and Target Dates.
- Selecting the **Help** button on this screen lets you access the User Guide, which provides descriptions of these parameters.

**Create Service Offer** ?

**Step 1** ✓ Select a Quality Service

**Step 2** Define Service Details

**Step 3** Select Service Providers

**Step 4** Review

**Step 5** Submit Offer

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**Original Service Start Date:** 01/04/2016

**Original Service End Date:** 31/03/2017

**Service Start Date: \*** 01/04/2016

**Service End Date: \*** 31/03/2017

**Service Response Date: \*** DD/MM/YYYY

**Service Target Date:** DD/MM/YYYY

**Payment:**

Generate Payment

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- Enter or adjust your parameters and then select the **Continue** button.

**NOTE:** Adjustments to either the Service Start or End dates must remain within the original service's Start and End date parameters.

### Step 3: Choose Service Provider(s)

7. Next, identify the Service Provider(s) to whom you wish to offer the Quality Service.

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Select Service Providers to associate with the service(s). For more search options, select [Advanced Search](#).

Org ID:   [Advanced Search](#)

Select All	Org ID	Service Provider Name	Parent Organisation	Contract Type
<input type="checkbox"/>	AA01AA	SvcProvider04A	CommOrg04	GMS
<input type="checkbox"/>	BB01BB	SvcProvider04B	CommOrg04	GMS
<input type="checkbox"/>	CC04CC	SvcProvider04C	CommOrg04	GMS
<input type="checkbox"/>	DD04DD	SvcProvider04D	CommOrg04	GMS
<input type="checkbox"/>	EE04EE	SvcProvider04E	CommOrg04	GMS
<input type="checkbox"/>	FF04FF	SvcProvider04F	CommOrg04	GMS
<input type="checkbox"/>	GG04GG	SvcProvider04G	CommOrg04	GMS

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8. Select the checkbox next to each Service Provider to whom you wish to make the offer. If offering it to all Service Providers, select the **Select All** checkbox in the panel header.

Select All	Org ID	Service Provider Name
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	AA01AA	SvcProvider04A
<input type="checkbox"/>	BB01BB	SvcProvider04B
<input checked="" type="checkbox"/>	CC04CC	SvcProvider04C
<input type="checkbox"/>	DD04DD	SvcProvider04D
<input checked="" type="checkbox"/>	EE04EE	SvcProvider04E

9. Select the **Save & Continue** button.

## Step 4: Review Offer

10. Next you have the opportunity to review details of the offer. Pay special attention to the details displayed on this screen, making sure that start, end, response and target dates are accurate and that the intended Service Providers are correct.

**Review Offer** ?

**Step 1** ✓  
Select a Quality Service

**Step 2** ✓  
Define Service Details

**Step 3** ✓  
Select Service Providers

**Step 4**  
Review

**Step 5**  
Submit Offer

**Quality and Outcomes Framework 2016/17** « Back to Select Service Providers

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<b>Commissioning Organisation:</b>	LatOrg04	<b>Service Start Date:</b>	01/04/2016
<b>Managing Organisation:</b>	LatOrg04	<b>Service End Date:</b>	31/03/2017
<b>Status:</b>		<b>Service Response Date:</b>	01/05/2017
		<b>Process Target Date:</b>	N/A

**Selected Providers**

Org ID	Service Provider Name	Parent Organisation	Contract Type
AA01AA	SvcProvider04A	CommOrg04	GMS
CC04CC	SvcProvider04C	CommOrg04	GMS
EE04EE	SvcProvider04E	CommOrg04	GMS

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**NOTE:** If you wish to make any corrections, select the **<< Back to Select Service Providers** link and make the desired changes. (You may also select a specific step from the steps listed at the top of the screen to return to a specific one).

11. When you are satisfied that the offer is correct, select the **Submit** button.

## Step 5: Confirm Offer

12. Once submitted, a confirmation message displays to make sure that you wish to make the offer. Select the **Yes** button.

A confirmation message displays, stating that the Quality Service has been offered to the selected Service Provider(s).

The selected service is submitted and processing. This can take a few minutes before you can view the service offer on the offered services page. [View all offered services](#) or [create a new offer](#).