

UAN:	T/506/1994
Level:	4
Credit value:	3
GLH:	21
Relationship to NOS:	Management & Leadership (2012) National Occupational Standards: <ul style="list-style-type: none"> • CFAM&LFE4 Carry out quality audits
Assessment requirements specified by a sector or regulatory body:	Skills CFA Assessment Strategy Competence units (S/NVQ)
Aim:	This unit aims to develop the knowledge and skills required to conduct quality audits and introduces learners to the key principles underpinning the management of quality. Upon completion of this unit, learners will be able to prepare for and conduct quality audits.

Learning outcome
The learner will: 1. understand the principles underpinning the management of quality
Assessment criteria
The learner can: 1.1 analyse the principles of quality management 1.2 analyse the purpose and requirements of a range of quality standards 1.3 analyse the advantages and limitations of a range of quality techniques 1.4 assess how the management of quality contributes to the achievement of organisational objectives.

Learning outcome
The learner will: 2. be able to prepare to carry out quality audits
Assessment criteria
The learner can: 2.1 establish the quality requirements applicable to the work being audited 2.2 develop a plan for a quality audit 2.3 prepare the documentation needed to undertake a quality audit 2.4 specify data requirements to those who will support the audit.

Learning outcome
The learner will: 3. be able to conduct quality audits
Assessment criteria
The learner can: 3.1 confirm that any previously agreed actions have been implemented 3.2 analyse information against agreed quality criteria 3.3 identify instances where business processes, quality standards and/or procedures could be improved 3.4 agree actions and timescales that will remedy non-conformance or non-compliance.