

## National Certificate: Quality Management Systems NQF 5 66189, 120 Credits

### Purpose of the Qualification

Quality assurance is becoming increasingly vital in ensuring that quality is maintained at every level of industry. Quality management constitutes the management of essential quality assurance processes and services which can be rendered in a variety of contexts, mainly production, manufacturing and services.

This Qualification is intended to develop the appropriate skills and knowledge required by a person who wishes to pursue a career as a Quality Manager. The function of such a person is to assist the Quality Specialist in the performance of those tasks and activities that would lead to the effective maintenance and improvement of a service delivery, manufacturing, production or construction processes.

Recipients of this qualification will be able to:

- Demonstrate an understanding of a quality management system.
- Enhance a quality management system.
- Implement and control a quality management system.

### Rationale

This Qualification will meet the needs of the Quality Management Sector by providing training standards against which Quality Managers can be trained. This Qualification meets the needs of society by providing persons who are competent at improving productivity, efficiency and effectiveness of service, manufacturing, production or construction process.

The majority of the learners attempting this qualification are likely to be persons who have qualified as service, manufacturing, production or construction technicians and who, as a result of such experience, have been identified and selected as having the potential to assist in and or manage the quality assurance aspects of the service delivery, manufacturing, production or construction process.

### Entry Requirements

It is assumed that the learner has the following knowledge and skills:

- Mathematical literacy at NQF Level 4.
- Communication at NQF Level 4.



## Module Breakdown

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	Unit Standard	Unit Standard Title	NQF Level	Credits
<b>Module 1: Introduction to Quality Management Systems</b>				
Core	263379	Explain the business processes in quality management	Level 5	8
Core	263397	Explain the regulatory framework for quality management systems	Level 5	5
Fundamental	263377	Demonstrate an understanding of quality requirements for a quality management system	Level 5	12
<b>Module 2: Ethics</b>				
Core	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
<b>Module 3: Implement and Control Quality Management Systems</b>				
Core	263400	Conduct audits of the quality management system	Level 5	10
Core	263394	Manage documentation and records within a quality management system	Level 5	8
Fundamental	10622	Conduct communication within a business environment	Level 5	8
Elective	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Fundamental	115790	Write and present for a wide range of purposes, audiences and contexts	Level 5	5
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	Level 5	4
Elective	252032	Develop, implement and evaluate an operational plan	Level 5	8
<b>Module 4: Introduction to Project Management</b>				
Core	243819	Coordinate the closure of a simple to moderately complex project	Level 5	8
Core	243980	Manage risks on a simple to moderately complex project	Level 5	6
Core	243812	Monitor and control the execution of the project management plan for a simple to moderately complex project	Level 5	12
<b>Module 5: Enhance a Quality Management System</b>				
Core	263395	Demonstrate an understanding of statistical process control	Level 5	12





Core	263376	Improve the effectiveness and efficiency of quality management system	Level 5	8
Fundamental	115823	Gather and manage information for decision-making	Level 5	5
Elective	243267	Apply and continuously improve company policies and procedures	Level 5	10

