

Apprenticeships

Find your inner Superhero

Quality Practitioner

Level 4



Overview

This occupation is found in the public and private industries to ensure that their organisations fulfil the requirements of their customers and other stakeholders.

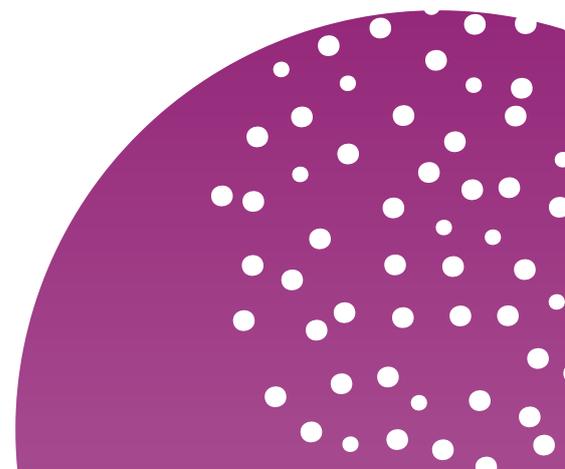
The broad purpose of the occupation is to deploy effective Quality Practices in their responsible area to ensure organisations fulfil the contractual and regulatory requirements of their customers and other stakeholders.

This includes four main elements:

1. Quality Planning (planning a delivery system for reliable outputs, such as implementing Quality Management Plans)
2. Quality Assurance (providing confidence to stakeholders that Quality standards are maintained, such as conducting audits)
3. Quality Control (verifying a product or service is meeting agreed specifications, such as carrying out inspections)
4. Continuous Improvement (preventing recurrence of poor quality through analysis and addressing the root cause of poor quality, such as conducting investigations).

In their daily work, an employee in this occupation interacts with a variety of departments within the organisation and external organisations, such as customers, suppliers and certification bodies when required. They will be the advocate for implementing Quality Practice and Governance. A typical day will likely include internal meetings to review quality performance, such as gathering and analysing quality performance data, inspection or audit findings, carrying out audits or inspections, stakeholder visits, interacting with people from other functions to plan the quality delivery system for their area of responsibility.

Individuals will also support and develop people within and outside the Quality Function.



Individuals will be responsible for providing Quality duties within the following key areas:

- Support Senior Quality Practitioner and Leaders to formulate Quality Strategy
- Contribute to the management of customer satisfaction and supplier performance
- Deploy Quality Policies and Governance
- Guide and support others to improve quality competency and performance
- Plan and Conduct Audits and other assurance activities
- Develop Quality Control Plans for products/services
- Provide guidance on use of methods/tools to improve quality performance
- Solving Quality problems, such as non-conformances, and overcoming challenges to the implementation of solutions
- Effective application of quality risk management and mitigation to drive new products/services development

The occupational duties are underpinned by a set of knowledge requirements and professional behaviours.



Length of Programme:
14 Months

Benefits:

- Professional recognition with the Chartered Quality Institute – Practitioner level
- Knowledge builder - raises awareness of Quality Management Systems
- Supports a career in quality assurance and quality improvement
- Encourages critical thinking and analysis
- Earn as you learn
- Level 4 standard equivalent to a equivalent to an HNC, a foundation degree, or the first year of an undergraduate degree.



End Point Assessment:

End Point Assessment or EPA as it's known has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. For this qualification the EPA consists of the following:



- Contextualised work based project (4000 words) (Work based project will be designed to meet the needs of the business and have a real business application. It may be based on the application of business improvement tools to improve quality performance, using or developing measurement systems to support continuous improvement and maximise efficiency, assuring quality through a lifecycle or driving compliance).
- Presentation and Question and Answers. This will be based on the work based project. Typically this will be a 35 minute presentation and 25 minute Q&A.
- Professional discussion underpinned by a portfolio of evidence, which will be put together during the on-programme period. This will be a 60 minute discussion with the End Point Assessor.

