

L4 Quality Practitioner Apprenticeship

A fully competent Quality Practitioner can work in a wide range of organisations (from multi-nationals to SMEs), including automotive, defence, food, pharmaceutical, nuclear, public sector and government.

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).

Outcomes

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.

Key Duties include:

- ▶ Provide guidance on methods to improve quality performance
- ▶ Plan and Conduct Audits and other assurance activities
- ▶ Support Senior Quality Practitioner to formulate Quality Strategy





Our tutors and assessment staff have many years of experience working within regulated scientific organisations. Quality is at the heart of everything we do and the role of a Quality Practitioner is to ensure that their organisations fulfil the contractual and regulatory requirements of their customers and other stakeholders.

Key Skills

- ▶ Identify, interpret and apply relevant legal, governmental or industry regulations affecting the organisation.
- ▶ Identify, analyse and prioritise quality specific risks and opportunities. Support the development, implementation and effectiveness of resulting actions.
- ▶ Apply methods and tools to improve the quality performance of processes, products and services such as production control plans, standardised work, use of failure modes and effects.
- ▶ Communicate organisational quality strategy to all levels of the organisation.

Professional Recognition

This apprenticeship is professionally recognised by the Chartered Quality Institute (CQI) and successful completion of this programme provides opportunity for Practitioner registration with the CQI.

Apprenticeship details

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| ▶ Course length | 14 months plus End Point Assessment |
| ▶ Cost | £6000 |
| ▶ Delivery | monthly online lectures with weekly contact and support |
| ▶ Content | Key Knowledge Skills and Behaviours required for quality role |
| ▶ Output | e-portfolio evidencing the KSB's |
| ▶ Assessment | EPA consisting of a project report & presentation plus a professional discussion |



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