

**OCCUPATIONAL
CERTIFICATE:
QUALITY ASSURER**
NQF 5
(106 credits)

iLearn®

QUALIFICATION OVERVIEW

The purpose of this qualification is to prepare learners to operate as Quality Assurers.

Quality Assurers assure incoming, in-process and outgoing quality standards of products and services in terms of planned and systematic activities implemented in a quality system so that quality requirements for a product or service will be fulfilled.

A qualified learner will be able to:

- Ensure incoming, in-process and outgoing quality products or services.
- Manage the quality management department to meet performance targets.
- Manage a quality management system.
- Manage quality functions of an organisation to ensure product/service quality.

DURATION

1 Year

DELIVERY METHOD

Face-To-Face / Hybrid Training

MINIMUM ENTRY REQUIREMENTS

NQF Level 4 with Communication

Or

Occupational Certificate: Quality Controller, NQF Level 4

WHO SHOULD ATTEND

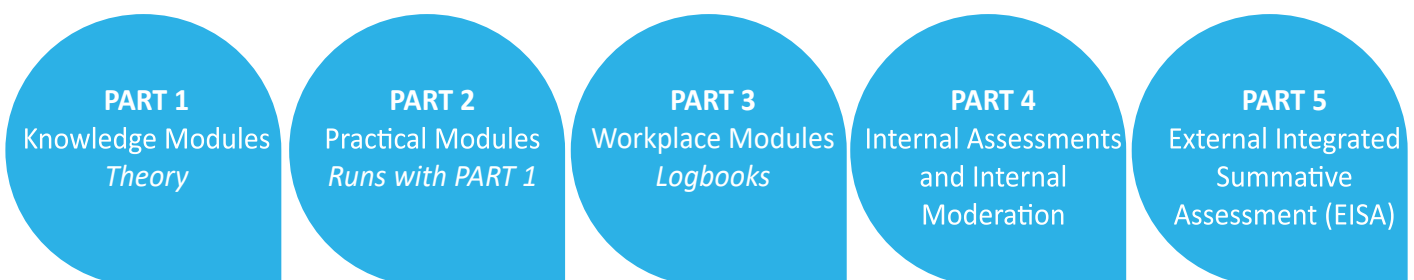
The programme is intended for:

- People looking to start a career in quality assurance, particularly in sectors like manufacturing, healthcare, software, or education.
- QA officers, specialists, or technicians who want to enhance their skills and knowledge of quality assurance systems, audits, and regulatory requirements.
- Those involved in ensuring the quality of training delivery, assessments, and learner outcomes.
- Managers or Supervisors responsible for maintaining quality standards.

QUALITY PARTNER

SSETA – Services SETA

COURSE STRUCTURE



KNOWLEDGE MODULES

MODULE NUMBER	MODULE TITLE	NQF LEVEL	CREDITS
KM-01	Quality Management and Quality Management Systems	5	11
KM-02	Quality Management and the 4th Industrial Revolution	5	3
KM-03	Process Management	5	6
KM-04	Fundamental Management Principles	5	4
KM-05	Managing Quality Assurance Department or Business Unit	5	8
KM-06	Risk Profiling	5	4
KM-07	Internal and External Stakeholders	6	2

PRACTICAL MODULES

MODULE NUMBER	MODULE TITLE	NQF LEVEL	CREDITS
PM-01	Implement and Maintain Quality Assurance Processes in Compliance with Regulatory and Customer Requirements	5	4
PM-02	Conduct Quality Assurance to ensure Product/Service conforms to Standards and Regulatory requirements	5	4
PM-03	Manage Documentation and Records within Quality Assurance Processes	5	2
PM-04	Improve the Effectiveness and Efficiency of Quality Assurance Processes	5	2
PM-05	Introduce new Products/Service	5	2
PM-06	Critically Analyse Qualitative and Quantitative Data and Use Information for Improvements	5	2
PM-07	Lead and Manage Wellbeing and Performance of Staff and Effectiveness of Teams	5	2
PM-08	Apply Principles of Business Ethics and Accountability	5	2
PM-09	Conduct internal audits of the Quality Management Systems Policies and Procedures	5	4

WORKPLACE MODULES

MODULE NUMBER	MODULE TITLE	NQF LEVEL	CREDITS
WM-01	Conduct Quality Assurance at Various Stages of the Process	5	28
WM-02	Maintain Productive and Effective Work Teams for a Quality Business Unit	5	16

EXIT LEVEL OUTCOMES

- Coordinate the implementation of quality assurance processes and activities to enhance an organisation's efficiency and profitability.
- Coordinate quality assurance functions to support operations and implement improvements.

ARTICULATION OPTIONS

Horizontal Articulation:

Occupational Certificate: Project Manager, NQF Level 05

Vertical Articulation:

- Occupational Certificate: Quality Manager, NQF Level 6.