Unit Title:	**Conduct quality audits**
OCR unit number:	26
Level:	4
Credit value:	3
Guided learning hours:	21
Unit reference number:	T/506/1994

Unit aim and purpose

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 Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the principles underpinning the management of quality	**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	**Quality Standards** will include: • include British Standard BS5750 • International Standards Organisation ISO 9000 • Legislation
2 Be able to prepare to carry out quality audits	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	
3 Be able to conduct quality audits	3.1 Confirm that any previously agreed actions have been implemented 3.2 Analyse information against agreed quality criteria	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	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	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Management & Leadership (2012) National Occupational Standards:	CFAM&LFE4	• Carry out quality audits

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

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