

Unit Title:	Prepare for and support quality audits (F14)
Unit Number	25
Level:	4
Credit value:	4
Guided learning hours:	20
Unit expiry date:	28/02/2015

Unit purpose and aim

This unit will ensure that learners understand the quality standards and are able participate in a quality audit and take correction action.

Learning Outcomes	Assessment Criteria	Exemplification
1 Understand the quality standards and procedures that apply to own area of responsibility.	1.1 Describe the quality standards and procedures that apply to own area of responsibility.	This may include: <ul style="list-style-type: none"> • External auditors • ISO9001 • Food Hygiene Audits • BRC Audits • Sector specific systems.
2 Be able to monitor work in own area of responsibility against quality standards and procedures.	2.1 Select and apply methods for monitoring work.	This may include: <ul style="list-style-type: none"> • Standard specific • Operational related • Self regulating against external auditors standards.
3 Be able to prepare for a quality audit in own area of responsibility.	3.1 Prepare and organise records and documentation for the quality auditor. 3.2 Review previous quality audits and ensure agreed recommendations have been implemented.	This may include: <ul style="list-style-type: none"> • Complete documents • Accessible records • Evaluate current status against auditors standards. This may include: <ul style="list-style-type: none"> • Previous action plans • Recommendations • Status of implementation.
4 Be able to discuss quality audit findings with the auditor.	4.1 Discuss with the auditor the results of the audit and identify any areas for improvement.	This may include: <ul style="list-style-type: none"> • Improvement plans • Success points in audit • Auditors recommendations and comments.

Learning Outcomes	Assessment Criteria	Exemplification
	4.2 Agree corrective actions to remedy any identified issues, and set a date for their implementation.	This may include: <ul style="list-style-type: none"> • Target dates • Improvement checklists • Owners of actions.
5 Be able to complete agreed actions following a quality audit.	5.1 Take correction action based on quality audit findings.	This may include: <ul style="list-style-type: none"> • Action plans for completion • Team to assist in the completion • Focus groups for next planned audit review.

Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which, on request, will need to be made available to the OCR external verifier. Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. An OCR Centre Authentication form is provided in the Centre Handbook.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities.

You may collect evidence for the unit through work in a private sector organisation, a public sector organisation or a not-for-profit organisation.

You must provide evidence that shows you have done this over a sufficient period of time on different occasions for your assessor to be confident that you are competent.

Guidance on assessment and evidence requirements

You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- Professional discussion with your assessor in respect of management audits
- Your audit plan for within your organisation
- Minutes of meetings with stakeholders in relation to audits
- Key performance indicators and monitoring information

Details of relationship between the unit and national occupational standards

MSC F14 Prepare for and participate in quality audits

Resources

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

Additional information

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

OCR Level 4 NVQ in Team Leading

Evidence Record Sheet

Unit F14 Prepare for and support quality audits

I confirm that the evidence provided is a result of my own work.

Signature of candidate: _____ Date: _____

Evidence reference	Evidence title	Assessment method	LO1	LO2	LO3		LO4		LO5
			1.1	2.1	3.1	3.2	4.1	4.2	5.1

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: _____ Name (in block capitals): _____ Date: _____

Countersignature of qualified assessor (if required) and date: _____

IV initials (if sampled) and date: _____ Countersignature of qualified IV (if required) and date: _____

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