

## Unit 416

## Prepare for and support quality audits

<b>UAN:</b>	<b>K/506/1992</b>
<b>Level:</b>	4
<b>Credit value:</b>	3
<b>GLH:</b>	17
<b>Relationship to NOS:</b>	Management & Leadership (2012) National Occupational Standards: <ul style="list-style-type: none"><li>• CFAM&amp;LFE3 Prepare for and participate in quality audits</li></ul>
<b>Assessment requirements specified by a sector or regulatory body:</b>	Skills CFA Assessment Strategy Competence units (S/NVQ)
<b>Aim:</b>	This unit aims to develop the knowledge and skills required to prepare for and support 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 support quality audits.

<b>Learning outcome</b>
The learner will: <ol style="list-style-type: none"><li>1. understand the principles underpinning the management of quality</li></ol>
<b>Assessment criteria</b>
The learner can: <ol style="list-style-type: none"><li>1.1 analyse the principles of quality management</li><li>1.2 analyse the purpose and requirements of a range of quality standards</li><li>1.3 analyse the advantages and limitations of a range of quality techniques</li><li>1.4 assess how the management of quality contributes to the achievement of organisational objectives.</li></ol>

<b>Learning outcome</b>
The learner will: 2. be able to prepare for quality audits
<b>Assessment criteria</b>
The learner can: 2.1 establish the quality requirements applicable to the work being audited 2.2 confirm that documentation is complete 2.3 confirm that any previously agreed actions have been implemented 2.4 make available information requested in advance by auditors.

<b>Learning outcome</b>
The learner will: 3. be able to support quality audits
<b>Assessment criteria</b>
The learner can: 3.1 provide access to information on request within scope of the audit 3.2 agree actions and timescales with auditors that will remedy non-conformance or non-compliance 3.3 identify instances where business processes, quality standards and/or procedures could be improved 3.4 develop a quality improvement plan that addresses the issues