

Quality Practitioner

Level 4



“Reach your full potential”



Level 4 Quality Practitioner Overview

A Quality Practitioner apprentice deploys effective quality practices within their area of responsibility to ensure their organisation fulfils the contractual and regulatory requirements of their customers and other stakeholders. Quality practitioners are responsible for quality planning and providing a delivery system for reliable outputs such as implementing quality management plans; undertaking quality assurance and providing confidence to stakeholders that quality standards are maintained; quality control and verifying that products and services meet the agreed specifications through carrying out audits and inspection; and continuous improvement leading to prevention or recurrence of poor quality through analysis and addressing the root cause including conducting investigations.

Delegates on this apprenticeship will develop key quality practitioner skills and will act as an advocate for implementing Quality Practice and Governance. Apprentices will review quality performance and gather and analyse quality performance data, review inspection or audit findings and undertake audits or inspections to inform improvement and adherence to specification requirements. Quality practitioners will also support and develop people within and outside the Quality Function.



Who is it for?

The Quality Practitioner standard is suitable for new or practising practitioners who aspire to senior positions and want to develop their core skills such as quality planning, quality assurance, ensuring quality standards are maintained, quality control activity and continuous improvement and prevention of poor quality



Quality Engineer



Supplier Quality Engineer



Quality Assurance Officer

Quality Manager



Quality Officer



Project Quality Engineer



Why do this apprenticeship – what are the benefits:

Apprentice Benefits

- Progression to higher qualifications
- Gain skills from an industry driven approach
- Applies learnt theories and models to practical situations within the workplace
- Gain knowledge and understanding in how to drive improvement to meet organisational KPIs and goals
- Provides individuals with additional core knowledge, skills, techniques and tools to be more successful in implementing quality improvement and quality assurance
- Develop and demonstrate a range of transferable skills and professional behaviours and attributes in the work environment
- Develops an individual's ability to undertake quality planning meet KPIs and planned outputs, undertake quality assurance to meet customer and stakeholder requirements, ensure quality standards are maintained, as well as ensuring quality control through audit

Employer Benefits

- Brings latest knowledge and best practice into the business
- Fewer customer complaints and improved customer satisfaction
- Workplace project adds value and quality improvement to the business
- Greater production volumes (possibly providing better economies of scale)
- Lower costs as a result of less waste and rejected output
- Provides the assurance to employers that products and services can be measured in terms of performance, reliability and durability
- Achieves measurable improvement and results
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- Enhances reputation, provides customer reassurance by investing in trained staff
- Ensures superior products and services
- Improved image and reputation
- Apprentices develop the critical skills demanded by employers
- Development of workplace problem solving skills

Programme Structure

The course is delivered via a mixture of face to face and online workshops, webinars, coaching sessions and workplace learning

Programme Breakdown

- 12 x 6-hour workshops to cover knowledge elements of the standard (may include face to face and online workshop delivery)
- 3 x skills development workshops and workplace activities
- 2 x 4-hour EPA preparation workshops
- 6 x 1-hour virtual coaching sessions
- 8 x 1 ½ hour Reviews
- Development of portfolio evidence and assessment completion
- Completion of work-based project
- Continuing professional development log to be kept and maintained as part of the portfolio of evidence
- Completion of online learning modules as part of off the job activities

Programme Length

Course duration 14-18 months plus EPA



Training and Support

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

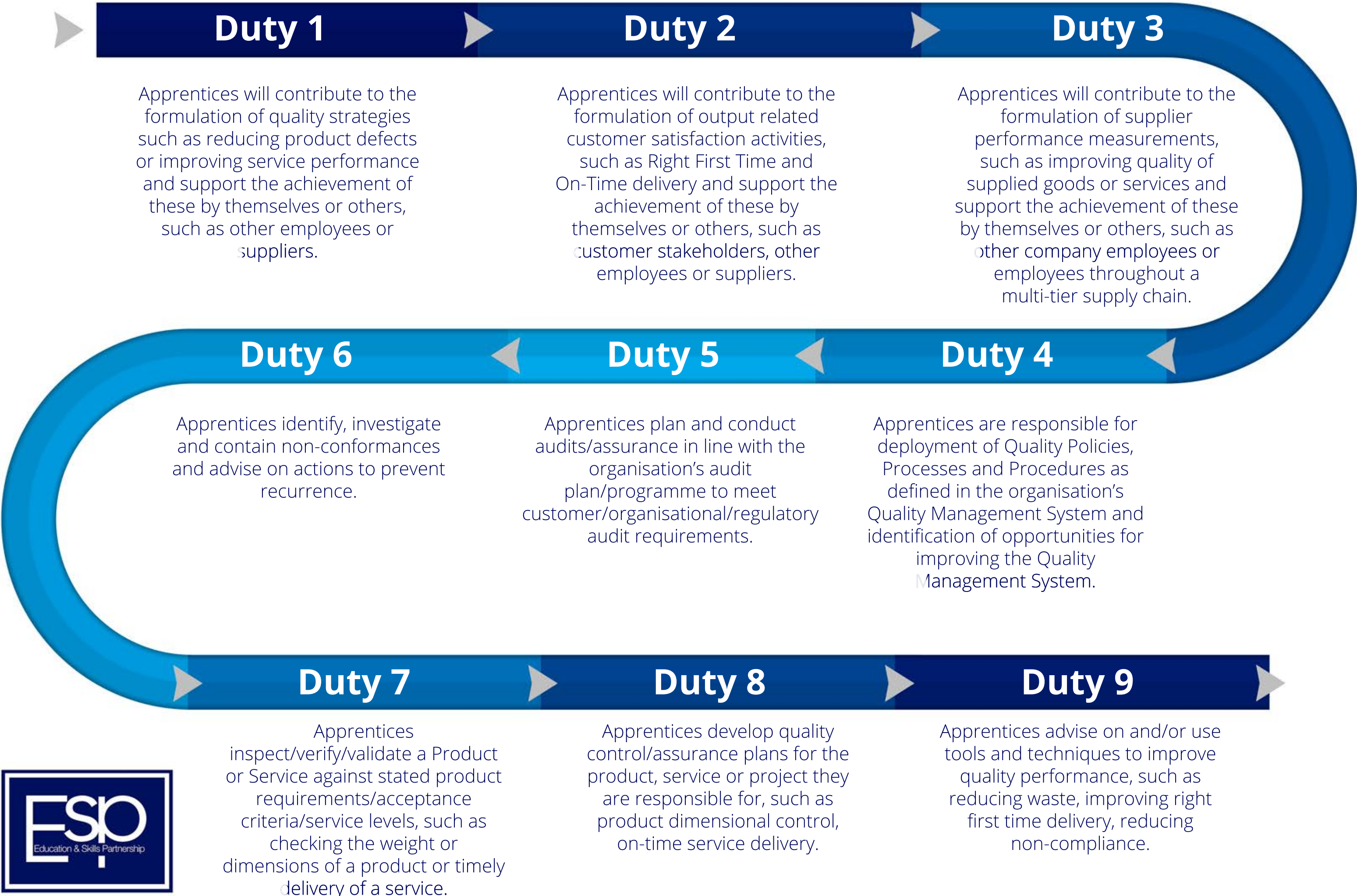
Learners will be supported by learning and skills coaches who are experts in their field, working closely with employers to ensure learners gain the skills, knowledge and behaviours to demonstrate competency as a Quality Practitioner.

Our learning and skills coaches will:

- Deliver online and face to face workshops
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will provide feedback on written assignments and evidence submitted
- They will support you with preparation for end point assessment



Programme Modules - The delivery is broken down into 12 duties



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Duty 10

Apprentices gather and analyse routine quality performance data and produce relevant reports to support governance, assurance and improvement activities.

Duty 11

Apprentices guide and support others inside the Quality Function or in other functions to improve quality competence and quality performance.

Duty 12

Apprentices support the development of new/changed products or services, through identifying/quantifying quality risks and contribute to the analysis and mitigation/prevention of these risks.

Programme Summary - Knowledge

- Understand the organisations operating environment and factors that influence its direction and performance.
- Understand the environment in which the organisation's products/services are produced or supplied, and factors that influence performance
- How organisational strategy is sensitive to stakeholder perceptions which informs priorities at a tactical level.
- How contractual and commercial requirements for quality affect organisational performance objectives
- The methods and tools used to identify stakeholders and their requirements including the tools used to analyse and prioritise quality requirements including tools such as Kano model.
- How to convert quality requirements into performance measures objectives using tools such as Critical to Quality Trees, requirements matrices and operational definition.
- Risk and opportunity management, including the risk and opportunity management principles, framework and processes, types of risk/opportunity associated with new product/service development and improvement, process and supply chain management and methods and tools for identifying, assessing, and mitigating risks/realising opportunities, such as risk and opportunity register, risk and opportunity matrix, Fault Tree Analysis (FTA), Failure Mode and Effects Analysis.
- How to plan, measure, manage and monitor organisation's quality objectives.
- Products/services life cycle stages (such as Capture, Design and Development, Integration, Production, Support and Closure) and the implication for quality
- Concept of process design to support organisational objectives using tools such as process flowchart, value stream mapping and SIPOC
- Tools and techniques for managing the organisation's products / services to meet customer requirements such as Quality Function Deployment, Lean Product Development and Design for Manufacturing.
- Understand the purposes for auditing and how to plan, conduct, report and follow up an audit.
- When to apply a range of business improvement approaches tools and techniques such as Problem definition, measurement systems analysis, Basic data analysis, graphical data analysis, use of software tools for data analysis, root cause analysis, identification and assessment of improvement options, process control tools.
- The key considerations (such as political, economical, social, technological, legal and environmental) and approaches necessary (such as Tuckman's Storming, Norming, Forming and Performing) to enable change in organisations, products or services.
- The company's key drivers for change (internal and external) may influence priorities and objectives.
- The techniques used for improving awareness and performance in relation to quality objectives and requirements.
- Principles of the foundation of Quality and Quality Management System.

Skills and Behaviours

Skills

Identify, interpret and apply relevant legal, governmental or industry regulations affecting the organisation

Communicate using appropriate methods to influence internal and external stakeholders

Identify, collect and analyse relevant quality data using appropriate tools and techniques such as Pareto analysis, statistical methods and trending analysis

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.

Identify, analyse and prioritise quality specific risks and opportunities. Support the development, implementation and effectiveness of resulting actions

Plan and conduct system, product or process audits

Assess the effectiveness of the measurement systems using tool such as Measurement Systems Analysis

Identify requirements from technical documents, commercial input or stakeholder statements and converting to definitions that can drive the organisations processes

Behaviours

Seek continuous professional development opportunities and keeping up to date on sector/organisation regulation.

Promote actively best practices and continuous improvement.

Operates diligently with professionalism considering a wider picture.

Act with integrity by being open and honest.

Always put customers at the heart of every task.

Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

IAG Workshop

Attend a virtual workshop session to provide an overview of the following
Overview of the apprenticeship programme
20% Off the Job Training
Attendance at masterclasses and workshops

Initial Assessment:

Complete BKSB maths and English initial assessments

Diagnostic Assessment:

Complete BKSB maths and English diagnostic assessments

Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experiences

Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

Remote Pre-enrolment Review

Attend 1:1 remote session with the learning and skills coach to talk through the pre-enrolment activities and skills scan to confirm suitability

Enrolment form (online):

Complete formal online enrolment form

Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

Formal on-boarding:

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional skills in maths and English prior to end point assessment (EPA)

Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

Expectations and Commitment

We ask apprentices to:

- Attend all face to face and virtual workshops and master classes as per the delivery plan
- Attend all programme reviews with the Learning and Skills Coach
- Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 20% of the job requirement. Record all activities and reflections on OneFile
- Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities
- Complete shadowing of colleagues and mentoring



End Point Assessment

The end point assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence. As part of the gateway process the apprentice will complete a portfolio of evidence during the on-programme period.

The end point assessment consists of the following:

Work based project with presentation and questions and answers

The project will contribute to the employer's business and be part of the apprentices' everyday work, ensuring that they can demonstrate KSBs in practice. Producing a report reflects normal practice in the workplace for a Quality Practitioner. It is a significant and complex piece of work that thoroughly tests both higher and lower order knowledge and skills.

Each project must enable the following to be demonstrated:

- The application of knowledge, skills and behaviours to meet the outcomes in the standard
- The approach to planning and completion of the project
- It is designed to assess apprentices in a consistent way, irrespective of their workplace.

The project may be based on any of the following:

- Application of business improvement tools and techniques to continuously improve the quality of performance of organisational processes and products/services.
- Use or develop a measurement system to enable gap analysis of processes driving cost saving via continuous improvement and maximise efficiency
- Develop a framework that assures that quality is achieved throughout the product/service lifecycle.
- Driving requirements compliance via effective stakeholder management

Apprentices will prepare and deliver a presentation that appropriately covers the KSBs assigned to this method of assessment

The presentation including questions and answers will last for 60 minutes

Professional discussion underpinned by a portfolio of evidence

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. The apprentice is encouraged to use their portfolio to support their responses.

Portfolio of evidence will include:

- Evidence related to the KSBs that will be assessed by the professional discussion
- Will typically contain 15 discrete pieces of evidence
- A qualitative as opposed to quantitative approach is suggested
- video/audio extracts (these should be a maximum of 5 minutes in length)
- written statements
- project plans
- reports; minutes;
- observation reports
- presentations
- feedback from managers, supervisors or peers
- papers or reports written by the apprentices
- performance reviews

The professional discussion must last for 60 minutes



EPA JOURNEY

On-Programme Learning

Minimum
14 months
on-programme
learning

GATEWAY

Requirement
for Gateway
Level 2 Maths
& English

Planning Meeting

With the apprentice,
training provider,
employer and
End-point Assessor

Work-based Project and Presentation

Submission of 4000 word report;
presentation including questions
60 minutes

Professional discussion

60 minute duration

Grading and Determination

Grading
Fail/Pass/Distinction

ESFA CERTIFICATION



“Reach your full potential”

Progression Opportunities

- Qualifications and further study
- On complete, apprentices may choose to complete a level 5 Operations/Departmental Manager apprenticeship
- Further career progression through work experience
- Progression to improved work roles