FOUNDATION LEVEL COURSES.

CQI and IRCA accredited Quality Management courses.

The Foundation courses in Quality Management are designed for individuals who are beginning their career in quality, or who work in other functions or professions.

There are seven Foundation courses you can study.

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WELCOME.

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CQI AND IRCA CERTIFIED FOUNDATION LEVEL COURSES IN QUALITY MANAGEMENT.

The CQI and IRCA accredited Foundation courses in Quality Management are designed for individuals who are beginning their career in quality. There are seven courses you can study:

1.   Introduction to Problem Solving (FD102)

2.   Introduction to Risk Management (FD103)

3.   Introduction to Change Management (FD104)

4.   Introduction to Product and Service Development (FD105)

5.   Introduction to Process Design (FD106)

6.   Introduction to Management Systems (FD107)

7.   Introduction to Stakeholder Communications (FD108).

HOW WILL YOU BENEFIT?

The Chartered Quality Institute (CQI) its IRCA division are the leading global professional bodies for quality and audit professionals. As the only chartered body in the world that's dedicated to quality management, 60,000 delegates in over 100 countries across the world take CQI and IRCA Certified Training every year. Here's why:

- They enhance your career development
- They contribute towards your CPD showing further recognition of your achievements
- You are recognised for contributing to your organisation's improvement in its performance and customer satisfaction
- You can achieve a professionally recognised CQI certificate.

AT A GLANCE...

COURSE TITLE	COURSE CODE	INDICATIVE LEARNING HOURS	COURSE OVERVIEW
INTRODUCTION TO **PROBLEM SOLVING**	FD102	16 hours	This course provides understanding of the fundamental tools, techniques and structured methodologies for problem solving and the capability to participate as a member of a problem-solving team in the application of the key tools to support the development of robust and sustainable solutions.
INTRODUCTION TO **RISK MANAGEMENT**	FD103	16 hours	This course provides awareness of the key considerations and approaches to enable effective change in organisations and the ability to explain how understanding organisational change can be used to develop an approach to sustain improvement in customer and stakeholder satisfaction.
INTRODUCTION TO **CHANGE MANAGEMENT**	FD104	8 hours	This course provides awareness of the key considerations and approaches to enable effective change in organisations and the ability to explain how understanding organisational change can be used to develop an approach to sustain improvement in customer and stakeholder satisfaction.
INTRODUCTION TO **PRODUCT AND SERVICE MANAGEMENT**	FD105	16 hours	This course provides awareness of the fundamental tools, techniques and structured methodologies for Product and Service Management across a broad range of organisational contexts and the capability to participate as a member of a team in the application of the key tools.
INTRODUCTION TO **PROCESS DESIGN**	FD106	16 hours	This course provides fundamental skills for process design, standardisation, the capability to understand customer and stakeholder requirements and define standardised processes to deliver them.
INTRODUCTION TO **MANAGEMENT SYSTEMS**	FD107	8 hours	This course provides awareness of management systems in general and the ability to explain how customer and stakeholder requirements can be used to develop a management approach focused on sustaining improvement in customer satisfaction.
INTRODUCTION TO **STAKEHOLDER COMMUNICATIONS**	FD108	8 hours	This course provides delegates with key skills in communicating, influencing and negotiating across a broad range of organisational contexts, including the capability to evaluate and improve both their own communications and those of others within their organisation.

ABOUT ROVE.

rove is an CQI and IRCA Approved Training Partner (ATP), delivering accredited quality management qualifications and courses since 2010.

For 10 years, it has supported quality management professionals to develop and progress in their careers, through undertaking its quality management courses and qualifications.

rove offers learners a flexible training solution, with all courses delivered through supported distance learning. It is also the only CQI and IRCA ATP delivering the entire suite of Quality Management courses including all Foundation courses and both the Practitioner and Professional Certificates.

Following the introduction of the new CQI and IRCA Foundation, Practitioner and Professional Level certified courses in 2016, rove has worked with over 80 learners, delivering over 400 courses - both in the UK and Internationally.

rove is an approved CQI Training centre and CQI and IRCA Approved Training Partner (ATP), holds centre approval with I Can Qualify and NCFE and is an Education and Skills Funding Agency (ESFA) Approved Apprenticeship Training Provider.

FLEXIBLE DELIVERY METHOD.

Our courses are delivered through supported distance learning:

▪ You will be assigned a dedicated tutor, who will provide a comprehensive induction and support and guidance throughout the course.

▪ An online account for our web-based learning management system will be created for you allowing you to access course learning, assessment and study support materials.

HOW LONG DOES IT TAKE?

Each Foundation level course typically takes four weeks to complete (16 indicative study hours), however this is dependent on the time you're able to dedicate to study.

WHAT ARE THE ENTRY REQUIREMENTS?

The Foundation level courses are designed for those beginning their careers in Quality Management – there are no set entry requirements for these courses. If you are unsure which level to take, the CQI have a tool to help (https://www.quality.org/training/quiz). We are, happy to discuss this with you and advise.

WHAT IS THE ACADEMIC EQUIVALENT OF A FOUNDATION LEVEL COURSE?

The Foundation level courses are broadly equivalent to Level 2 (similar to having a GCSE at grade A*–C or 4-9 or NVQ level 2).

ASSESSMENT AND CERTIFICATION.

- You are required to complete and pass a course workbook for each course you take
- You will be awarded a course completion certificate for each course you complete.

COURSE FEES.

You can pay for your courses in one payment or opt to pay on a course-by-course basis. If you enrol on all seven Foundation Level Quality Management courses, you will receive a *10% discount.*

Individual Foundation level courses:
- *£345.00 + VAT*.
- *£310.50 + VAT (10% discount).*

Full suite of Foundation level courses:
- *£2,415.00 + VAT*
- *£2,173.50 + VAT (10% discount).*

Terms and conditions apply and are detailed within our enrolment
form.

What's included?

The course fees are inclusive of tutorial support, learning and assessment materials, an account for our learning system and certification.

HOW TO ENROL*?*

We don't have set start dates for our courses, so you can enrol at a time which suits you.

Please email info@roveconsultancy.co.uk or call +44 (0) 191 670 9529 and we'll send you our enrolment form.

Once we receive your enrolment form, we will process your application and issue an invoice for your course fees. Following payment, we will contact you to arrange your induction.

QUESTIONS*?*

If you have any questions, please contact us on:

+44 (0) 191 670 9529 or
info@roveconsultancy.co.uk.

INTRODUCTION TO PROBLEM SOLVING (FD102)

Overview

This course provides understanding of the fundamental tools, techniques and structured methodologies for problem solving and the capability to participate as a member of a problem-solving team in the application of the key tools to support the development of robust and sustainable solutions.

LEVEL	Foundation
DURATION	16 hours (indicative), approximately 4 weeks
ASSESSMENT	Workbook completion
DELIVERY	Distance learning
COST	£345 + VAT

Indicative course content

Problem definition, scope. (Is/Is Not, Description structures, customer/stakeholder requirements).

Understanding how to gather data about customer requirements using focus groups, face to face interviews, questionnaires, interviews and observation.

Risk identification and key tools for risk analysis (Risk register, risk matrix, PDPC and FMEA).

Working as a team member with the following tools:

- Tools to understand current conditions (flowcharts, check sheets, stratification, Pareto charts)
- Tools for root cause analysis (cause/effect Diagram, 5Whys)
- Solution generation (selection matrices)
- Evaluation of solutions (PDCA & risk assessment)
- Implementation of solutions (standardisation, monitoring, follow up).

INTRODUCTION TO RISK MANAGEMENT (FD103)

Overview

This course provides awareness of the fundamental tools, techniques and structured methodologies for risk management across a broad range of organisational contexts and the capability to participate as a member of a team in the application of the key tools.

LEVEL	Foundation
DURATION	16 hours (indicative), approximately 4 weeks
ASSESSMENT	Workbook completion
DELIVERY	Distance learning
COST	£345 + VAT

Indicative course content

Introduction to risk and its importance in organisational leadership and ISO 9001 including legal aspects, regulatory, corporate governance, social responsibility, sustainability and organisational prosperity

Types of organisational risk including external influences and benefits of addressing them

Awareness of ISO 31000 and risk management principles, framework and lifecycle process

Roles in risk management

Overview of methods for risk identification and typical tools such as idea generation

Overview of analysis tools such as risk register, risk matrix, PDPC, FTA, FMEA

Overview of risk response and typical tools such as mistake proofing (Poka-yoke).

INTRODUCTION TO CHANGE MANAGEMENT (FD104)

Overview

This course provides awareness of the key considerations and approaches to enable effective change in organisations and the ability to explain how understanding organisational change can be used to develop an approach to sustain improvement in customer and stakeholder satisfaction.

LEVEL	Foundation
DURATION	8 hours (indicative), approximately 4 weeks
ASSESSMENT	Workbook completion
DELIVERY	Distance learning
COST	£345 + VAT

Indicative course content

Introduction to organisational change, values and cultures

Change thinking: The Plan-Do-Check-Act (PDCA) cycle

Barriers and enablers of change:
- Organisational barriers to change
- Organisational enablers for change
- Common approaches to change management
- Common approaches to improvement-based change

Introduction to learning patterns:
- Process of learning and learning needs
- Learning styles
- PDCA in learning and improvement
- PDCA in audit, review and assessment

Increasing readiness to change:
- Role of the customer/stakeholder
- Stakeholder engagement

Introduction to managing change:
- Cycles of change and the change curve
- Management processes
- Planning
- Roles.

INTRODUCTION TO PRODUCT AND SERVICE MANAGEMENT *(FD105)*

Overview

This course provides awareness of the fundamental tools, techniques and structured methodologies for Product and Service Management across a broad range of organisational contexts and the capability to participate as a member of a team in the application of the key tools.

LEVEL	Foundation
DURATION	16 hours (indicative), approximately 4 weeks
ASSESSMENT	Workbook completion
DELIVERY	Distance learning
COST	£345 + VAT

Indicative course content

Benefits of product and service management, quality planning and relationship to ISO 9001 and TS 16949

Introduction to the product lifecycle stages and methodology

Role of the Product/Service Manager

Introduction to market analysis, benchmarking, and understanding customer requirements

Innovation stage process:
- Stage process (methodology)
- Idea generation, screening and product/service selection
- Product/service requirements document
- Business review process
- Stakeholder management

Concept stage process:
- Stage process (methodology)
- Writing a business case
- Critical success factors (CSF)
- Product/service forecast and trend analysis
- Cost and value analysis

Development stage process:
- Stage process (methodology)
- Introduction to prototyping, piloting and evaluation methods
- Introduction to quality function deployment
- Introduction to quality planning for the supply chain

Launch stage process:
- Stage process (methodology)
- Introduction to launch planning

Production/Service Stage process:
- Stage process (methodology)
- Role of process management and continual improvement

Withdrawal stage processes:
- Stage process (methodology).

INTRODUCTION TO PROCESS DESIGN (FD106)

Overview

This course provides fundamental skills for process design, standardisation, the capability to understand customer and stakeholder requirements and define standardised processes to deliver them.

LEVEL	Foundation
DURATION	16 hours (indicative), approximately 4 weeks
ASSESSMENT	Workbook completion
DELIVERY	Distance learning
COST	£345 + VAT

Indicative course content

Introduction to process thinking and its place in ISO 9001

Tools for understanding the voice of the customer (Kano model, surveys, interviews)

Gathering stakeholder, regulatory, legislative, compliance and standards related requirements

A method to design/define a process

Key tools in process definition: SIPOC, flowchart

Defining measure of process performance (CTQ Trees and operational definition)

Supply chains and customers in supply chains

A method to standardise a process

Key tools in process standardisation: for example, e.g. SOPs, Visual Aids, 5S

Process design/definition applied in continual and step change improvement activities.

INTRODUCTION TO MANAGEMENT SYSTEMS *(FD107)*

Overview

This course provides awareness of management systems in general and the ability to explain how customer and stakeholder requirements can be used to develop a management approach focused on sustaining improvement in customer satisfaction.

LEVEL	Foundation
DURATION	8 hours (indicative), approximately 4 weeks
ASSESSMENT	Workbook completion
DELIVERY	Distance learning
COST	£345 + VAT

Indicative course content

Overview of management systems and the purpose of ISO 9001:2015

Benefits and scope of a management system

Seven principles of quality management

Overview of:
- System thinking, the supply chain and PDCA
- Seeking opportunities and reducing risk – risk-based thinking
- Challenging the organisation – policy deployment
- Improving the organisation – quality planning
- Managing processes and measuring performance
- Sustaining gains – continual improvement
- Evaluating and improving the organisation – role of audit, assessment and certification.

INTRODUCTION TO STAKEHOLDER COMMUNICATIONS *(FD108)*

Overview

This course provides delegates with key skills in communicating, influencing and negotiating across a broad range of organisational contexts, including the capability to evaluate and improve both their own communications and those of others within their organisation.

LEVEL	Foundation
DURATION	8 hours (indicative), approximately 4 weeks
ASSESSMENT	Workbook completion
DELIVERY	Distance learning
COST	£345 + VAT

Indicative course content

Verbal communications:
- Creating a clear and concise message
- Voice and body language
- Presentation skills
- Effective questioning
- Written communications

Behaviour in communication:
- Personal styles
- Personality types
- Communication styles
- Listening skills

Giving and receiving feedback:
- Feedback framework
- Dealing with conflict

Negotiation:
- Negotiation process
- Skills in conducting a negotiation

Personal planning:
- Customer and stakeholder communications in your organisation
- Evaluation of communications
- Action planning.