

CQI and IRCA certified Quality Management courses.

FOUNDATION LEVEL COURSES.

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

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WELCOME.

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CQI AND IRCA CERTIFIED FOUNDATION LEVEL COURSES IN QUALITY MANAGEMENT.

The Foundation level courses in Quality Management provide delegates with an understanding of a broad range of skills and knowledge related to quality.

They are aimed at those who are beginning their career in quality or who work in other functions or professions.

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) and 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:

- With three levels of training and a variety of modular courses, you can create a learning programme perfectly tailored to your needs whatever your career stage.
- Training is mapped to the CQI's Competency Framework, so you learn the relevant, up-to-date skills employers want.
- Our certified training courses provide you with the skills and knowledge to support your application for CQI membership.



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 has worked in partnership with the CQI and IRCA since 2010. It has delivered CQI and IRCA training programmes, supporting quality management professionals develop and progress in their careers. rove initially offered the Level 3 Certificate and Level 5 Diploma in Quality Management qualifications, and from 2016 the Foundation, Practitioner and Professional Level courses.

rove has been assessed and certified as an Approved Training Partner (ATP) by the CQI and IRCA. This means it has the processes and systems in place to deliver certified courses to the highest standards. The CQI and IRCA undertake ongoing monitoring activities to ensure rove continues to meet ATP requirements.

Since 2016, rove has worked with over 400 learners, from over 300 companies - both in the UK and Internationally. It has a course pass rate of 100% (over 700 courses completed) and has supported nearly 30 individuals to achieve the Practitioner and Professional Certificates in Quality Management. rove is the only ATP able to offer Professional courses and the Professional Level Certificate in Quality Management.

FLEXIBLE DELIVERY – HOW?

rove's supported distance learning model means you can study when you want – its systems provide you with 24/7 access to course materials and assessments and your dedicated tutor will provide timely advice, support and feedback throughout your course. This means:

- You're not constrained to set dates/times for training - you can start when you're ready.
- You can complete your training at a pace that's best for you - if you have more time than expected you can accelerate your learning and complete earlier than planned.
- You can access course learning, assessment and study support materials, receive feedback and support and sit your exam at a time and place that works for you.

If you'd like to know more about how our delivery model works, please [get in touch](#).

HOW LONG DOES IT TAKE?

Each course typically takes four weeks to complete, however this is dependent on the time you're able to dedicate to study.



WHAT ARE THE ENTRY REQUIREMENTS?

The Foundation level courses are aimed at those beginning their careers in Quality or who work in other functions – there are no set entry requirements for these courses.

Unsure which level or course is right for you?

- Use the CQI tool to help (<https://www.quality.org/training/quiz>).
- Get in touch to request a free consultation.

ASSESSMENT AND CERTIFICATION.

- Assessment for foundation courses is workbook based.
- On successful completion you will be awarded a certificate of completion.

COURSE FEES.

If you enrol on more than one course, you have the option to pay on a course-by-course basis.

A **10% discount** will be applied if you enrol on all seven courses.

Individual Foundation level courses:

- **£365.00 + VAT.**
- **£328.50 + VAT (10% discount).**

Full suite of Foundation level courses:

- **£2,555.00 + VAT**
- **£2,299.50 + VAT (10% discount).**

What's included?

- Course fees include tutorial support, course induction, learning, assessment and support materials, an account for our learning management system and CQI registration and certification.



HOW TO ENROL?

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

Please complete our [online 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 get in touch:

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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	£365 + 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	£365 + 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	£365 + 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	£365 + 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	£365 + 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	£365 + 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	£365 + 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.

