



CQI AND IRCA CERTIFIED QUALITY  
MANAGEMENT COURSES.







***FOUNDATION  
LEVEL COURSES.***

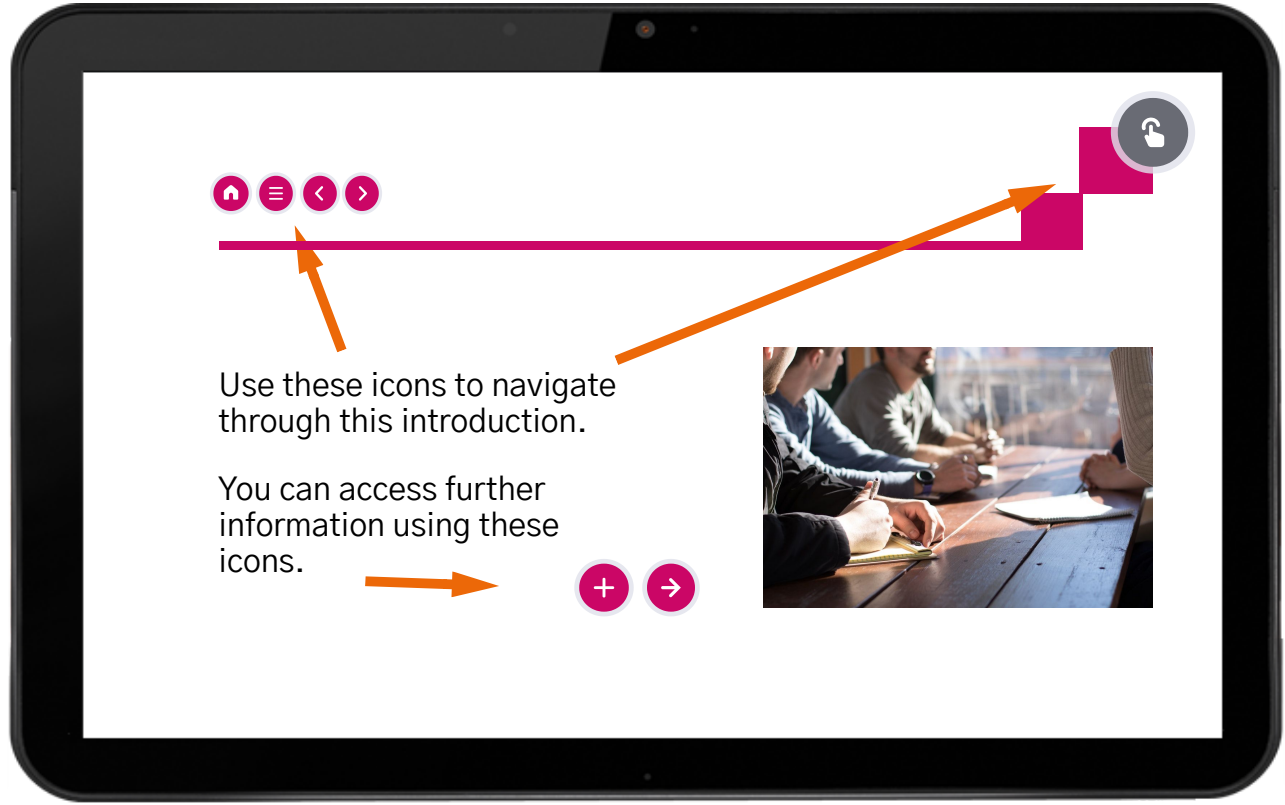
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# NAVIGATION

- Back to Home 
- Back to Contents 
- Back Page 
- Next Page 
- More Info (hover or click) 
- Go To 



Show interactive content



# CONTENTS

## HELLO

Overview  
Benefits  
About rove  
About CQI and IRCA



## FOUNDATION COURSES

Problem Solving  
Risk Management  
Change Management  
Product and Service Development  
Process Design  
Management System  
Stakeholder Communications



## WHAT'S INVOLVED?

Duration  
Requirements  
Fees



## LEARNING WITH US

Delivery  
Assessment  
Your Learning Journey



## ENROL

Enrol Online



## QUESTIONS

Contact us





# HELLO

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.

The **FOUNDATION CERTIFICATE IN QUALITY MANAGEMENT** is awarded on successful completion of all seven courses.





# OVERVIEW

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

They are designed specifically for 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:

- 1: 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.
- 2: Training is mapped to the CQI's Profession Map, so you learn the relevant, up-to-date skills employers want.
- 3: Our certified training courses provide you with the skills and knowledge to support your application for CQI membership.



# ABOUT ROVE

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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 500 learners, from over 345 companies – both in the UK and Internationally. It has a course pass rate of 100% (over 1,000 courses completed) and has supported nearly 100 individuals to achieve the Foundation, Practitioner and Professional Certificates in Quality Management. rove is the only ATP approved to deliver the Professional Level Certificate in Quality Management.





# ABOUT CQI

## CQI MEMBERSHIP

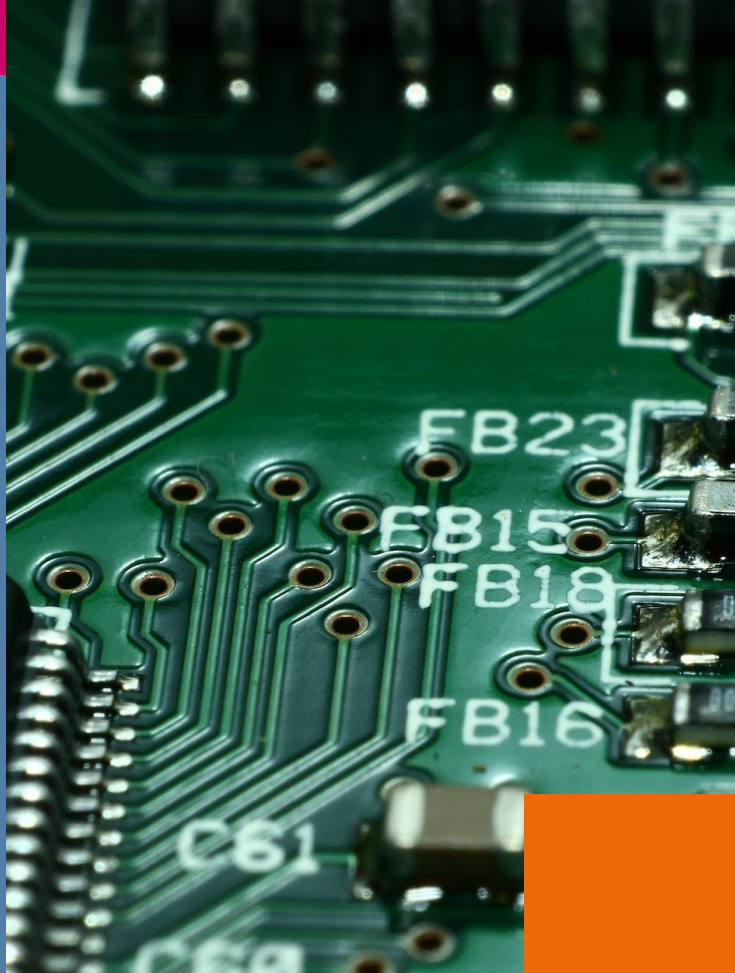
Joining the CQI makes you part of a unique network of thousands of professionals working in quality management. Becoming a member of the CQI gives you opportunities for learning, development and networking, as well as unrivalled recognition – showing your colleagues and employers that you’re serious about your profession and committed to developing your expertise.

Read more about membership [here](#).

If you apply for CQI membership at Affiliate or Practitioner grade within 16 weeks of completing your course, the CQI will waive the application fee. Simply email [applications@quality.org](mailto:applications@quality.org) and request the code.







# WHAT COURSES CAN YOU STUDY?

There are **seven** CQI and IRCA Certified Foundation Quality Management courses you can study, or you can obtain a comprehensive overview of Quality Management by studying the Foundation Certificate in Quality Management (all seven courses).





# FOUNDATION COURSES

**FD102**

PROBLEM  
SOLVING



**FD103**

RISK  
MANAGEMENT



**FD104**

CHANGE  
MANAGEMENT



**FD105**

PRODUCT  
& SERVICE  
MANAGEMENT



**FD106**

PROCESS  
DESIGN



**FD107**

MANAGEMENT  
SYSTEMS



**FD108**

STAKEHOLDER  
COMMS



**ALL 7x  
COURSES**

FOUNDATION  
CERTIFICATE





# WHAT'S INVOLVED?

Read on to find out how long each course takes, what the entry requirements are and how much it costs.





# HOW LONG DOES IT TAKE?



## TYPICAL COURSE DURATION – 4 WEEKS

This assumes you can commit to 4 hours of study each week.

You and your tutor will agree your planned end date, during your induction.

The **maximum duration for a course is 6 months** and for completion of the **Foundation Certificate is 3 years**. These are set by the CQI and IRCA.



# WHAT ARE THE ENTRY REQUIREMENTS?



## NO SET 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.



# WHAT ARE THE COURSE FEES?



## £365 +VAT PER COURSE

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 course fee:

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

The Foundation Certificate / all seven courses:

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



# HOW WILL I LEARN?

This section covers our delivery method, how you'll be assessed and your learning journey.





# DELIVERY



## SUPPORTED DISTANCE LEARNING

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.





# ASSESSMENT



## WORKBOOK COMPLETION

- Assessment for foundation courses is workbook based.
- On successful completion you will be awarded a Certificate of Completion.
- The Foundation Certificate in Quality Management is awarded on achievement of all seven courses.

# YOUR LEARNING JOURNEY





# THE FOUNDATION COURSES IN QUALITY MANAGEMENT

The CQI and IRCA Foundation Quality Management courses provide you with an understanding of quality management essentials and are designed for individuals just beginning their career in quality, or who work in other functions/departments or professions.





# FOUNDATION COURSES

**FD102**

PROBLEM  
SOLVING



**FD103**

RISK  
MANAGEMENT



**FD104**

CHANGE  
MANAGEMENT



**FD105**

PRODUCT  
& SERVICE  
MANAGEMENT



**FD106**

PROCESS  
DESIGN



**FD107**

MANAGEMENT  
SYSTEMS



**FD108**

STAKEHOLDER  
COMMS



**ALL 7x  
COURSES**

FOUNDATION  
CERTIFICATE





# INTRODUCTION TO PROBLEM SOLVING (FD102)

## OVERVIEW

Gain a thorough introduction to the fundamentals of Problem Solving with this course. This course will cover the essential tools, techniques and methodologies for Problem Solving, giving delegates the confidence to actively participate in problem-solving teams. Learning outcomes will cover the application of key tools in order to develop robust, sustainable solutions that have a big impact on quality.

DURATION	SUPPORT	LEARNING	COST	LEVEL
				
16 HOURS	DEDICATED TUTOR	DISTANCE LEARNING	£365.00 +VAT	FOUNDATION

[ENROL ONLINE HERE](#)

## CONTENTS

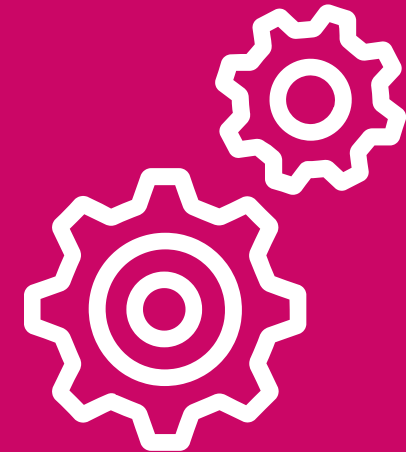
**Problem definition, scope.** (Is/Is Not, Description structures, customer/stakeholder requirements).

**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

Gain a solid foundation in the principles and practices of Risk Management with this course. Delegates will learn the key knowledge, tools and methods required to apply Risk Management to a wide range of organisational situations and contexts – and to continuously improve risk assessment processes and overall quality.

DURATION	SUPPORT	LEARNING	COST	LEVEL
 16 HOURS	 DEDICATED TUTOR	 DISTANCE LEARNING	 £365.00 +VAT	 FOUNDATION

[ENROL ONLINE HERE](#)

## CONTENTS

**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

Gain a solid understanding of the fundamentals of Change Management. This course will help delegates develop their knowledge and approaches towards implementing or contributing to effective change in organisations. The course will focus on how organisational change can leverage and sustain improvement in customer and stakeholder satisfaction.

DURATION	SUPPORT	LEARNING	COST	LEVEL
				
8 HOURS	DEDICATED TUTOR	DISTANCE LEARNING	£365.00 +VAT	FOUNDATION

[ENROL ONLINE HERE](#)

## CONTENTS

**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:**

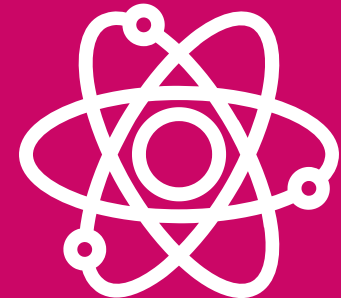
- Process of learning and learning needs
- Learning styles
- PDCA in learning and improvement
- PDCA in audit, review and assessment.

**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 & SERVICE MANAGEMENT (FD105)

## OVERVIEW

This course will provide an awareness of the fundamental tools, techniques and structured methodology for Product and Service Management across a broad range of organisational contexts. Delegates will leave the course with the capability to participate as a member of a team in the application of the key tools within their organisation.

DURATION	SUPPORT	LEARNING	COST	LEVEL
				
16 HOURS	DEDICATED TUTOR	DISTANCE LEARNING	£365.00 +VAT	FOUNDATION

[ENROL ONLINE HERE](#)

## CONTENTS

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

Gain an understanding of the fundamentals of Process Design. Delegates will learn the key knowledge and skills needed for Process Design in line with stakeholder and customer requirements – and the standardised processes required to deliver them. This course will also cover; process performance, supply chains and ongoing improvement activities.

DURATION	SUPPORT	LEARNING	COST	LEVEL
				
16 HOURS	DEDICATED TUTOR	DISTANCE LEARNING	£385.00 +VAT	FOUNDATION

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## CONTENTS

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.

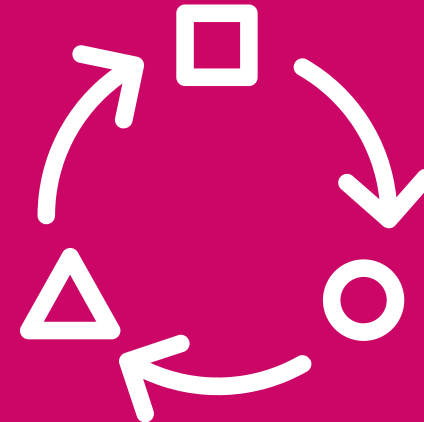
Defining measure of process performance (CTQ Trees and operational definition).

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 participants with an awareness and understanding of the principles of Management Systems. Delegates will learn how to develop a management approach based on customer and stakeholder requirements and improving customer satisfaction. Participants will gain the ability to contribute to developing or implementing a quality management system for their organisation that makes a real impact.

DURATION	SUPPORT	LEARNING	COST	LEVEL
				
8 HOURS	DEDICATED TUTOR	DISTANCE LEARNING	£365.00 + VAT	FOUNDATION

[ENROL ONLINE HERE](#)

## CONTENTS

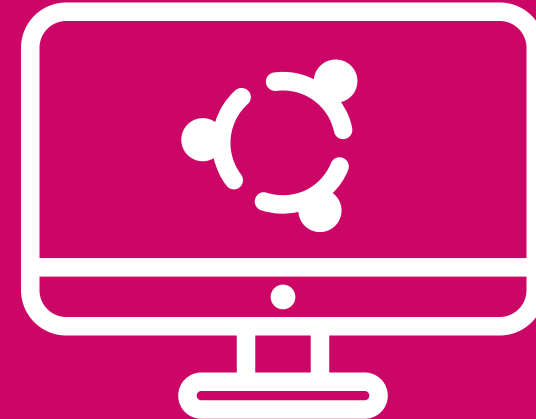
Overview of management systems and the purpose of ISO 9001:2015.

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

Develop the fundamental skills required for effective Stakeholder Communications with this course. Delegates will examine, analyse and implement best practice techniques for communicating, influencing and negotiating with stakeholders in a range of situations. This course will enable participants to enhance their own stakeholder communication styles and help others within their organisation to do the same.

DURATION	SUPPORT	LEARNING	COST	LEVEL
				
8 HOURS	DEDICATED TRAINING	DISTANCE (E-LEARNING)	£365.00 (UK)	FOUNDATION

[ENROL ONLINE HERE](#)

## CONTENTS

### 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.





# THE FOUNDATION CERTIFICATE IN QUALITY MANAGEMENT)

## OVERVIEW

The Foundation Certificate in Quality Management (all seven courses) provides an overview of Quality Management essentials. You will gain an overview of key Quality Management principles, concepts, tools and techniques. The Foundation Certificate in Quality Management is awarded by the CQI following successful completion of all seven courses.

DURATION



88 HOURS

SUPPORT



DEDICATED  
TUTOR

LEARNING



DISTANCE  
LEARNING

COST



£2299.50  
A YEAR

LEVEL



FOUNDATION

[ENROL ONLINE HERE](#)

## FOUNDATION COURSES

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).





# ENROLMENT

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

Once we receive your completed form, we will process your application and issue an invoice for your course fees.

Following payment, we will contact you to with everything you need to get started.

***YOU CAN ENROL  
ONLINE HERE.***





# QUESTIONS?

If you have any questions, please get in touch with us:

- +44 (0) 191 670 9529 or
- [info@roveconsultancy.co.uk](mailto:info@roveconsultancy.co.uk)