



CQI AND IRCA CERTIFIED QUALITY  
MANAGEMENT COURSES.

***PRACTITIONER  
LEVEL COURSES.***

V15 Jun-24





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## PRACTITIONER COURSES

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Customer Excellence  
Quality Planning  
Managing & Influencing Stakeholders



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# HELLO

The CQI and IRCA Practitioner courses in Quality Management are aimed at those already working in a quality role who wish to develop their knowledge and skills.

The **PRACTITIONER CERTIFICATE IN QUALITY MANAGEMENT** is awarded on successful completion of all eight courses.





# OVERVIEW

The Practitioner level courses in Quality Management courses are designed specifically for those already working in a quality role who wish to develop their knowledge and skills. They provide delegates with an understanding of management level quality topics and how this knowledge applies to their organisation and industry.

There are eight Practitioner courses – you can enrol onto individual courses or study all eight to achieve the Practitioner Certificate in Quality Management:

Managing **Process Performance**  
(PT202)

Managing **Management Systems**  
(PT203)

Managing **Change & Continual Improvement**  
(PT204)

Managing **Problem Solving**  
(PT205)

**The Practitioner Certificate in Quality Management (All Eight Courses)**

Managing **Supply Chains**  
(PT206)

Managing **Customer Excellence**  
(PT207)

Managing **Quality Planning**  
(PT208)

Managing **& Influencing Stakeholders**  
(PT209)



# 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 undertake CQI and IRCA Certified Training every year. Here's why:

With three levels of training (Foundation, Practitioner & Professional) 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 Profession Map, so you learn the relevant, up-to-date skills employers want.

Our certified training courses provide you with the knowledge and skills to support your CQI membership application.



# ABOUT ROVE

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rove has worked in partnership with the CQI and IRCA since 2010, delivering Certified training programmes, supporting quality management professionals develop and progress in their careers.

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 assurance activities to ensure it continues to meet ATP requirements.

Since 2016, when the current courses were introduced, rove has worked with over 600 learners, from over 380 companies – both in the UK and Internationally. It has supported learners to achieve over 1,000 courses and over 100 individuals to achieve the prestigious Foundation, Practitioner and Professional Certificates in Quality Management.

rove's achievement rate is 100% and its first time exam pass rate is 90%.





# 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 **eight** CQI and IRCA Certified Practitioner Quality Management courses you can study, or the **Practitioner Certificate in Quality Management** is awarded by the CQI on successful completion of all eight courses.

The Certificate meets the knowledge requirements for membership of the CQI at Practitioner (PCQI) level.





# AT A GLANCE...

## Managing **Process Performance** (PT202)

Provides practical skills development in the management of process operation. During the course you will develop the capability of leading teams in the development of management processes and performance measures that indicate the effectiveness of operational processes.



## Managing **Management Systems** (PT203)

Gain the practical skills to work with an organisation and other quality professionals to support the development of management systems and associated management processes using a process-based approach, risk-based thinking and PDCA in a systems context.



## Managing **Change & Continual Improvement** (PT204)

Provides practical skills development in the management of change within the context of process management and improvement, the capability of leading teams in the development of their improvement approaches and the ability to facilitate the management of the associated changes.



## Managing **Problem Solving** (PT205)

Provides practical skills development of the fundamental tools, techniques and structured methodologies for problem solving and the capability to lead a problem-solving team in the application of the key tools and development of robust and sustainable solutions.





# AT A GLANCE...

## Managing **Supply Chains** (PT206)

Gain the practical skills required to manage a broad range of supplier activities, the capability to assess the approaches taken by suppliers, measure performance, manage supply chain risks and encourage suppliers to take a process-based approach to drive improvement.



## Managing **Customer Excellence** (PT207)

Gain the practical skills required to identify different types of customers and stakeholders, gain insight into their requirements and translate requirements into their organisation's governance, assurance and improvement processes, hence driving customer excellence.



## Managing **Quality Planning** (PT208)

Provides the practical skills to manage the early phases of the product/service lifecycle and work with teams to deploy an integrated project-based approach to product/service quality planning and risk management, to meet customer and stakeholder requirements.



## Managing and **Influencing Stakeholders** (PT209)

This course provides practical skills development to effectively apply a range of tools and techniques when working with customers, stakeholders, top management and external providers/suppliers to increase their readiness to change and overcome resistance.





# AT A GLANCE...

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The **Practitioner Certificate in Quality Management**





# MANAGING PROCESS PERFORMANCE (PT202)

## OVERVIEW

This course provides practical skills development in the management of process operation and you will develop the capability of leading teams in the development of management processes and performance measures that indicate the effectiveness of operational processes.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

1. Introduction to process management and the relationship between standardisation, performance management and continual improvement
2. Roles in process management:
  - Process management roles
  - Teams
  - Behaviours for effective process and performance management.
3. Management techniques and tools to embed standardisation:
  - Managing documentation
  - Construction and use of SOPs, SPLs, visual aids and workplace organisation (5S)
  - Managing risk.
  - Construction and use of risk matrix and mistake proofing
  - Managing skills and resources. Skills and competency matrix.

## PRIOR LEARNING

An introduction to Process Design (FD106) or equivalent.

## CERTIFICATION

Certificate of Achievement



# MANAGING PROCESS PERFORMANCE (PT202)

## 4. Identification of key measures of process performance:

- Voice of the customer. Definitions and use of focus groups, face-to-face interviews, questionnaires, interviews and observation
- Types of data: qualitative, categorical, ordinal, discrete (or attributes), continuous (or variables) and the benefits/drawbacks of each
- Sampling methods: random, systematic and stratified
- Selecting key measures. Construction and use of CTQ Trees, requirements matrices, operational definition and link to the system level measures of performance against customer and stakeholder requirements
- Defining and analysing the measurement process. Performance of the measurement process with respect to bias, linearity, stability (variation), repeatability and reproducibility.

## 5. Use of the following tools for displaying/analysing data:

- Check sheets and data collection forms
- Run charts
- Control charts
- Histograms
- Capability analysis.

## 6. Management techniques and tools to monitor performance:

- Construction and use of visual management boards, description of associated management processes and tiered accountability
- Process confirmation.

## 7. Management techniques and tools to improve performance:

- Visual management for action planning and execution
- Visual management to monitor corrective actions
- Process review
- Role of audit
- Benchmarking.





# MANAGING MANAGEMENT SYSTEMS (PT203)

## OVERVIEW

This course provides the practical skills that will enable you to work with an organisation and other quality professionals to support the development of management systems and associated management processes using a process-based approach, risk-based thinking and PDCA in a systems context.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

### 1. Management system structure and framework:

- Systems thinking
- PDCA thinking model and representation in Annex SL
- Seven quality management principles (from ISO 9001)
- Process-based approach
- Process management and standardisation
- Risk-based thinking
- Definitions of customer focus, process approach, risk-based thinking, opportunity, context, policy, quality objectives, support, operation, external providers, documented information, audit programme, management review, non-conformity, corrective action and types of improvement
- Overview of other related standards (ISO 14001, OHSAS 18001, ISO/IEC 27001).

## PRIOR LEARNING

An introduction to Management Systems (FD107) or equivalent.

## CERTIFICATION

Certificate of Achievement



# MANAGING MANAGEMENT SYSTEMS (PT203)

## 2. Organisational scope and context:

- Mapping an organisation as a system. Representation and management of an organisation as a system. Mapping the organisation as a system of processes (core, enabling, strategic, external data generation)
- Listening processes to gather data on the organisational environment
- Policy deployment overview. Relationship between customer focus, risk, opportunity and context in setting quality policy and objectives, and overview of a Hoshin Kanri. Attributes of effective quality objectives and plans
- Management review for learning. Attributes of effective management review conducted for learning.

## 3. Roles in the management system:

- System leaders (top management). The role of 'top management' in leading the organisation as a system of interrelated process
- Process owners
- Process managers
- Improvement roles.

## 4. Overview of the role of the following in a management system:

- Quality objectives: risk, opportunity, strategy development and deployment
- Risk management and overview of key tools
- Process management and standardisation
- Types of improvement: correction, corrective action, continual improvement, breakthrough change, innovation and reorganisation
- Quality planning
- Performance measurement, selecting measures and attributes of effective performance evaluation, monitoring and measurement. This will include customer satisfaction, process performance and understanding variation (interpretation of control charts)
- Auditing for learning and process confirmation. Definitions and uses of assurance, process confirmation, audit, auditing for learning and the role of the auditor
- Supply chain management.

# MANAGING MANAGEMENT SYSTEMS (PT203)

## 5. Designing a management system framework:

- Typical implementation framework
- Organisational needs for implementation
- Documented information
- Key engagement and resource requirements
- Certification process
- Assessment and gap analysis.

## 6. Planning your implementation.





# MANAGING CHANGE AND CONTINUAL IMPROVEMENT (PT204)

## OVERVIEW

This course provides practical skills development in the management of change within the context of process management and improvement, the capability of leading teams in the development of their improvement approaches and the ability to facilitate the management of the associated changes.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

### 1. Process management overview:

- Relationship between standardisation, performance management and continual improvement.
- PDCA
- Prioritisation of improvement activities and targets in line with organisational strategy and needs
- The use of data and metrics in process improvement.

### 2. Management techniques for continual improvement:

- Understanding the impact of localised process improvement on the larger organisational system
- Structure and use of a method of problem solving, such as 3C, 8D and A3
- Process review – agendas, roles and outputs
- Process waste (Lean 8 Wastes descriptions and typical examples)
- Visual management – use of visual management in identification risks, opportunities and improvements, and tracking of the resulting action plans.

## PRIOR LEARNING

An introduction to Change Management (FD104), introduction to Process Design (FD106) or equivalent.

## CERTIFICATION

Certificate of Achievement



# MANAGING CHANGE AND CONTINUAL IMPROVEMENT (PT204)

## 3. Overview of improvement methodologies (approaches) and their application:

- Improvement cycles (DMAIC and PDCA)
- Lean
- DMADV
- Total Quality Management
- Kaizen
- Innovation
- Reorganisation.

## 4. Roles in change management:

- Change agent
- Sponsor.

## 5. Key improvement techniques:

- Identification and elimination of process wastes
- Identification of causes of variation and variation reduction.

## 6. Approaches to building readiness for change: stakeholder, process owner, process manager, process operator, planning and influencing:

- Kübler–Ross change curve
- Kotter and Schlesinger resistance to change approaches
- Construction and use of a stakeholder matrix (for example, simple four box with power vs interest) and the process to identify, prioritise and develop plans for stakeholder engagement.

## 7. Effective communications and visual management:

- Charters
- RACI
- Communication plan/matrix.



# MANAGING PROBLEM SOLVING (PT205)

## OVERVIEW

This course provides practical skills development of the fundamental tools, techniques and structured methodologies for problem solving and the capability to lead a problem-solving team in the application of the key tools and development of robust and sustainable solutions.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

1. Approaches to problem solving and their use (such as 3C, 8D, A3, Six Sigma [DMAIC], DFSS, Lean, Kaizen, TPM, Appreciative Inquiry and Kepner-Tregoe)
2. Structured problem-solving approaches (8 Steps).
3. Problem definition and scope (such as Is/is not, description structures and chartering).
4. Roles in problem solving and workshop facilitation
5. Leading teams working with the following tools:
  - Tools to understand current conditions (flowcharts, check sheets, stratification, pareto charts, scatter plots, run charts, histograms, control charts)
  - Tools for root cause analysis (cause/effect diagram, 5 Whys)
  - Solution generation (idea generation, selection matrices)
  - Evaluation of solutions (PDCA)
  - Risk analysis (risk matrix, FMEA, mistake proofing)
  - Implementation of solutions (standardisation, monitoring, follow-up).

## PRIOR LEARNING

An introduction to Problem Solving (FD102) or equivalent.

## CERTIFICATION

Certificate of Achievement





# MANAGING SUPPLY CHAINS (PT206)

## OVERVIEW

This course provides the practical skills required to manage a broad range of supplier activities, the capability to assess the approaches taken by suppliers, measure performance, manage supply chain risks and encourage suppliers to take a process-based approach to drive improvement.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

### 1. Elements of the supply chain:

- Supply chain structures and processes
- Information flow through the supply chain
- Introduction to supply chain logistics
- Contracts, sourcing agreements and negotiation techniques
- Requirements of ISO 9001 for 'external providers'.

### 2. Supply chain alliances:

- Benefits of a partnership approach
- Supplier development
- Supplier communication strategies (listening skills and communication styles)
- The role of the supplier in improvement activities
- Risk management in the supply chain.

## PRIOR LEARNING

An introduction to Management Systems (FD107) or equivalent.

## CERTIFICATION

Certificate of Achievement



# MANAGING SUPPLY CHAINS (PT206)

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## 3. Process management and the supply chain:

- Overview of process approach
- Difference between product/service assessment and process assessment.

## 4. The role of the supplier/external provider in product/service development:

- Overview of the stages on product/service quality planning
- Overview of key tools used in quality planning (project plans, checklists, process maps, FMEA, control plans, control charts, capability analysis and capacity planning).

## 5. Measuring supplier/external provider performance:

- Supplier selection and assessment methods
- Supplier surveys
- Establishing specifications and service level agreements
- Methods for product/service approval (process and documentation reviews, certificates of conformity, inspection records, test certificates, audit)
- Performance measures, monitoring and improvement (periodic reviews, audit programmes, feedback communication processes, problem and non-conformance investigation processes and protocols).



# MANAGING CUSTOMER EXCELLENCE (PT207)

## OVERVIEW

This course provides the practical skills required to identify different types of customers and stakeholders, gain insight into their requirements and translate requirements into their organisation's governance, assurance and improvement processes, hence driving customer excellence.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

### 1. Requirements for a customer-focused organisation:

- The organisation as a system
- Organisational processes for listening to the external environment, including SWOT and PESTEL
- Relationship to strategy development and stakeholder analysis
- Relationship to strategy deployment (Hoshin-Kanri) and quality objectives
- Customer requirements for process-based approach, product and service quality planning and improvement
- Requirements of ISO 9001 for customer focus
- Concepts of supply chain excellence.

### 2. Establishing customer requirements:

- Identifying the customers
- Understanding the different types of requirements
- Construction and use of the Kano Model
- Establishing critical to quality deliverables
- Construction and use of CTQ Trees and requirements matrices.

## PRIOR LEARNING

An Introduction to Product and Service Management (FD105) or equivalent.

## CERTIFICATION

Certificate of Achievement

# MANAGING CUSTOMER EXCELLENCE (PT207)

## 3. Capturing the voice of the customer:

- Different methods for capturing the voice of the customer
- Techniques for interviewing the customer, focus groups and questionnaires
- Customer survey design
- Customer knowledge banks
- Customer observation techniques.

## 4. Translating customer requirements:

- Operational definitions
- The Customer Interaction Cycle
- Managing risk of customer dissatisfaction.

## 5. Analysis of data:

- Types of data: qualitative, categorical, ordinal, discrete (or attributes), continuous (or variables) and the benefits/drawbacks of each
- Data collection
- Sampling methods (random, systematic, stratified)
- Affinity diagram, interrelationship diagram.



# MANAGING CUSTOMER EXCELLENCE (PT207)

## 6. Assessing customer satisfaction:

- Cost of poor quality
- Different data types and their benefits/drawbacks
- Analysis of customer survey results
- Customer journey mapping
- The role of social media in broadcasting success or failure.

## 7. Handling customer feedback:

- Complaint handling
- Root cause problem solving
- Handling positive feedback.

## 8. Innovation and new products/services:

- Customer behaviour and product/service interaction
- Techniques to evaluate the external environment
- Scenario planning techniques.





# MANAGING QUALITY PLANNING (PT208)

## OVERVIEW

This course provides the practical skills to manage the early phases of the product/service lifecycle and work with teams to deploy an integrated project-based approach to product/service quality planning and risk management, in order to meet customer and stakeholder requirements.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

### 1. Benefits of product and service planning:

- Principles of PDCA
- Relationship between PDCA and product/service planning
- Standards for Quality Planning (ISO 31000, ISO 10005).

### 2. Translating customer/stakeholder and other requirements into functional product and service requirements:

- Review of Creating Customer Excellence (voice of the customer)
- Understanding how to establish legal, compliance, regulatory, societal and standards-related requirements
- Quality function deployment overview
- Building the House of Quality
- Generating the 'waterfall' of matrices.

## PRIOR LEARNING

An introduction to Risk Management (FD103), introduction to Product and Service Management (FD105) or equivalent.

## CERTIFICATION

Certificate of  
Achievement



# MANAGING QUALITY PLANNING (PT208)

## 3. Managing projects (overview):

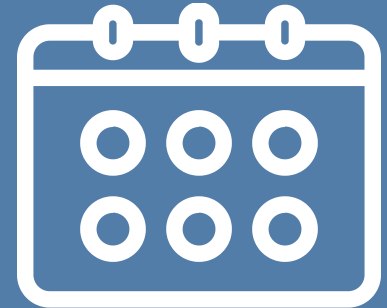
- Key principles and roles
- Project charters
- Milestone planning
- Business case
- Development of timing plans
- Monitoring projects
- Key requirements of ISO 9001:2015 (Sections 8.2 – 8.6) for product/service design and development.

## 4. Managing products and services through quality planning phases:

- Overview of Design for Six Sigma project methodology of Define, Measure, Analyse, Design, and Verify
- Stage-gate reviews
- Checklists
- Design verification
- Product/service validation
- Key tools: Design Failure Mode and Effects Analysis, control plan, capability
- Managing external provider/supplier development.

## 5. Managing project and product/service risks:

- Risk assessment tools: risk register.
- Risk evaluation tools: risk matrix.
- Product/service risk analysis tools: Fault Tree Analysis, Design Failure Mode and Effects Analysis, Process Failure Mode and Effects Analysis.
- Managing scope.
- Budgets and financial planning.
- Risk response techniques.
- Integration into quality planning methodologies and project stages.





# MANAGING AND INFLUENCING STAKEHOLDERS (PT209)

## OVERVIEW

This course provides practical skills development in order to effectively apply a range of tools and techniques when working with customers, stakeholders, top management and external providers/suppliers to increase their readiness to change and overcome resistance.



8-10  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£545  
(+VAT)

## INDICATIVE CONTENT

### 1. Stakeholder analysis and management:

- 4-box Power vs Influence
- Strategies for managing and communicating with stakeholders
- Construction and use of the stakeholder matrix (Simple 4-box with Power vs Interest) and the process to identify, prioritise and develop plans for stakeholder engagement.

### 2. Influencing styles – Use and application of generic influencing styles:

- Rationalising
- Asserting
- Negotiating
- Inspiring
- Bridging
- Influencing people
- Influencing situations.

## PRIOR LEARNING

An introduction to Stakeholder Communications (FD108), introduction to Change Management (FD104), or equivalent.

## CERTIFICATION

Certificate of Achievement



# MANAGING AND INFLUENCING STAKEHOLDERS (PT209)

## 3. Transactional analysis:

- Ego states.
- Types of transactions.
- Behavioural diagnosis.

## 4. Personal contracting:

- Review role of the consultant and description of how they work with organisations, leaders and others including contracting with stakeholders.
- Purpose.
- Expectations.
- Behaviour.

## 5. Engaging others and building trust and rapport:

- Questioning techniques: open/closed; reflecting; mirroring; clarifying.
- Listening skills.
- Empathy.
- Body language.

## 6. The consulting process: contract; evaluate data; develop strategy; develop plan; implement plan; review.

## 7. Increasing readiness to change (dealing with resistance):

- Readiness to change assessment: Gleicher Formula, meaning of the terms and application.
- Scott & Jaffe change curve: descriptions of the four stages.
- Kotter & Schlesinger's six methods: descriptions of methods and typical actions to increase readiness to change.

## 8. Scenario-based learning.





# PRACTITIONER CERTIFICATE IN QUALITY MANAGEMENT

## OVERVIEW

The Practitioner Certificate in Quality Management is awarded by the CQI following successful completion of all eight courses. It meets the knowledge requirements for membership of the CQI at Practitioner (PCQI) level.



80  
WEEKS



DEDICATED  
TUTOR



DISTANCE  
LEARNING



£3,924 (+VAT)  
10% DISCOUNT  
APPLIED

The Practitioner Certificate in Quality Management comprises of the following courses:

- Managing **Process Performance** (PT202)
- Managing **Management Systems** (PT203)
- Managing **Change and Continual Improvement** (PT204)
- Managing **Problem Solving** (PT205)
- Managing **Supply Chains** (PT206)
- Managing **Customer Excellence** (PT207)
- Managing **Quality Planning** (PT208)
- Managing and Influencing **Stakeholders** (PT209).

## PRIOR LEARNING

The Foundation Certificate in Quality Management, or equivalent knowledge and experience.

## CERTIFICATION

The Practitioner Certificate in Quality Management, awarded by the CQI and IRCA

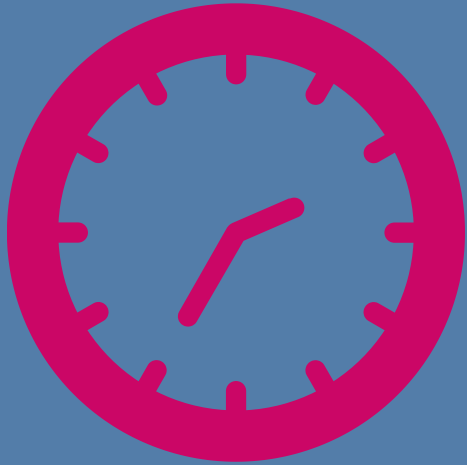


# WHAT'S INVOLVED?

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: 8 WEEKS + EXAM

This assumes you can commit to at least 4 hours of study each week. You and your tutor will agree your planned end date, during your induction.

The **minimum** learning hours for each course is **24**. The course resource provides additional sources for research and so study time can exceed this if you wish to get more out of the course.

The **maximum** course duration, set by the CQI and IRCA, for each course is **6 months** and for completion of the Certificate is **3 years**.



# WHAT ARE THE ENTRY REQUIREMENTS?

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## PRACTISING QUALITY MANAGERS

The Practitioner courses are aimed at those practising in quality and aspiring towards middle management. At the point of enrolment, we ask you to provide a brief statement on your experience, training, qualifications and study goals (or you can send your CV), which we'll assess to ensure the level is appropriate and will match your development goals.

Unsure which level or course is right for you?

[Use the CQI tool to help.](#)



# WHAT ARE THE COURSE FEES?



## £545.00 (+VAT) PER COURSE

A **10% discount** is applied if you enrol on the Practitioner Certificate (all eight courses):

- £3,924 (+VAT) – 10% discount applied.

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

Payment can be made via bank transfer or online (including credit card).



# HOW WILL I LEARN?

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

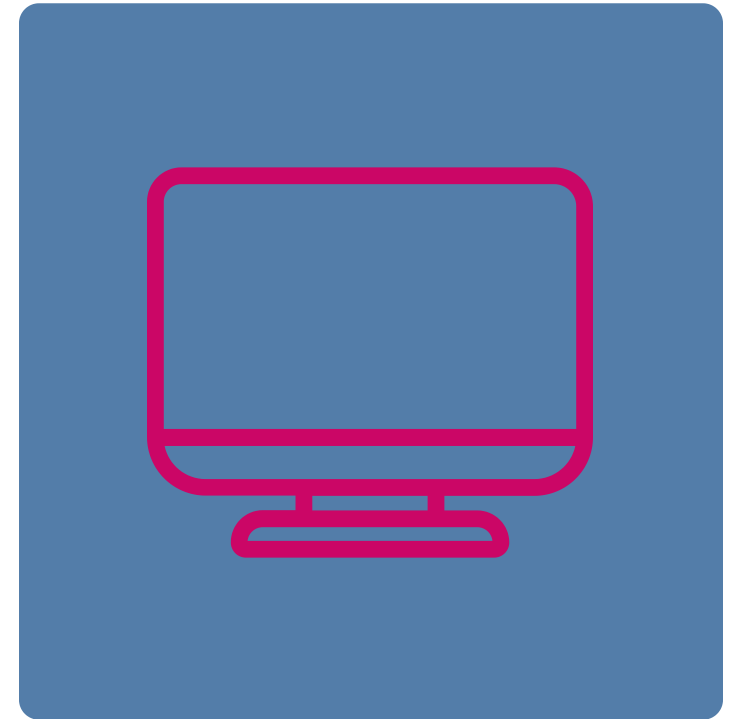


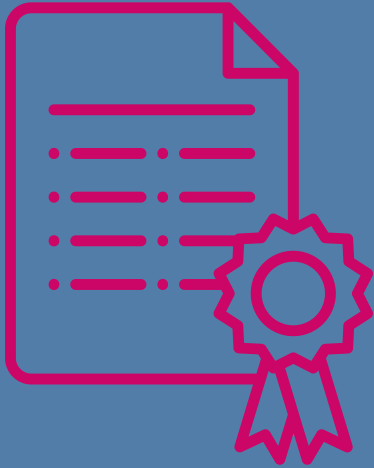
## FLEXIBLE LEARNING

You can study when and where you want – rove's systems provide you with 24/7 access to course materials and assessments. This means:

- You're not constrained to set dates/times for training – you can start when you're ready and study at a time that best suits you.
- You can complete your training at a pace that's right for you – if you have more time than expected you can accelerate your learning.

Your dedicated tutor will provide a comprehensive induction and offer timely advice, support and feedback throughout your course.





## ASSESSMENT & CERTIFICATION

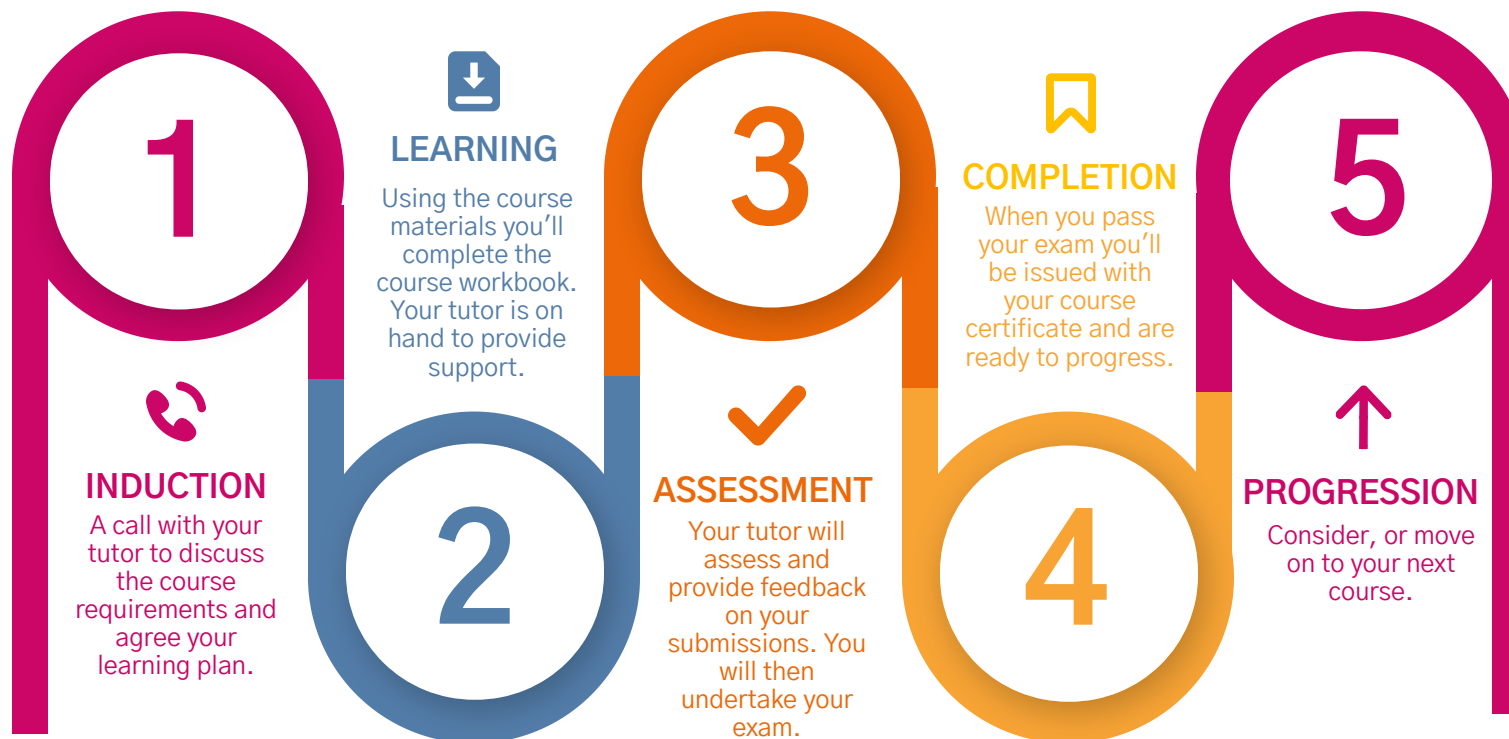
Assessment for Practitioner courses is two-fold:

- Workbook completion – your tutor will assess and provide feedback on your submissions).
- CQI-set, 30 question, multiple-choice, open book, one hour exam (pass mark is 66%).

When you pass the exam, you will be awarded a Certificate of Achievement.

The Practitioner Certificate in Quality Management is awarded by the CQI and IRCA on completion of all eight courses.

# YOUR LEARNING JOURNEY





# 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)





# ENROLMENT

*YOU CAN ENROL ONLINE  
HERE.*

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

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

