CQI | IRCA
APPROVED TRAINING PARTNER

CQI AND IRCA CERTIFIED QUALITY
MANAGEMENT COURSES.

*PROFESSIONAL
LEVEL COURSES.*

V16 May−25

rove
skills | talent | potential

# NAVIGATION

Back to Home

Back to Contents

Back Page

Next Page

Go To

Use these icons to navigate through this document.

You can go to specific pages within the document using this icon.
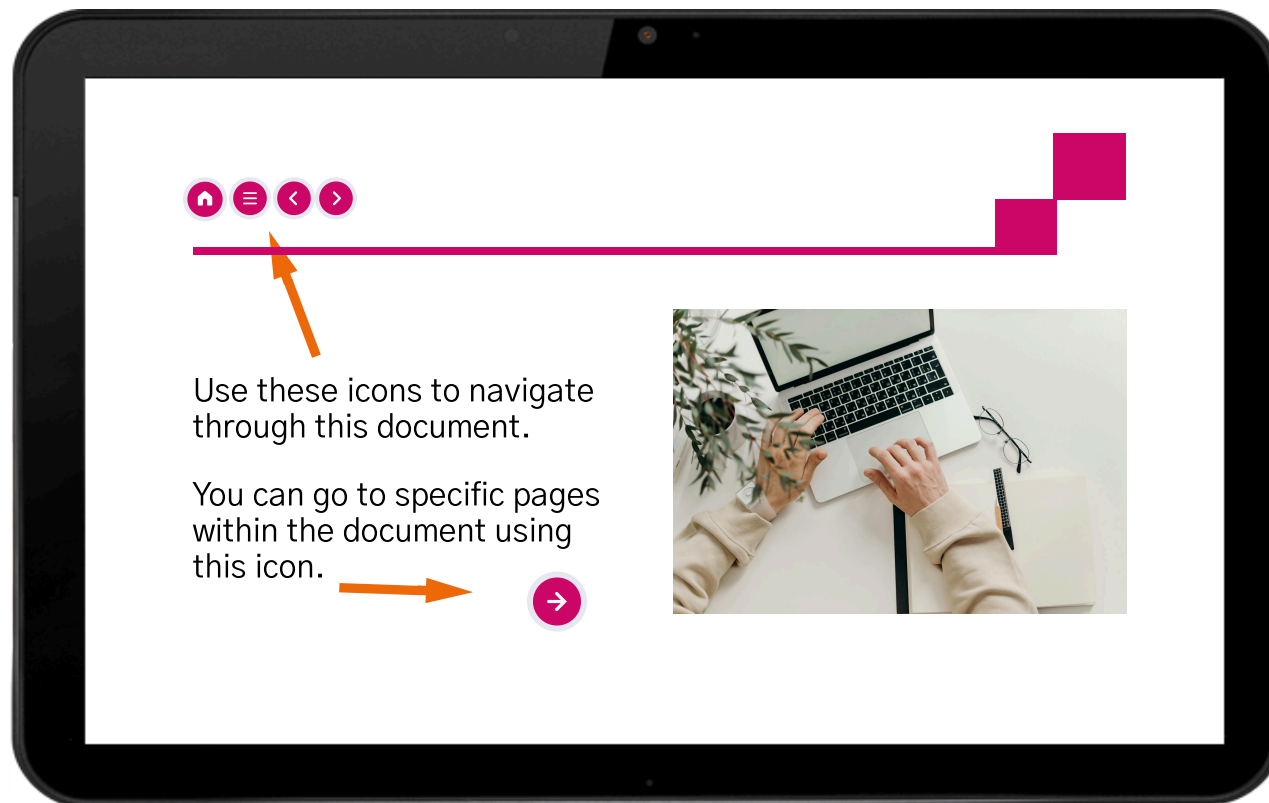
# CONTENTS

## HELLO

Overview
Benefits
About rove
About CQI and IRCA

## PROFESSIONAL COURSES

Leading Enterprise Performance Measurement
Leading Quality Strategy and Planning
Leading Business Process Excellence
Leading Supply Chain Assurance
Leading Strategic Change and Improvement
Leading Enterprise Risk Management

## WHAT'S INVOLVED?

Duration
Requirements
Fees

## LEARNING WITH US

Delivery
Assessment
Your Learning Journey

## QUESTIONS

Contact us

## ENROL

Enrol Online

# HELLO

The CQI and IRCA Certified Professional courses in Quality Management are aimed at experienced practitioners looking to advance to a strategic level and aspiring to become a Chartered Quality Professional.

The **PROFESSIONAL CERTIFICATE IN QUALITY MANAGEMENT** is awarded on successful completion of all six courses.

# OVERVIEW

The Professional level courses in Quality Management are aimed at experienced practitioners looking to advance to a strategic level and aspiring to become a Chartered Quality Professional.

There are six Professional courses – you can enrol onto individual courses or study all six, the **Professional Certificate in Quality Management:**

| | | | |
|---|---|---|---|
| Leading **Enterprise Performance Measurement** (PR302) | Leading **Quality Strategy and Planning** (PR303) | Leading **Business Process Excellence** (PR304) | The **Professional Certificate in Quality Management** (All Six Courses) |
| Leading **Supply Chain Assurance** (PR305) | Leading **Strategic Change and Improvement** (PR306) | Leading **Enterprise Risk Management** (PR307) | |

# 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 skills and knowledge to support your application for CQI membership.

# ABOUT ROVE

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 825 learners, from over 350 companies – both in the UK and Internationally. It has supported learners to achieve over 1,500 courses and over 125 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 92%.

# 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  and request the code.

# WHAT COURSES CAN YOU STUDY?

There are **six** CQI and IRCA Certified Professional Quality Management courses you can study, or the **Professional Certificate in Quality Management** is awarded by the CQI on successful completion of all six courses.

The Certificate meets the knowledge requirements for membership of the CQI at Chartered Quality Professional level.

# AT A GLANCE

## Leading **Enterprise Performance Measurement (PR302)**

Develops leadership skills to coach and facilitate top management teams in the development of enterprise–wide performance measurement/KPIs for strategic goals and operational process performance.

## Leading **Quality Strategy and Planning (PR303**)

Develops leadership skills to apply quality planning within the context of product/service portfolio management and facilitate top management teams in the deployment of the strategic management of products/services, quality policies and the roles required.

## Leading **Business Process Excellence (PR304)**

Develops leadership skills to apply system thinking within the context of an overall enterprise or organisation, and coach and facilitate top management teams in the development of their understanding and deployment of system leadership and the roles required.

## Leading **Supply Chain Assurance (PR305)**

Develops leadership skills to assure that stakeholder requirements are met in the whole supply chain, develop strategies for assessing supply chain capability, coach and facilitate top management teams in the deployment of strategic leadership of supply chain management.

# AT A GLANCE

## Leading **Strategic Change and Improvement (PR306)**

Provides leadership skills in the development of improvement programmes and provides delegates with the capability of coaching and facilitating all levels of the organisation in a variety of approaches to change and improvement.

## Leading **Enterprise Risk Management (PR307)**

Provides leadership skills in the application of risk management within the context of an enterprise/organisation and provides delegates with the capability of coaching top management teams in the deployment of a system approach to the leadership of risk management.

## The **Professional Certificate in Quality Management**

# LEADING ENTERPRISE PERFORMANCE MEASUREMENT (PR302)

## OVERVIEW

This course provides the leadership skills needed to coach and facilitate top management teams in the development of enterprise–wide performance measurement/KPIs for strategic goals and operational process performance.

**24 HOURS (MINIMUM) / 10 WEEKS**

**DEDICATED TUTOR**

**DISTANCE LEARNING**

**£645 (+VAT)**

## INDICATIVE CONTENT

### 1. Leadership of performance measurement:
- Organisations as a system and PDCA
- Review of variation, control charts and effective measures
- Mapping measures of performance to an organisational system
- Systems thinking
- Roles in performance measurement
- Coaching techniques for developing enterprise performance measures and roles.

### 2. Measurement of enterprise strategy:
- Processes for gathering data on organisation context including competitors, benchmarking, technology, legal, regulatory, societal and standards relating to the organisation
- Linking measures to strategic objectives/goals
- Strategy map
- Balanced scorecards and KPIs.

## PRIOR LEARNING

Managing Process Performance (PT202), or equivalent.

## CERTIFICATION

Certificate of Achievement

# LEADING ENTERPRISE PERFORMANCE MEASUREMENT (PR302)

**3: Measurement and policy deployment:**
- Overview of Hoshin Kanri
- Strategic scorecards
- Review processes
- Measures for business planning and forecasting
- Measures for financial management.

**4: Leading performance measurement in the extended enterprise:**
- Managing cross–functional measures
- Measures of supply chain performance
- Facilitation of supplier/external provider measurement and reporting
- Managing multi–site performance measurement.

**5: Leading operational performance measurement:**
- Cascading measures using a process approach
- Operational scorecards
- Dashboards
- Visual management for enterprise level measures
- Measures as drivers for continual improvement.
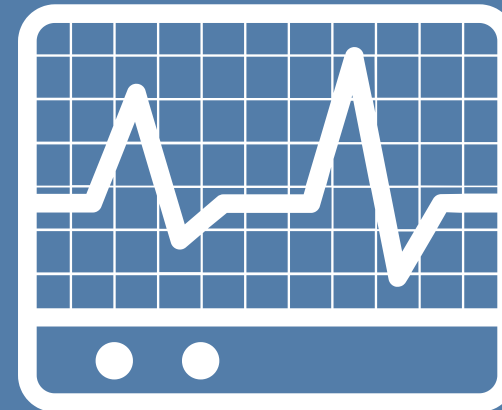
# LEADING QUALITY STRATEGY AND PLANNING (PR303)

## OVERVIEW

Gain leadership skills development in the application of quality planning within the context of product/service portfolio management. On completion you will be capable of coaching and facilitating top management teams in the development of their understanding and deployment of the strategic management of portfolios of products/services, quality policies and the roles required.

**40 HOURS (MINIMUM) / 10 WEEKS**

**DEDICATED TUTOR**

**DISTANCE LEARNING**

**£645 (+VAT)**

## INDICATIVE CONTENT

**1. Enterprise level product/service management:**
- Product/service management as part of a management system
- Product/service portfolios, systems thinking and the extended enterprise (external stakeholders and suppliers)
- Review of processes to gather data about and flow down requirements from customers and stakeholders
- Understanding the context and environmental conditions of products and services (markets, competitors, benchmarking, technology, societal considerations)
- Managing legal, standards and regulatory compliance
- Coaching and facilitation skills to build commitment and engagement in leadership teams
- Facilitation of product/service review processes.

## PRIOR LEARNING

Managing Quality Planning (PT208), or equivalent.

## CERTIFICATION

Certificate of Achievement

# LEADING QUALITY STRATEGY AND PLANNING (PR303)

**2. Product/service strategies:**
- Building product portfolio strategies
- Facilitating management tools to identify opportunities with top management teams (SWOT, Boston Matrix, Market Analysis, Product Lifecycles and Prioritisation Matrices)
- Facilitation of key tools to identify potential risks in the context of strategy development (FMEA, risk register, risk matrix, cause/effect diagrams)
- Roadmaps
- Product/service quality planning
- Policy deployment (Hoshin Kanri)
- Risk management approaches (risk avoidance or elimination, risk reduction by changing the likelihood or consequences, managing risk following evaluation)
- Managing financial risk and effective business cases
- Leading and coaching quality function deployment.

**3. Management and planning tools (new seven QC tools):**
- Affinity diagram
- Interrelationship diagraph
- Systematic (tree) diagram
- Matrix
- Data matrix
- Arrow diagram
- PDPC
- Facilitation of tools with top management teams.

# LEADING BUSINESS PROCESS EXCELLENCE (PR304)

## OVERVIEW

This course develops leadership skills to apply system thinking within the context of an overall enterprise or organisation, and coach and facilitate top management teams in the development of their understanding and deployment of system leadership and the roles required.

**40 HOURS (MINIMUM) / 10 WEEKS**

**DEDICATED TUTOR**

**DISTANCE LEARNING**

**£645 (+VAT)**

## INDICATIVE CONTENT

**1. Leadership of the management system as a system and systems thinking:**
- Principles of holistic thinking and mind–set for PDCA
- Systems thinking
- Mapping organisations as systems
- Supply chains
- Understanding the context of the organisation (external influences).

**2. Leading process management within organisations modelled on system thinking:**
- The roles of the system leader, process owner, process manager and process operator
- Process deployment, measurement and continual improvement
- Overview of strategy deployment (Hoshin Kanri) and prioritisation processes
- Linking strategy and improvement programmes.

## PRIOR LEARNING

Managing Change and Continual Improvement (PT204) & Managing Process Performance (PT202), or equivalent.

## CERTIFICATION

Certificate of Achievement

# LEADING BUSINESS PROCESS EXCELLENCE (PR304)

**3. Approaches to enable definition of organisations as systems (soft skills):**
- Facilitation of system mapping workshops
- Identification of process owners
- Coaching methodologies
- Influencing and building rapport with top management team members.

**4. Managing cross-function and multi-site standardisation:**
- Overview of standardisation in process deployment
- Roles of the process owner and process manager in standardisation
- Approaches to lead and manage global and local standardisation.

**5. System and process review with global/local levels:**
- A process for reviews of the system, process and continual improvement
- Typical agendas and preparation
- Collecting data for review (Voice of the Customer and other external data and internal performance data)
- Diagnostics for reviews (risk and opportunity assessment, business modelling and financial impact assessment)
- Interaction of local and global reviews
- Facilitation techniques for reviews.

# LEADING SUPPLY CHAIN ASSURANCE (PR305)

## OVERVIEW

This course develops leadership skills to assure that stakeholder requirements are met in the whole supply chain, develop strategies for assessing supply chain capability, coach and facilitate top management teams in the deployment of strategic leadership of supply chain management.

**40 HOURS (MINIMUM) / 10 WEEKS**

**DEDICATED TUTOR**

**DISTANCE LEARNING**

**£645 (+VAT)**

## INDICATIVE CONTENT

1. Organisational drivers for outsourcing – benefits, opportunities and risks.

2. Organisational aspects of supply chain structures:
   - Deciding which processes to outsource and which to retain
   - Innovation and partnering
   - Organisational focus
   - Economic efficiency
   - Capabilities.

3. Introduction to supply chain management:
   - Roles
   - Processes
   - Contract management
   - Sustainability
   - Optimisation.

### PRIOR LEARNING

Managing Supply Chains (PT206), or equivalent.

### CERTIFICATION

Certificate of Achievement

# LEADING SUPPLY CHAIN ASSURANCE (PR305)

**4. Procurement and supply policies:**
- Introduction to the implications for procurement of the World Economic Forum
- Environmental and socially sustainable procurement
- Supply policies (fraud, bribery, corruption, environmental law, fair trade, reputation and human rights).

**5. Supply chain management techniques:**
- Tenders and supplier selection
- Information flow, order cycles, inventory, logistics
- Contracts and legal aspects
- Lifetime economic effectiveness
- Warehouse management, international trade/freight, materials planning
- Technology – supply chain management systems.

**6. Supplier development assurance:**
- Roles in supply chain assurance.
- Audit planning and management – accountability and auditability.
- Developing and managing supplier audit programmes.
- Managing risk in a supply chain.
- Partnering and improvement in the supply chain network.
- Supplier development strategies.
- Supplier development assurance and management – accountability and auditability.
- Leading advanced quality planning with suppliers.

# LEADING STRATEGIC CHANGE AND IMPROVEMENT (PR306)

## OVERVIEW

Gain leadership skills in the development of improvement programmes. On completion of the course you will have the capability of coaching and facilitating all levels of the organisation in a variety of approaches to change and improvement.

**40 HOURS (MINIMUM) / 10 WEEKS**

**DEDICATED TUTOR**

**DISTANCE LEARNING**

**£645 (+VAT)**

## INDICATIVE CONTENT

**1. Change and organisational culture:**
- Organisations as systems and system thinking
- Linking strategy with organisation systems
- Linking strategy with improvement programmes
- Coaching others in the use of PDCA.

**2. Frameworks for change:**
- Project lifecycle management
- Governance structures
- Development of effective and engaging review processes
- Leading stakeholder management
- Integrating risk management into change programmes
- Innovation approaches and methodologies.

## PRIOR LEARNING

Managing Change and Continual Improvement (PT204) & Managing Problem Solving (PT205), or equivalent.

## CERTIFICATION

Certificate of Achievement

# LEADING STRATEGIC CHANGE AND IMPROVEMENT (PR306)

**3. Coaching techniques for step change improvement approaches:**
- Lean
- Six Sigma
- TQM
- TPM
- Kaizen
- Innovation.

**4. Roles in change and improvement initiatives:**
- Steering team and team members
- Improvement sponsor
- Improvement initiative leader
- Initiative team members
- Coaching to improve the effectiveness of roles.

**5. Facilitating and building commitment with top management teams:**
- Influencing techniques when working with top management teams
- Supporting the selection of change and improvement priorities.

**6. Developing change programmes:**
- Coaching project definition, sponsorship and chartering
- External providers and stakeholders
- Managing and governance of change programmes
- Review processes.

# LEADING STRATEGIC CHANGE AND IMPROVEMENT (PR306)

**7. Enterprise-wide stakeholder management:**
- Supply chain considerations
- Working with key stakeholders and partners.

**8. Managing and governance of change programmes:**
- Overview of programme lifecycle
- Governance processes for programmes.

**9. Sponsorship, governance and the role of the sponsor:**
- Governance structures for sponsors
- Key behaviours for effective sponsors.

**10. Effective programme reviews:**
- A process for programme review
- Typical agendas and preparation
- Facilitation techniques for reviews.

# LEADING ENTERPRISE RISK MANAGEMENT (PR307)

## OVERVIEW

This course provides leadership skills in the application of risk management within the context of an enterprise/organisation and provides delegates with the capability of coaching top management teams in the deployment of a system approach to the leadership of risk management.

**40 HOURS (MINIMUM) / 10 WEEKS**

**DEDICATED TUTOR**

**DISTANCE LEARNING**

**£645 (+VAT)**

## INDICATIVE CONTENT

**1. Development and design of enterprise risk management policy, strategy and architecture:**
- Role of the board and other key stakeholders
- Strategic and operational risk strategies and policies
- Risk tolerance and appetite
- Relationship to other standards, such as ISO 31000, ISO 14001, BS OHSAS 18001 (ISO 45001 when available), ISO 22301 and ISO 27001
- Resources, roles and responsibilities
- Ownership and human behaviour
- Integration into existing governance structures
- Holistic view of organisational capabilities
- Obstacles to success
- PDCA.

### PRIOR LEARNING

Introduction to Risk Management (FD103), or equivalent.

### CERTIFICATION

Certificate of Achievement

# LEADING ENTERPRISE RISK MANAGEMENT (PR307)

**2. Understanding of specific risk groupings and their impact on strategic goals:**
- Country, sector and industry risks
- Strategic
- Operational
- Hazard
- Financial
- Supply chain
- Cyber
- Project/organisational change
- Stakeholder
- Reputation
- Emerging risks and 'unknown knowns/unknowns' – resilience.

**3. Risk assessment and treatment (mitigation) techniques:**
- Risks and risk velocity – risk classification
- Frameworks – risk registers and matrices
- Identification techniques
- Mitigation techniques
- Audit (internal and external)
- Decision theory
- Limitations of data and statistical techniques
- Risk management information systems
- Risk maturity
- Key Performance Indicators (KPIs), Key Risk Indicators (KRIs) and Service Level Agreements (SLAs).

# LEADING ENTERPRISE RISK MANAGEMENT (PR307)

**4. Become a trusted advisor organisation (soft skills):**
- Relationship management
- Appreciation of the behavioural skills required to be able to engage with top management, the Board and other key stakeholders
- Communication skills and mechanisms of communication
- Collaboration and partnering
- Education, competency and skills
- Emerging risks.

# THE PROFESSIONAL CERTIFICATE IN QUALITY MANAGEMENT

## OVERVIEW

The Professional Certificate in Quality Managementis awarded by the CQI and IRCA on successful completion of all six courses. It supports application for membership of the CQI at Chartered Quality Professional level.

**224 HOURS (MINIMUM) / 60 WEEKS**

**DEDICATED TUTOR**

**DISTANCE LEARNING**

**£3,483 +VAT (10% DISCOUNT APPLIED)**

The Professional Certificate in Quality Manageent comprises of the following courses:

1. Leading **Enterprise Performance Measurement** (PR302)

2. Leading **Quality Strategy and Planning** (PR303)

3. Leading **Business Process Excellence** (PR304)

4. Leading **Supply Chain Assurance** (PR305)

5. Leading **Strategic Change and Improvement** (PR306)

6. Leading **Enterprise Risk Management** (PR307).

## PRIOR LEARNING

The Practitioner Certificate in Quality Management, or equivalent knowledge and skills.

## CERTIFICATION

The Professional Certificate in Quality Management

# 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: 10 WEEKS

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 40 (excluding PR302 which 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?

## EXPERIENCED QUALITY PRACTITIONERS

The Professional level courses are aimed at experienced practitioners looking to advance to a strategic level. 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?

## £645.00 (+VAT) PER COURSE

A **10% discount** is applied if you enrol of the Professional Certificate (all six courses).

- £3,483 (+ VAT)

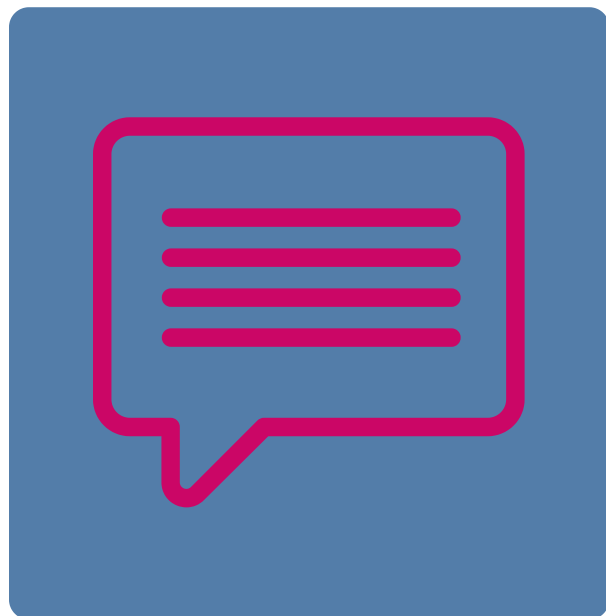You have the option to pay on a course-by-course basis.

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.

# DELIVERY

## FLEXIBLE LEARNING

You can study when 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.
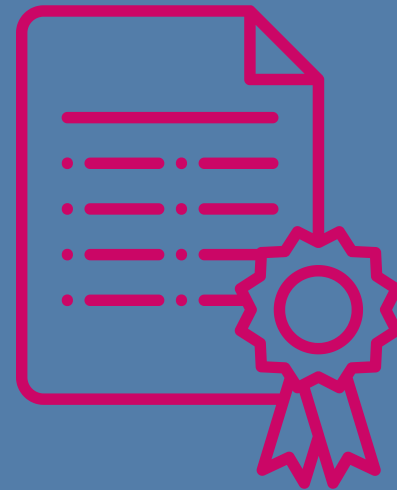
## ASSESSMENT & CERTIFICATION

Assessment for Professional courses is via workbook completion.

Your tutor will assess and provide feedback on your submissions.

On completion of the course workbook, you will be awarded a Certificate of Achievement.

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

# YOUR LEARNING JOURNEY

**1**

**INDUCTION**
A call with your tutor to discuss the course in further detail.

**LEARNING**
Using the course materials and with support from your tutor you'll complete the course workbook.

**2**

**3**

**ASSESSMENT**
Your tutor will assess your submissions and provide feedback.

**COMPLETION**
You'll be issued with your course certificate and are ready to progress.

**4**

**5**

**PROGRESSION**
Consider or move on to your next course.

# QUESTIONS?

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

- +44 (0) 191 670 9529 or
- 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.