



# CQI AND IRCA CERTIFIED QUALITY MANAGEMENT COURSES.

*PRACTITIONER  
LEVEL.*

V19 Apr-26





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# HELLO

Advance your expertise in quality with the CQI and IRCA Practitioner courses.

Designed for professionals already working in a quality role, these courses deepen your knowledge, strengthen practical skills and help you apply management-level quality principles within your organisation.

Our QMS Internal Auditor course is designed for professionals who require a sound understanding of the principles, practices and techniques of quality auditing.



# 1: WHY CQI AND IRCA CERTIFIED TRAINING?

For more than 100 years, the Chartered Quality Institute (CQI) has been championing organisational excellence by setting professional standards for quality management in the UK and globally.

With 20,000 members in 100 countries, they are the partner of choice for quality management practitioners and through its International Register of Certificated Auditors (IRCA) certification, for management systems audit professionals.

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 – the option of completing comprehensive programmes, or modular courses, you can create a learning journey perfectly tailored to your needs whatever your career stage.



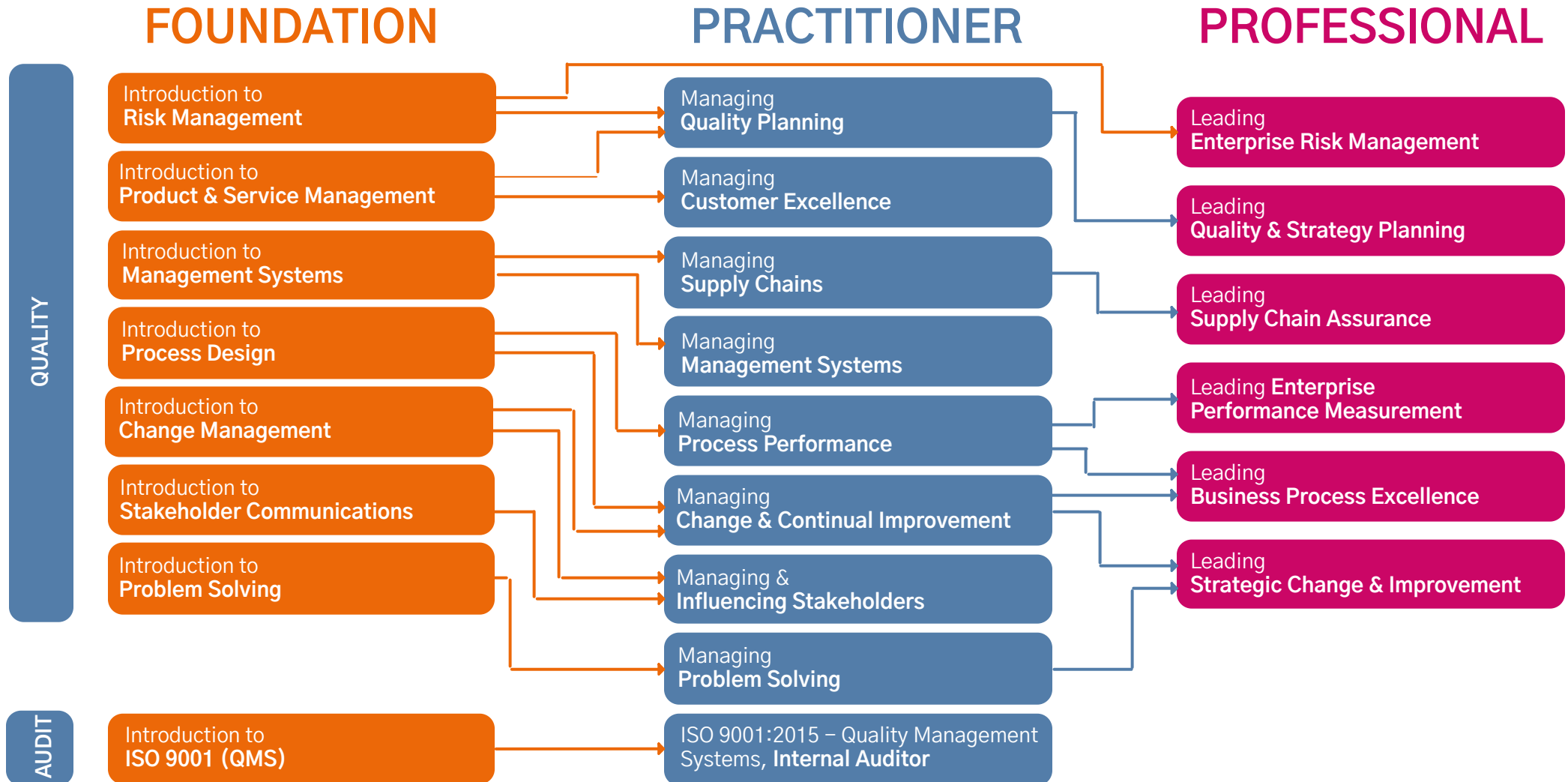
Training is aligned with the Profession Map so you gain relevant, up-to-date skills employers want.



CQI and IRCA Certified courses lead to CQI membership – Affiliate, Practitioner (PCQI) and Chartered Professional (CQP MCQI) and IRCA Certification.



# 1: TRAINING PATHWAY





# 1: ADVANCE YOUR QMS EXPERTISE

CQI and IRCA Practitioner courses equip quality professionals and aspiring middle managers with the knowledge to lead, apply management-level quality principles and make a real impact.

## THE PRACTITIONER CERTIFICATE IN QUALITY MANAGEMENT

A comprehensive programme in quality management across eight expertly designed Practitioner courses – deepening expertise, strengthening practical skills and building the confidence to apply quality management at a strategic level.

Achieve the Practitioner Certificate upon successful completion of all courses and further advance your quality management career.

## INTERNAL AUDITOR – ISO 9001:2015

Develop the knowledge and practical skills to plan, perform and follow up internal audits of a Quality Management System (QMS) with our CQI and IRCA Certified ISO 9001:2015 Internal Auditor course.

Designed for professionals who require a sound understanding of the principles, practices and techniques of quality auditing and the critical role internal auditors play in maintaining and improving an effective QMS.

## CREATE YOUR PERSONALISED TRAINING PATHWAY

Select individual courses to create your learning pathway uniquely tailored to your role, interests and career goals.



# 1: WHY ROVE?

Since 2010, rove has been an Approved Training Partner (ATP) of the CQI and IRCA, delivering courses that meet the highest professional standards. Supported by robust processes and ongoing external assurance, rove ensures every course consistently meets rigorous quality requirements.

Dedicated to developing the knowledge and skills of quality professionals, rove delivers the full suite of CQI and IRCA Certified Quality Management courses – from Foundation to Practitioner and Professional levels – enabling delegates to gain recognised certificates and follow clear career progression pathways. Rove also offers Introduction to ISO 9001:2015 and Internal Auditor (Quality Management Systems) courses.

Since 2016, when the courses were introduced, rove has...



Worked with  
over 350  
companies



Supported  
learners to  
achieve over  
1,800  
certifications



Supported  
over 700  
learners



Delivered  
training across  
45 countries



Supported the  
achievement of over 100  
Foundation, Practitioner  
and Professional  
Certificates



100%  
achievement  
rate



92% first  
time exam  
pass rate



# 1: CQI MEMBERSHIP & IRCA CERTIFICATION

## 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.

## IRCA CERTIFICATION

The CQI’s International Register of Certificated Auditors (IRCA), is the leading register for management system auditors.

Completion of the ISO 9001:2015 Internal Auditor (QMS) course within five years prior to applying for certification satisfies part of the training requirements for initial certification as an IRCA Certificated QMS Internal Auditor. To meet the full training requirements, you must also complete the CQI and IRCA Certified ISO 9001:2015 Foundation (QMS) Training course (FD116).

Read more about membership and requirements [here](#).



# QUALITY MANAGEMENT COURSES

The **Practitioner Certificate in Quality Management** is awarded by the CQI on successful completion of the eight courses.

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

You can select individual courses to create a personalised learning pathway.

# 2: QUALITY MANAGEMENT COURSES

The **Practitioner Certificate in Quality Management** – A comprehensive pathway to management-level quality expertise.

## Managing Process Performance (PT202)

Develop practical skills in managing process operations. This course builds your capability to lead teams in developing effective management processes and performance measures that evaluate operational performance.



## Managing Management Systems (PT203)

You'll gain practical skills to manage the processes needed to implement effective management systems. By the end of the course, you'll be able to work with your team and other quality professionals to develop your organisation's management system using a process-based approach, risk-based thinking, and the PDCA cycle.



## Managing Change & Continual Improvement (PT204)

You'll develop practical skills in managing change within the context of process management and improvement. By the end of the course, you'll be able to lead teams in designing improvement approaches and confidently facilitate the implementation of the resulting changes.



## Managing Problem Solving (PT205)

You'll gain practical skills in the fundamental tools, techniques, and structured methodologies for problem solving. By the end of the course, you'll be able to lead a team in applying these tools to tackle small-scope business problems and drive the development of robust, sustainable solutions.



## Managing Supply Chains (PT206)

You'll gain practical skills to manage a wide range of supplier activities. By the end of the course, you'll be able to assess supplier approaches, support supplier selection, measure performance, manage supply chain risks and guide suppliers to adopt a process-focused approach that drives continuous improvement.



## Managing Customer Excellence (PT207)

You'll gain practical skills to understand different customers and stakeholders, translate their requirements into your organisation's processes and deliver customer excellence. By the end of the course, you'll be able to use feedback and external insights to enhance and innovate products and services.



## Managing Quality Planning (PT208)

You'll gain practical skills in managing products and services in the early lifecycle stages. By the end of the course, you'll be able to lead teams using a project-based approach to quality planning and risk management, delivering innovative products and services that meet customer and stakeholder needs.



## Managing and Influencing Stakeholders (PT209)

You'll gain practical skills in influencing and managing stakeholders. By the end of the course, you'll be able to use a range of tools and techniques to work effectively with customers, stakeholders, senior management, and suppliers – helping them embrace change and overcome resistance.





## 2: PRACTITIONER CERTIFICATE IN QUALITY MANAGEMENT

### OVERVIEW

The Practitioner Certificate in Quality Management covers the full range of quality management functions, including processes, systems, supply chains, planning, customers and stakeholders. The Certificate is awarded by the CQI and IRCA on successful completion of the eight courses. It meets the knowledge requirements for CQI Practitioner (PCQI) membership.



192 HOURS / 80  
WEEKS



DEDICATED  
TUTOR



ONLINE



£4,284 +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).

### RECOMMENDED PRIOR LEARNING

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

### CERTIFICATION

The Practitioner Certificate in Quality Management



# 2: MANAGING PROCESS PERFORMANCE (PT202)

## OVERVIEW

Develop practical skills in managing process operations. This course builds your capability to lead teams in developing effective management processes and performance measures that evaluate operational performance.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



£595 +VAT

## INDICATIVE CONTENT

1. **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.
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)
  - Sampling methods: random, systematic and stratified
  - Selecting key measures. 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 process with respect to bias, linearity, stability (variation), repeatability and reproducibility.

## RECOMMENDED PRIOR LEARNING

An introduction to  
Process Design (FD106)  
or equivalent.

## CERTIFICATION

Certificate of  
Achievement



## 2: MANAGING PROCESS PERFORMANCE (PT202)

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

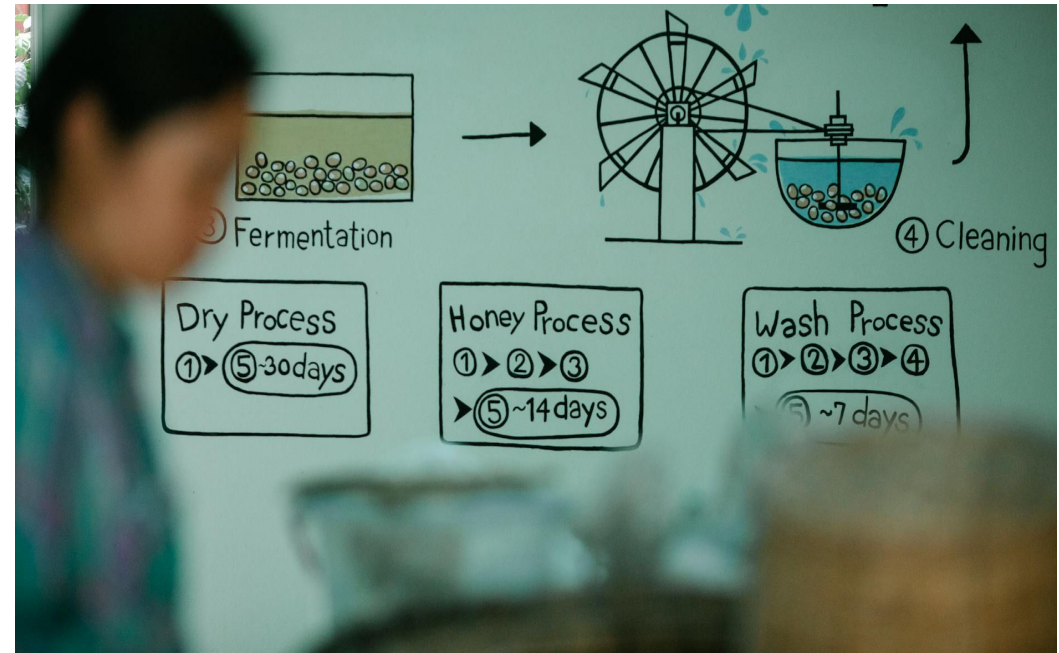
- Check sheets and data collection forms
- Run charts
- Control charts
- Histograms
- Capability analysis.

### 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.





# 2: MANAGING MANAGEMENT SYSTEMS (PT203)

## OVERVIEW

You'll gain practical skills to manage the processes needed to implement effective management systems. By the end of the course, you'll be able to work with your team and other quality professionals to develop your organisation's management system using a process-based approach, risk-based thinking and the PDCA cycle.



24 HOURS / 10 WEEKS



DEDICATED TUTOR



ONLINE



£595 +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
- 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
- Other related standards (ISO 14001, OHSAS 18001, ISO/IEC 27001).

### 2. Organisational scope and context:

- Mapping, representation and management of an organisation as a system. 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.

## RECOMMENDED PRIOR LEARNING

An introduction to Management Systems (FD107) or equivalent.

## CERTIFICATION

Certificate of Achievement



# 2: MANAGING MANAGEMENT SYSTEMS (PT203)

## 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.

## 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.





## 2: MANAGING CHANGE & CONTINUAL IMPROVEMENT (PT204)

### OVERVIEW

You'll develop practical skills in managing change within the context of process management and improvement. By the end of the course, you'll be able to lead teams in designing improvement approaches and confidently facilitate the implementation of the resulting changes.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



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### 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.

**3. Improvement methodologies (approaches) and their application:** Improvement cycles (DMAIC and PDCA), Lean, DMADV, Total Quality Management (TQM), Kaizen, Innovation and Reorganisation.

### RECOMMENDED PRIOR LEARNING

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

### CERTIFICATION

Certificate of Achievement



## 2: MANAGING CHANGE & CONTINUAL IMPROVEMENT (PT204)

### 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.





# 2: MANAGING PROBLEM SOLVING (PT205)

## OVERVIEW

You'll gain practical skills in the fundamental tools, techniques, and structured methodologies for problem solving. By the end of the course, you'll be able to lead a team in applying these tools to tackle small-scope business problems and drive the development of robust, sustainable solutions.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



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## 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).

## RECOMMENDED PRIOR LEARNING

An introduction to  
Problem Solving  
(FD102) or equivalent.

## CERTIFICATION

Certificate of  
Achievement



# 2: MANAGING SUPPLY CHAINS (PT206)

## OVERVIEW

You'll gain practical skills to manage a wide range of supplier activities. By the end of the course, you'll be able to assess supplier approaches, support supplier selection, measure performance, manage supply chain risks, and guide suppliers to adopt a process-focused approach that drives continuous improvement.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



£595 +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.

### 3. Process management and the supply chain:

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

## RECOMMENDED PRIOR LEARNING

An introduction to  
Management Systems  
(FD107) or equivalent.

## CERTIFICATION

Certificate of  
Achievement



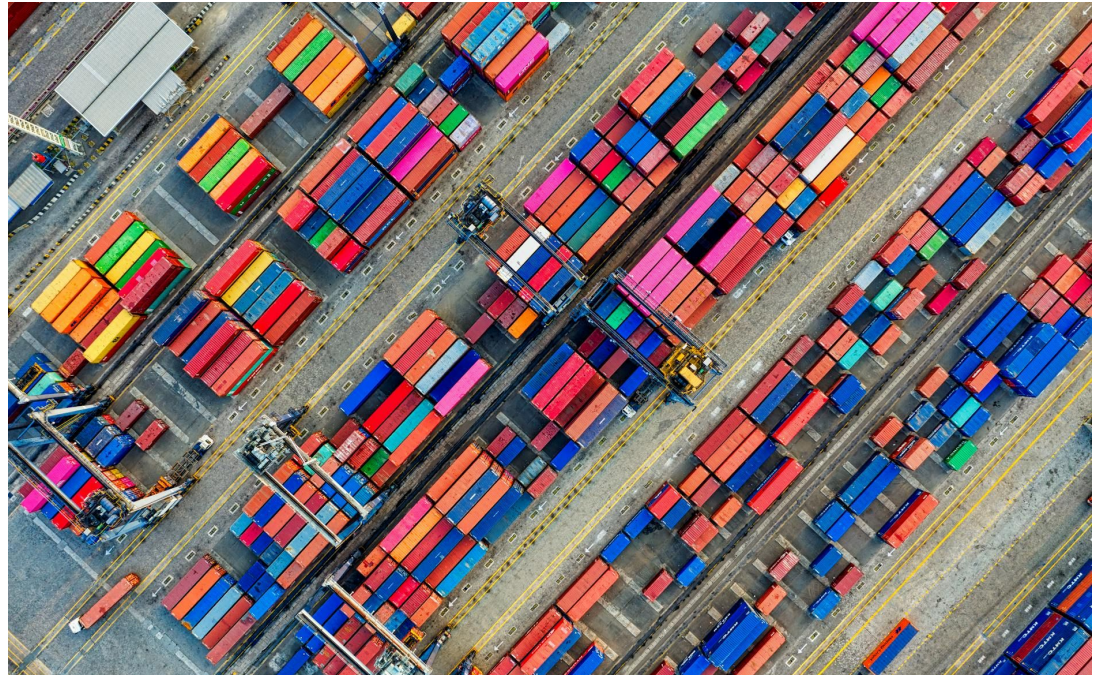
# 2: MANAGING SUPPLY CHAINS (PT206)

## 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).





# 2: MANAGING CUSTOMER EXCELLENCE (PT207)

## OVERVIEW

You'll gain practical skills to identify different types of customers and stakeholders, understand their requirements, and translate these into your organisation's governance, assurance and improvement processes to deliver customer excellence. By the end of the course, you'll be able to use customer feedback and external insights to enhance and innovate your organisation's products and services.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



£595 +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 and 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 and understanding customers and 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.

### 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.

## RECOMMENDED PRIOR LEARNING

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

## CERTIFICATION

Certificate of  
Achievement



## 2: MANAGING CUSTOMER EXCELLENCE (PT207)

### 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.

### 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.





# 2: MANAGING QUALITY PLANNING (PT208)

## OVERVIEW

You'll gain practical skills in managing products and services in the early lifecycle stages. By the end of the course, you'll be able to lead teams using a project-based approach to quality planning and risk management, delivering innovative products and services that meet customer and stakeholder needs.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



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## INDICATIVE CONTENT

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

- Principles of PDCA and the 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.

### 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.

## RECOMMENDED PRIOR LEARNING

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

## CERTIFICATION

Certificate of  
Achievement



# 2: MANAGING QUALITY PLANNING (PT208)

## 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.





## 2: MANAGING & INFLUENCING STAKEHOLDERS (PT209)

### OVERVIEW

You'll gain practical skills in influencing and managing stakeholders. By the end of the course, you'll be able to use a range of tools and techniques to work effectively with customers, stakeholders, senior management and suppliers – helping them embrace change and overcome resistance.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



£595 +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 (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.

#### 3. Transactional analysis:

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

### RECOMMENDED PRIOR LEARNING

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

### CERTIFICATION

Certificate of  
Achievement



## 2: MANAGING & INFLUENCING STAKEHOLDERS (PT209)

### 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.

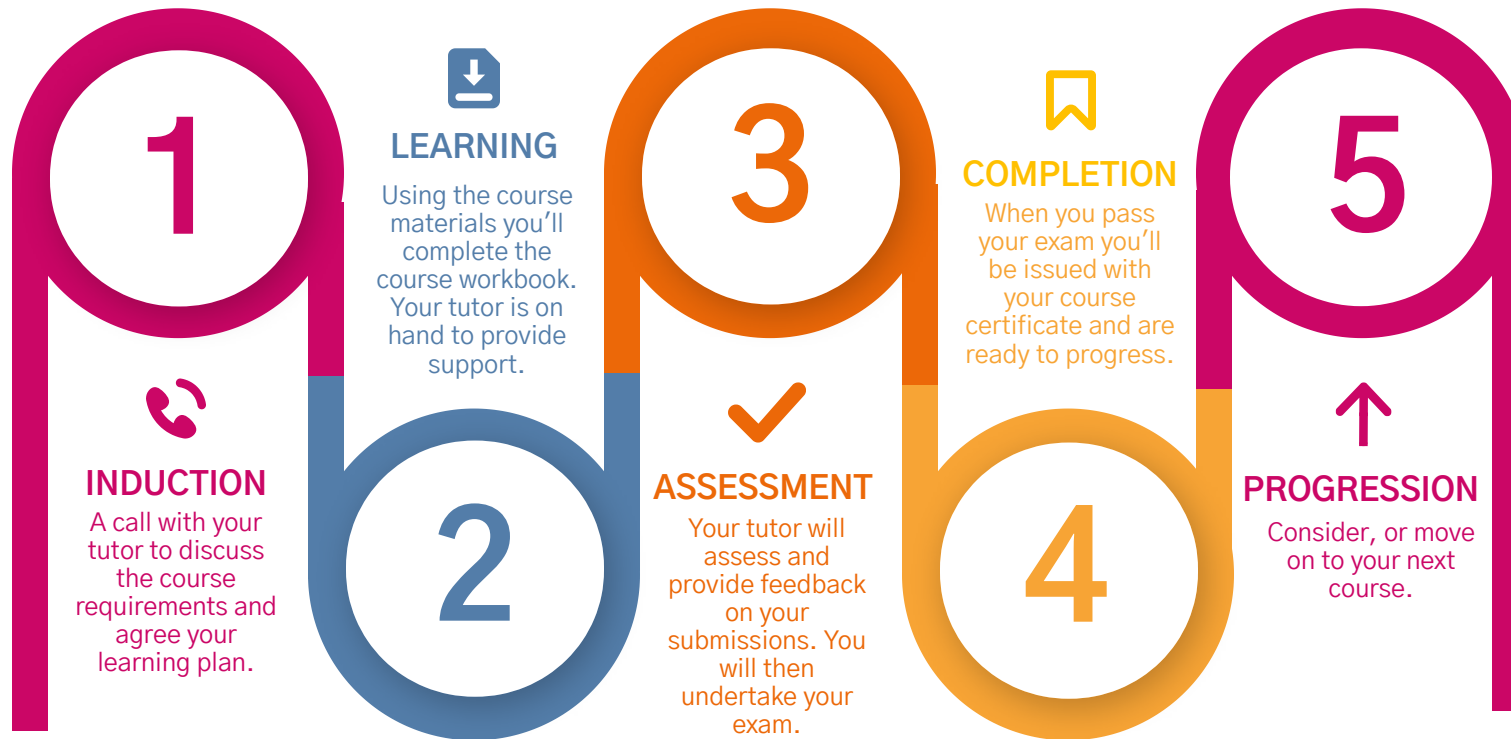
### 7. Increasing readiness to change (dealing with resistance):

- 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.



# 2: YOUR LEARNING JOURNEY





# 2: LEARNING & ASSESSMENT

Advance your quality management expertise with our flexible, fully online courses, designed to fit around your schedule.



## Flexible Learning

Study at a time, place and pace that works for you. Delivered over 10 weeks, giving you time to absorb, reflect, and practise your skills.



## Individualised Tutor Support

Benefit from a dedicated tutor providing personalised guidance, feedback and support throughout your course.



## Structured Assessment

Learn through comprehensive content, supported by structured assessment activities to consolidate your knowledge and prepare for your 1-hour, open book, multiple-choice exam.



## Online delivery

Access all learning, assessments and support through our Learning Management Systems – anytime, anywhere.

Our approach ensures you don't just learn the theory – you actively apply it, receive feedback on your performance and build the skills required for effective quality management.



# 2: HOW LONG DOES IT TAKE?

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## COURSE DURATION

The typical course duration is **10 weeks**: 8 weeks study and workbook activity completion and 2 weeks to prepare for and sit your exam

You should commit to at least 4 hours of study each week.

Each course requires a minimum of **24 learning hours**.

Additional resources are provided for further research, allowing you to extend your study time and get more from the course if you wish.

The maximum duration for each course, as set by the CQI and IRCA, is 6 months, while the full Certificate must be completed within 3 years.



## 2: COURSE REQUIREMENTS

### PRIOR LEARNING

The Practitioner Quality courses are aimed at those practising in quality and aspiring towards middle management.

The CQI and IRCA recommend you complete the relevant Foundation course **OR** hold equivalent knowledge / experience.

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](#), or request a call with us.

### ENGLISH LANGUAGE COMPETENCY

Course delivery is in English and a good standard of written and spoken English is required to participate effectively in learning and assessment activities. This is self-assessed and is not formally evaluated by rove.

Ensuring you meet these entry requirements will help you fully engage with the course content and successfully develop your quality management competence.



# 2: WHAT ARE THE COURSE FEES

**£595.00 (+VAT)** A 10% discount is applied if you also enrol on the Practitioner Certificate in Quality Management.

Course fees cover:

Tutorial Support and  
Assessment



Course Induction



Learning,  
Assessment and  
Support Materials



Learning  
Management System  
Account



CQI and IRCA  
Registration



Certificate (Digital)



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



# 2: CERTIFICATION & PROGRESSION



## CERTIFICATION

On successful completion of each course, 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 quality courses.



## PROGRESSION

On completing the Practitioner course(s), you can progress to the **Professional level** or pursue **Internal QMS Auditor training**.



# QMS INTERNAL AUDITOR COURSE

Develop the knowledge and practical skills to plan, perform and follow up internal audits of a Quality Management System (QMS) with our CQI and IRCA Certified **ISO 9001:2015 Internal Auditor** course.

Completion of the course counts toward IRCA QMS Internal Auditor certification.



# 3: ISO 9001:2015 INTERNAL QMS AUDITOR (PT236)

## MASTER QMS AUDITING

Develop the knowledge and practical skills to plan, perform and follow up internal audits of a Quality Management System (QMS) with our CQI and IRCA Certified ISO 9001:2015 Internal Auditor course.

This course is designed for professionals who require a sound understanding of the principles, practices and techniques of quality auditing and the critical role internal auditors play in maintaining and improving an effective QMS.

The ISO 9001 Internal Auditor course equips you with the technical skills and confidence to:

Plan, conduct, report  
and follow up internal  
audits

Assess the  
effectiveness of a QMS  
based on ISO 9001:2015

Audit in accordance  
with ISO 19011

Contribute to  
continual  
improvement within  
your organisation

You will learn how to evaluate part of a quality management system objectively and systematically, helping your organisation maintain compliance and drive performance improvement.

Completion of the ISO 9001:2015 Internal Auditor Course counts toward IRCA QMS Internal Auditor certification and provides a clear pathway for those looking to progress to IRCA Lead Auditor training.



# 3: ISO 9001:2015 INTERNAL QMS AUDITOR (PT236)

## OVERVIEW

This course provides practical skills and the knowledge required to perform an internal audit of part of a quality management system based on ISO 9001 (or equivalent) and report on the effective implementation and maintenance of the management system in accordance with ISO 19011.



14 HOURS / 6  
WEEKS



DEDICATED  
TUTOR



ONLINE



£795 +VAT

## INDICATIVE CONTENT

### 1. Overview of ISO Standards

- Management system standards
- Type A and Type B MSS
- ISO Harmonized Structure

### 2. Quality Management Systems

- ISO 9000 series and ISO 9001:2015 requirements
- Quality management principles
- PDCA and alignment with ISO 9001
- The process approach
- Systems thinking
- Risk-based thinking

### 3. Overview of Auditing

- ISO 19011:2018 – guidelines for auditing management systems
- Key terms and definitions
- Steps in the ISO 9001 internal audit
- The audit programme
- The internal auditor – role, responsibilities and skills

## RECOMMENDED PRIOR LEARNING

ISO 9001:2015  
Foundation (QMS)  
Course (FD116), or  
equivalent.

## CERTIFICATION

Certificate of  
Achievement



# 3: ISO 9001:2015 INTERNAL QMS AUDITOR (PT236)

## 4. Audit Initiation and Planning

- Audit initiation
- Audit planning
- Audit objectives, scope and criteria
- Audit methods, information sources and sampling
- Audit duration and resources
- The audit plan
- The audit checklist
- The sampling plan

## 5. Conducting the audit

- ISO 9001 clause interpretations and audit focus
- Application of PDCA to auditing
- Auditing risk-based thinking
- Process approach to auditing
- Auditing climate change
- The opening meeting
- Implementation of the audit plan
- Evaluating evidence and generating findings

## 6. Report and Close the Audit

- The closing meeting
- The audit report

## 7. Corrective Action, Audit Follow-up and Continual Improvement

- Corrective action
- Audit follow-up
- Communication and documentation
- Continual improvement





# 3: IS THIS COURSE RIGHT FOR ME?

This course is designed for professionals who require a sound understanding of the principles, practices and techniques of quality auditing and the critical role internal auditors play in maintaining and improving an effective QMS.

This training is ideal for:

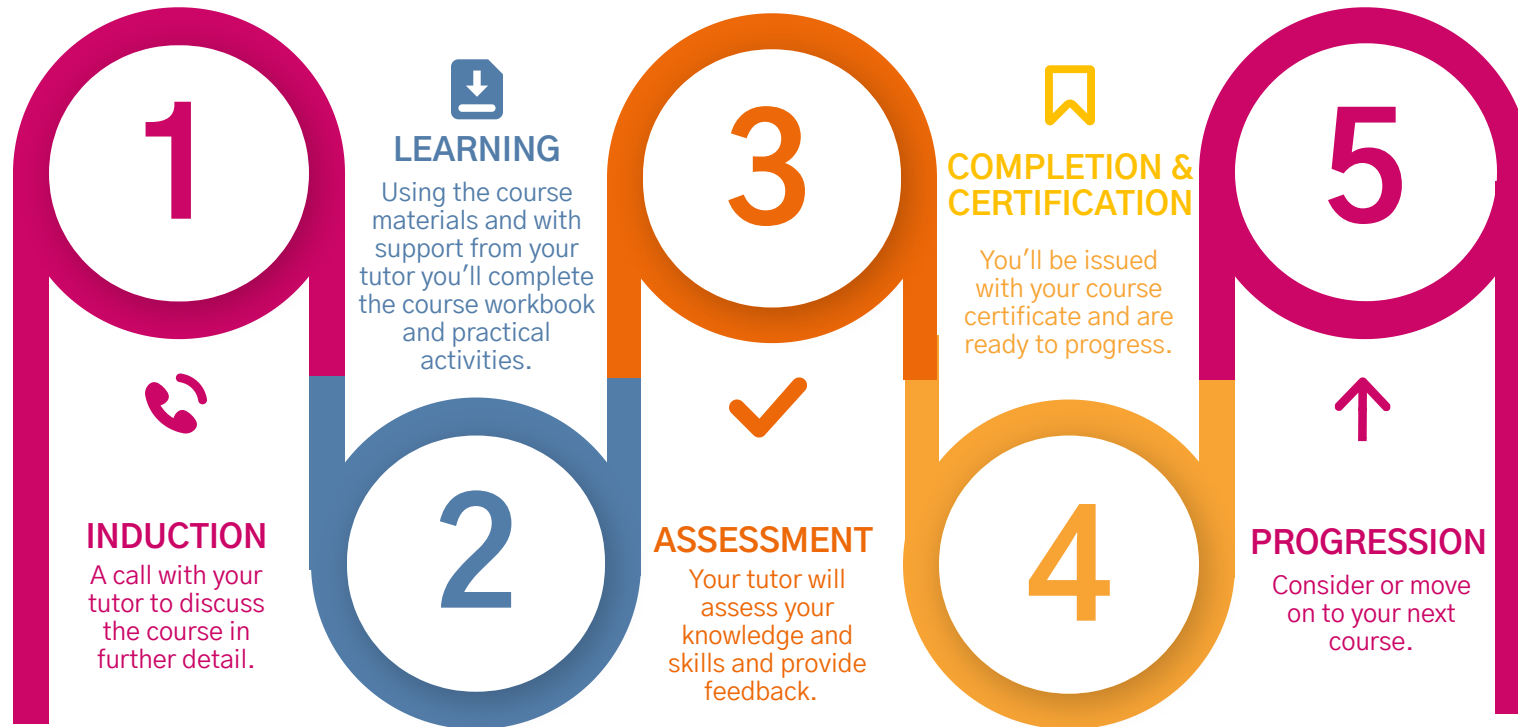


If you are involved in conducting or supporting internal audits of your organisation's Management System, this course will provide the structured knowledge and practical framework you need.

If you are new to ISO 9001, we recommend attending our **CQI and IRCA Certified Introduction to ISO 9001:2015** course to ensure you are fully prepared.

If you require the knowledge and skills to conduct entire quality management system audits against ISO 9001 you should refer to the CQI and IRCA Certified QMS Lead Auditor Training course.

# 3: YOUR LEARNING JOURNEY





# 3: LEARNING & ASSESSMENT

Build your auditing knowledge and practical skills with our flexible, fully online ISO 9001 Internal Auditor course, designed to fit around your schedule and help you gain confidence in internal audits.



## Flexible Learning

Study at a time, place, and pace that works for you. Delivered over six weeks, giving you time to absorb, reflect and practise your auditing skills.



## Individualised Tutor Support

Benefit from a dedicated tutor providing personalised guidance, feedback and support throughout your course.



## Online Learning

Learn through comprehensive content, supported by test-yourself exercises and practical activities to consolidate your knowledge.



## Hands-On Practical Skills

Apply your learning in realistic simulated audit scenarios, building confidence and competence to perform internal audits effectively.



## Online delivery

Access all learning, assessments and support through our LMS, eLearning modules and video call, anytime, anywhere.

This continuous approach ensures you don't just learn the theory – you actively apply it, reflect on your performance and build the skills required for effective auditing.



# 3: HOW LONG DOES IT TAKE?

## TYPICAL COURSE DURATION: 6 WEEKS

This assumes you can commit to at least **2.5 hours** of study each week.

The course requires a minimum of **14 learning** hours.

Additional resources are provided for further research, allowing you to extend your study time and get more from the course if you wish.

The recommended maximum course duration is **3 months**.





# 3: COURSE REQUIREMENTS

## RECOMMENDED PRIOR LEARNING

To gain maximum benefit from this course, you are expected to have prior knowledge of Quality Management Systems and the requirements of ISO 9001:2015.

### Management Systems

The Plan, Do, Check, Act (PDCA) cycle

The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continual improvement.

### Quality Management

The fundamental concepts and the seven quality management principles (see ISO 9000).

The relationship between quality management and customer satisfaction.

### ISO 9001

An understanding of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9000.

This knowledge may be gained through previous workplace experience, self-study or completion of the *CQI and IRCA Certified ISO 9001 Foundation (QMS)* course or equivalent.



# 3: COURSE REQUIREMENTS

## SYSTEM, ID & LEARNING ENVIRONMENT REQUIREMENTS

To successfully complete the learning and assessment requirements of the course you will need to ensure you can meet the following:

### SYSTEM REQUIREMENTS

- **Device:** desktop, laptop
- **OS:** Windows 10+, macOS 11+, iOS 15+, Android 10+
- **Browser:** Latest Chrome, Edge, Firefox, or Safari (JavaScript and cookies enabled)
- **Internet:** Fast-stable broadband connection (minimum 2 Mbps for web use; 5–10 Mbps recommended for video calls)
- **Audio/Video:** Working microphone, speakers/headphones, and webcam (built-in or a connected device)
- **Permissions:** Allow browser access to camera and microphone
- **Updates:** Keep your device, browser, and security software up to date
- **Video call software** (e.g. MS Teams, Zoom).

### PHOTOGRAPHIC ID

You are required to provide photographic ID (e.g. current, valid driving licence, passport or national identity card).

### LEARNING ENVIRONMENT

You will need to ensure you have a suitable environment (i.e. quiet room where you will not be disturbed) to complete your learning and practical assessments.



# 3: COURSE REQUIREMENTS

## ACCESS TO ISO STANDARDS

Access to the ISO 9001:2015 standard is central to the course and you will need to have a copy for use during the training. You will also find access to the ISO 19011 Standard beneficial.

You can access ISO standards through various channels, including purchasing them directly from the ISO website or its national partners, e.g. BSI in the UK.

## ENGLISH LANGUAGE COMPETENCY

Course delivery is in English and a good standard of written and spoken English is required to participate effectively in learning and assessment activities. This is self-assessed and is not formally evaluated by rove.

Ensuring you meet these entry requirements will help you fully engage with the course content and successfully develop your internal auditing competence.

At the point of enrolment, you will be asked to confirm that you meet the eligibility criteria for this course.

This can be done either by confirming completion of the ISO 9001:2015 – Quality Management Systems (FD116) course, or by answering a series of questions to demonstrate your knowledge of quality management systems, quality management principles and concepts and the requirements of ISO 9001. If you have any questions, please *[get in touch](#)*.



# COURSE FEE

**£795.00 (+VAT)** A 10% discount is applied if you also enrol on the Practitioner Certificate in Quality Management.

The course fee covers:

Tutorial Support and  
Assessment



Course Induction



Learning,  
Assessment and  
Support Materials



Learning  
Management System  
Account



CQI and IRCA  
Registration



Certificate (Digital)



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



# 3: CERTIFICATION & PROGRESSION



## CERTIFICATION

On successful completion of each course, you will be awarded a **Certificate of Achievement**.



## PROGRESSION

On completing the course, you may wish to IRCA Lead Auditor training or consider completing further **quality courses**.



# LEARNING IN PRACTICE



# 4: CASE STUDIES

Read how completing Practitioner level courses has helped learners strengthen their skills and apply quality management principles within their role, organisation and industry.

Discover how the knowledge gained supports real-world improvement and professional development.

QUALITY IN  
EDUCATION



QUALITY IN  
RESEARCH



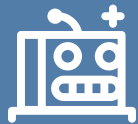
QUALITY IN  
CONSTRUCTION



QUALITY IN  
MANUFACTURING



QUALITY IN  
ENGINEERING



QUALITY IN  
MANUFACTURING



QUALITY IN  
MANUFACTURING



QUALITY IN  
CONSULTANCY





# 4: LEARNER EXPERIENCES

*'The self-paced study format suited me and was easy to fit around the demands of my work.'*

Problem Solving – PT205

*'Great support and feedback from my tutor throughout.'*

Practitioner Certificate

*'The course has provided me with a better and/or different appreciation of the tools and methods available.'*

Process Performance – PT202

*'Throughout the course, I felt extremely supported by the team at Rove. They were very responsive to any work I submitted, and they engaged with me at all times. This course has provided me a further understanding into continual change, and helped me in my further progression into the business.'*

Change & Continual Improvement – PT204

*'The simplicity of the process is brilliant.'*

Customer Excellence – PT207

*'There were a lot of new theories and concepts that I'd not come across before which while challenging was interesting.'*

Managing Change & Continual Improvement – PT204

*'I liked the ability to learn remotely to give me flexibility to study around other responsibilities.'*

Management Systems – PT203

*'Interesting course. I learnt a lot from this. I like how practical the course was. I could relate with it.'*

Quality Planning – PT208

*'I enjoyed the assignment workbook as I could apply the theory to my own work situation and/or situations I've encountered. It allowed me to explain and understand things in my own way and apply new concepts and ideas in work.'*

Process Performance – PT202

*'I like online/distance learning as it fits around other aspects of my life.'*

Practitioner Certificate

*'I truly enjoyed learning more about quality and performance measures in industries outside my own.'*

Process Performance – PT202

*'I liked the flexibility to study when it suit me.'*

Problem Solving – PT205



# 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 with everything you need to get started.