



# CQI AND IRCA CERTIFIED QUALITY MANAGEMENT COURSES.

*PROFESSIONAL  
LEVEL.*

V19\_May-26





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# HELLO

Advance your quality expertise with the CQI and IRCA Professional courses.

Designed for experienced practitioners seeking strategic expertise and a pathway to Chartered Quality Professional (CQP MCQI) status.

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



# 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.



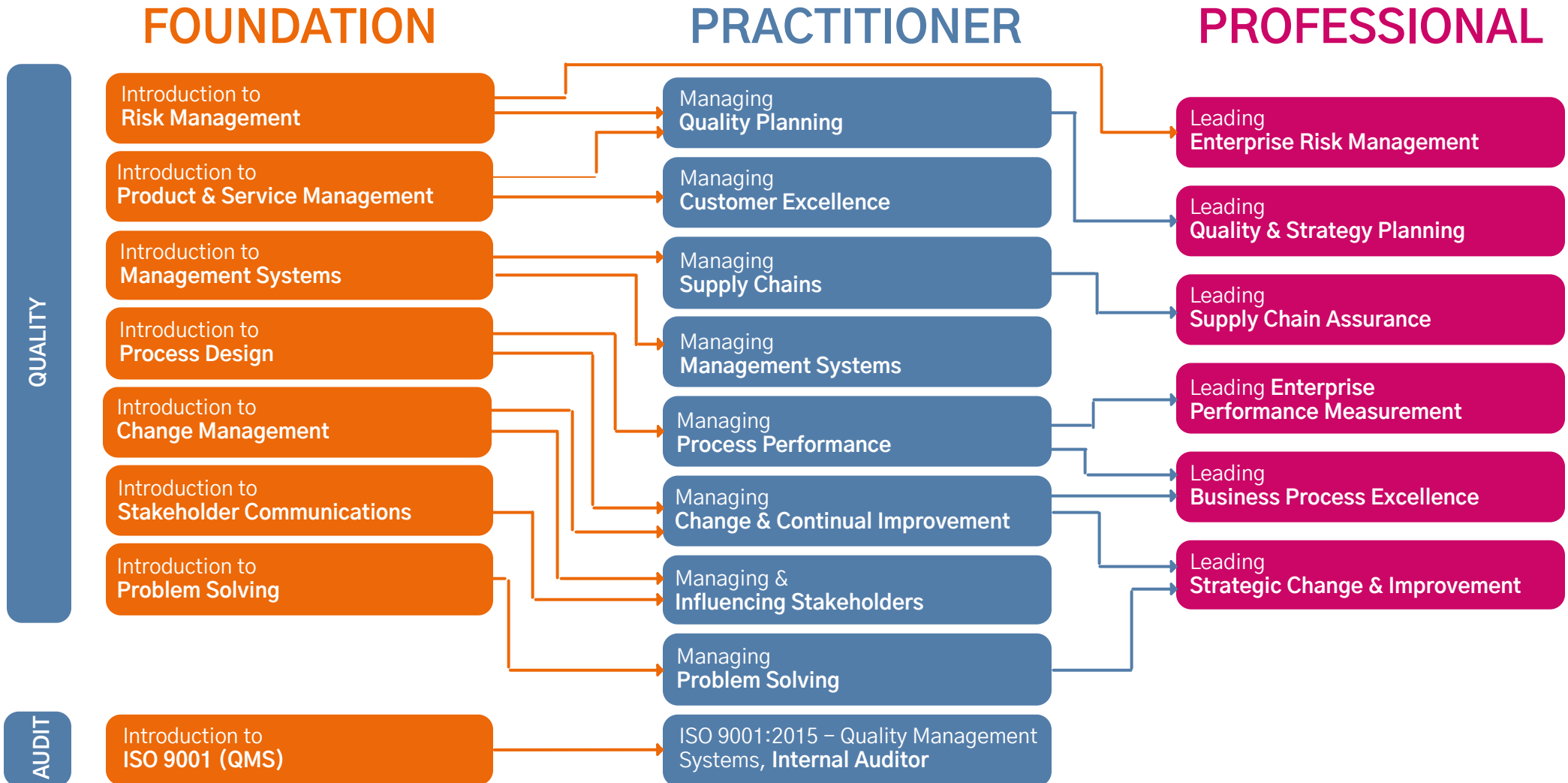
Training is aligned with the Profession Map so you gain relevant, up-to-date skills employers want.



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

## THE PROFESSIONAL CERTIFICATE IN QUALITY MANAGEMENT

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

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

## 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 375  
companies



Supported  
learners to  
achieve nearly  
2,000  
certifications



Supported  
over 730  
learners



Delivered  
training across  
50 countries



Supported the  
achievement of over 150  
Foundation, Practitioner  
and Professional  
Certificates



100%  
achievement  
rate



93% first  
time exam  
pass rate



# 1: CQI MEMBERSHIP

## 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?

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 (CQP MCQI) level.

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



# 2: AT A GLANCE

The **Professional Certificate in Quality Management** – A comprehensive pathway to strategic level quality expertise.



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

You'll develop leadership skills in applying performance measurement within your organisation's systems and processes. You'll leave equipped to coach and guide top management teams in creating enterprise-wide performance measurement frameworks and KPIs, supporting both strategic goals and operational performance.



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

This course helps you develop leadership skills in applying quality planning within product and service portfolio management. You'll leave confident in coaching and guiding top management teams on strategic portfolio management, quality policies and defining key roles for effective implementation.



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

This course develops your leadership skills in applying systems thinking across the whole organisation. You'll leave equipped to coach and support top management teams in understanding and implementing system leadership, including the key roles required for success.



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

This course develops your leadership skills in applying risk and quality planning within supply chain assurance. You'll leave able to ensure customer and stakeholder requirements are met, assess supply chain capability and coach top management in strategic supply chain leadership and supplier quality roles.



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

This course develops your leadership skills in designing and implementing improvement programmes. You'll leave confident in coaching and supporting teams at all levels of the organisation, using a range of approaches to drive effective change and continuous improvement.



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

This course develops your leadership skills in applying risk management across the entire organisation. You'll leave equipped to coach and support top management teams in understanding and implementing a systemic approach to risk leadership.





## 2: THE PROFESSIONAL CERTIFICATE IN QUALITY MANAGEMENT

### OVERVIEW

A comprehensive route to advancing quality expertise.

The Professional Certificate in Quality Management is 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 / 60  
WEEKS



DEDICATED  
TUTOR



ONLINE



PR: £4,770 + VAT  
(10% UPFRONT  
PAYMENT DISCOUNT  
AVAILABLE)

The Professional Certificate in Quality Management 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).

### RECOMMENDED PRIOR LEARNING

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

### CERTIFICATION

The Professional Certificate in Quality Management



## 2: LEADING ENTERPRISE PERFORMANCE MEASUREMENT (PR302)

### OVERVIEW

You'll develop leadership skills in applying performance measurement within your organisation's systems and processes. You'll leave equipped to coach and guide top management teams in creating enterprise-wide performance measurement frameworks and KPIs, supporting both strategic goals and operational performance.



24 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



£795 +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.

### RECOMMENDED PRIOR LEARNING

Managing Process  
Performance (PT202),  
or equivalent.

### CERTIFICATION

Certificate of  
Achievement



## 2: 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.





## 2: LEADING QUALITY STRATEGY & PLANNING (PR303)

### OVERVIEW

This course helps you develop leadership skills in applying quality planning within product and service portfolio management. You'll leave confident in coaching and guiding top management teams on strategic portfolio management, quality policies and defining key roles for effective implementation.



40 HOURS / 10 WEEKS



DEDICATED TUTOR



ONLINE



£795 +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.

#### 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.

### RECOMMENDED PRIOR LEARNING

Managing Quality Planning (PT208), or equivalent.

### CERTIFICATION

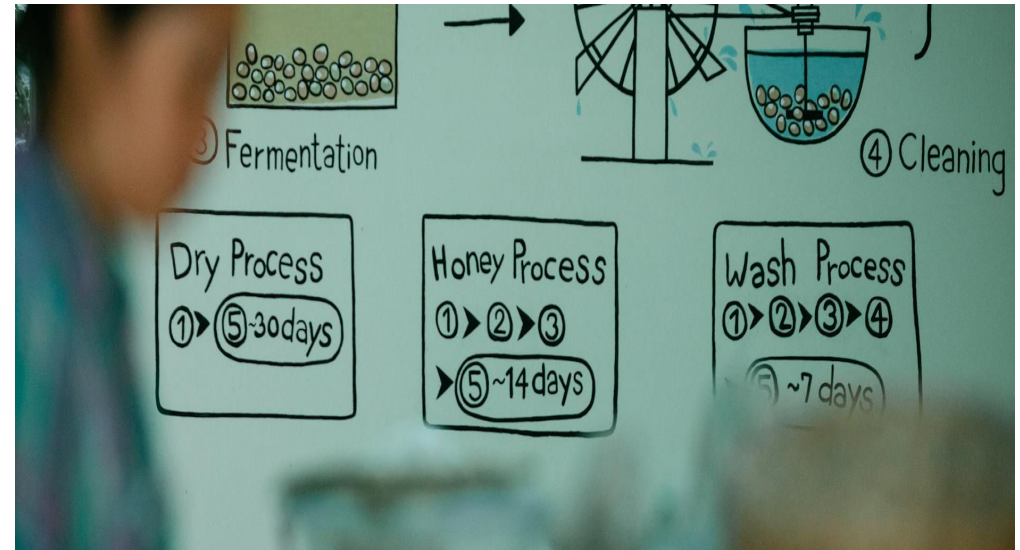
Certificate of Achievement



## 2: LEADING QUALITY STRATEGY & PLANNING (PR303)

### 3. Management and planning tools (new seven QC tools):

- Affinity diagram
- Interrelationship diagram
- Systematic (tree) diagram
- Matrix
- Data matrix
- Arrow diagram
- PDPC
- Facilitation of tools with top management teams.





## 2: LEADING BUSINESS PROCESS EXCELLENCE (PR304)

### OVERVIEW

This course develops your leadership skills in applying systems thinking across the whole organisation. You'll leave equipped to coach and support top management teams in understanding and implementing system leadership, including the key roles required for success.



40 HOURS / 10 WEEKS



DEDICATED TUTOR



ONLINE



£795 +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.

#### 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.

### RECOMMENDED PRIOR LEARNING

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

### CERTIFICATION

Certificate of Achievement



## 2: LEADING BUSINESS PROCESS EXCELLENCE (PR304)

### 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.





## 2: SUPPLY CHAIN ASSURANCE (PR305)

### OVERVIEW

This course develops your leadership skills in applying risk and quality planning within supply chain assurance. You'll leave able to ensure customer and stakeholder requirements are met, assess supply chain capability and coach top management in strategic supply chain leadership and supplier quality roles.



40 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



£795 +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.

### RECOMMENDED PRIOR LEARNING

Managing Supply  
Chains (PT206), or  
equivalent.

### CERTIFICATION

Certificate of  
Achievement



## 2: LEADING SUPPLY CHAIN ASSURANCE (PR305)

### 4. Procurement and supply policies:

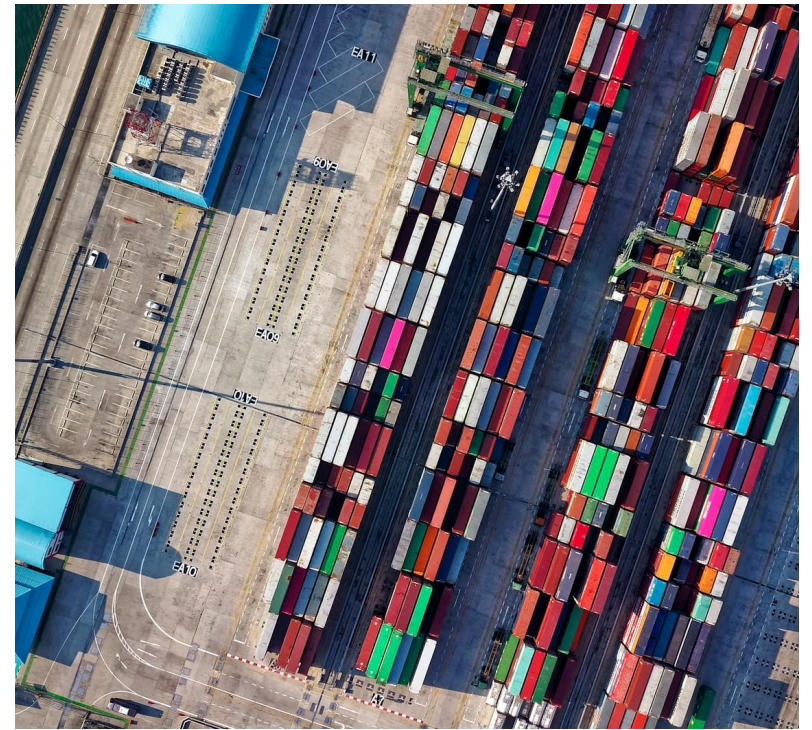
- Introduction to the implications for procurement of the World Economic Forum
- Environmental and socially sustainable procurement
- Supply policies (fraud, bribery, corruption, environmental law, fair trade, reputation and human rights).

### 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.





## 2: LEADING STRATEGIC CHANGE & IMPROVEMENT (PR306)

### OVERVIEW

This course develops your leadership skills in designing and implementing improvement programmes. You'll leave confident in coaching and supporting teams at all levels of the organisation, using a range of approaches to drive effective change and continuous improvement.



40 HOURS / 10  
WEEKS



DEDICATED  
TUTOR



ONLINE



£795 +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.

#### 3. Coaching techniques for step change improvement approaches:

- Lean
- Six Sigma
- TQM
- TPM
- Kaizen
- Innovation.

### RECOMMENDED PRIOR LEARNING

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

### CERTIFICATION

Certificate of  
Achievement



## 2: LEADING STRATEGIC CHANGE & IMPROVEMENT (PR306)

### 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.

### 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.





## 2: LEADING ENTERPRISE RISK MANAGEMENT (PR307)

### OVERVIEW

This course develops your leadership skills in applying risk management across the entire organisation. You'll leave equipped to coach and support top management teams in understanding and implementing a systemic approach to risk leadership.



40 HOURS / 10 WEEKS



DEDICATED TUTOR



ONLINE



£795 +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.

#### 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 and Emerging risks and 'unknown knowns/unknowns' – resilience.

### RECOMMENDED PRIOR LEARNING

Introduction to Risk Management (FD103), or equivalent.

### CERTIFICATION

Certificate of Achievement



## 2: LEADING ENTERPRISE RISK MANAGEMENT (PR307)

### 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).

### 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.





# WHAT'S INVOLVED?



# 3: YOUR LEARNING JOURNEY





# 3: 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.



## Online delivery

Access all learning, assessments and support through our Learning Management System – 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.



# 3: HOW LONG DOES IT TAKE?

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## COURSE DURATION

The typical course duration is **10 weeks**.

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

Each course requires a minimum of **24–40** 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.



# 3: COURSE REQUIREMENTS

## PRIOR LEARNING

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

The CQI and IRCA recommend you complete the relevant Practitioner 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.



# 3: WHAT ARE THE COURSE FEES

## INDIVIDUAL COURSE:

£795 (+ VAT)

## CERTIFICATE PROGRAMME

(full payment):

£4,293 (+ VAT)

Includes 10% upfront payment discount.

## CERTIFICATE PROGRAMME

(course-by-course payment):

£4,770 (+ VAT)

No discount applies.

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).



# 3: CERTIFICATION & PROGRESSION



## CERTIFICATION

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

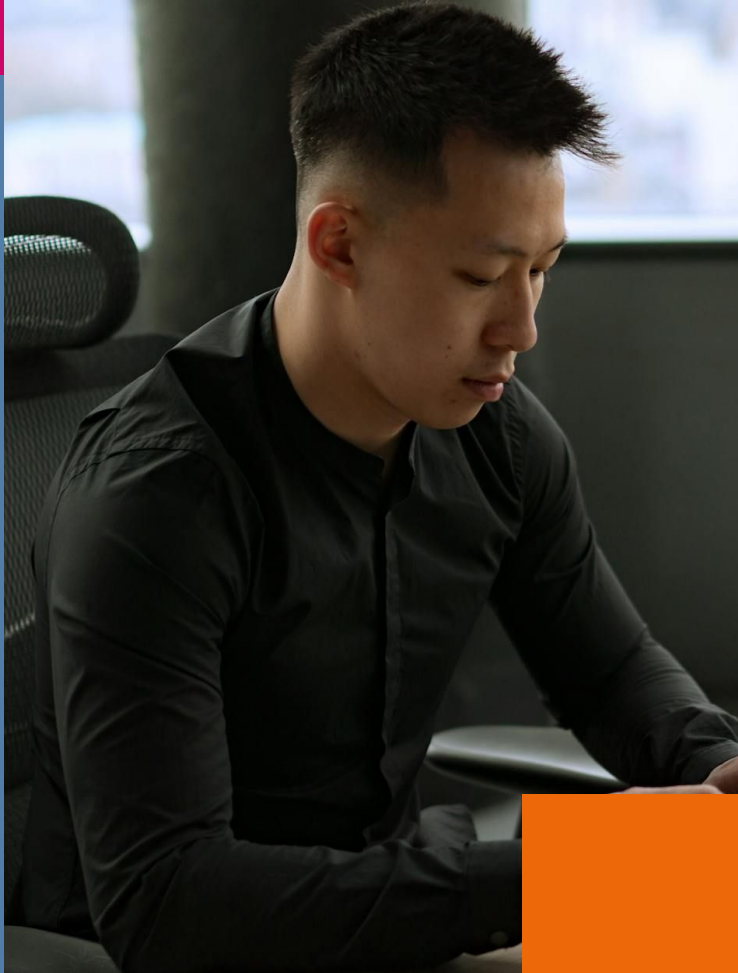
The Professional **Certificate in Quality Management** is awarded by the CQI and IRCA on completion of all six quality courses.



## PROGRESSION

On completing the Professional course(s), you might want to consider the **QMS auditor courses** – PT236 is the internal auditor course (practitioner level) and PR328 is the lead auditor courses (professional level).

If you wanted to gain broader knowledge in quality management, you might want to consider a degree or Masters.



# LEARNING IN PRACTICE


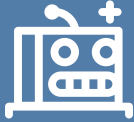


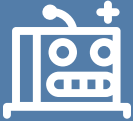


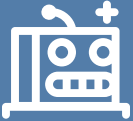




# 4: CASE STUDIES & LEARNER EXPERIENCES

Read how completing Professional 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.

<p>QUALITY IN CONSULTANCY</p> 	<p>QUALITY IN ENGINEERING</p> 	<p>QUALITY IN CONSTRUCTION</p> 	<p>QUALITY IN MANUFACTURING</p> 
<p>QUALITY IN ENGINEERING</p> 	<p>QUALITY IN ENERGY</p> 	<p>QUALITY IN MANUFACTURING</p> 	<p>QUALITY IN ENGINEERING</p> 



# 4: CASE STUDIES & LEARNER EXPERIENCES

*'The course does motivate you to evaluate your organisations implementation of strategy mapping, and consider the effectiveness of the communication, alignment and other key strategy elements crucial for organisational success.'*

Enterprise Performance Measurement – PR302

*'Learning new tools, putting all of my experience in order, feeling qualified to lead in the subject matter once learned.'*

Professional Certificate

*'I thoroughly enjoyed the pace of learning in the course, as it was well-structured and allowed me to absorb and reflect on the material effectively without feeling overwhelmed. Additionally, the feedback provided was constructive and insightful, offering clear guidance on how to improve and deepen my understanding of the concepts. This course was also a great opportunity for me to bridge theory and practice.'*

Enterprise Performance Measurement – PR302

*'I really really liked being able to see my progress visually. The feedback from the tutor was really quickly turned round.'*

Professional Certificate

*'I enjoyed learning new techniques and reading around to find the answers, it's good to see how different organisations do similar activities.'*

Strategic Change & Improvement – PR306

*'The learning resources brought about new topics to my attention such as Prince2, which will be great to build on after this course. This helps greatly with planning my CPD topics as part of the CQI requirements.'*

Professional Certificate

*'I've been out of education for about 25 years, and getting into the swing of completing assignments and self-study has been challenging, but not unrewarding!'*

Quality Strategy & Planning – PR303

*'Prompt and constructive support was received throughout.'*

Quality Strategy & Planning – PR303



# 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.