CQI AND IRCA CERTIFIED QUALITY MANAGEMENT COURSES.

FOUNDATION LEVEL COURSES.

V18 Feb–25

NAVIGATION

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HELLO

The CQI and IRCA Certified Foundation courses in Quality Management are designed for those who are beginning their career in quality, or who work in other functions or professions.

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

The Foundation level courses in Quality Management provide an awareness and understanding of a broad range of skills and knowledge related to quality. They are designed specifically for those who are beginning their career in quality or who work in other functions or professions.

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

Introduction to **Problem Solving** (FD102)	Introduction to **Risk Management** (FD103)	Introduction to **Change Management** (FD104)	Introduction to **Product & Service Management** (FD105)
Introduction to **Process Design** (FD106)	Introduction to **Management Systems** (FD107)	Introduction to **Stakeholder Communications** (FD108)	The **Foundation Certificate in Quality Management** (All Seven Courses)

HOW WILL YOU BENEFIT?

The Chartered Quality Institute (CQI) and its IRCA division are the leading global professional bodies for quality and audit professionals. As the only chartered body in the world that's dedicated to quality management, 60,000 delegates in over 100 countries across the world undertake CQI and IRCA Certified Training every year. Here's why:

With three levels of training (Foundation, Practitioner & Professional) and a variety of modular courses, you can create a learning programme perfectly tailored to your needs whatever your career stage.

Training is mapped to the CQI's Profession Map, so you learn the relevant, up-to-date skills employers want.

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

ABOUT ROVE

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

rove has been assessed and certified as an Approved Training Partner (ATP) by the CQI and IRCA. This means it has the processes and systems in place to deliver certified courses to the highest standards. The CQI and IRCA undertake ongoing assurance activities to ensure it continues to meet ATP requirements.

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

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

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 <u>here</u>.

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.
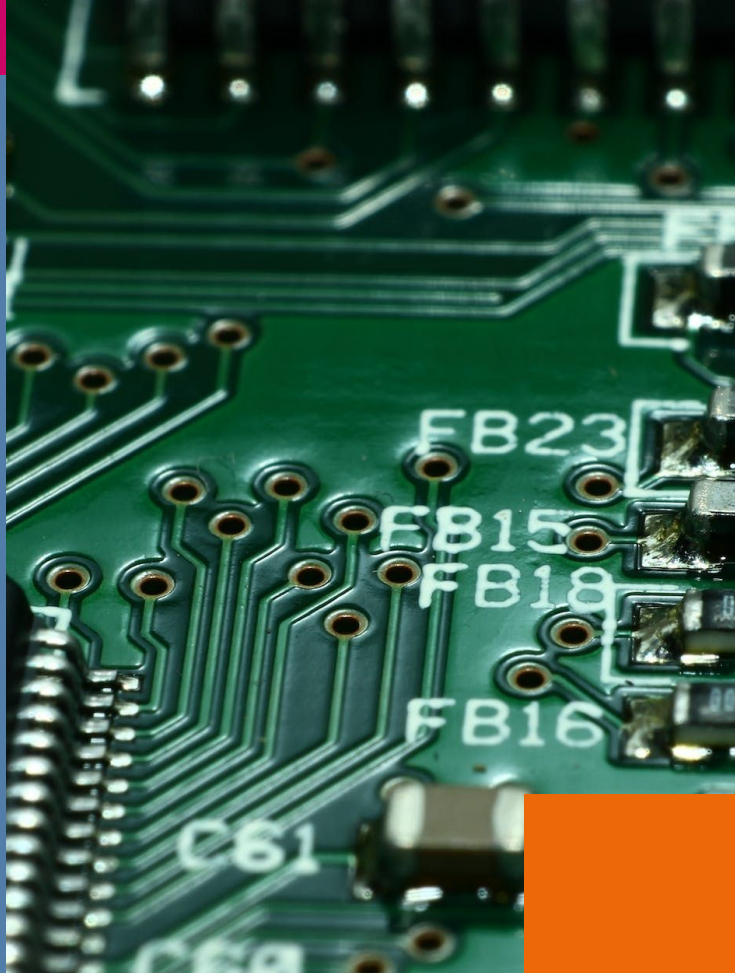
WHAT COURSES CAN YOU STUDY?

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

AT A GLANCE...

Introduction to **Problem Solving (FD102)**

Gain an understanding of the fundamental tools, techniques and structured methodologies for problem solving and the capability to participate as a member of a problem–solving team in the application of the key tools to support the development of robust and sustainable solutions.

→

Introduction to **Risk Management (FD103)**

Gain an awareness of the fundamental tools, techniques and structured methodology for risk management across a broad range of organisational contexts. You will leave the course with the capability to participate as a member of a team in the application of the key tools within your organisation.

→

Introduction to **Change Management (FD104)**

Gain an awareness of the key considerations and approaches to enable effective change in organisations and the ability to explain how understanding organisational change can be used to develop an approach to sustain improvement in customer and stakeholder satisfaction.

→

Introduction to **Product & Service Management (FD105)**

Gain an awareness of the fundamental tools, techniques and structured methodologies for Product and Service Management across a broad range of organisational contexts and the capability to participate as a member of a team in the application of the key tools.

→

AT A GLANCE...

Introduction to **Process Design (FD106)**

Gain the fundamental skills for process design, standardisation, the capability to understand customer and stakeholder requirements and define standardised processes to deliver them.

Introduction to **Management Systems (FD107)**

Gain an awareness of management systems in general and the ability to explain how customer and stakeholder requirements can be used to develop a management approach focused on sustaining improvement in customer satisfaction.

Introduction to **Stakeholder Communications (FD108)**

Gain key skills in communicating, influencing and negotiating across a broad range of organisational contexts, including the capability to evaluate and improve your own communications and those of others within your organisation.

The **Foundation Certificate in Quality Management**

INTRODUCTION TO PROBLEM SOLVING (FD102)

OVERVIEW

Gain a thorough introduction to the fundamentals of Problem Solving. This course covers the fundamental tools, techniques and structured methodologies for Problem Solving. You will gain the confidence to actively participate in problem–solving teams. Learning outcomes will cover the application of key tools in order to develop robust, sustainable solutions that have a big impact on quality.

16 HOURS (MINIMUM) / 4 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£395 (+VAT)

INDICATIVE CONTENT

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

2. Understanding how to gather data about customer requirements using focus groups, face to face interviews, questionnaires, interviews and observation.

3. Risk identification and key tools for risk analysis (Risk register, risk matrix, PDPC and FMEA).

4. Working as a team member with the following tools:
- Tools to understand current conditions (flowcharts, check sheets, stratification, Pareto charts)
- Tools for root cause analysis (cause/effect Diagram, 5Whys)
- Solution generation (selection matrices)
- Evaluation of solutions (PDCA & risk assessment)
- Implementation of solutions (standardisation, monitoring, follow up).

TOPIC AREAS

Process improvement

CERTIFICATION

Certificate of Completion

INTRODUCTION TO RISK MANAGEMENT (FD103)

OVERVIEW

Gain an awareness of the fundamental tools, techniques and structured methodology for risk management across a broad range of organisational contexts. On completion of the course you will have the capability to participate as a member of a team in the application of the key tools within your organisation.

16 HOURS (MINIMUM) / 4 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£395 (+VAT)

INDICATIVE CONTENT

1. Introduction to risk and its importance in organisational leadership and ISO 9001 including legal aspects, regulatory, corporate governance, social responsibility, sustainability and organisational prosperity.

2. Types of organisational risk including external influences and benefits of addressing them.

3. Awareness of ISO 31000 and risk management principles, framework and lifecycle process.

4. Roles in risk management.

5. Overview of methods for risk identification and typical tools such as idea generation.

6. Overview of analysis tools such as risk register, risk matrix, PDPC, FTA, FMEA.

7. Overview of risk response and typical tools such as mistake proofing (Poka–yoke).

TOPIC AREAS

Risk

CERTIFICATION

Certificate of Completion

INTRODUCTION TO CHANGE MANAGEMENT (FD104)

OVERVIEW

Gain an understanding of the fundamentals of Change Management. This course will develop your knowledge and approaches towards implementing or contributing to effective change in organisations. The course focuses on how organisational change can leverage and sustain improvement in customer and stakeholder satisfaction.

8 HOURS (MINIMUM) / 4 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£395 (+VAT)

INDICATIVE CONTENT

1. Introduction to organisational change, values and cultures

2. Change thinking: The Plan–Do–Check–Act (PDCA) cycle

3. Barriers and enablers of change:
- Organisational barriers to change and organisational enablers for change
- Common approaches to change management
- Common approaches to improvement–based change.

4. Introduction to learning patterns:
- Process of learning and learning needs
- Learning styles
- PDCA in learning and improvement and PDCA in audit, review and assessment.

TOPIC AREAS

Change

CERTIFICATION

Certificate of Completion

INTRODUCTION TO CHANGE MANAGEMENT (FD104)

5. Increasing readiness to change:
- Role of the customer/stakeholder
- Stakeholder engagement.

6. Introduction to managing change:
- Cycles of change and the change curve
- Management processes
- Planning
- Roles.

INTRODUCTION TO PRODUCT & SERVICE MANAGEMENT (FD105)

OVERVIEW

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

16 HOURS (MINIMUM) / 4 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£395 (+VAT)

INDICATIVE CONTENT

1. Benefits of product and service management, quality planning and relationship to ISO 9001 and TS 16949.

2. Introduction to the product lifecycle stages and methodology.

3. Role of the Product/Service Manager.

4. Introduction to market analysis, benchmarking, and understanding customer requirements.

5. Innovation stage process:
- Stage process (methodology)
- Idea generation, screening and product/service selection
- Product/service requirements document
- Business review process
- Stakeholder management.

TOPIC AREAS

Product

CERTIFICATION

Certificate of Completion

INTRODUCTION TO PRODUCT & SERVICE MANAGEMENT (FD105)

5. Concept stage process:
- Stage process (methodology)
- Writing a business case
- Critical success factors (CSF)
- Product/service forecast and trend analysis
- Cost and value analysis.

5. Development stage process:
- Stage process (methodology)
- Introduction to prototyping, piloting and evaluation methods
- Introduction to quality function deployment
- Introduction to quality planning for the supply chain.
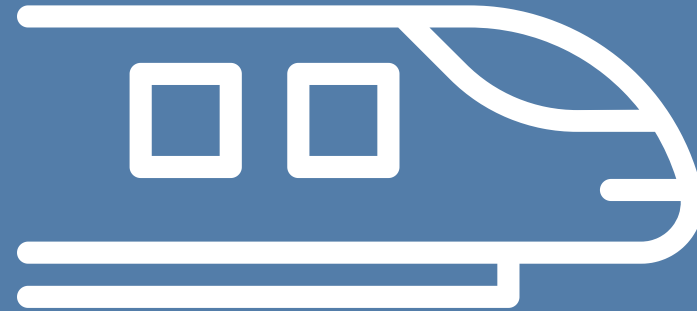
6. Launch stage process:
- Stage process (methodology)
- Introduction to launch planning.

7. Production/Service Stage process:
- Stage process (methodology)
- Role of process management and continual improvement.

8. Withdrawal stage processes:
- Stage process (methodology).

INTRODUCTION TO PROCESS DESIGN (FD106)

OVERVIEW

Gain the fundamental skills for process design and standardisation. Understand customer and stakeholder requirements and define standardised processes to deliver them.

16 HOURS (MINIMUM) / 4 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£395 (+VAT)

INDICATIVE CONTENT

1. Introduction to process thinking and its place in ISO 9001.

2. Tools for understanding the voice of the customer (Kano model, surveys, interviews).

3. Gathering stakeholder, regulatory, legislative, compliance and standards related requirements.

4. A method to design/define a process.

5. Key tools in process definition: SIPOC, flowchart.

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

7. Supply chains and customers in supply chains.

8. A method to standardise a process.

9. Key tools in process standardisation: for example, e.g. SOPs, Visual Aids, 5S.

10. Process design/definition applied in continual and step change improvement activities.

TOPIC AREAS

Process management

CERTIFICATION

Certificate of Completion

INTRODUCTION TO MANAGEMENT SYSTEMS (FD107)

OVERVIEW

Gain an awareness of management systems in general. On completion of the course you will have the capability to explain to others how customer and stakeholder requirements relevant to your organisation can be used to develop a management approach focused on sustaining improvement in customer satisfaction.

8 HOURS (MINIMUM) / 4 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£ £395 (+VAT)

INDICATIVE CONTENT

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

2. Benefits and scope of a management system.

3. Seven principles of quality management.

4. Overview of:
   - System thinking, the supply chain and PDCA
   - Seeking opportunities and reducing risk – risk–based thinking
   - Challenging the organization – policy deployment
   - Improving the organisation – quality planning
   - Managing processes and measuring performance
   - Sustaining gains – continual improvement
   - Evaluating and improving the organization – role of audit, assessment and certification.

TOPIC AREAS

Management system, audit

CERTIFICATION

Certificate of Completion

INTRODUCTION TO STAKEHOLDER COMMUNICATIONS (FD108)

OVERVIEW

Gain key skills in communicating, influencing and negotiating across a broad range of organisational contexts. On completion of the course you will have the capability to evaluate and improve your own communications and those of others within your organisation.

8 HOURS (MINIMUM) / 4 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£395 (+VAT)

INDICATIVE CONTENT

1. Introduction to effective communications.

2. Verbal communications:
- Creating a clear and concise message
- Voice and body language
- Presentation skills
- Effective questioning.

3. Written communications.

TOPIC AREAS

Soft skills

CERTIFICATION

Certificate of Completion

INTRODUCTION TO STAKEHOLDER COMMUNICATIONS (FD108)

4. Behaviour in communication
- Personal styles
- Personality types
- Communication styles.

5. Listening skills

6. Giving and receiving feedback
- Feedback framework
- Dealing with conflict.

7. Negotiation
- Negotiation process
- Skills in conducting a negotiation.

8. Personal planning
- Customer and stakeholder communications in your organisation
- Evaluation of communications
- Action planning.

FOUNDATION CERTIFICATE IN QUALITY MANAGEMENT

OVERVIEW

The Foundation Certificate in Quality Management is awarded by the CQI following successful completion of all seven courses.

88 HOURS (MINIMUM) / 28 WEEKS

DEDICATED TUTOR

DISTANCE LEARNING

£2,488.50 +VAT (10% DISCOUNT APPLIED)

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

- Introduction to **Problem Solving** (FD102)
- Introduction to **Risk Management** (FD103)
- Introduction to **Change Management** (FD104)
- Introduction to **Product and Service Management** (FD105)
- Introduction to **Process Design** (FD106)
- Introduction to **Management Systems** (FD107)
- Introduction to **Stakeholder Communications** (FD108)

PRIOR LEARNING

N/A

CERTIFICATION

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

WHAT'S INVOLVED?

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

HOW LONG DOES IT TAKE?

TYPICAL COURSE DURATION: 4 WEEKS (MINIMUM)

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 between **8** and **16**. The course resource is comprehensive 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?

NO SET ENTRY REQUIREMENTS

The Foundation level courses are aimed at those beginning their careers in Quality or who work in other functions – there are no set entry requirements for these courses.

Unsure which level or course is right for you?

Use the CQI tool to help.

WHAT ARE THE COURSE FEES?

£395.00 (+VAT) PER COURSE

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

▪ £2,488.50 (+VAT) – 10% discount applied.

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

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

HOW WILL I LEARN?

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

DELIVERY

FLEXIBLE LEARNING

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

- You're not constrained to set dates/times for training – you can start when you're ready and study at a time that best suits you.

- You can complete your training at a pace that's right for you – if you have more time than expected you can accelerate your learning.

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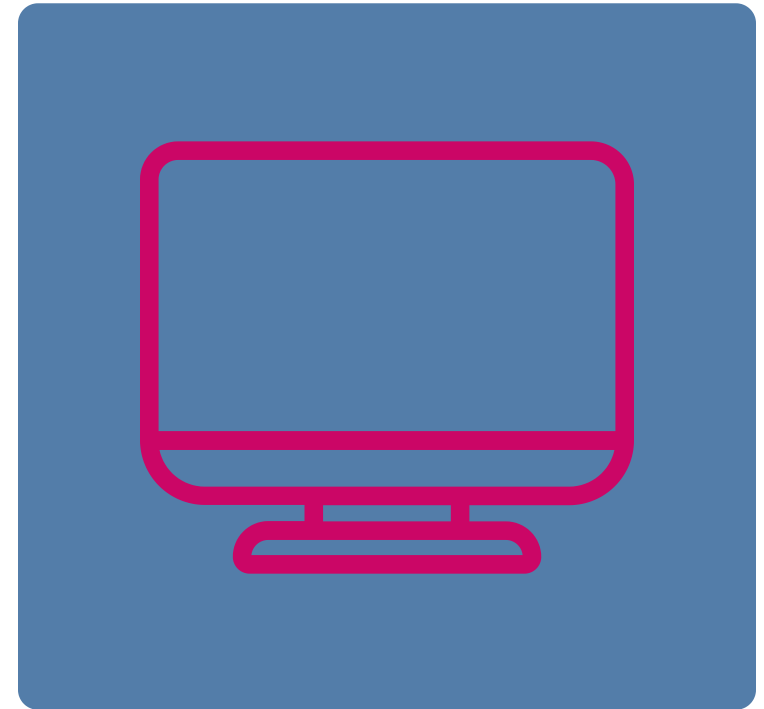
ASSESSMENT

ASSESSMENT & CERTIFICATION

Assessment for Foundation 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 Completion.

The Foundation Certificate in Quality Management is awarded by the CQI and IRCA on completion of all seven 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.

4

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

5

PROGRESSION
Consider or move on to your next course.

CQI | IRCA
APPROVED TRAINING PARTNER

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.