

Higher National Unit Specification

General information for centres

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

Unit code: DW6J 34

Unit purpose: This Unit is designed to enable candidates to demonstrate a practical and a theoretical approach to the integration of quality, environmental and occupational health and safety systems within an organisation. Each candidate will produce a management systems policy manual that could form the basis for the implementation of the integrated system and for the purpose of auditing the effectiveness of the system. Rather than answering questions on systems management, undertaking this unit will give candidates the ability to apply their knowledge and experience in a practical way, thus enabling a deeper understanding of the issues involved when dealing with an integrated management system.

On completion of this Unit, the candidate will be able to:

- 1 Explain key aspects, terms and features that are used within an integrated management system.
- 2 Outline the main requirements that would make up each of the elements within an integrated management system.
- 3 Draw up appropriate policies for inclusion in an integrated management systems manual.

Credit points and level: 2 HN Credits at SCQF level 7: (16 SCQF credit points at SCQF level 7*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: It is recommended that candidates undertaking this unit possess good written communication skills and have some knowledge of either quality, environmental or occupational health and safety systems. Ideally this unit would be undertaken after completion of the HN Units Fundamentals of Quality (DV9T 34), Management of Quality (DW6G 34), Quality Models (DW8Y 34) or an appropriate Environmental or Health and Safety unit. Candidates who have relevant industrial or service sector experience may be capable of undertaking this unit on a “stand alone” basis.

General information for centres (cont)

Core Skills: There are opportunities to develop the Core Skills of Communication at SCQF level 6, Problem Solving at SCQF level 6, Information Technology at SCQF level 5 and Working with Others at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

Assessment: The assessment could take the form of open-book assignment with the candidate submitting an integrated policy manual document that covers all the required elements from each of the three Outcomes. Alternatively, a separate assessment could be undertaken for Outcome 1, consisting of open-book, restricted response questions, duration one hour.

It is recommended that a holistic approach be taken with the assessment. A single assessment instrument based on a case study of a real or an imaginary situation could be used. This allows the effective assessment for both candidates who are in work and candidates who are not working. Candidates must be able to access appropriate management standards such as ISO 9001, ISO 14001, OHSAS 18001 and ISO 19001. Current editions of the standards must be used for the completion of the manual. It is not intended for candidates to produce a fully integrated systems manual with appropriate procedures and documentation. What is required is that candidates produce a manual of appropriate policies that address all the requirements of each of the three systems and that could be used for certification and auditing purposes.

It is suggested that assessors should monitor the progression of the production of the manual, to ensure that fresh documentation is being created and not amended copies of existing company documentation that is already in place.

Higher National Unit specification: statement of standards

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

Unit code: DW6J 34

The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Explain key aspects, terms and features that are used within an integrated management system.

Knowledge and/or skills

- ◆ Introduction to the need for having an integrated management system.
- ◆ Key terms and definitions that are used within an integrated management system.
- ◆ Awareness of appropriate legal and statutory requirements.
- ◆ Integrated systems policy requirements.
- ◆ Requirements for undertaking an initial status review.
- ◆ Organisational functions and responsibilities in relation to the systems management and control.
- ◆ Hierarchy of documentation that underpins and supports an integrated management system.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Explain the main advantages of implementing an integrated management system.
- ◆ Provide appropriate definitions of the key terms used within the Integrated System manual.
- ◆ Incorporate appropriate legislation and other stakeholder requirements.
- ◆ Provide as part of the manual, an integrated systems policy statement that caters for quality, environmental and health and safety systems and that addresses the requirements of each of the standards.
- ◆ Use the results of an initial status review for incorporation into the integrated management systems manual.
- ◆ Production of an organisational chart showing key management functions and lines of communication. Candidates to give explanations of the key responsibilities of each function and descriptions of how they interrelate within the integrated management system.
- ◆ Show within the manual the hierarchy of systems documentation concerning policies, procedures, general working instructions and records.

Higher National Unit specification: statement of standards (cont)

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

Assessment guidelines

All Outcomes could be assessed by one integrated instrument of assessment. Candidates should demonstrate sufficient evidence that all necessary areas are covered. The assessment guidelines following Outcome 3 give further clarification.

Outcome 2

Outline the main requirements that would make up each of the elements within an integrated management system.

Knowledge and/or skills

- ◆ Incorporation of each of the requirements of ISO 9001; ISO 14001 and OHSAS 18001 into an integrated policy manual.
- ◆ Integrated management system requirements.
- ◆ Index Management System.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Outline the scope of the integrated management system; integrated policy statement covering requirements of each system; the role of leadership and management responsibility; planning of the integrated management system; documentation requirements of system; implementation and operation; checking and corrective and preventative action; management of resources; measurement analysis and improvement; management responsibility and review; resource management; realisation processes.
- ◆ Production of an index outlining and linking each of the elements contained within each of the three standards used.
- ◆ Use a template to facilitate the production of an integrated systems manual and supporting documentation taking into consideration the requirements of EACH of the three systems.

Assessment guidelines

All Outcomes could be assessed by one integrated instrument of assessment. Candidates should demonstrate sufficient evidence that all necessary areas are covered. All the research material which the candidates generate for this Outcome should be handed in with the final submission of the manual. The assessment guidelines following Outcome 3 give further clarification.

Higher National Unit specification: statement of standards (cont)

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

Outcome 3

Draw up appropriate policies for inclusion in an integrated management systems manual

Knowledge and/or skills

- ◆ General requirements covering the following areas: documentation of system and its control, control of records.
- ◆ Management responsibility
- ◆ Resource management
- ◆ Product realisation
- ◆ Product and service provision
- ◆ Control of monitoring and measuring devices
- ◆ Measurement, analysis and improvement

Evidence Requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Produce a manual of appropriate policies that could be used to implement, maintain and control an integrated management system, using the requirements that are stipulated in current versions of the standards that are published by the ISO and OHSAS. This will incorporate the following:
 - commitment and leadership of senior management, customer focus, integrated policy statement, planning of integrated system, responsibility, authority and communication, management review
 - provision of resources, human resources, infra-structure
 - planning of product realisation, customer related processes, design and development, purchasing

Note: The main headings and sub sections that are contained in each of the three standards give specific details as to what areas are required to be covered for each policy statement.

Assessment guidelines

All Outcomes could be assessed by one integrated instrument of assessment. Candidates should demonstrate sufficient evidence that all necessary areas are covered. The assessment guidelines following this Outcome give further clarification.

It is recommended that the candidate's knowledge and/or skills be demonstrated by the use of an integrated assessment instrument that covers all the knowledge and skills sections of each of the three Outcomes. This allows a holistic approach to be used to assess all three Outcomes. This could be undertaken by the use of a case study exercise where the candidate has to produce a final integrated management system's policy manual. The candidate could use his/her own organisation or an imaginary organisation to which the candidate is familiar.

Higher National Unit specification: statement of standards (cont)

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

The knowledge and skills taken from Outcome 1 could be incorporated at the front end of the manual under an introductory section and/or a section on integrated management systems terms and definitions. Responsibilities of key organisational functions should be shown with a simple organisational chart with explanations on the role of each function and their responsibilities for management within the integrated system.

The detailed information that is produced from research in Outcome 2 could be used as a template for the construction of the final policy manual . The information that candidates produce for outcome two should be handed in with the submission of the final policy manual and form part of the overall evidence for assessment.

Because of the nature and the type of assessment there is no maximum or minimum word count.

Administrative Information

Unit code:	DW6J 34
Unit title:	Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual
Superclass category:	AG
Date of publication:	August 2006
Version:	01
Source:	SQA

© Scottish Qualifications Authority 2005

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre for further details, telephone 0845 279 1000.

Higher National Unit specification: support notes

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this Unit

This Unit is likely to form part of the Group Award designed to provide candidates with knowledge and skills that are required when working with integrated management systems for Quality, Environmental and Occupational Health and Safety.

The Unit is designed to allow candidates to apply practical knowledge and skills that has been learned from other units and subjects, coupled with their practical work based knowledge and experience.

By constructing an integrated management systems manual, candidates will not be just explaining aspects of each of the three systems, but will be applying their knowledge, skills and experience in a much more practical way. This increases learning and candidates will find it much more beneficial than responding to restricted response types of questions or assignments.

The Unit should bring together the common elements of ISO 9001; ISO 14001 and OHSAS 18001 and the use of ISO 19001 which can be used for the purposes of carrying out systems audits. One of the dynamic aspects that should be incorporated into the policies for the integrated system; is the need for commitment and leadership from top management and the focus on a pro-active system that is based firmly on the principles of prevention and continuous improvement.

One of the main aims in developing a management system is to ensure that strategic and operational objectives are achieved by providing the baseline for the improvement of performance and resource management. The fundamental features of risk management, environmental management, occupational health and safety and quality improvement overlap in many key processes. Rather than develop separate systems it can be more productive and cost effective to develop a seamless system. This is one of the main aims for candidates undertaking this unit. To combine three systems into one seamless system, to increase the effectiveness and efficiency of how the management system is planned, organised, implemented, communicated to main stakeholders, maintained and controlled.

Outcome 1

Overview of quality, environment and occupational health and safety subject areas and of the systems approach to management. Candidates should be able to explain the need for the three systems and the advantages and limitations of integrating them into one system. The importance of a systematic approach should be stated and reference should be made to appropriate and current standards. Terms and definitions should be included at the front end of the standard so that the meanings are clear to all stakeholders.

Higher National Unit specification: support notes (cont)

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

Relevant and current legislation should be referenced as and when appropriate. For example: the Health and Safety at Work Act; Subordinate regulations including: Management of Health and Safety at Work Regulations; Workplace (Health, Safety and Welfare) Regulations; Provision and Use of Work Equipment Regulations; Health and Safety (Display Screen Equipment) Regulations; Manual Handling Operations Regulations; Personal Protective Equipment Regulations; Control of Substance Hazardous to Health, Environmental Protection Act, Control of Pollution Act.; relevant European Directives and standards, Eco Management Audit scheme, etc.

Candidates should be encouraged to source Institutions such as DTI, SEPA, European Environmental Agency, BSI, HSC & HSE, IQA , IOSH or any other relevant sources for information.

Candidates should construct a typical organisational chart for a company of their choice and incorporate it into their manual. Brief explanations should be given of the main responsibilities of each function and their roles within the integrated system.

The documentation hierarchy should be shown in the manual. This could be achieved by the policies cross referencing standard company procedures (SOPs) and general working instructions (GWIs) and records.

Candidates should be continually encouraged to discuss similarities between the standards and how the systems could be integrated into one seamless standard.

Outcomes 2 and 3

Use of ISO 9000 series of quality management standards
Use of ISO 14000 series of environmental management standards
Use of OHSAS 18001 used for occupational health and safety

After lectures and discussion in class, candidates should make up a skeleton manual overview of each of the elements that are contained in the three standards. They could cross reference each of these areas using the correspondence that is appended at the back of each of the standards. This allows the identification of commonality and makes it easier to link in the requirements of each system.

Once this research material is complete it can be used as a valuable tool to enable candidates to write appropriate policies for each of the standards where a common approach can be used and to identify other areas that may require a separate policy.

What is not required is for candidates to construct a full integrated systems manual with all the supporting documentation. What is required is the construction of a strategic policy manual that clearly identifies an organisation's intentions as to how it intends to implement, run and control an integrated management system that adequately covers quality, environment and occupational health and safety systems.

Higher National Unit specification: support notes (cont)

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

Guidance on the delivery and assessment of this Unit

This Unit can be delivered as a free standing Unit or part of the HN Quality Group Award. It is primarily designed to provide candidates with an in depth practical approach to the integration of the three most common management systems.

The delivery of the Unit should be such that the lecturer input is provided at the front end ie over the first twenty to twenty five hours or so. The rest of the time is student time where they are expected to research various sources and start to produce a skeleton template of their manual and then formulate the final submission. Lecturer support should be provided as and when needed for each individual candidate.

Lecturers should make use of templates for manuals provided by organisations such as the DTI and should also make reference to mapping matrices provided in the relevant Quality, Environmental and Health and Safety standards.

One of the main aims of the Unit is for the candidate to actually apply their skills, knowledge and experience in a practical, stimulating and constructive manner. The rewarding experience for each candidate is that once the Unit has been successfully completed, each candidate will have a thorough and practical understanding of how the application of a seamless integrated management systems manual can be effectively implemented, monitored and controlled.

Opportunities for developing Core Skills

The delivery and assessment of this Unit may contribute towards all components of the Core Skill of Communication at SCQF level 6 because of: the need to read the relevant Standards; the need to discuss the project with the tutor; and to write a Policy Manual that is acceptable to industry.

The delivery and assessment of this Unit may contribute towards the Core Skill of Information Technology at SCQF level 5 because of the requirement to research which could include searches of the Internet and to use spreadsheet and word-processing software packages to produce the final Policy Manual.

The delivery and assessment of this Unit may contribute to all components of the Core Skill of Problem Solving at SCQF level 6 because of the requirement to: critically analyse the Standards and their requirements and the policies that are required by an organisation to meet these Standards; plan and organise the Policy Manual outlining the content and producing the policies; review and evaluate the Policy Manual for suitability.

The delivery and assessment of this Unit may also contribute towards the Core Skill of Working with Others at SCQF level 6 because candidates must work with the others in order to gather information.

Higher National Unit specification: support notes (cont)

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

Open learning

There is no barrier to this unit being delivered through distance or open learning. Because of the nature of the subject material and assessment methods the unit may be ideal for this type of delivery. For further information and advice please see *Assessment and Quality Assurance of Open and Distance Learning* (SQA, Feb 2001-publication code A-1030)

Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Alternative Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs*, which is available on the SQA website **www.sqa.org.uk**.

General information for candidates

Unit title: Production of an Integrated Quality, Environmental and Health and Safety Systems Policy Manual

This is a two credit mandatory Unit at SCQF level 7. It is recommended that prior to undertaking this Unit you have some knowledge of quality and/or environmental and/or occupational health and safety systems or have some working experience of these systems. Some previous SQA units in any of these subject areas would also be advantageous or other certificates from IOSH or NEBOSH courses.

The Unit is designed to enable you to gain an understanding of the concepts that are related to the management of quality, environmental and occupational health and safety systems.

- ◆ In Outcome 1 you will be able to acquire knowledge that will make you much more aware of the importance and need for quality, environmental and occupational health and safety systems and to teach you important terms, definitions and concepts that relate to each of these areas.
- ◆ In Outcomes 2 and 3 you will be lead through the processes of constructing a skeleton template document that will help you to put together an integrated systems policy manual that could be used for the measurement, monitoring, review and evaluation of the implementation and running of the system.

It is envisaged that there will be one integrated assessment for this Unit that will cover all the Outcomes. This may be in the form of a case study where you will not be required to explain or describe answers to specific questions. Your assessment response will be constructed mainly in your own time and away from the centre you are studying at. This allows you to conduct and undertake your own research, at your own pace (but you will have to keep to centre deadlines for submission of assessment evidence) and allows and encourages you to be innovative in your response.

For successful completion of this Unit you will be required to achieve a satisfactory level of performance that covers all the Outcomes and statements of standards. This will be evidenced by you producing a template of all the areas that will make up an integrated management system and using this research material and evidence to construct an integrated management policy manual.

The approach taken in making up the Unit specification is to make both the studying and assessment as practical as possible. By doing this you will be applying your knowledge, skills and experience which greatly enhances your individual learning experience.