

Higher National Unit Specification

General information for centres

Unit title: Quality Models

Unit code: DW8Y 34

Unit purpose: This Unit is designed to enable the candidate to evaluate a range of quality models and to select an appropriate model for a given situation.

On completion of the Unit the candidate should be able to:

- 1 Explain the role of quality models
- 2 Evaluate a range of quality models
- 3 Select an appropriate quality model for a given situation.

Credit points and level: 1 HN Credit at SCQF level 7: (8 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 and verbal communication skills, together with the possession of the HN Unit, Management of Quality (DW6G 34).

Core Skills: There are opportunities to develop the Core Skill of Communication at SCQF level 6, Information Technology at SCQF level 5 and Problem Solving 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: A holistic approach may be taken to the assessment of all three Outcomes. This Unit may be carried out with the use of a case study scenario of an organisation or it may be assessed by the candidate considering the suitability of a range of quality models and reporting on their suitability for implementation in the candidate's own work environment.

Higher National Unit specification: statement of standards

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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 the role of quality models

Knowledge and/or skills

- ◆ The relationship between quality models and the quality assurance system
- ◆ The role of quality models
- ◆ The advantages and limitations of quality models

Evidence Requirements

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

- ◆ describe how a quality model can be used as a framework for a quality assurance system
- ◆ explain how a quality model can be used in the implementation of total quality management within an organisation
- ◆ describe the advantages and limitations of adopting quality models as a basis for continuing improvement in an organisation

Assessment guidelines

All outcomes can be assessed by one integrated instrument of assessment. The Assessment Guidelines following Outcome 3 give further details.

Outcome 2

Evaluate a range of quality models

Knowledge and/or skills

- ◆ Key elements of a range of quality models
- ◆ Factors in the implementation of a range of models
- ◆ Costs and benefits involved

Higher National Unit specification: statement of standards (cont)

Unit title: Quality Models

Evidence Requirements

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

- ◆ describe the key elements of a quality model
- ◆ explain what is involved in the implementation of a quality model
- ◆ evaluate the costs and benefits of implementing a quality model within an organisation

Assessment guidelines

All outcomes can be assessed by one integrated instrument of assessment. The Assessment Guidelines following Outcome 3 give further details.

Outcome 3

Select an appropriate quality model for a given situation

Knowledge and/or skills

- ◆ Quality model selection criteria
- ◆ Quality model application

Evidence Requirements

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

- ◆ analyse a situation and select an appropriate quality model
- ◆ describe the implementation of the selected model

Assessment guidelines

All outcomes can be assessed by one integrated instrument of assessment. The Assessment Guidelines following Outcome 3 give further details.

Assessment guidelines for the Unit

A holistic approach can be taken to the assessment of all three outcomes. A single instrument of assessment based on a case study scenario of an organisation may be used, or the candidate may be assessed by considering quality models which may be adopted within the candidate's own work environment. The approach involving the candidates own work environment may be particularly suitable for those candidates who already function in a quality related role within their organisation.

The scenario in the case study should state that the organisation plans to adopt a quality model which has to be suitable for the situation that the organisation is in. The quality models to be considered could include the following:

- ◆ Investors in People (IIP)
- ◆ ISO 9001

Higher National Unit specification: statement of standards (cont)

Unit title: Quality Models

- ◆ Zero defects
- ◆ European Foundation for Quality Management (EFQM) Excellence Model
- ◆ Charter Mark
- ◆ Baldrige Award
- ◆ Deming Award
- ◆ The Big Picture

The current version of the quality models should be referenced where relevant.

For Outcome 1, each candidate must provide evidence to show that he/she can describe how a quality model can be used as a framework for a quality assurance system, explain how a quality model can be used in the implementation of total quality management within an organisation and describe the advantages and limitations of adopting quality models as a basis for continuing improvement.

For Outcome 2, each candidate must provide evidence to show that he/she can describe the key elements of a quality model, explain what is involved in the implementation of a quality model, describe the costs involved and outline the benefits.

For Outcome 3, each candidate must provide evidence to show that he/she can analyse a given situation clearly and in terms of a quality model to be adopted, can select an appropriate quality model for a given situation and can describe the implementation of the selected model in the given situation.

Where a case study scenario is used it should be in sufficient detail to enable the candidate to enable the candidate to make an informed choice over the quality model to be selected and implemented.

The production of a report based on the case study would be an appropriate method of meeting the Evidence Requirements for this Unit. The report should be between 2,000 and 3,000 words in length.

Administrative Information

Unit code:	DW8Y 34
Unit title:	Quality Models
Superclass category:	VD
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Higher National Unit specification: support notes

Unit title: Quality Models

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 40 hours.

Guidance on the content and context for this Unit

This Unit is likely to form part of a Group Award designed to provide candidates with knowledge in the field of quality.

This is a generic Unit that is relevant to all industry sectors. Outcome 1 is designed to introduce candidates to the contexts within which a quality model must operate its uses, limitations and contribution to quality. Outcome 2 is designed to introduce candidates to a range of quality models. Centres should use actual, recent case studies, perhaps inviting speakers from companies where a quality model has been used or visit companies where a quality model is used. Outcome 3 should allow the candidates to put their knowledge into practice.

Guidance on the delivery and assessment of this Unit

Candidates should have access to current version of the quality models that will be evaluated and adopted in the case study scenario or by their own organisation. The quality models could include the following:

- ◆ Investors in People (IIP)
- ◆ ISO 9001
- ◆ Zero defects
- ◆ European Foundation for Quality Management (EFQM) Excellence Model
- ◆ Charter Mark
- ◆ Baldrige Award
- ◆ Deming Award
- ◆ The Big Picture

The quality models should be interpreted by candidates to suit the type of business they are being assessed on.

Teaching should be supported with current literature, textbooks, and case studies to simulate a realistic working environment.

Opportunities for developing Core Skills

The delivery and assessment of this Unit may contribute towards the 'Reading' and 'Writing' components of the Core Skill of Communication at SCQF level 6 because of the requirement to read textbooks, Standards and information on various Quality Models. The formative and summative assessments for Outcomes requires candidates to provide written reports which contributes towards the 'Writing' component at SCQF level 6.

Higher National Unit specification: support notes (cont)

Unit title: Quality Models

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 word-processing software packages to produce the final report.

The delivery and assessment of this Unit may contribute towards the Core Skills of Problem Solving at SCQF level 6 because of the requirement to select and apply an appropriate model.

Open learning

If this Unit is delivered by open or distance learning methods, additional resources will be required for candidate support, assessment and quality assurance. For further information and advice please refer to the SQA guide: *Assessment and Quality Assurance for Open and Distance Learning* (A1030, February 2001).

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 SQA's website: www.sqa.org.uk.

General information for candidates

Unit title: Quality Models

This Unit is a one credit Unit at SCQF level 7. It is recommended that prior to undertaking this Unit you have knowledge of management systems within an organisation and good written and verbal communication skills.

The Unit is designed to:

- ◆ enhance your knowledge of a range of quality models
- ◆ improve your ability to select a model suitable for a given situation

The core skill of communication may be enhanced through the completion of the assessed integrated report.

The Unit has three Outcomes. The first addresses the role of quality models. The second looks at an evaluation of a range of quality models. The third looks at the selection of a quality model for a given situation.

All subject content in all three outcomes is strongly linked.

The content of the Unit will be kept relevant through the use of appropriate examples which may be covered by case studies and visits to organisations which have adopted a quality model. This should provide a realistic environment for you to gain confidence in your ability to evaluate the suitability of a quality model.

For a successful completion of this Unit, you will be required to achieve a satisfactory level of performance on the assessment work. This will require you to show that you can describe how a quality model can be used as a framework for a quality assurance system, explain how a quality model can be used in the implementation of total quality management within an organisation and describe the advantages and limitations of adopting quality models as a basis for continuing improvement.

You will also provide evidence to show that you can describe the key elements of a quality model, explain what is involved in the implementation of a quality model, and describe the costs involved and outline the benefits.

In addition you must provide evidence to show that you can analyse a given situation in terms of a quality model to be adopted, can select an appropriate quality model for a given situation and can describe the implementation of the selected model in the given situation.

To do this you will be expected to apply the concepts that you have learned during the Unit to the situation in the organisation which will implement the quality model.