CFAM&LFE2 **(SQA Unit Code - H420 04)**
Manage quality audits

Overview	This standard is about managing a programme of quality audits to ensure people are complying with your organisation's quality system and procedures.
	This standard is relevant to managers and leaders who, as part of their role, are responsible for managing quality audits.
	This standard links closely to all the other standards in key area *FE Manage quality and performance*.

Performance criteria

You must be able to:

P1 Engage people within your organisation and other key stakeholders in auditing compliance with your organisation's quality systems.

P2 Establish the scope and objectives of quality audits.

P3 Evaluate the relative risks – probability and impact – of organisational processes not complying with quality systems.

P4 Develop a programme of quality audits which prioritises those areas and processes at greatest risk.

P5 Develop, support and supervise a sufficient number of competent people to carry out the programme of audits.

P6 Allocate audits to competent people on an equitable basis, taking into account their expertise and development needs.

P7 Ensure those responsible for organisational processes understand the requirements of quality systems and procedures and their roles within quality audits.

P8 Monitor progress of quality audits against the planned programme and take effective action in the event of significant variances or changes in organisational strategy, risk assessment or resource availability.

P9 Evaluate the results of quality audits and report non-compliance and associated risks to senior management with the appropriate level of urgency.

P10 Provide feedback to those whose performance was audited in ways which enhance their confidence and commitment to quality.

P11 Use the results to inform risk assessment and the preparation of future quality audit programmes.

CFAM&LFE2 **(SQA Unit Code - H420 04)**
Manage quality audits

Knowledge and understanding

General knowledge and understanding

You need to know and understand:

K1   How to engage people within your organisation and other stakeholders in auditing compliance with your organisation's quality systems.

K2   Quality management principles, methods, tools and techniques.

K3   Risk management principles, methods, tools and techniques.

K4   How to prioritise areas and processes at greatest risk of non-compliance.

K5   How to develop a quality audit programme.

K6   How to carry out quality audits.

K7   The competences quality auditors require.

K8   How to calculate the resources required to deliver a quality audit programme.

K9   Principles and methods of effective communication and how to apply them.

K10   How to monitor progress against plans and identify significant variances.

K11   How to evaluate the results of quality audits and identify cases of non-compliance which require urgent attention.

K12   How to provide feedback those whose performance was audited in ways which enhance their confidence and commitment to quality.

K13   How to identify the lessons learned.

Industry/sector specific knowledge and understanding

You need to know and understand:

K14   Legal, regulatory and ethical requirements in your sector/industry.

K15   Industry/sector requirements for quality assurance.

Context specific knowledge and understanding

You need to know and understand:

K16   Individuals within your work area, their roles, responsibilities, competences and potential.

K17   Your organisation's key stakeholders and their interests.

K18   Your organisation's quality systems.

K19   The people in your organisation with responsibility for quality.

K20   Your organisation's strategy.

K21   Your organisation's resources.

Behaviours

When performing to this standard, you are likely to demonstrate the following behaviours:

1 Recognise changes in circumstances promptly and adjust plans and activities accordingly
2 Seek opportunities to improve performance
3 Present information clearly, concisely, accurately and in ways that promote understanding
4 Keep people informed of plans and developments in a timely way
5 Support others to make effective use of their abilities
6 Give feedback to others to help them improve their performance
7 Comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes
8 Monitor the quality of work and progress against plans and take appropriate corrective action, where necessary
9 Make effective use of existing sources of information
10 Check the accuracy and validity of information
11 Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation
12 Identify the implications or consequences of a situation
13 Take timely decisions that are realistic for the situation

Skills

When performing to this standard, you are likely to demonstrate the following skills:

- Assessing

- Communicating

- Delegating

- Evaluating

- Information management

- Involving others

- Monitoring

- Planning

- Presenting information

- Problem solving

- Providing feedback

- Reviewing

- Risk management

- Thinking systematically

CFAM&LFE2 **(SQA Unit Code - H420 04)**
Manage quality audits

Developed by	CFA Business skills @ work
Version number	2.0
Date approved	March 2012
Indicative review date	March 2015
Validity	Current
Status	Original
Originating organisation	CFA Business skills @ work
Original URN	CFAM&LFE2