
Overview

This standard is about preparing for, and participating in, quality audits of your area of responsibility as part of a formal quality management system.

The standard is relevant to managers and leaders working in environments with formal quality management systems who are required to participate in quality audits.

This standard links closely to all the other standards in key area *FE Manage quality and performance*. It mirrors *CFAM&LFE4 Carry out quality audits* which describes the performance expected of the auditor.

Performance criteria

- You must be able to:*
- P1 Establish clearly the quality standards and procedures that apply to your area of responsibility.
 - P2 Monitor work in your area of responsibility to ensure it consistently meets quality standards and complies with procedures.
 - P3 Check that all relevant records and documentation are complete, up to date and accessible.
 - P4 Check that any corrective actions agreed in previous audits have been taken and that any recommendations have been considered and acted upon, where appropriate.
 - P5 Provide the auditor with access to all relevant information, records and documentation.
 - P6 Discuss with the auditor the results of the audit and agree appropriate corrective actions to remedy any non-conformances and the date by which the actions should be carried out.
 - P7 Discuss with the auditor any areas where business processes, quality standards or procedures could be improved.
 - P8 Make a realistic plan to carry out any agreed corrective actions.
 - P9 Carry out corrective actions by agreed dates.

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 Quality management principles and methods.
- K2 How to monitor work to ensure it consistently meets quality standards and complies with procedures.
- K3 The importance of ensuring that records and documentation are complete and up to date and how to make these readily accessible to auditors.
- K4 How to identify areas where business processes, quality systems or procedures could be improved.
- K5 How to plan and monitor to ensure that corrective actions are carried out by agreed dates.

Industry/sector specific knowledge and understanding

You need to know and understand:

- K6 Industry/sector requirements for quality management and auditing.

Context specific knowledge and understanding

You need to know and understand:

- K7 The quality standards and procedures that apply to your area of responsibility.
- K8 The records and documentation required for your area of responsibility.
- K9 Corrective actions agreed in previous audits.
- K10 Recommendations for improvements made in previous audits.

Behaviours

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

- 1 Seek opportunities to improve performance
- 2 Find practical ways to overcome obstacles
- 3 Listen actively, ask questions, clarify points and restate or rephrase statements to check mutual understanding
- 4 Present information clearly, concisely, accurately and in ways that promote understanding
- 5 Keep people informed of plans and developments in a timely way
- 6 Show respect for the views and actions of others
- 7 Comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 8 Act within the limits of your authority
- 9 Use cost-effective, time-effective and ethical means to gather, store and retrieve information
- 10 Check the accuracy and validity of information
- 11 Make appropriate information and knowledge available promptly to those who need it and have a right to it
- 12 Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation

CFAM&LFE3 - SQA Unit Code HK3E 04

Prepare for and participate in quality audits

Skills

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

- Communicating
- Information management
- Monitoring
- Planning
- Presenting information
- Reporting
- Reviewing

CFAM&LFE3 - SQA Unit Code HK3E 04
Prepare for and participate in 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&LFE3
Relevant occupations	Managers and Senior Officials
Suite	Management & Leadership
Key words	Management & leadership; quality audits; preparation; participation