

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

HIGHER NATIONAL UNIT SPECIFICATION

GENERAL INFORMATION

-Unit number-	2580539
-Unit title-	WORKPLACE QUALITY SYSTEMS
-Superclass category-	VD
-Date of publication- (month and year)	JUNE 1999
-Originating centre for unit-	SQA

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Evaluating the process and quality assurance in various types of manufacturing and service industries.

OUTCOMES:

1. evaluate the quality systems used in manufacturing production and service industries;
2. evaluate the quality assurance methods adopted during the working of a quality system in manufacturing production and the service industries.

CREDIT VALUE: 1 HN Credit

ACCESS STATEMENT: Access is at the discretion of the centre. However, it would be beneficial if the candidate had experience of industrial organisations. This may be evidenced by possession of the Higher National Unit 6410772 Basic Industrial Studies or similar qualifications.

Additional copies of this unit can be obtained from:

The Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ, (Tel: 0141-242 2168).

At the time of publication the cost is £1.50 per unit (minimum order £5.00).

HIGHER NATIONAL UNIT SPECIFICATION**STATEMENT OF STANDARDS**

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Unit title: WORKPLACE QUALITY SYSTEMS

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. EVALUATE THE QUALITY SYSTEMS USED IN MANUFACTURING PRODUCTION AND SERVICE INDUSTRIES

PERFORMANCE CRITERIA

- (a) The review of the historical development of the inhouse quality approach within the commercial business is concise.
- (b) The review of the manufacturing process or services within a commercial business is concise.

RANGE STATEMENT

The range for this outcome is fully expressed within the performance criteria.

EVIDENCE REQUIREMENTS

Written and/or oral evidence that the candidate can explain the quality system in a manufacturing situation and a service company.

OUTCOME

2. EVALUATE THE QUALITY ASSURANCE METHODS ADOPTED DURING THE WORKING OF A QUALITY SYSTEM IN MANUFACTURING PRODUCTION AND THE SERVICE INDUSTRIES

PERFORMANCE CRITERIA

- (a) The review of the quality system in operation is concise.
- (b) The presentation of the company quality policy statement is correct.

- (c) The review of the organisational structure which forms part of the quality system is concise.
- (d) The review of benefits to the industry that the introduction of quality has produced is concise.

RANGE STATEMENT

The range for this outcome is fully expressed within the performance criteria.

EVIDENCE REQUIREMENTS

Written and/or oral evidence report that the candidate can explain the quality system adopted in the performance criteria and associated range.

MERIT STATEMENT: To gain a pass in this unit, a candidate must meet the standards set out in the outcomes, performance criteria, range statements and evidence requirements.

To achieve a merit in this unit, a candidate must demonstrate a superior or more sophisticated level of performance. In this unit this might be shown in the following ways:

- (a) evidence of further reading;
- (b) ability to provide explanations which recognise the inter-connections between the concepts covered in the unit;
- (c) evidence of the ability to work independently;
- (d) a high degree of coherence in the explanations given.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the Scottish Qualifications Authority (SQA) assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

Proposals to modify outcomes, range statements or agreed assessment arrangements should be discussed in the first place with the external verifier.

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HIGHER NATIONAL UNIT SPECIFICATION**SUPPORT NOTES**

Unit number: 2580539

Unit title: WORKPLACE QUALITY SYSTEMS

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit can be taken as a free standing Single Credit Unit and can be used as part of the framework of Advanced Higher National award programme or added to an already existing Higher National award to enable a route to an HND award.

CONTENT/CONTEXT Candidates should have access to current standards and specifications. These standards should be current revisions being updated as required.

The word “product” or “service” should be interpreted in the broadest possible sense, in terms of purely a physical product or a product with associated services or purely services.

Description of a number of engineering, scientific and service industries and the application of Quality Assurance techniques within these industries.

APPROACHES TO GENERATING EVIDENCE Corresponding to outcomes:

Outcome 1

Candidates should be given the opportunity to compare different quality systems for a variety of manufacturing and service industries. Included in this should be the company’s history of its own quality system changes up until its current development.

Outcome 2

Candidates should be able to evaluate the quality systems employed in different companies and as this area is not intended to be given in formal lectures, tuition should be of THREE types:

- (i) visits to a variety of manufacturing and service industries;
- (ii) talks from specialists drawn from industry or colleges;
- (iii) use of video or other recorded material.

Where possible, the above noted techniques will be co-ordinated to give an overall view of the industry, thus industrial visits will normally be preceded by talks, videos, leaflets, etc., and followed by an open discussion session.

ASSESSMENT PROCEDURES

Outcome 1

The candidates should produce summaries of each visit/talk/video recording of the relevant quality companies or service.

Outcome 2

The candidates should produce an assignment report either comparing quality systems in manufacturing or service company, or concentrate on one company or service, showing the benefits to this company or service over a period of time. The assignment should cover all the performance criteria and should be in the region of 3,000 words plus diagrams. This assignment should be handed in prior to the completion of this unit.

REFERENCES

- 1. Guide to unit writing, SQA, 1993 (Code: A018).
- 2. Guide to assessment, SQA, 1993 (Code: B005).
- 3. Guide to certification, SQA, 1996 (Code: F025).
- 4. Notes for unit writers, SQA, 1995 (Code: A041).

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