



## **Qualification Specification for:**

**OCN NI Level 5 Diploma in Leading Quality Improvement**

➤ **Qualification No: 601/8354/8**

## Qualification Regulation Information

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### OCN NI Level 5 Diploma in Leading Quality Improvement

Qualification Number:	601/8354/8
Operational start date:	01 February 2016
Operational end date:	31 January 2025
Certification end date:	31 January 2030

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

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## Foreword

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This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

→ **OCN NI Level 5 Diploma in Leading Quality Improvement**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at [www.ocnni.org.uk](http://www.ocnni.org.uk)

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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## About Regulation

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### **OCN NI**

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications ( <http://register.ofqual.gov.uk/> ). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

### **The Regulated Qualifications Framework: an overview**

The Regulated Qualifications Framework (RQF) was introduced on 1<sup>st</sup> October 2015: the RQF provides a single framework for all regulated qualifications.

#### **Qualification Level**

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

#### **Qualification Size**

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

For further information about the RQF see:

<https://www.ocnni.org.uk/blog/regulated-qualifications-framework-rqf/>

## Qualification Summary

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The OCN NI Level 5 Diploma in Leading Quality Improvement qualification has been designed to develop the skills of managers/leaders whose role is to drive quality improvement activities within organisations.

### Sector Subject Area

15.3 Business management

### Grading

Grading for this qualification is pass/fail.

### Qualification Target Group

The qualification is targeted at managers/leaders and aims to develop their skills in improving quality to lead significant quality improvement initiatives within organisations.

### Progression Opportunities

The OCN NI Level 5 Diploma in Leading Quality Improvement qualification enables progression to further learning in this area and/or relevant employment.

### Entry Requirements

There are no formal entry requirements for this qualification. Learners should however be at least 18 years of age.

### Qualification Support

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

### Delivery Languages

This qualification is available in English only at this time. If you wish to offer this qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

## Centre Requirements for Delivering the Qualification

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### Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

### Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role\*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

\*Note: A person cannot be an internal verifier for their own assessments.

### Tutors

Tutors delivering the qualification should be occupationally competent at a higher level than the qualification and have appropriate experience in the area of quality improvement.

### Assessors

The qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

#### **Assessors must:**

- have a minimum of one year's experience in the occupational area they are assessing
- have direct or related relevant experience in assessment
- have a sound understanding of the current National Occupational Standards (NOS)
- assess all assessment tasks and activities

### **Internal Verification**

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

#### ***Internal Verifiers must:***

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training if not already completed

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement



## Structure and Content

The table below summarises the structure of this qualification. The learner must complete all four mandatory units for a total of 37 credits.

Total Qualification Time (TQT) for this qualification: 370 hours  
 Guided Learning Hours (GLH) for this qualification: 185 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
<b>Mandatory Units</b>					
<a href="#">J/508/0632</a>	CBD435	Using Data to Inform the Quality Improvement Process	90	9	Five
<a href="#">D/508/0636</a>	CBD439	Communication Skills for Quality Improvement Leaders	70	7	Five
<a href="#">R/508/0634</a>	CBD437	Mentoring and Leadership Skills for Managing Quality Improvement	90	9	Five
<a href="#">Y/508/0635</a>	CBD438	Plan, Monitor and Control Quality Improvement Projects	120	12	Five

## Unit Details

Title	Using Data to Inform the Quality Improvement Process	
Level	Five	
Credit Value	9	
Guided Learning Hours (GLH)	45	
OCN NI Unit Code	CBD435	
Unit Reference No	J/508/0632	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to use data to inform the quality improvement process.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to use various systems to identify areas for development.	1.1 Explain the importance of system and performance data. 1.2 Explain the importance and need for data quality. 1.3 Research and identify sources of information. 1.4 Communicate information requirements. 1.5 Use outcome and process measures to evidence problems and solutions.	
2. Be able to capture data from stakeholders to inform quality improvement activities.	2.1 Use appropriate communications strategies, methods, toolkits and channels to capture data from stakeholders to inform quality improvement activities. 2.2 Apply the principles of Personal and Public Involvement.	
3. Be able to use and present data.	3.1 Evaluate, select and use appropriate qualitative and quantitative data to evidence the problem and solution. 3.2 Evaluate a range of methods of capturing data, selecting and using the most appropriate. 3.3 Use graphs and various media to communicate key information. 3.4 Use data to analyse the causes of variation in a project.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Communication Skills for Quality Improvement Leaders	
Level	Five	
Credit Value	7	
Guided Learning Hours (GLH)	35	
OCN NI Unit Code	CBD439	
Unit Reference No	D/508/0636	
<i>Unit purpose and aim(s):</i> This unit will enable learners to understand how communicate with, negotiate with and motivate people effectively regarding quality improvement activities.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to communicate effectively with diverse audiences.	1.1 Classify the stakeholders who need to be communicated with in regard to quality improvement. 1.2 Explain the principles of Personal and Public Involvement. 1.3 Use appropriate communications strategies, methods, toolkits and channels to engage effectively with a diverse range of stakeholders. 1.4 Develop communication plans to communicate effectively with stakeholders in the quality improvement process. 1.5 Undertake stakeholder analysis.	
2. Be able to influence, negotiate and lead improvements.	2.1 Explain the importance of innovation and improvement. 2.2 Explain the importance of managing change. 2.3 Use appropriate strategies to influence, negotiate and lead improvements. 2.4 Explain and use strategies to manage conflict. 2.5 Justify improvements identified using an appropriate methodology such as option appraisal methodology.	
3. Be able to motivate colleagues to actively participate in quality improvement activities.	3.1 Critically compare intrinsic and extrinsic motivation. 3.2 Employ appropriate motivational strategies to achieve given objectives. 3.3 Explain what is meant by diffusion of innovation. 3.4 Employ appropriate strategies to encourage colleagues to actively participate in quality improvement activities.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Mentoring and Leadership Skills for Managing Quality Improvement
Level	Five
Credit Value	9
Guided Learning Hours (GLH)	45
OCN NI Unit Code	CBD437
Unit Reference No	R/508/0634
<i>Unit purpose and aim(s):</i> This unit will enable the learners to understand how to employ mentoring and leadership skills in the management of quality improvement projects.	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
1. Be able to demonstrate resilience in order to lead improvements.	1.1 Develop and set clear targets and milestones and hold team / stakeholders to account. 1.2 Develop and set clear roles and responsibilities. 1.3 Select and employ appropriate strategies to overcome barriers and resistance.
2. Be able to facilitate and lead teams to improve quality and safety.	2.1 Use the 5 Step Quality Improvement Model to implement change. 2.2 Use the Model for Improvement/PDSA to test and implement solutions. 2.3 Use quality improvement tools and methodologies. 2.4 Select and use effective team management techniques to achieve objectives.
3. Be able to mentor and teach others about quality improvement methodology.	3.1 Evaluate the learning needs of staff. 3.2 Select and use appropriate strategies to empower staff to make informed improvements. 3.3 Research, identify and promote external learning opportunities including: a) webinars b) blogs c) training events 3.4 Research, identify and promote appropriate methods of providing learning opportunities including e-learning opportunities.
4. Be able to encourage, promote and support a learning culture in the workplace.	4.1 Evaluate project outcomes using robust evidence. 4.2 Evaluate and select or develop appropriate tools to aid project sustainability including: a) clear process documentation b) training and other resources 4.3 Research, identify and select appropriate strategies to disseminate and promote lessons gained from projects to others including: a) social media b) newsletters c) showcase events

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
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Title	Plan, Monitor and Control Quality Improvement Projects
Level	Five
Credit Value	12
Guided Learning Hours (GLH)	60
OCN NI Unit Code	CBD438
Unit Reference No	Y/508/0635
<i>Unit purpose and aim(s):</i> This unit will enable learners to understand how to undertake quality improvement project including the planning, monitoring and controlling quality improvement projects.	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
1. Be able to assess potential projects.	1.1. Research and determine the feasibility of a given quality improvement project. 1.2. Evaluate the potential risks associated with a given quality improvement project.
2. Be able to define projects and associated measurables.	2.1. Develop appropriate problem statements in collaboration with others. 2.2. Develop appropriate problem aims and objectives in collaboration with others. 2.3. Develop appropriate project measures. 2.4. Determine appropriate data with which to monitor project.
3. Be able to plan projects.	3.1. Research and select appropriate tools and templates with which to plan a given project. 3.2. Use selected tools to develop an appropriate project plan.
4. Be able to lead projects.	4.1. Demonstrate how to lead a project including using data to inform decisions. 4.2. Interpret data to monitor progress of project including: a) diagnosing issues that may impact on progress b) developing and implementing corrective action plans to address issues that may impact on progress as required
5. Be able to reflect on outcomes of projects and methodologies used.	5.1. Use appropriate templates to evaluate projects. 5.2. Reflect on tools identifying any areas that may be improved and develop an appropriate improvement plan. 5.3. Reflect on own performance identifying any areas that may be improved and develop an appropriate improvement plan.



### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
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## Quality Assurance of Centre Performance

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### External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

### Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

## Administration

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### Registration

A centre must register learners within 20 working days of commencement of a qualification.

### Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

### Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

### Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

### Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

## **OCN NI Level 5 Diploma in Leading Quality Improvement**

**Qualification Number: 601/8354/8**

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