Qualification Specification for:

OCN NI Level 3 Certificate in Quality Improvement

➤ **Qualification No: 603/1951/3**

Qualification Regulation Information

Qualification Title: OCN NI Level 3 Certificate in Quality Improvement
Qualification Number: 603/1951/3

Operational start date: 01 July 2017
Operational end date: 30 June 2027
Certification end date: 30 June 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. Learners have up to 3 years after this date to complete the qualification and 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.

OCN NI Contact Details

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Foreword

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

> → **OCN NI Level 3 Certificate in Quality Improvement**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- 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**

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.

Contents

About Regulation

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.

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The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1st 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 Features

Sector Subject Area
15.3   Business Management

UCAS Tariff
The OCN NI Level 3 Certificate in Quality Improvement qualification is recognised by UCAS, with 16 points allocated.

Qualification Aim
The OCN NI Level 3 Certificate in Quality Improvement qualification has been designed to develop the skills of individuals whose current or future role is to deliver quality improvement activities within organisations.

Learners will develop skills and knowledge to prepare them for managing and/or undertaking quality improvement projects using appropriate quality improvement tools and methodologies.

Qualification Objectives
The objectives of the qualification are to enable learners to:

- Develop knowledge and understanding about current good practice in quality improvement
- Develop the skills necessary to manage and / or undertake workplace quality improvement activities

This qualification relates to the National Occupational Standards for Business and Administration.

Grading
Grading for this qualification is pass/fail.

Qualification Target Group
The qualification is targeted at individuals whose current or future role is to deliver quality improvement activities within organisations.

Progression Opportunities

The OCN NI Level 3 Certificate in Quality Improvement qualification enables progression to higher level qualifications in Quality Improvement including the OCN NI Level 5 Diploma in Leading Quality Improvement and/or relevant employment.

Entry Requirements

There are no formal entry requirements for this qualification. Learners should however be at least 16 years of age.

Delivery Languages

This qualification is available in English only at this time. If you wish to offer the 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

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 in management/leadership.

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

Assessors must:
- be occupationally competent at a higher level than the qualification
- have a minimum of one year's experience in the 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 qualification.

Internal Verifiers must:
- be occupationally competent in the subject area
- have direct or related relevant experience in assessment and verification
- attend OCN NI's internal verifier training in order to be approved by OCN NI
- support tutors and assessors through centre standardisation meetings held within the centre at appropriate points in the year and records maintained for the external verifier
- 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

It would be desirable for internal verifiers to have experience in verifying regulated qualifications.

Structure and Content

Learners must successfully complete the following two mandatory units to achieve the qualification – 18 credits.

Total Qualification Time (TQT) for this qualification: 180 hours
Guided Learning Hours (GLH) for this qualification: 126 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
D/615/8567	CBD842	Quality Improvement	80	8	Three
H/615/8568	CBD843	Undertaking Quality Improvement Projects	100	10	Three

Unit Details

Title	Quality Improvement
Level	Three
Credit Value	8
Guided Learning Hours (GLH)	56
OCN NI Unit Code	CBD842
Unit Reference No	D/615/8567

Unit purpose and aim(s): This unit will enable the learner to understand how to undertake or assist with small scale quality improvement projects.

Learning Outcomes	Assessment Criteria
1. Understand what is meant by quality improvement and the role of data in quality improvement.	1.1. Summarise what is meant by quality improvement and how it impacts on an organisation 1.2. Differentiate between qualitative and quantitative data 1.3. Explain the importance of data quality and impact of poor data quality 1.4. Present data in a range of media to communicate information regarding quality improvement 1.5. Explain how to use quality improvement to make team working more effective within an organisation

2. Be able to understand and apply a range of quality improvement tools and methodologies.	2.1. Identify and use improvement tools and methodologies to implement small step changes including:
	  a) 5 Step Quality Improvement Model
	  b) Model for Improvement / Plan Do Study Act (PDSA)
	2.2. Summarise the benefits to the organisation of using quality improvement methodologies and tools

3. Be able to identify and involve stakeholders in quality improvement activities.	3.1. Summarise the principles underpinning and appropriate methods of engaging stakeholders in the quality improvement process within an organisation 3.2. Identify internal and external stakeholders to be consulted 3.3. Use appropriate methods to involve stakeholders in the quality improvement process

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	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	A collection of documents containing work that shows the learner's progression through the course	
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	Undertaking Quality Improvement Projects
Level	Three
Credit Value	10
Guided Learning Hours (GLH)	70
OCN NI Unit Code	CBD843
Unit Reference No	H/615/8568

Unit purpose and aim(s): This unit will enable the learner to understand how to undertake quality improvement projects.

Learning Outcomes	Assessment Criteria
1. Be able to plan a quality improvement project.	1.1 Produce quality improvement project documentation. 1.2 Complete a stakeholder analysis. 1.3 Develop a quality improvement project plan to include: a) baseline measures b) communications plan c) project action plan d) data collection plan
2. Be able to undertake a quality improvement project.	2.1. Use communications plan to engage with project stakeholders. 2.2. Use project management tools within the project action plan to undertake a quality improvement project. 2.3. Select and use appropriate quantitative and qualitative data and quality improvement tools and techniques to evidence the problem and identify possible solutions. 2.4. Justify improvements identified using option appraisal methodology and plan, do, study, act cycles.
3. Be able to evaluate quality improvement projects.	3.1. Produce a quality improvement project evaluation to include: a) evaluation of the quality improvement project b) a sustainability plan c) recommendations for further work d) identification of lessons learnt from the project e) a dissemination plan

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Quality Assurance of Centre Performance

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 qualification and to assure OCN NI of the maintenance of the integrity of the qualification.

The External Verifier will review the delivery and assessment of this qualification. 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

Registration

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

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.

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