

ICTQual AB



Qualification Specification

ICTQual AB Level 5 Diploma in Quality Control Civil



Website
www.ictqualab.co.uk

Email:
support@ictqualab.co.uk

ICTQual AB's

Level 5 Diploma in Quality Control Civil

Contents

ICTQual AB Level 5 Diploma in Quality Control Civil 1

About ICTQual AB's..... 2

Course Overview.....2

Certification Framework.....4

Entry Requirements.....4

Qualification Structure5

Centre Requirements 2

Support for Candidates7

Assessment7

Unit Descriptors8 to 17

Qualification Specification about

ICTQual AB Level 5 Diploma in Quality Control Civil

About ICTQual AB's

ICTQual AB is a distinguished awarding body based in the United Kingdom, dedicated to fostering excellence in education, training, and skills development. Committed to global standards, ICTQual AB's provides internationally recognized qualifications that empower individuals and organizations to thrive in an increasingly competitive world. Their offerings span diverse industries, including technical fields, health and safety, management, and more, ensuring relevance and adaptability to modern workforce needs.

ICTQual AB's delivers high-quality educational solutions through a network of Approved Training Centres worldwide. Their robust standards and innovative teaching methodologies equip learners with practical knowledge and skills for personal and professional growth. With a mission to inspire lifelong learning and drive positive change, ICTQual AB's continuously evolves its programs to stay ahead of industry trends and technological advancements.

Course Overview

The ICTQual AB Level 5 Diploma in Quality Control – Civil is a comprehensive qualification designed to strengthen technical competence, analytical precision, and quality control leadership in the field of civil engineering. The course provides learners with advanced knowledge and understanding of the principles, techniques, and systems that underpin quality control in the construction industry. It focuses on industry-relevant standards, compliance methodologies, and inspection frameworks used in the monitoring and assurance of civil works. This diploma supports the development of core technical skills in areas such as material testing, structural assessment, non-destructive testing methods, site inspection procedures, documentation control, and quality assurance strategies. Emphasis is placed on regulatory compliance, sustainability practices, continual improvement systems, and risk-based quality assessment aligned with civil engineering standards. Learners will gain practical insight into the quality requirements of earthworks, concrete structures, steel reinforcements, road works, and drainage systems.

Course Aim:

The aim of this course is to develop competent quality control professionals with the technical and analytical skills required to manage and enforce quality standards in civil engineering activities. It seeks to empower learners to carry out independent quality inspections, interpret construction specifications, recommend remedial actions, and promote continuous quality improvements across a wide range of civil works.

Target Audience:

This diploma is intended for individuals who are currently working in or seeking advanced roles within the civil construction industry, particularly in quality control, site supervision, inspection, and assurance roles. It is ideal for:

- Experienced technicians aiming to progress into senior quality roles.
- Site engineers and supervisors responsible for monitoring construction quality.
- Civil inspectors and auditors working with contractors, consultants, or regulatory bodies.
- Quality control personnel seeking to deepen their technical understanding and compliance capability.
- Individuals transitioning into civil engineering quality control from related technical fields.

This course is particularly valuable for those committed to upholding high-quality construction practices and aligning civil engineering outputs with established standards and performance objectives.

Certification Framework

| | |
|-----------------------|---|
| Qualification title | ICTQual AB Level 5 Diploma in Quality Control Civil |
| Course ID | QC0007 |
| Grading Type | Pass / Fail |
| Competency Evaluation | Coursework / Assignments / Verifiable Experience |
| Assessment | <p>The assessment and verification process for ICTQual AB’s qualifications involves two key stages:</p> <p>Internal Assessment and Verification:</p> <ul style="list-style-type: none">✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments.✓ Internal Quality Assurance (IQA) is carried out by the centre’s IQA staff to validate the assessment process. <p>External Quality Assurance:</p> <ul style="list-style-type: none">✓ Managed by ICTQual AB’s verifiers, who periodically review the centre’s assessment and IQA processes. <p>Verifies that assessments are conducted to the required standards and ensures consistency across centres</p> |

Entry Requirements

To enroll in the ICTQual AB Level 5 Diploma in Quality Control Civil, learners must meet the following requirements:

- **Minimum Age:** Learners must be at least 19 years old at the time of enrolment.
- **Educational Background:** A Level 4 qualification in civil engineering, construction, or a related technical field is recommended. Equivalent vocational qualifications or certifications in quality control are also acceptable.
- **Experience:** It is advised that learners have at least 1–2 years of relevant work experience in civil engineering, site inspection, or construction quality management. Practical exposure to construction environments will support better understanding of course content.

These entry requirements are designed to ensure that learners have the necessary academic foundation and practical insight to benefit fully from the advanced topics covered in this diploma programme.

Qualification Structure

This qualification comprises 10 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

| Mandatory Units | |
|-----------------|--|
| Unit Ref# | Unit Title |
| QC0007-01 | Advanced Quality Control Systems in Civil Projects |
| QC0007-02 | Construction Standards, Codes and Legal Frameworks |
| QC0007-03 | Soil Mechanics and Ground Testing Techniques |
| QC0007-04 | Reinforced Concrete and Steel Structures Quality Inspection |
| QC0007-05 | Roadworks, Bridges and Infrastructure Compliance Standards |
| QC0007-06 | Risk Assessment and Defect Prevention Strategies |
| QC0007-07 | Quality Assurance in Earthworks and Piling Operations |
| QC0007-08 | Monitoring and Evaluation of Civil Project Milestones |
| QC0007-09 | Coordination with Contractors and Project Stakeholders |
| QC0007-10 | Continuous Improvement and Quality Control Documentation Systems |

Centre Requirements

To ensure quality training delivery, centres must adhere to the following standards:

1. Centre Approval

- ✓ Centres must be formally approved by ICTQual AB's before delivering this qualification.
- ✓ Approval involves a review of facilities, policies, and staff qualifications.

2. Qualified Staff

- ✓ **Tutors:** Must hold a minimum Level 5 qualification (such as a Higher National Diploma or equivalent) in Civil Engineering, Construction Management, or a closely related discipline.
- ✓ **Assessors:** Must hold a recognized assessor qualification (e.g., CAVA, AVRA) or equivalent)
- ✓ **Internal Quality Assurers (IQAs):** Must hold a recognized IQA qualification (e.g. Level 4 Award in the IQA and Level 4 Certificate in Leading the IQA) and experience to oversee assessment standards.

3. Learning Facilities

Centre must offer:

- ✓ Private study areas and internet-enabled workspaces (for blended or physical delivery)
- ✓ Academic and pastoral support for learners
- ✓ Administrative support must be available to manage enrolment, tracking, and learner queries efficiently

4. Health and Safety Compliance

- ✓ All training facilities must comply with health and safety regulations.
- ✓ Centres must conduct regular risk assessments for practical activities.

5. Learning Resources

- ✓ **Course Materials:** Approved textbooks, study guides, and digital content must align with the qualification standards.
- ✓ **Assessment Tools:** Templates and guidelines must be provided to ensure standardized evaluation processes.
- ✓ **E-Learning Support:** Centres offering online or blended learning must implement an effective Learning Management System (LMS).

6. Assessment and Quality Assurance

- ✓ Centres must ensure assessments meet ICTQual AB's competency standards.
- ✓ Internal quality assurance (IQA) must be conducted to maintain consistency.
- ✓ External verifiers from ICTQual AB's will review assessment and training practices.

7. Learning Support

- ✓ **Qualification Guidance:** Support for coursework and assignments.
- ✓ **Career Pathway Assistance:** Information on progression opportunities in sustainability and energy sectors.
- ✓ **Accessibility Support:** Accommodations for learners with disabilities or language barriers.

8. Policies and Compliance

Centres must uphold the following policies in accordance with ICTQual AB's standards:

- ✓ Equality, Diversity, and Inclusion Policy.
- ✓ Health and Safety Policy.
- ✓ Safeguarding and Learner Protection Policy.
- ✓ Complaints and Appeals Procedure.
- ✓ Data Protection and Confidentiality Policy.

9. Reporting Requirements

- Centres must provide ICTQual AB's with regular reports on learner registrations, progress, and certification outcomes.
- Assessment records must be maintained for external auditing and quality assurance purposes.

Support for Candidates

Centres should ensure that materials developed to support candidates:

- ✓ Facilitate tracking of achievements as candidate's progress through the learning outcomes and assessment criteria.
- ✓ Include information on how and where ICTQual AB's policies and procedures can be accessed.
- ✓ Provide mechanisms for Internal and External Quality Assurance staff to verify and authenticate evidence effectively.

This approach ensures transparency, supports candidates' learning journeys, and upholds quality assurance standards.

Assessment

This qualification is competence-based, requiring candidates to demonstrate proficiency as defined in the qualification units. The assessment evaluates the candidate's skills, knowledge, and understanding against the set standards. Key details include:

1. Assessment Process:

- ✓ Must be conducted by an experienced and qualified assessor.
- ✓ Candidates compile a portfolio of evidence that satisfies all learning outcomes and assessment criteria for each unit.

2. Types of Evidence:

- ✓ Observation reports by the assessor.
- ✓ Assignments, projects, or reports.
- ✓ Professional discussions.
- ✓ Witness testimonies.
- ✓ Candidate-produced work.
- ✓ Worksheets.
- ✓ Records of oral and written questioning.
- ✓ Recognition of Prior Learning (RPL).

3. Learning Outcomes and Assessment Criteria:

- ✓ **Learning Outcomes:** Define what candidates should know, understand, or accomplish upon completing the unit.
- ✓ **Assessment Criteria:** Detail the standards candidates must meet to demonstrate that the learning outcomes have been achieved.

This framework ensures rigorous and consistent evaluation of candidates' competence in line with the qualification's objectives.

Unit Descriptors

QC0007-01- Advanced Quality Control Systems in Civil Projects

This unit covers the advanced tools and methods used to manage and monitor quality in civil engineering works. Learners will explore how to plan and apply quality control procedures at each stage of construction. The unit includes methods for testing materials, reviewing workmanship, and ensuring compliance with design requirements. It also covers the use of modern technology like quality management software and inspection checklists.

| Learning Outcome: | Assessment Criteria: |
|--|--|
| 1. Apply advanced quality control methodologies to large-scale civil engineering projects. | <div>1.1 Demonstrate application of statistical quality control tools to real construction data.</div> <div>1.2 Implement inspection test plans (ITPs) aligned with project specifications and milestones.</div> <div>1.3 Justify the selection of quality control techniques for different construction activities.</div> <div>1.4 Conduct root cause analysis of non-conformities in a complex construction scenario.</div> |
| 2. Analyse project-specific quality requirements and integrate them into site operations. | <div>2.1 Interpret client specifications to develop tailored quality control checklists.</div> <div>2.2 Collaborate with site teams to embed quality procedures into daily operations.</div> <div>2.3 Map operational workflows against project quality benchmarks.</div> <div>2.4 Evaluate integration challenges and propose effective mitigation strategies.</div> <div>2.5 Create a matrix linking construction activities with quality control checkpoints.</div> |
| 3. Evaluate the effectiveness of implemented quality systems and recommend improvements. | <div>3.1 Conduct quality audits and document compliance against project standards.</div> <div>3.2 Identify performance gaps using quality KPIs and inspection data.</div> <div>3.3 Recommend system modifications based on audit findings and risk evaluation.</div> <div>3.4 Critically review corrective and preventive actions taken during previous quality issues.</div> |

- 4. **Implement systematic quality planning and process control across multiple work stages.**
 - 4.1 Develop and present a comprehensive quality plan covering key construction stages.
 - 4.2 Monitor process flow and identify bottlenecks affecting quality compliance.
 - 4.3 Align quality control checkpoints with procurement, logistics, and site works.
 - 4.4 Integrate ISO-based process control methods in site procedures.

QC0007-02- Construction Standards, Codes and Legal Frameworks

This unit introduces the national and international standards, building codes, and legal rules that must be followed in civil engineering. Learners will study how these rules guide construction quality, safety, and compliance. It will also explain how legal requirements affect site inspections, contractor responsibilities, and the role of the quality control team.

| Learning Outcome: | Assessment Criteria: |
|---|--|
| 1. Interpret relevant construction codes, standards, and legal obligations in civil projects. | <div>1.1 Identify applicable structural and material codes (e.g., ACI, BS, ASTM) for specific works.</div> <div>1.2 Compare national and international standards for structural elements.</div> <div>1.3 Analyse legal clauses in construction contracts relevant to quality control.</div> <div>1.4 Translate regulatory documents into actionable site procedures.</div> |
| 2. Ensure compliance with national and international regulatory requirements. | <div>2.1 Map project activities against legal compliance requirements.</div> <div>2.2 Track and report changes in regulatory guidelines affecting project timelines.</div> <div>2.3 Assess contractor compliance through structured inspections and documentation.</div> <div>2.4 Implement internal controls to ensure ongoing legal and standards conformity.</div> <div>2.5 Escalate unresolved compliance issues to senior management with evidence-based reports.</div> |
| 3. Apply legal and technical documentation during construction activities. | <div>3.1 Use technical drawings, BOQs, and specifications to confirm site quality.</div> <div>3.2 Maintain legally admissible records of inspections, approvals, and corrective actions.</div> <div>3.3 Prepare compliance reports in line with legal audit expectations.</div> <div>3.4 Review subcontractor documentation for adherence to standards and legal terms.</div> |

4. Identify the implications of non-compliance on project delivery and safety.

- 4.1 Evaluate case studies of civil failures caused by standards violations.
- 4.2 Quantify the financial and reputational risks of non-compliance.
- 4.3 Recommend enforcement measures for serious quality and legal breaches.
- 4.4 Develop a preventive strategy based on lessons learned from compliance audits.

QC0007-03- Soil Mechanics and Ground Testing Techniques

This unit focuses on understanding soil behaviour and the importance of ground testing before and during construction. Learners will learn about soil classification, compaction, bearing capacity, and the risks of weak ground. The unit also teaches how to carry out field and laboratory tests like plate load tests, cone penetration tests, and moisture content checks.

| Learning Outcome: | Assessment Criteria: |
|---|--|
| 1. Understand the behaviour and classification of soil in civil engineering applications. | <div>1.1 Differentiate soil types using Atterberg limits and particle size distribution.</div> <div>1.2 Analyse how soil behaviour influences design of foundations and slopes.</div> <div>1.3 Interpret phase diagrams and moisture-density relationships.</div> <div>1.4 Link soil types to appropriate civil engineering uses.</div> |
| 2. Perform advanced ground testing and interpret results to assess soil suitability. | <div>2.1 Conduct in-situ tests (SPT, CPT, plate load test) with proper documentation.</div> <div>2.2 Prepare lab reports from triaxial and permeability tests with interpretation.</div> <div>2.3 Judge soil suitability for road base or foundation load support.</div> <div>2.4 Compare test results against design load and stability requirements.</div> <div>2.5 Address inconsistencies in test data through retesting and validation.</div> |
| 3. Evaluate soil conditions for load-bearing, drainage, and stability. | <div>3.1 Assess soil bearing capacity through multiple test interpretations.</div> <div>3.2 Evaluate slope stability using soil cohesion and angle of repose.</div> <div>3.3 Determine permeability implications for drainage and waterlogging.</div> <div>3.4 Recommend suitable earth-retaining structures based on findings.</div> |

4. Recommend ground treatment solutions based on test outcomes.

- 4.1 Propose mechanical and chemical stabilisation for weak soils.
- 4.2 Justify the use of geosynthetics in soft soil areas.
- 4.3 Suggest dewatering strategies for saturated subgrades.
- 4.4 Develop a ground improvement plan with cost-benefit analysis.

QC0007-04- Reinforced Concrete and Steel Structures Quality Inspection

In this unit, learners will study how to inspect concrete and steel works to ensure quality and safety. Topics include checking reinforcement placement, concrete pouring, curing processes, welding inspections, and alignment of steel structures. The unit also teaches how to use inspection tools and interpret test results for strength and durability.

| Learning Outcome: | Assessment Criteria: |
|--|---|
| 1. Conduct inspections of reinforced concrete and steel elements for quality compliance. | <div>1.1 Inspect shuttering, rebar, and embedded components before concrete pour.</div> <div>1.2 Monitor curing process and validate slump test results.</div> <div>1.3 Apply weld inspection methods such as magnetic particle and visual tests.</div> <div>1.4 Record structural tolerances using laser levelling and measuring tools.</div> <div>1.5 Evaluate member conformity with structural drawings and tolerances.</div> |
| 2. Identify common faults such as improper placement, corrosion, or structural deviations. | <div>2.1 Spot reinforcement misalignments, inadequate cover, or honeycombing.</div> <div>2.2 Detect steel surface corrosion and recommend cleaning methods.</div> <div>2.3 Identify cold joints, cracks, or segregation through visual and non-destructive means.</div> <div>2.4 Correlate defects with likely root causes (e.g., poor vibration or wrong mix ratio).</div> |
| 3. Verify reinforcement details against design drawings and specifications. | <div>3.1 Cross-check bar bending schedules with on-site reinforcement.</div> <div>3.2 Confirm rebar sizes, spacing, anchorage, and laps.</div> <div>3.3 Review as-built records and submit discrepancies.</div> <div>3.4 Recommend on-site adjustments based on drawing interpretation.</div> |

4. Maintain inspection records to support structural integrity and compliance.

- 4.1 Complete structured inspection checklists and reports.
- 4.2 Log material traceability and batch numbers for future audits.
- 4.3 Submit non-conformance reports with supporting evidence.
- 4.4 Maintain photographic and documentary records in line with QMS.

QC0007-05- Roadworks, Bridges and Infrastructure Compliance Standards

This unit explains the quality standards that apply to road construction, bridge building, and public infrastructure. Learners will understand how to inspect road layers, pavement materials, bridge joints, and drainage systems. They will also learn how to ensure compliance with design drawings, environmental rules, and traffic safety standards.

| Learning Outcome: | Assessment Criteria: |
|--|--|
| 1. Apply relevant standards to the quality control of roads, bridges, and public infrastructure. | <div>1.1 Use MoRTH, BS, and AASHTO guidelines for road and bridge inspections.</div> <div>1.2 Match construction practices to structural and functional standards.</div> <div>1.3 Confirm compliance of expansion joints, bearings, and pavement layers.</div> <div>1.4 Assess horizontal/vertical alignment and grading in roads.</div> |
| 2. Inspect the materials and construction practices used in infrastructure projects. | <div>2.1 Test asphalt mixes for density, compaction, and temperature compliance.</div> <div>2.2 Check bridge concrete grades and pre/post-tensioning methods.</div> <div>2.3 Inspect culverts, guardrails, and drainage features.</div> <div>2.4 Verify use of approved materials and construction techniques.</div> |
| 3. Identify deviations and initiate corrective measures to maintain compliance. | <div>3.1 Detect failures such as rutting, misalignment, or improper drainage.</div> <div>3.2 Record non-conformances and notify site management.</div> <div>3.3 Suggest corrective options like rework, overlay, or structural strengthening.</div> <div>3.4 Track inspection and closure of identified issues.</div> |

4. Ensure alignment with safety, performance, and design criteria.

- 4.1 Check compliance with traffic safety signage and barrier installations.
- 4.2 Evaluate performance against serviceability and lifespan benchmarks.
- 4.3 Validate vertical clearance, load capacity, and slope stability.
- 4.4 Recommend improvement measures to enhance durability and performance.

QC0007-06- Risk Assessment and Defect Prevention Strategies

This unit helps learners identify and manage the risks that can affect quality during construction. It covers how to assess potential issues, such as poor materials or bad workmanship, and take steps to prevent them. Learners will also study methods for root cause analysis, safety integration, and planning preventive actions.

| Learning Outcome: | Assessment Criteria: |
|--|---|
| 1. Conduct comprehensive risk assessments in construction quality control. | <div>1.1 Identify critical construction phases prone to quality risks.</div> <div>1.2 Apply risk assessment matrices to evaluate severity and likelihood.</div> <div>1.3 Prepare detailed risk registers with assigned responsibilities and timelines.</div> <div>1.4 Integrate quality-related risks into overall site safety plans.</div> <div>1.5 Justify selection of control measures based on site-specific risk scenarios.</div> |
| 2. Identify potential sources of defects and implement preventive actions. | <div>2.1 Analyse historical quality data to predict recurring defect trends.</div> <div>2.2 Conduct inspections to pinpoint early warning signs of potential failures.</div> <div>2.3 Recommend procedural changes or staff retraining to prevent defects.</div> <div>2.4 Monitor the effectiveness of implemented preventive measures.</div> |
| 3. Apply root cause analysis techniques to quality issues on site. | <div>3.1 Use tools such as the 5 Whys and Fishbone diagrams to trace quality failures.</div> <div>3.2 Validate root causes through data triangulation and cross-functional inputs.</div> <div>3.3 Document findings and link each cause to appropriate corrective actions.</div> <div>3.4 Present case studies of site issues resolved through root cause analysis.</div> |

4. Develop proactive quality improvement plans to minimise rework and delays.

- 4.1 Establish performance baselines to measure improvements.
- 4.2 Define SMART quality objectives aligned with site constraints.
- 4.3 Plan phased quality improvements with measurable targets.
- 4.4 Engage multiple stakeholders in continuous improvement planning.

QC0007-07- Quality Assurance in Earthworks and Piling Operations

This unit focuses on how to check and maintain quality in earthworks and piling. Learners will explore how to monitor excavation, backfilling, compaction, and pile installation. The unit also explains the importance of soil tests, equipment calibration, and record-keeping during these high-risk construction tasks.

| Learning Outcome: | Assessment Criteria: |
|---|--|
| 1. Monitor earthworks and piling activities to ensure quality compliance. | <div>1.1 Conduct visual and documented inspections at key earthworks milestones.</div> <div>1.2 Validate conformity of pile bore depths, alignment, and reinforcement cages.</div> <div>1.3 Use control charts or GPS-based logs to track activity accuracy.</div> <div>1.4 Raise immediate quality alerts upon detecting variances.</div> |
| 2. Evaluate soil compaction, slope stability, and pile installation accuracy. | <div>2.1 Perform Proctor and field density tests for compaction verification.</div> <div>2.2 Analyse slope angles against geotechnical recommendations.</div> <div>2.3 Review pile test results (e.g., integrity and load tests) for installation accuracy.</div> <div>2.4 Recommend corrective measures based on deviations from geotechnical specifications.</div> |
| 3. Identify geotechnical risks and recommend mitigation strategies. | <div>3.1 Assess excavation support needs based on soil strata and water table.</div> <div>3.2 Identify areas prone to liquefaction, heaving, or differential settlement.</div> <div>3.3 Recommend ground improvement techniques specific to identified risks.</div> <div>3.4 Collaborate with geotechnical engineers to finalise mitigation measures.</div> |

4. Document inspection results and coordinate with geotechnical specialists.

- 4.1 Maintain structured logs of soil test results and pile inspections.
- 4.2 Share inspection findings through technical memos and coordination meetings.
- 4.3 Prepare comprehensive reports aligned with geotechnical design intent.
- 4.4 Facilitate clarification between site observations and design expectations.

QC0007-08- Monitoring and Evaluation of Civil Project Milestones

This unit teaches how to track the progress of construction activities and evaluate if quality goals are being met. Learners will study how to prepare progress reports, use quality indicators, and carry out milestone reviews. It also includes techniques for early detection of delays or faults and taking corrective actions.

| Learning Outcome: | Assessment Criteria: |
|---|---|
| 1. Track progress against project timelines and quality benchmarks. | <div>1.1 Use Gantt charts or tracking software to monitor construction progress.</div> <div>1.2 Link work activities with quality verification checkpoints.</div> <div>1.3 Identify slippage and recommend re-sequencing of tasks.</div> <div>1.4 Compare actual vs planned quality achievements using benchmark data.</div> |
| 2. Implement structured evaluation procedures for milestone verification. | <div>2.1 Establish clear criteria for milestone completion validation.</div> <div>2.2 Use structured forms or digital tools for milestone documentation.</div> <div>2.3 Conduct formal inspections with multidisciplinary input.</div> <div>2.4 Archive milestone records as part of quality audit readiness.</div> <div>2.5 Escalate unverified milestones to senior quality managers.</div> |
| 3. Identify delays or quality issues affecting project delivery. | <div>3.1 Analyse root causes of missed deadlines or failed inspections.</div> <div>3.2 Quantify impacts on cost, scope, and schedule due to quality lapses.</div> <div>3.3 Develop prioritised action lists to resolve active blockers.</div> <div>3.4 Use quality dashboards to visualise performance deviations.</div> |

4. Recommend adjustments to maintain compliance with construction schedules.

- 4.1 Propose realistic catch-up plans backed by resource reallocation.
- 4.2 Adjust inspection sequences to accommodate revised work plans.
- 4.3 Recommend outsourcing or overtime to meet critical targets.
- 4.4 Coordinate with planners and supervisors for aligned execution.

QC0007-09- Coordination with Contractors and Project Stakeholders

In this unit, learners will develop skills to work effectively with site teams, contractors, clients, and inspectors. The unit covers communication, reporting, scheduling inspections, and resolving issues. It also teaches the importance of teamwork and cooperation to maintain high-quality results on construction sites.

| Learning Outcome: | Assessment Criteria: |
|---|--|
| 1. Facilitate effective communication between quality teams and contractors. | <div>1.1 Conduct coordination meetings with documented agendas and minutes.</div> <div>1.2 Translate technical quality requirements into contractor-friendly formats.</div> <div>1.3 Ensure timely flow of inspection reports and NCRs.</div> <div>1.4 Track and confirm resolution of issues raised by quality teams.</div> |
| 2. Resolve quality disputes and support collaborative problem-solving. | <div>2.1 Mediate disputes using evidence-based inspection records.</div> <div>2.2 Document negotiation outcomes and agreed corrective actions.</div> <div>2.3 Involve third-party or client representatives when escalation is required.</div> <div>2.4 Promote win-win solutions through structured dialogue sessions.</div> |
| 3. Align quality expectations with stakeholder requirements and contract terms. | <div>3.1 Interpret clauses from contracts relating to quality obligations.</div> <div>3.2 Create alignment matrices mapping stakeholder expectations to quality metrics.</div> <div>3.3 Present updates in coordination meetings to manage expectations.</div> <div>3.4 Address deviations with reference to approved quality documentation.</div> |
| 4. Manage reporting and documentation related to coordination activities. | <div>4.1 Prepare issue logs and coordination registers.</div> <div>4.2 Submit periodic quality coordination reports with progress indicators.</div> <div>4.3 Maintain signed records of agreements, approvals, and pending actions.</div> <div>4.4 Ensure traceability and version control in all shared documentation.</div> |

QC0007-10- Continuous Improvement and Quality Control Documentation Systems

This unit explains how to build a system that supports continuous improvement in quality. Learners will understand how to manage documents like inspection reports, test records, and quality audits. It also includes learning how to use feedback, lessons learned, and audits to improve future construction quality practices.

| Learning Outcome: | Assessment Criteria: |
|--|---|
| 1. Develop and maintain structured quality control documentation. | <div>1.1 Design and maintain site-specific inspection forms and logs.</div> <div>1.2 Create templates for NCRs, corrective action requests, and test summaries.</div> <div>1.3 Establish naming conventions and storage protocols for traceability.</div> <div>1.4 Periodically review documentation formats for efficiency and completeness.</div> |
| 2. Implement continuous improvement processes within civil projects. | <div>2.1 Set up PDCA (Plan-Do-Check-Act) cycles for recurring processes.</div> <div>2.2 Monitor the impact of past improvements on current site activities.</div> <div>2.3 Facilitate team feedback loops for lesson-sharing and innovation.</div> <div>2.4 Integrate improvement records into QMS updates and revisions.</div> |
| 3. Analyse project performance data to identify improvement areas. | <div>3.1 Compile data from inspections, rework logs, and audit findings.</div> <div>3.2 Use Pareto analysis or trend graphs to identify performance hotspots.</div> <div>3.3 Correlate improvement opportunities with cost and time impacts.</div> <div>3.4 Recommend prioritised improvements based on measurable benefits.</div> <div>3.5 Conduct reviews to evaluate the sustainability of implemented improvements.</div> |

4. Support knowledge sharing and standardisation of quality practices across teams.

- 4.1 Develop toolkits or guides for standardised quality practices.
- 4.2 Lead toolbox talks or quality briefings on best practices.
- 4.3 Set up quality notice boards, digital platforms, or newsletters.
- 4.4 Track adoption and compliance with shared procedures across teams.

ICTQual AB

Yew Tree Avenue, Dagenham,

London East, United Kingdom RM10 7FN

+447441398083

Support@ictqualab.co.uk | www.ictqualab.co.uk

[VisitOfficialWebpage](http://www.ictqualab.co.uk)

