

# ICTQual AB



## Qualification Specification

### ICTQual AB Level 3 Certificate in Quality Control Health Care



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

**Email:**  
[support@ictqualab.co.uk](mailto:support@ictqualab.co.uk)

# ICTQual AB's

## Level 3 Certificate in Quality Control Health Care

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## **Qualification Specification about**

# **ICTQual AB Level 3 Certificate in Quality Control Health Care**

### **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 3 Certificate in Quality Control – Health Care is designed to provide learners with a foundational understanding of quality assurance practices within the healthcare environment. It focuses on maintaining and improving the quality, safety, and efficiency of healthcare services, in line with recognized quality standards and regulatory frameworks. This qualification equips individuals with the skills to monitor healthcare processes, support compliance with protocols, and identify deviations or non-conformities. The programme emphasizes the application of systematic quality control methodologies in clinical and non-clinical settings, reinforcing the importance of patient safety, service improvement, and operational accountability. The learning standards and objectives are structured to promote competence in essential quality control principles, documentation, infection control protocols, internal audit support, and effective communication in quality-related matters. On completion, learners will be able to assist healthcare organisations in implementing and maintaining robust quality control systems.

## Course Aim

The aim of this course is to prepare individuals with the practical knowledge and foundational skills required to support quality control activities in healthcare settings. The qualification aims to promote awareness of industry standards, encourage a culture of continuous improvement, and enable learners to contribute effectively to the delivery of safe and high-quality healthcare services.

## For Whom This Course is For

This course is suitable for:

- Entry-level professionals seeking a career in healthcare quality assurance or compliance.
- Healthcare support staff wishing to expand their responsibilities into quality control roles.
- Individuals working in administrative, operational, or clinical support roles who are involved in monitoring quality standards.
- New employees in hospitals, clinics, care facilities, or health service organizations aiming to understand quality systems.
- School leavers or recent graduates who aspire to begin a career in the healthcare sector with a focus on quality and safety.
- Existing staff who require a formal qualification to enhance their understanding of quality processes in healthcare.

This certificate provides a stepping stone towards more advanced qualifications in healthcare quality control and supports career progression within clinical governance, regulatory compliance, or healthcare auditing functions.

## Certification Framework

Qualification title	ICTQual AB Level 3 Certificate in Quality Control Health Care
Course ID	QC0035
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><b>Internal Assessment and Verification:</b></p> <ul style="list-style-type: none"><li>✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments.</li><li>✓ Internal Quality Assurance (IQA) is carried out by the centre's IQA staff to validate the assessment process.</li></ul> <p><b>External Quality Assurance:</b></p> <ul style="list-style-type: none"><li>✓ Managed by ICTQual AB's verifiers, who periodically review the centre's assessment and IQA processes.</li></ul> <p>Verifies that assessments are conducted to the required standards and ensures consistency across centres</p>

## Entry Requirements

To enrol in ICTQual AB Level 3 Certificate in Quality Control Health Care, learner must meet the following entry requirements:

- **Age Requirement:** Learners must be 16 years of age or older at the time of enrolment.
- **Educational Background:** Learners are expected to have completed a basic secondary school education (high school level or equivalent). Individuals with a Level 2 qualification in health care, science, or a related subject are preferred, though not mandatory.
- **Foundational Knowledge:** A general understanding of healthcare settings, basic hygiene, or clinical procedures will be helpful. However, the course is designed to be accessible for beginners who are committed to learning about quality control in the health sector.
- **English Proficiency:** Learners must have a working knowledge of the English language to understand course materials, complete assessments, and engage in discussions. Reading, writing, and comprehension skills are essential.
- **Motivation and Commitment:** This qualification is suited to individuals who are motivated to start a career in healthcare quality control or wish to develop a foundational understanding of quality assurance processes in clinical environments. A willingness to learn and a commitment to professional development are key.

## Qualification Structure

This qualification comprises 3 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

Mandatory Units	
Unit Ref#	Unit Title
QC0035-01	Introduction to Quality Control in Health Care
QC0035-02	Health and Safety Standards in Clinical Environments
QC0035-03	Basic Quality Auditing Procedures in Health Services

## 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 of a Level 5 qualification (or equivalent) in a relevant discipline such as Health Care Management, Quality Assurance, Health and Safety, or a closely related field.
- ✓ **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

QC0035-01- Introduction to Quality Control in Health Care

This unit helps learners understand what quality control means in the healthcare sector. It explains why it is important to keep health services safe, effective, and reliable. Learners will explore how healthcare organisations check their work to make sure they are following the correct standards. The unit covers key terms, common quality problems, and simple methods used to prevent errors or risks in hospitals and clinics. Learners will also learn about the role of staff in maintaining high quality and the value of continuous improvement to ensure patient safety and satisfaction.

Learning Outcome:	Assessment Criteria:
1. Understand the basic principles of quality control in healthcare settings.	<div>1.1 State the meaning of quality control within a healthcare setting.</div> <div>1.2 Outline at least three core principles of quality control.</div> <div>1.3 Provide an example of how a quality control principle is applied to patient care.</div> <div>1.4 Describe why continuous improvement is a core part of quality control.</div>
2. Identify the role of quality assurance in improving patient care and service delivery.	<div>2.1 Describe the main role of quality assurance in setting standards for care.</div> <div>2.2 Give an example of how monitoring performance helps improve patient care.</div> <div>2.3 Identify how quality assurance is used to prevent errors.</div> <div>2.4 Explain the connection between quality assurance and safe service delivery.</div> <div>2.5 Describe two ways quality assurance can lead to better patient outcomes.</div>
3. Recognise key quality indicators used in healthcare organisations.	<div>3.1 Recognise at least three common quality indicators used in a healthcare setting.</div> <div>3.2 Describe what a quality indicator is designed to measure.</div> <div>3.3 Give an example of a quality indicator related to patient safety.</div> <div>3.4 Explain the purpose of using quality indicators.</div>
4. Explain the importance of following internal policies and external quality standards.	<div>4.1 Explain why following internal policies are important for daily tasks.</div> <div>4.2 Identify a benefit of following external quality standards.</div>

- 4.3 Describe a potential risk of not following an internal policy.
- 4.4 Explain how following policies and standards contributes to patient safety.

**QC0035-02- Health and Safety Standards in Clinical Environments**

This unit focuses on the basic health and safety rules that must be followed in hospitals, clinics, and other health care settings. Learners will become familiar with safety procedures, personal protective equipment (PPE), infection control, waste handling, and emergency actions. The unit explains how to spot hazards and how to help reduce risks to patients, visitors, and staff. Learners will also learn about their legal responsibilities under national health and safety laws and guidelines, and how following these rules protects both people and the environment in clinical areas.

Learning Outcome:	Assessment Criteria:
1. Describe common health and safety risks in clinical and care environments.	<div>1.1 Describe at least three common physical risks in a clinical setting.</div> <div>1.2 Explain what a biological hazard is and provide an example.</div> <div>1.3 Describe a risk related to moving patients or equipment.</div> <div>1.4 Identify at least two fire risks in a healthcare environment.</div>
2. Understand the main laws and guidelines for health and safety in healthcare.	<div>2.1 Identify two key health and safety laws relevant to healthcare.</div> <div>2.2 Explain the purpose of health and safety guidelines.</div> <div>2.3 Describe the requirements of COSHH standards for safe chemical use.</div> <div>2.4 Explain the importance of reporting incidents in accordance with health and safety laws.</div>
3. Apply safe working practices to protect patients, staff, and visitors.	<div>3.1 Show the correct way to use personal protective equipment (PPE).</div> <div>3.2 Demonstrate safe manual handling of equipment.</div> <div>3.3 Describe a safe way to dispose of sharp objects.</div> <div>3.4 Explain the steps for proper hand hygiene.</div> <div>3.5 Show how to prepare a safe environment for a patient.</div>
4. Support infection control and hazard prevention measures.	<div>4.1 Describe the correct way to clean a surface in a clinical area.</div> <div>4.2 Explain why healthcare waste is sorted into different bins.</div> <div>4.3 Identify a key measure used to prevent the spread of infection.</div> <div>4.4 Describe the steps for reporting a spill.</div>

**QC0035-03- Basic Quality Auditing Procedures in Health Services**

This unit introduces learners to the basic steps of quality auditing within a healthcare environment. Auditing means checking that work is being done properly and according to agreed rules. Learners will explore the purpose of internal audits, how to plan and carry them out, and what to look for when reviewing procedures. The unit explains how to collect evidence, record findings, and report results clearly. Learners will also understand how audits help improve service quality and patient care, and how teamwork and communication are important during the audit process.

Learning Outcome:	Assessment Criteria:
1. Understand the purpose and benefits of quality audits in healthcare.	1.1 Explain what a quality audit is. 1.2 List at least two benefits of carrying out a quality audit. 1.3 Describe how an audit helps ensure standards are met. 1.4 Give an example of an audit finding that could improve patient safety.
2. Identify the main steps in planning and carrying out a basic internal audit.	2.1 Outline the first two steps in planning an internal audit. 2.2 Describe the purpose of an audit checklist. 2.3 Explain how to prepare for an audit visit. 2.4 Describe a key part of carrying out an audit. 2.5 Identify who is involved in an internal audit.
3. Assist in collecting and recording audit evidence clearly and accurately.	3.1 Show how to record observations during an audit. 3.2 Describe a clear way to write notes about audit evidence. 3.3 Explain why recording evidence accurately is important. 3.4 Identify two types of evidence collected during an audit.
4. Recognise how audit results can help improve healthcare services.	4.1 Describe how audit findings can lead to changes in a procedure. 4.2 Give an example of how audit results can identify a training need. 4.3 Explain how an audit report can be used to fix a problem. 4.4 Identify two ways audit results can be used for continuous improvement.

## ICTQual AB

Yew Tree Avenue, Dagenham,

London East, United Kingdom RM10 7FN

+447441398083

[support@ictqualab.co.uk](mailto:support@ictqualab.co.uk) | [www.ictqualab.co.uk](http://www.ictqualab.co.uk)

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

