ICTQual AB

Qualification Specification

ICTQual AB Level 5 Diploma in Quality Control Oil and Gas

ICTQual AB's

Level 5 Diploma in Quality Control Oil and Gas

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ICTQual AB Level 5 Diploma in Quality Control Oil and Gas

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 – Oil and Gas is a comprehensive professional qualification designed to equip learners with advanced knowledge and competencies in the principles, practices, and techniques of quality control specific to the oil and gas industry. This diploma reflects a structured framework aligned with international standards and objectives, focusing on ensuring integrity, safety, reliability, and regulatory compliance within complex operational environments. Learners will engage with technical modules that cover inspection methodologies, non-destructive testing, quality auditing, document control, and compliance verification—each developed to reflect the demands of modern oil and gas operations. Emphasis is placed on practical implementation of quality assurance strategies in both upstream and downstream activities, covering pipelines, refineries, drilling operations, fabrication, and facility maintenance. This diploma is intended to strengthen professional capacity in managing quality-related challenges, enhance decision-making accuracy, and contribute to sustainable operational excellence in a high-risk, high-value industry.

Course Aim:

The aim of this course is to develop advanced-level competencies in quality control systems applicable to the oil and gas sector. Learners will be trained to effectively interpret, implement, and evaluate quality standards and objectives, ensuring continuous compliance with health, safety, and environmental requirements. The course is structured to promote mastery of quality inspection techniques, documentation protocols, and risk-based quality assurance systems.

Upon successful completion, learners will be capable of independently managing quality processes, conducting thorough inspections and audits, analysing non-conformities, and implementing corrective actions. The diploma is tailored to instil technical precision and leadership acumen for quality control roles in oil and gas operations.

For Whom This Course Is For:

This diploma is intended for professionals seeking to advance their roles in quality control within the oil and gas industry. It is particularly suited for:

- Quality control inspectors, engineers, and supervisors
- Health, safety, and environmental officers with quality responsibilities
- Maintenance and operations personnel involved in inspection and compliance
- Individuals transitioning into the oil and gas sector from manufacturing or energy sectors
- Technicians and mid-level personnel aspiring to lead quality initiatives in high-risk environments

The qualification also benefits those looking to formalise and expand their existing knowledge through a structured approach based on globally recognised standards and objectives.

Certification Framework

Qualification title	**ICTQual AB Level 5 Diploma in Quality Control Oil and Gas**
Course ID	QC0019
Grading Type	Pass / Fail
Competency Evaluation	Coursework / Assignments / Verifiable Experience
Assessment	The assessment and verification process for ICTQual AB's qualifications involves two key stages:

Internal Assessment and Verification:
- ✓ 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.

External Quality Assurance:
- ✓ Managed by ICTQual AB's verifiers, who periodically review the centre's assessment and IQA processes.
  Verifies that assessments are conducted to the required standards and ensures consistency across centres

Entry Requirements

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

- **Minimum Age:**

Learners must be at least 18 years old at the time of enrolment to register for this qualification.

- **Educational Background:**

A minimum of a Level 4 qualification (or equivalent) in a related discipline such as engineering, quality management, or industrial technology is required. Learners with strong academic foundations in science, mathematics, or technical fields are particularly well-suited for this course.

- **Industry Experience:**

It is recommended that learners have at least one year of relevant work experience in the oil and gas sector or in quality control-related roles. This practical background will support deeper understanding and application of the course content.

These entry requirements are set to ensure that learners possess the foundational knowledge and practical awareness necessary to benefit fully from the advanced training provided in this Level 5 diploma.

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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
QC0019-01	Strategic Quality Management in Oil and Gas Projects
QC0019-02	Advanced NDT and Inspection Procedures
QC0019-03	International Codes, Standards, and Specifications (ASME, API, ISO)
QC0019-04	Quality Risk Assessment and Control Planning
QC0019-05	Auditing Techniques for Oil and Gas Quality Systems
QC0019-06	Pipeline Construction Quality and Integrity Testing
QC0019-07	Supply Chain Quality Control and Vendor Surveillance
QC0019-08	Root Cause Analysis and Continuous Improvement Techniques
QC0019-09	Leadership and Supervision in Quality Assurance Teams
QC0019-10	Technical Reporting and Quality Performance Analysis

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 qualification at Level 6 or above in Quality Control, Engineering, Oil and Gas Operations, or a closely related technical 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

QC0019-01- Strategic Quality Management in Oil and Gas Projects

This unit introduces the learner to quality management at a strategic level in oil and gas operations. It focuses on aligning quality objectives with overall business goals. Learners will study how to set quality policies, manage resources, develop quality plans, and ensure long-term improvement. Topics include leadership roles, quality frameworks, customer focus, and regulatory alignment. The unit helps learners understand how quality decisions impact the success and safety of large-scale oil and gas operations.

Learning Outcome:	Assessment Criteria:
1. **Understand the principles of strategic quality management within oil and gas operations**	1.1 Analyse the core components of strategic quality management and their application in oil and gas operations. 1.2 Explain how organisational vision and mission influence quality management frameworks. 1.3 Evaluate the role of senior leadership in establishing a quality culture. 1.4 Assess the relationship between stakeholder expectations and quality policy formulation. 1.5 Interpret strategic quality objectives in the context of operational risks and performance goals.
2. **Develop quality strategies aligned with project objectives and regulatory requirements**	2.1 Construct a strategic quality plan incorporating technical, legal, and operational requirements. 2.2 Identify key regulatory standards influencing strategic quality decisions. 2.3 Align quality strategies with specific oil and gas lifecycle stages and deliverables. 2.4 Critically review the impact of national and international compliance factors on quality strategy formulation. 2.5 Justify the inclusion of specific quality performance indicators within strategic planning. 2.6 Recommend control mechanisms to ensure alignment between quality objectives and operational targets.
3. **Evaluate the impact of quality planning on project performance and operational efficiency.**	3.1 Compare different quality planning methodologies and their influence on performance outcomes. 3.2 Analyse how quality planning reduces rework, cost overruns, and safety incidents. 3.3 Assess the role of quality assurance processes in optimising resource utilisation. 3.4 Investigate the consequences of inadequate quality planning on regulatory compliance and stakeholder trust.

3.5 Evaluate project case studies to determine the correlation between quality planning and operational efficiency.

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QC0019-02- Advanced NDT and Inspection Procedures

This unit covers the principles and application of advanced Non-Destructive Testing (NDT) methods used in oil and gas. Learners will explore inspection techniques such as ultrasonic testing, radiographic testing, magnetic particle testing, and eddy current testing. Emphasis is placed on selecting appropriate methods, interpreting results, ensuring safety, and maintaining compliance. Practical understanding of equipment use, defect detection, and reporting will also be developed..

Learning Outcome:	Assessment Criteria:
1. **Apply advanced non-destructive testing methods in various oil and gas applications.**	1.1 Demonstrate selection criteria for NDT methods based on specific asset types and materials. 1.2 Apply ultrasonic, radiographic, and magnetic particle techniques according to procedural guidelines. 1.3 Justify the use of advanced NDT methods over conventional inspection techniques. 1.4 Evaluate safety protocols associated with each NDT method. 1.5 Validate inspection procedures against international NDT standards and codes.
2. **Interpret NDT results to identify material flaws, structural issues, and equipment failures.**	2.1 Differentiate between signal indications, artefacts, and actual flaws in test results. 2.2 Assess inspection data for relevance, accuracy, and compliance with defect acceptance criteria. 2.3 Determine potential impact of identified flaws on asset lifecycle and reliability. 2.4 Use NDT images and signals to classify defect types, locations, and severities. 2.5 Translate NDT findings into corrective recommendations supported by evidence.
3. **Select appropriate inspection techniques based on operational and environmental conditions.**	3.1 Evaluate operational factors such as pressure, temperature, and material properties influencing method choice. 3.2 Select inspection tools based on accessibility, surface conditions, and asset geometry. 3.3 Assess inspection frequency and coverage required under various service conditions. 3.4 Recommend alternative techniques where standard NDT methods are unsuitable.

3.5 Justify inspection decisions using real-life operational scenarios and constraints.

3.6 Document method selection processes in line with quality assurance protocols.

QC0019-03- International Codes, Standards, and Specifications (ASME, API, ISO)

Learners will study major international codes and standards used in oil and gas quality control. Focus will be on ASME, API, and ISO standards, understanding their application in design, fabrication, inspection, and maintenance. The unit explains how to read and interpret technical specifications and apply them during construction, testing, and operational phases. Learners will build confidence in using codes to ensure quality and legal compliance.

Learning Outcome:	Assessment Criteria:
1. **Interpret and apply global standards relevant to oil and gas quality control.**	1.1 Identify appropriate standards applicable to different stages of oil and gas operations. 1.2 Interpret clauses and technical definitions within ASME, API, and ISO documentation. 1.3 Apply standard requirements to engineering drawings, procedures, and specifications. 1.4 Evaluate the implications of non-compliance with key quality standards. 1.5 Compare the scope and application limits of different international standards.
2. **Understand the implications of ASME, API, and ISO regulations on project compliance.**	2.1 Analyse how specific codes influence material selection and fabrication processes. 2.2 Examine documentation and certification requirements under each regulatory framework. 2.3 Discuss the role of quality control plans in satisfying code-based compliance. 2.4 Evaluate inspection and testing obligations arising from international specifications. 2.5 Identify legal and contractual risks linked to non-conformance with global standards. 2.6 Explain how to audit project deliverables against ASME/API/ISO requirements.
3. **Ensure processes and materials meet international quality and safety benchmarks.**	3.1 Validate incoming material certificates and traceability records. 3.2 Cross-check supplier documentation with regulatory specifications. 3.3 Assess procedural compliance during fabrication, welding, and assembly. 3.4 Implement test plans that ensure conformity to safety benchmarks. 3.5 Report non-conformities with appropriate reference to international standards.

QC0019-04- Quality Risk Assessment and Control Planning

This unit explains how to identify quality risks in oil and gas operations and how to develop effective control plans. Learners will explore risk categories, probability and impact assessment, risk matrices, and prioritisation techniques. It also includes planning preventive measures, monitoring quality risks, and ensuring that controls are effective. The unit teaches how quality risk management protects systems, people, and the environment.

Learning Outcome:	Assessment Criteria:
1. Conduct risk assessments for quality failures in oil and gas systems.	1.1 Identify potential quality failure points across oil and gas system components.
	1.2 Use qualitative and quantitative methods to assess likelihood and impact of quality risks.
	1.3 Develop risk matrices to categorise and prioritise threats to quality.
	1.4 Evaluate historical failure data and incident reports to support risk identification.
	1.5 Assess the influence of environmental and human factors on quality risk levels.
	1.6 Justify risk evaluation decisions using documented risk assessment models.
2. Develop and implement effective quality control plans to mitigate risks.	2.1 Design control plans based on identified risks and process criticalities.
	2.2 Allocate monitoring techniques and inspection methods suitable to each risk category.
	2.3 Define measurable control indicators linked to key process steps.
	2.4 Coordinate implementation procedures with engineering, operations, and inspection teams.
	2.5 Integrate contingency measures into quality control planning for high-risk scenarios.
3. Monitor and revise quality strategies based on risk evaluations and outcomes.	3.1 Establish periodic review mechanisms to evaluate the effectiveness of control measures.
	3.2 Interpret performance data to identify shifts in risk exposure.
	3.3 Modify quality strategies in response to emerging risks and external changes.
	3.4 Document control strategy revisions in accordance with quality management protocols.
	3.5 Engage multidisciplinary teams in evaluating and updating risk controls.

QC0019-05- Auditing Techniques for Oil and Gas Quality Systems

Learners will study how to plan, perform, and report internal and external quality audits. The unit focuses on audit preparation, evidence collection, interviewing techniques, findings analysis, and reporting skills. Emphasis is placed on ISO 19011 guidelines for auditing and how audits are used to assess compliance, identify improvements, and meet client or regulatory expectations in oil and gas environments.

Learning Outcome:	Assessment Criteria:
1. Perform internal and external audits in accordance with industry best practices.	1.1 Develop comprehensive audit checklists aligned with quality standards and company procedures. 1.2 Plan audit schedules considering risk level, regulatory requirements, and operational readiness. 1.3 Conduct systematic evidence gathering through observation, interviews, and document review. 1.4 Apply objectivity and independence during audit evaluations. 1.5 Demonstrate familiarity with ISO 19011 guidelines for auditing quality systems.
2. Identify non-conformities and recommend corrective actions.	2.1 Classify audit findings based on severity and potential impact. 2.2 Present non-conformities with reference to specific clauses and criteria. 2.3 Recommend root cause investigations for systemic failures. 2.4 Propose realistic and effective corrective actions with implementation timelines. 2.5 Monitor resolution of audit findings through follow-up audits or review cycles. 2.6 Escalate unresolved or critical non-conformities through proper channels.
3. Prepare structured audit reports for continuous quality assurance.	3.1 Compile audit data into clearly structured reports with executive summaries. 3.2 Use objective language to present evidence and findings. 3.3 Include graphical or tabular data to enhance clarity and traceability. 3.4 Highlight positive practices and areas for improvement. 3.5 Distribute audit reports to relevant stakeholders and maintain confidentiality protocols.

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QC0019-06- Pipeline Construction Quality and Integrity Testing

This unit deals with quality control during pipeline construction, covering welding procedures, material testing, alignment verification, and pressure testing. Learners will understand how to conduct and review hydrostatic tests, inspect welds, and ensure system integrity before commissioning. The unit also covers documentation, safety requirements, and ensuring that construction follows engineering standards.

Learning Outcome:	Assessment Criteria:
1. Apply quality control principles during pipeline construction phases.	1.1 Inspect materials and verify compliance with technical specifications before installation. 1.2 Monitor welding procedures, qualifications, and documentation in real time. 1.3 Apply dimensional control and alignment checks during pipe laying. 1.4 Ensure coating and corrosion protection systems meet quality standards. 1.5 Liaise with construction teams to validate quality documentation for each activity.
2. Conduct integrity tests to assess pipeline reliability and safety.	2.1 Prepare test packs and procedures for hydrostatic, pneumatic, and leak tests. 2.2 Implement safety controls and pressure monitoring during testing operations. 2.3 Record and analyse test results against acceptance criteria. 2.4 Evaluate test failures and determine appropriate rectification actions. 2.5 Certify test completion with supporting documentation and traceability.
3. Document inspection and testing results in compliance with regulatory guidelines.	3.1 Complete inspection reports with full traceability to components and weld joints. 3.2 Maintain a record of test instruments, calibration data, and personnel certifications. 3.3 Reference applicable codes and standards within inspection documents. 3.4 Review document formats to align with client and authority expectations. 3.5 Organise inspection dossiers for final handover and audit readiness.

QC0019-07- Supply Chain Quality Control and Vendor Surveillance

Learners will explore how to manage quality within the supply chain, including contractor and vendor performance. Topics include supplier evaluation, product inspection, quality clauses in contracts, material traceability, and delivery control. The unit teaches how to perform vendor audits and surveillance visits, helping ensure that supplied products and services meet the required standards before arriving on-site.

Learning Outcome:	Assessment Criteria:
1. **Evaluate supplier quality performance and compliance with specifications.**	1.1 Review supplier pre-qualification documents and historical performance records. 1.2 Verify material certification and third-party inspection reports. 1.3 Track delivery timelines, conformity rates, and quality issue recurrence. 1.4 Conduct vendor assessments based on risk profiles and criticality. 1.5 Document supplier rankings and feedback to guide procurement decisions. 1.6 Initiate improvement actions for underperforming suppliers.
2. **Implement quality surveillance protocols for materials and equipment.**	2.1 Develop inspection and test plans for high-value and critical components. 2.2 Perform witness inspections and factory acceptance tests during production. 2.3 Coordinate with third-party inspection agencies to verify compliance. 2.4 Record and resolve discrepancies at source to prevent site-level rejections. 2.5 Report vendor surveillance activities with evidence-based conclusions.
3. **Collaborate with vendors to ensure consistent delivery of quality products.**	3.1 Facilitate technical discussions to clarify specifications and acceptance criteria. 3.2 Review manufacturing processes and offer quality improvement suggestions. 3.3 Monitor communication channels to address quality issues in real time. 3.4 Promote vendor training on specific quality standards and requirements. 3.5 Build long-term relationships based on transparency and performance feedback.

QC0019-08- Root Cause Analysis and Continuous Improvement Techniques

This unit focuses on finding and solving the root causes of quality failures or defects. Learners will study tools such as the 5 Whys, Fishbone Diagram, and Failure Mode and Effects Analysis (FMEA). The unit also introduces continuous improvement methods like PDCA (Plan-Do-Check-Act), Six Sigma basics, and Kaizen. Learners will be encouraged to promote proactive problem-solving and improve operational quality.

Learning Outcome:	Assessment Criteria:
1. **Identify underlying causes of quality failures and performance gaps.**	1.1 Collect and analyse data from incident reports, inspections, and customer complaints. 1.2 Distinguish between symptoms and actual root causes using logical reasoning. 1.3 Prioritise problems based on frequency, severity, and business impact. 1.4 Interview involved personnel to understand contextual factors. 1.5 Cross-reference multiple data sources to confirm root causes.
2. **Apply structured problem-solving tools to support continuous improvement.**	2.1 Use tools such as Fishbone Diagram, 5 Whys, and Pareto Analysis to structure investigations. 2.2 Facilitate cross-functional team sessions for problem resolution. 2.3 Document findings with clarity and logical flow. 2.4 Evaluate the effectiveness of tools in different failure contexts. 2.5 Select appropriate methods depending on the complexity of the issue.
3. **Develop and implement corrective and preventive action plans.**	3.1 Translate root cause findings into SMART corrective actions. 3.2 Design preventive measures to eliminate recurrence of similar failures. 3.3 Allocate responsibilities and resources for action plan implementation. 3.4 Monitor effectiveness of actions through performance tracking. 3.5 Maintain continuous feedback loops to support improvement cycles. 3.6 Review and update actions based on follow-up audits or verification results.

QC0019-09 Leadership and Supervision in Quality Assurance Teams

Learners will study how to lead quality assurance teams effectively in oil and gas environments. This unit includes topics such as communication, conflict resolution, motivation, task delegation, and performance monitoring. It helps learners develop the leadership behaviours needed to guide inspection teams, manage daily quality tasks, and ensure cooperation between departments.

Learning Outcome:	Assessment Criteria:
1. **Demonstrate effective leadership in managing QA/QC teams.**	1.1 Allocate roles and responsibilities based on team competencies. 1.2 Resolve interpersonal and task-related conflicts through negotiation. 1.3 Set clear expectations for quality behaviours and outcomes. 1.4 Provide performance feedback and development opportunities. 1.5 Lead by example in adhering to quality values and standards.
2. **Enhance communication and decision-making within quality control environments.**	2.1 Establish open communication channels for reporting and feedback. 2.2 Ensure documentation flows efficiently between site, office, and stakeholders. 2.3 Support data-driven decision-making using quality metrics and evidence. 2.4 Promote joint decision-making in high-risk or time-sensitive scenarios. 2.5 Minimise miscommunication through structured briefings and tool usage.
3. **Motivate teams towards shared quality objectives and performance excellence.**	3.1 Set realistic, measurable goals that align with organisational quality objectives. 3.2 Recognise and reward individual and team contributions. 3.3 Use coaching and mentoring techniques to build confidence and skills. 3.4 Encourage ownership and accountability across all team members. 3.5 Promote continuous learning and awareness of industry standards.

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QC0019-10- Technical Reporting and Quality Performance Analysis

This unit teaches how to write clear and accurate technical reports related to quality control activities. Learners will study how to collect data, interpret inspection results, summarise findings, and present recommendations. The unit also focuses on analysing performance indicators, such as defect rates and non-conformance trends, and preparing reports for management or clients that support decision-making.

Learning Outcome:	Assessment Criteria:
1. Produce clear, concise, and data-driven technical quality reports.	1.1 Structure reports using standard formats for traceability and clarity. 1.2 Integrate visuals such as graphs, tables, and charts to illustrate findings. 1.3 Use consistent terminology and units in technical descriptions. 1.4 Ensure accuracy and completeness of test results and inspection data. 1.5 Tailor reports for different audiences, including management and clients.
2. Analyse trends and metrics to evaluate quality performance.	2.1 Identify recurring non-conformities and performance issues through data review. 2.2 Calculate and interpret key quality indicators such as NCR rates and defect density. 2.3 Compare historical performance to current metrics for gap analysis. 2.4 Correlate inspection findings with process changes or external influences. 2.5 Generate dashboards or scorecards for management decision support.
3. Use reporting insights to guide future quality planning and improvements.	3.1 Translate performance trends into risk-based planning recommendations. 3.2 Prioritise areas for improvement based on impact and feasibility. 3.3 Recommend training or procedural updates based on report findings. 3.4 Use benchmarking data to drive goal-setting for future quality cycles. 3.5 Provide strategic recommendations aligned with business objectives.

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