ICTQual AB

Qualification Specification

ICTQual AB Quality Control in Civil (Construction)

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ICTQual AB's

Quality Control in Civil (Construction)

Contents

Qualification Specification about

ICTQual Quality Control in Civil (Construction)

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

This course provides a structured and practical understanding of quality control principles as applied in civil construction environments. It is designed in line with industry standards to ensure the consistent delivery of construction work that meets regulatory, technical, and client specifications. Participants will gain comprehensive knowledge of materials inspection, workmanship evaluation, documentation processes, compliance verification, and on-site quality control systems. The course explores technical controls, standard operating procedures, risk identification, and the practical implementation of inspection and testing protocols. Emphasis is placed on aligning quality control practices with engineering standards, environmental considerations, health and safety requirements, and contract specifications. Participants will learn to evaluate structural components, ensure conformance to plans and codes, and implement preventive and corrective measures where deviations occur. The training encourages analytical thinking, problem-solving, and the use of checklists, audits, and non-destructive testing methods to maintain quality in real-time.

Course Aim:

To equip learners with the practical skills and technical knowledge required to manage, implement, and monitor quality control systems in civil construction settings, ensuring compliance with design specifications, codes of practice, and regulatory requirements.

For Whom This Course Is For:

- Site Engineers, Civil Engineers, and Quality Control Officers involved in infrastructure development
- Supervisors and construction foremen responsible for ensuring quality in civil works
- Technicians and inspectors tasked with monitoring construction processes and materials
- Graduates and diploma holders in civil engineering seeking a focused qualification in quality control
- Professionals from allied construction roles looking to enhance their understanding of quality assurance in civil projects

Key Standards & Objectives:

Upon completion of this course, learners will be able to:

- ✓ Understand the fundamental principles and importance of quality control in civil construction.
- ✓ Apply standard codes and technical guidelines in material selection, construction techniques, and inspection processes.
- ✓ Conduct site inspections, interpret test results, and prepare compliance reports.
- ✓ Identify quality-related risks and implement control measures to mitigate them.
- ✓ Maintain documentation and records aligned with regulatory and contractual requirements.
- ✓ Supervise construction works with a focus on continual quality improvement and conformity assessment.
- ✓ Evaluate non-conformities, recommend corrective actions, and support root cause analysis.
- ✓ Promote a quality-focused culture among teams through adherence to site standards and practices.

Certification Framework

Qualification title	**ICTQual Quality Control in Civil (Construction)**
Course ID	QC0001
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

Entry requirements for ICTQual Quality Control in Civil (Construction) may vary depending on the institution offering the program. However, typical entry requirements for such a course may include:

- ✓ Candidates may be required to have a certain level of education, typically a high school diploma or equivalent. Some courses may have specific educational requirements related to civil engineering, construction management, or a related field.
- ✓ Since the course may involve lectures, materials, and assessments conducted in English or another language, candidates may need to demonstrate proficiency in the language of instruction. This could be through standardized language tests or other means of assessment.
- ✓ Individuals interested in enrolling in the course may need to demonstrate their professional goals and objectives related to quality control in civil construction
- ✓ Candidates may need to hold certain certifications or licenses related to construction or quality control.

Qualification Structure

This qualification comprises 8 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

Mandatory Units	
Unit Ref#	**Unit Title**
QC0001-01	Introduction to Quality Control in Civil Construction
QC0001-02	Quality Standards and Regulations
QC0001-03	Quality Assurance Processes
QC0001-04	Inspection Techniques and Methods
QC0001-05	Documentation and Reporting
QC0001-06	Problem-solving and Corrective Actions
QC0001-07	Risk Management in Quality Control
QC0001-08	Communication and Stakeholder Management

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 possess a relevant qualifications at least one level higher than the qualification being delivered, ideally in civil engineering, construction management, or quality control.
- ✓ **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

QC0001-01-Introduction to Quality Control in Civil Construction

This unit introduces learners to the basic ideas and importance of quality control in the civil construction industry. It explains what quality means in construction work and why it matters for safety, durability, and customer satisfaction. Learners will explore how poor quality can lead to costly mistakes and delays. The unit also describes the role of quality control officers and how they help ensure that work meets set standards. It sets the foundation for understanding how to apply quality practices on-site.

Learning Outcome:	Assessment Criteria:
1. Understand the fundamental principles of quality control in civil construction projects.	1.1 Define the core principles of quality control, such as prevention over detection, continuous improvement, and conformance to requirements. 1.2 Explain the distinction between quality control and quality assurance using practical examples from civil construction. 1.3 Describe the application of quality control principles across the different phases of a construction project life cycle. 1.4 Differentiate between a quality management system and specific quality control processes.
2. Identify the importance of quality control in ensuring project success, safety, and compliance.	2.1 Analyze how robust quality control procedures contribute to the successful delivery of a project within specified time and budget constraints. 2.2 Identify at least three common safety risks that are directly mitigated by implementing effective quality control measures. 2.3 Discuss the legal and ethical ramifications of failing to meet quality standards, referencing potential impacts on compliance and project liability. 2.4 Describe how effective quality control practices enhance a company's reputation and client trust. 2.5 Provide a case study example where poor quality control led to project failure, safety incidents, or significant financial loss.
3. Recognize the historical context and evolution of quality management within the construction industry.	3.1 Outline the evolution of quality management from basic inspection-based approaches to modern, comprehensive systems. 3.2 Explain the key concepts of influential quality management philosophies, such as Total Quality Management (TQM). 3.3 Compare and contrast historical and contemporary approaches to quality control in the civil construction

	sector. 3.4 Discuss the impact of new technologies (e.g., Building Information Modeling (BIM), sensors) on modern quality management practices.
4. Appreciate the role of quality control in maintaining project integrity, meeting specifications, and satisfying stakeholders.	4.1 Demonstrate the ability to interpret technical project specifications and translate them into actionable quality control checkpoints. 4.2 Evaluate how consistent quality control protects the long-term structural integrity and functional performance of civil works. 4.3 Identify and explain the specific quality expectations of different project stakeholders (e.g., clients, public, regulatory bodies). 4.4 Propose communication strategies to report quality achievements and address stakeholder concerns effectively. 4.5 Explain the correlation between meeting quality specifications and achieving overall stakeholder satisfaction.

QC0001-02-Quality Standards and Regulations

In this unit, learners will study the different rules, standards, and legal requirements that apply to civil construction work. It includes both national and international quality standards, such as codes of practice, building regulations, and environmental laws. The unit helps learners understand why following these rules is important and how to make sure construction activities stay within legal and technical limits. This unit also highlights the roles of government bodies and regulators in enforcing standards.

Learning Outcome:	Assessment Criteria:
1. Familiarize with relevant quality standards, regulations, and codes applicable to civil construction projects.	1.1 Identify and list major international (e.g., ISO) and national quality standards that govern civil construction. 1.2 Explain the purpose and scope of national building codes and their direct relevance to quality control. 1.3 Describe the roles of government agencies and other regulatory bodies in enforcing construction quality. 1.4 Locate and interpret specific clauses or requirements from a given quality standard.
2. Interpret and apply local, national, and international quality standards to construction practices.	2.1 Analyze a construction activity and apply the correct quality standard or building code requirement to it. 2.2 Develop a step-by-step procedure for a specific construction task that ensures compliance with all relevant standards. 2.3 Evaluate a non-conforming work item against the applicable standard and explain the deviation. 2.4 Justify the selection of a specific quality standard for a particular type of civil construction project. 2.5 Create a checklist for a site inspection based on a specific national standard.
3. Ensure compliance with regulatory requirements and industry best practices.	3.1 Create a compliance matrix that maps project deliverables to mandatory regulatory requirements. 3.2 Design a process for conducting internal audits to verify adherence to both regulatory requirements and project-specific quality plans. 3.3 Explain the professional and legal consequences of non-compliance. 3.4 Differentiate between a regulatory requirement and an industry best practice, providing an example of each.

4. **Establish procedures for integrating quality standards into project planning, execution, and documentation.**

4.1 Draft a section of a Quality Management Plan that details the integration of key quality standards.
4.2 Describe the process of communicating quality standards and requirements to subcontractors and the project team.
4.3 Develop a template for a document that records and verifies compliance with a specific standard.
4.4 Explain how to update documentation and procedures when a standard or regulation is revised.
4.5 Evaluate an existing project plan for its effectiveness in addressing quality standards.

QC0001-03- Quality Assurance Processes

This unit focuses on the systems and steps used to plan, manage, and check the quality of construction work before, during, and after it is done. Learners will learn how to develop quality plans, set up procedures, and follow checklists. The unit explains the difference between quality assurance and quality control, and how assurance helps to prevent problems before they happen. Learners will also explore how to make sure suppliers, workers, and sub-contractors follow quality rules.

Learning Outcome:	Assessment Criteria:
1. Develop a comprehensive understanding of quality assurance concepts and methodologies.	1.1 Define quality assurance and distinguish it from quality control in the context of civil construction. 1.2 Explain the purpose and components of a typical Quality Assurance Plan (QAP). 1.3 Describe at least three widely used quality assurance methodologies (e.g., ISO 9001, Six Sigma). 1.4 Provide examples of proactive measures used in quality assurance to prevent defects from occurring.
2. Implement effective quality assurance plans tailored to specific project requirements.	2.1 Create a Quality Assurance Plan for a given civil construction project scenario, including roles, responsibilities, and key checkpoints. 2.2 Establish a process for reviewing and approving contractor quality plans and submittals 2.3 Describe how to conduct a quality audit to verify that the project's QAP is being followed. 2.4 Explain how a project's QAP integrates with the overall project management and scheduling. 2.5 Identify and justify the selection of key performance indicators (KPIs) for measuring the success of a QAP.
3. Monitor and evaluate quality assurance processes to ensure adherence to project objectives and standards.	3.1 Design a system for continuous monitoring of quality assurance activities on a construction site. 3.2 Evaluate the effectiveness of a QAP by analyzing audit results and non-conformance reports. 3.3 Describe the process for reviewing and updating the QAP based on monitoring and evaluation findings. 3.4 Explain how to use data from quality audits to identify trends and systemic issues.

4. **Continuously improve quality assurance practices through feedback, analysis, and corrective actions.**

4.1 Implement a feedback loop mechanism for quality assurance processes, gathering input from the project team and stakeholders.
4.2 Analyze quality data (e.g., inspection reports, audit findings) to identify areas for improvement.
4.3 Develop a corrective and preventive action (CAPA) plan based on quality-related findings.
4.4 Explain how to document and track quality improvement initiatives to ensure their success.
4.5 Describe how a "lessons learned" session can inform future quality assurance planning.

QC0001-04- Inspection Techniques and Methods

This unit teaches learners about the tools and methods used to check the quality of construction work and materials. It includes visual inspections, measurements, field tests, and non-destructive testing methods. Learners will understand when and how to carry out inspections, how to spot defects or non-conformities, and how to record inspection results. The unit also introduces inspection schedules, acceptance criteria, and roles of inspectors on-site.

Learning Outcome:	Assessment Criteria:
1. **Acquire proficiency in various inspection techniques and methods used in civil construction.**	1.1 Identify and describe a range of common inspection techniques (e.g., visual inspection, non-destructive testing (NDT), dimensional checks). 1.2 Explain the appropriate application of different inspection techniques for various construction materials and elements. 1.3 Demonstrate the proper use of at least two different inspection tools or pieces of equipment. 1.4 Describe how to create an inspection checklist for a specific construction activity.
2. **Demonstrate the ability to conduct thorough inspections to identify defects, deviations, and non-conformities.**	2.1 Perform a mock inspection of a construction component and accurately identify all defects and non-conformities. 2.2 Categorize identified defects based on their severity and impact on the project's integrity. 2.3 Explain the criteria used to determine a deviation from project specifications. 2.4 Develop a systematic inspection process to ensure no details are overlooked. 2.5 Provide a clear rationale for classifying a specific finding as a non-conformity.
3. **Utilize appropriate tools and equipment for conducting inspections effectively.**	3.1 Select the correct tools and equipment for a given inspection task (e.g., a laser level for concrete slab flatness, a rebar scanner for reinforcement). 3.2 Explain the correct calibration and maintenance procedures for commonly used inspection equipment. 3.3 Demonstrate the use of digital tools (e.g., mobile apps, cameras) to assist with inspections and data capture. 3.4 Describe the safety precautions and personal protective equipment (PPE) required for conducting on-site inspections.

4. **Document inspection findings accurately and communicate them to relevant stakeholders.**

4.1 Prepare a clear and concise inspection report that includes all essential information (e.g., date, location, findings, recommendations).
4.2 Use photographs or diagrams to supplement written descriptions of non-conformities.
4.3 Communicate inspection results and recommendations verbally to a project manager or contractor.
4.4 Maintain an organized and traceable record of all inspection reports and related documentation.
4.5 Follow a specified reporting protocol for escalating critical non-conformities.

QC0001-05-Documentation and Reporting

This unit shows learners how to keep proper records of quality checks and how to prepare clear reports. Learners will explore different types of documents such as inspection checklists, quality reports, material test results, and site diaries. The unit explains why good record-keeping is important for legal, technical, and safety reasons. Learners will also learn how to write reports that are easy to understand and that give accurate information about the quality of work.

Learning Outcome:	Assessment Criteria:
1. **Understand the importance of accurate documentation in quality control processes.**	1.1 Explain the legal and contractual importance of maintaining comprehensive and accurate quality control documentation. 1.2 Identify the different types of documentation required for a civil construction project's quality control (e.g., inspection reports, test results, submittals). 1.3 Describe how proper documentation provides a historical record and supports future maintenance and operations. 1.4 Explain the role of documentation in providing evidence of compliance during audits.
2. **Develop skills in preparing clear and concise inspection reports, compliance records, and other documentation.**	2.1 Draft a comprehensive inspection report using a standard template, ensuring all relevant fields are completed accurately. 2.2 Complete a compliance checklist and provide evidence to support each item. 2.3 Organize and label digital and physical documents in a logical and consistent manner for easy retrieval. 2.4 Write clear and objective descriptions of findings, avoiding jargon and ambiguity. 2.5 Review a sample report and provide constructive feedback on its clarity and completeness.
3. **Organize and manage documentation effectively to ensure accessibility and traceability.**	3.1 Design a filing and archiving system for project quality documentation. 3.2 Explain the principles of document control (e.g., version control, distribution lists, access permissions). 3.3 Demonstrate the ability to retrieve a specific document or record quickly from a project's filing system. 3.4 Describe the process for ensuring that all project stakeholders have access to the necessary

documentation.

4. Communicate quality control findings and recommendations through written reports and presentations.	4.1 Create a professional presentation summarizing key quality control findings and recommendations for a management team. 4.2 Justify recommendations for corrective actions based on documented evidence. 4.3 Deliver a concise and informative verbal briefing on the status of quality control on a project. 4.4 Prepare a formal letter or email to a subcontractor outlining a non-conformity and requesting a corrective action plan. 4.5 Adapt the style and content of a report to suit the intended audience (e.g., technical team vs. client).

QC0001-06-Problem-solving and Corrective Actions

In this unit, learners will learn how to identify quality problems, find out why they happened, and suggest ways to fix them. The unit introduces tools like root cause analysis, cause-and-effect diagrams, and corrective action plans. Learners will explore how to deal with non-conformities, how to stop problems from happening again, and how to follow up on issues. This unit builds confidence in solving practical problems on-site and improving future work.

Learning Outcome:	Assessment Criteria:
1. **Identify quality-related problems and issues that arise during civil construction projects.**	1.1 Identify at least five common quality-related problems encountered during civil construction (e.g., cracking concrete, incorrect rebar placement, poor compaction). 1.2 Explain how to differentiate between a minor defect and a major non-conformity that requires immediate action. 1.3 Use inspection reports and data to identify emerging trends or recurring quality issues. 1.4 Proactively identify potential quality problems by reviewing project plans and specifications before work begins.
2. **Analyze root causes of quality deviations and non-conformities.**	2.1 Apply a problem-solving methodology (e.g., 5 Whys, Fishbone Diagram) to determine the root cause of a specific non-conformity. 2.2 Differentiate between direct causes, contributing factors, and root causes of a quality problem. 2.3 Gather relevant data and evidence (e.g., material test results, personnel interviews) to support a root cause analysis. 2.4 Present a clear and logical explanation of the root cause of a quality issue. 2.5 Categorize common root causes into different areas (e.g., human error, process failure, equipment malfunction).
3. **Implement appropriate corrective and preventive actions to address quality issues.**	3.1 Develop a specific and measurable corrective action plan to fix an identified non-conformity. 3.2 Formulate a preventive action plan to ensure a recurring problem does not happen again. 3.3 Explain the difference between corrective and preventive actions. 3.4 Describe the process for assigning responsibilities and setting timelines for implementing corrective

actions.

4. **Monitor the effectiveness of corrective actions and adjust strategies as necessary to prevent recurrence.**

4.1 Design a monitoring plan to track the implementation and success of a corrective action.
4.2 Evaluate whether a corrective action has successfully resolved the non-conformity.
4.3 Analyze data after a corrective action has been implemented to verify that the problem has not recurred.
4.4 Adjust a corrective action strategy based on monitoring feedback and new information.
4.5 Document the results of the monitoring and adjustment process in a formal report.

QC0001-07-Risk Management in Quality Control

This unit helps learners understand how to identify and deal with risks that can affect quality in civil construction. It explains what quality risks are, how to assess them, and how to reduce or control them. The unit also looks at the link between safety, cost, and quality. Learners will explore how to create risk registers and use risk management techniques to improve the overall quality of construction projects.

Learning Outcome:	Assessment Criteria:
1. **Identify potential risks and hazards associated with quality control in civil construction projects.**	1.1 Identify and list at least six potential quality risks throughout a project's lifecycle (e.g., material defects, lack of skilled labor, inadequate inspection). 1.2 Explain how a risk can lead to a quality non-conformity. 1.3 Conduct a risk identification workshop with a project team. 1.4 Differentiate between a quality risk and a general project risk.
2. **Assess and prioritize risks based on likelihood and impact.**	2.1 Develop a risk matrix to assess the likelihood and impact of identified quality risks. 2.2 Assign a priority level to each risk based on its potential effect on the project. 2.3 Explain how to use qualitative and quantitative methods to assess risk severity. 2.4 Justify the prioritization of specific risks for a given project scenario. 2.5 Describe how the risk assessment process should be a collaborative effort involving various stakeholders.
3. **Develop risk management plans to mitigate identified risks and uncertainties.**	3.1 Formulate a specific mitigation strategy for a high-priority quality risk. 3.2 Create a contingency plan for a quality risk that cannot be fully mitigated. 3.3 Define clear roles and responsibilities for implementing risk management strategies. 3.4 Explain the difference between risk mitigation and risk acceptance.

4. **Monitor and review risk management strategies to ensure effectiveness and adaptability to changing project conditions.**

4.1 Design a process for regularly monitoring the status of identified risks.
4.2 Evaluate the effectiveness of a mitigation strategy during a project review.
4.3 Describe the process for identifying new risks that may emerge as the project progresses.
4.4 Explain how risk management strategies should be updated in response to changes in project scope or conditions.
4.5 Document the outcomes of the risk monitoring process and present them to project stakeholders.

QC0001-08-Communication and Stakeholder Management

In this unit, learners will develop skills to communicate clearly with different people involved in construction work, such as clients, engineers, contractors, and site workers. The unit explains how good communication helps prevent quality problems and keeps everyone informed. Learners will explore how to deal with complaints, how to explain inspection results, and how to support a team approach to quality. The unit also introduces tools for managing feedback and building trust with stakeholders.

Learning Outcome:	Assessment Criteria:
1. **Develop effective communication skills for engaging with project stakeholders, contractors, and team members.**	1.1 Demonstrate clear and concise verbal communication skills when discussing quality expectations with a contractor. 1.2 Write an email to a team member providing clear instructions for a specific quality control procedure. 1.3 Use active listening skills to understand the concerns of a project stakeholder. 1.4 Adapt communication styles to suit different audiences (e.g., using technical language with engineers vs. plain language with clients).
2. **Foster open communication channels to facilitate collaboration and information sharing.**	2.1 Establish and maintain a system for distributing quality control documentation to all relevant parties. 2.2 Explain how regular meetings and briefings can improve quality-related communication. 2.3 Propose methods for encouraging team members to report potential quality issues without fear of reprisal. 2.4 Describe the benefits of using a centralized communication platform for all quality-related information. 2.5 Explain how to ensure that all parties have the latest versions of quality standards and plans.
3. **Resolve conflicts and address concerns through effective communication strategies.**	3.1 Apply a conflict resolution technique to resolve a dispute between a site supervisor and a contractor over a quality issue. 3.2 Explain how to address a stakeholder's quality concern professionally and constructively. 3.3 Practice a method for de-escalating tension in a disagreement over a quality non-conformity. 3.4 Communicate a difficult decision regarding a quality issue in a way that minimizes negative impact on

relationships.

4. Manage stakeholder expectations and maintain positive relationships throughout the project lifecycle.	4.1 Identify the quality expectations of key stakeholders at the outset of a project. 4.2 Design a plan for managing and communicating changes to quality specifications to stakeholders. 4.3 Explain the importance of providing regular, transparent updates on quality performance. 4.4 Describe how to build and maintain trust with stakeholders by consistently delivering quality work. 4.5 Evaluate stakeholder satisfaction with the quality of work and communicate achievements effectively.

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