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**NQF Level 6 | Services SETA** 



# **Occupational Certificate: Quality Manager**

Master quality management systems, lead quality assurance initiatives, and drive organisational excellence. This advanced qualification prepares you for senior quality management and leadership roles across various industries.

> 270 Credits

24

NQF 6 Level



## **Qualification Overview**

This Occupational Certificate: Quality Manager qualification is designed to provide learners with advanced knowledge, skills, and competencies required to lead quality management systems and drive continuous improvement. The qualification covers quality management principles, ISO standards implementation, process optimisation, auditing, and organisational quality leadership.

## **Learning Outcomes**

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

- Oevelop and implement comprehensive quality management systems
- Lead quality audits and ensure compliance with international standards
- Orive continuous improvement initiatives across the organisation
- Analyse quality metrics and implement corrective actions
- Manage quality assurance teams and stakeholder relationships
- Apply ISO 9001 and other quality management frameworks

## **Programme Modules**

#### **Module 1: Fundamental Management Principles**

- Fundamental Management Principles
- Quality Management

#### **Module 2: Quality Management and Quality Management Systems**

- Quality Management and Quality Management Systems
- System Management and Leadership

#### Module 3: Quality Management and the 4th Industrial Revolution

Quality Management and the 4th Industrial Revolution

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#### **Module 4: Managing a Quality Assurance Department**

- Managing Quality Assurance Department or Business Unit
- Lead and Manage Wellbeing and Performance of Staff and Effectiveness of Teams
- Develop Quality Business Unit Plans and Control the Achievement of Targets
- Manage Human Capital of the Quality Management Business Unit
- Plan and Control Targets and Performance Standards
- Maintain Productive and Effective Work Teams

## **Module 5: Ethics and Accountability**

- · Apply Principles of Business Ethics and Accountability
- Apply Business Ethics, Accountability and Liability

#### **Module 6: Process Management**

#### Module 7: Internal and External Stakeholders

- Internal and External Stakeholders
- Introduce New Products/Services

#### **Module 8: Risk Profiling and Audits**

- Risk Profiling
- Conduct Internal Audits of the Quality Management System

#### Module 9: The Design of Quality Measurement

· Design of Quality Measurement

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#### **Module 10: Quality Management Finances**

- Management of Resources
- Quality Management Finances
- Compile a Budget for Operational Expenses
- Identify, Acquire and Manage Necessary Resources
- Attend to Financial Planning, Monitoring and Controlling Procedures

#### **Module 11: Conduct Quality Assurance**

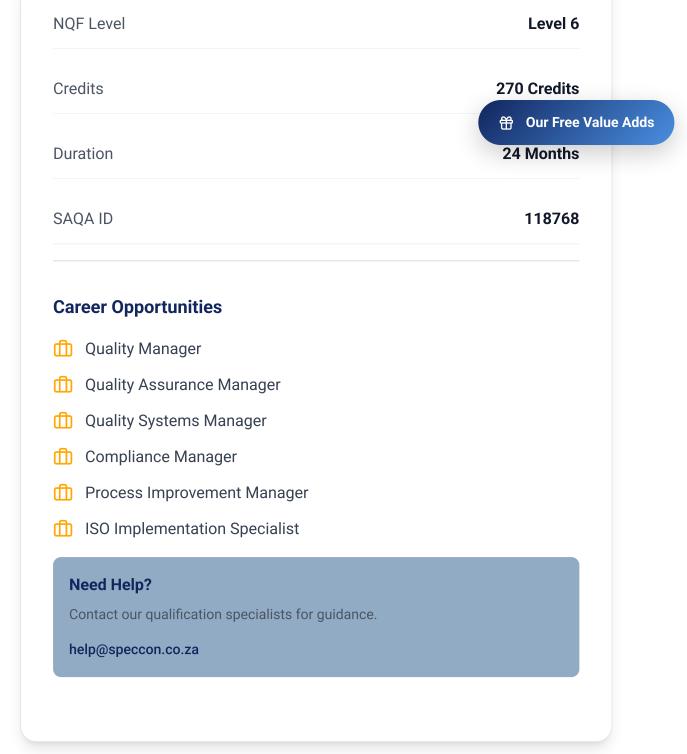
- Plan the Quality Management Function and Activities
- · Conduct Quality Assurance to Ensure Compliance
- Manage Documentation and Records within QA Processes
- Manage Quality Management System
- Manage Quality Assurance Activities
- Conduct Quality Assurance at Various Stages
- Render Quality Planning, Monitoring and Communication Services

#### **Module 12: Analysis and Process Improvement**

- · Critically Analyse Qualitative and Quantitative Data
- Improve the Effectiveness and Efficiency of QA Processes
- Analyse and Evaluate Information and Report on Quality Management

#### **Qualification Details**

**SETA Services SETA** 



## **Related Qualifications**

Explore other Services SETA qualifications





**NQF Level 5** 

**Generic Management** 



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**NQF Level 5** 

**Office Supervision** 



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