

**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**
Months**NQF 6**
Level





Qualification Overview

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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:

-  Develop and implement comprehensive quality management systems
-  Lead quality audits and ensure compliance with international standards
-  Drive 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

- Process Management
- Implement and Maintain Quality Assurance Processes
- Standards and Statutory and Regulatory Requirements

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
- Execute Continuous Improvement and New Product/Service Implementation

Qualification Details

SETA

Services SETA

NQF Level

Level 6

Credits

270 Credits

Duration

24 Months

SAQA ID

118768

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Career Opportunities

-  Quality Manager
-  Quality Assurance Manager
-  Quality Systems Manager
-  Compliance Manager
-  Process Improvement Manager
-  ISO Implementation Specialist

Need Help?

Contact our qualification specialists for guidance.

help@speccon.co.za

Related Qualifications

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NQF Level 3



Management



NQF Level 5

Generic Management

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NQF Level 5

Office Supervision



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