

Occupational Certificate: Quality Assurer

NQF Level 05

106 Credits

SAQA ID: 118769



ACCREDITED ASSESSMENT CENTRE

9435 Ikinixa Sreet,
Pimville Zone 6,
Soweto

Integrated Assessment Focus Area 1

Coordinate the implementation of quality assurance processes and activities to enhance organisation's efficiency and profitability.

Associated Assessment Criteria 1

1. Quality assurance processes cover planning, implementation, adherence to SOPs, review, and revision.
2. Cost-effectiveness is maintained through proper resource allocation.
3. Supplier documents (MDS, MSDS, etc.) are evaluated for recommendations.
4. Process improvements ensure compliance and product/service conformance.

Integrated Assessment Focus Area 3

Control performance of the quality management system and staff to optimise product conformance and reduce waste.

Associated Assessment Criteria 3

1. Objectives are achieved through strategic resource planning.

Integrated Assessment Focus Area 2

Coordinate quality assurance functions to support operations and implement improvements.

Associated Assessment Criteria 2

1. Quality functions are coordinated through meetings, coaching, and resource management.
2. Quality activities ensure consistent use of tools and compliance with standards.
3. Production approvals (PPAP, APQP, FMEA, etc.) support operational performance analysis.
4. Continuous improvement is driven by enhanced quality assurance processes.
5. Reviews are initiated based on customer feedback and new developments.
6. Business ethics guide decision-making and problem-solving in quality assurance.

Associated Assessment Criteria 3

2. Staff performance is managed via structured processes for efficiency.
3. Quality assurance is maintained through monitoring, evaluations, and audits.
4. Continuous improvements and compliance measures enhance effectiveness.

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Integrated Assessment Focus Area 4

Plan and control the achievement of the quality business unit targets and performance standards.

Associated Assessment Criteria 4

1. Tactical planning aligns business objectives with service agreements.
2. Team targets are set within operational goals.
3. Performance agreements and discussions support interpersonal management.
4. Workplace challenges are addressed with practical solutions.
5. Leadership models strengthen team-building and business direction.
6. Performance appraisals drive continuous improvement.

Integrated Assessment Focus Area 6

Manage the quality management functions of the organisation.

Associated Assessment Criteria 6

1. Internal and external auditing processes are managed.
2. The quality management review is driven.
3. The implementation of the actions derived from the review is directed.

Integrated Assessment Focus Area 5

Plan for, monitor and control funds allocated to the quality business unit

Associated Assessment Criteria 5

1. Service costs are estimated using financial management principles.
2. Budget inputs follow established concepts.
3. Management controls ensure an effective financial system.
4. Financial statements are analyzed to identify variances.
5. Business risks of budget non-compliance are assessed and applied.
6. Financial data is interpreted for cost control.
8. Source documents are managed per workplace policies.
9. Strategies are developed to promote quality across the organization.

Associated Assessment Criteria 6

4. Necessary resources for execution of the quality function are identified, acquired and managed.
5. Business risks are identified and mitigated and opportunities for improvement (response to risks) are identified.

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4264 Magaqane Sreet,
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Soweto

Integrated Assessment Focus Area 7

Improve the quality management function by implementing projects or change processes to optimise quality systems, processes

Associated Assessment Criteria 7

1. Quality systems are optimized through medium-term projects and improved equipment.
2. Changes from external and internal factors are implemented.
3. Resources like technology and cost-effectiveness ensure quality objectives and risk minimization.
4. Evolving quality needs are addressed to maintain competitiveness and sustainability.
5. System performance outcomes guide improvement strategies.
6. Quality trends are evaluated, and non-conformities are eliminated.
7. Enhancements to the quality management system are communicated per standards.

Integrated Assessment Focus Area 8

Analyse, evaluate and build a case based on various types of collected data or information, taking into account legal, technological and ethical considerations

Associated Assessment Criteria 8

1. Performance and customer satisfaction are assessed using market indexes and statistics.
2. Collected data is evaluated to support improvements in products and processes.
3. Legal and ethical compliance is analyzed to maintain accountability.
4. Data ensures product/process alignment with standards and technological requirements.
5. Ethical decision-making addresses deviations and non-conformance.
6. Problem-solving skills enhance the efficiency of quality management systems.