

National Certificate in Quality Management

Level 4

Credits 65

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2018.

Transition Arrangements

This qualification will not be replaced.

The last date for entry into programmes leading to this qualification is 31 March 2017.

The last date to meet the qualification requirements is 31 December 2018, at which time it will be discontinued.

Expired unit standards 7463; 9734; 9738 and 9739 have been removed from Elective B.

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	September 1997	December 2008
Revision	2	December 2004	December 2012
Revision	3	January 2010	December 2018
Review	4	April 2016	December 2018

Standard Setting Body

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National Certificate in Quality Management

Level	4
Credits	65

Purpose

The National Certificate in Quality Management [Ref: 0369] is for:

- managers, team leaders, and facilitators with responsibility for quality, and/or
- members of quality improvement teams or work units who are integrating quality into their work, and/or
- people who are seeking a career in quality management at a middle management or technician level.

This qualification recognises knowledge, skills and competencies in core quality management concepts, processes and systems. The compulsory section of the qualification and Elective A are designed to provide the core quality management knowledge and skills required by organisations. These include team work, supply chain relationships, auditing, quality management tools, and data collection and analysis. Elective B enables the selection of specialist quality management competencies and other related skills.

This qualification can follow on from other business qualifications at levels three and four, and can lead to the National Diploma in Business (Level 5) with optional strands in Accounting, Finance, Finance - Māori, Health and Safety Management, Human Resource Management, Māori Business and Management, Marketing, People Development and Coordination, Project Management, Quality Management, and Systems and Resources Management [Ref: 1498], the National Diploma in Business (Level 6) [Ref: 1499], and/or other industry-based qualifications.

Special Notes

It is acknowledged that many people in the workforce may already have the competence in the outcomes specified in individual standards. Those people are able to seek recognition of current competency (RCC) through accredited providers or workplace assessors.

Credit Range

	Compulsory	Elective A	Elective B
Level 3 credits	13	0 or 8	-
Level 4 credits	20	0 or 8	0-22
Level 5 or above credits	-	0 or 10	0-22
Minimum totals	33	10 or 16	16 or 22

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- A minimum of 65 credits
 - Of which a minimum of 40 credits at Level 4 or above
- Compulsory standards
- Elective A – as specified
- Elective B – Balance

Detailed Requirements

Compulsory

The following standards are required

Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit
8073	Establish, develop, and improve quality-focused aspects of supplier relationships	4	8
8074	Establish, develop, and improve quality-focused aspects of customer relationships	4	8
8077	Participate in a team to achieve specified quality improvement objectives	3	4
8085	Demonstrate knowledge of quality and its management	3	4
8086	Demonstrate knowledge required for quality auditing	4	4
8087	Use core quality management tools	3	5

Elective A

Meet the requirements of 1 of the following sets

- Option 1
- Option 2

Option 1

The following standards are required

Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit
8081	Collect data for a specified purpose	3	8
8082	Analyse data and communicate information for a specified purpose	4	8

Option 2

The following standard is required

Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit
20849	Develop and implement a plan to gather, analyse and report on information for management of quality	5	10

Elective B

The balance of credits to achieve

A minimum of 65 credits

- Of which a minimum of 40 credits at Level 4 or above

May come from the following

Business > Business Administration > Business Information Management

ID	Title	Level	Credit
11646	Prepare business information for management	5	5

Business > Business Operations and Development > Business Relationships Management

ID	Title	Level	Credit
6406	Establish and maintain quality customer relations for a small business enterprise	4	5

Business > Business Operations and Development > Organisational Direction and Strategy

ID	Title	Level	Credit
7449	Contribute to organisational strategy development	5	5

Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit
7459	Develop, manage, and evaluate improvements to products, services, and systems	6	10
8076	Promote the participation of management and staff in quality initiatives	5	4
8078	Lead a team to achieve specified quality improvement objectives	5	6
8084	Audit quality management systems for compliance with quality standards	6	14
8088	Analyse quality costs	5	4
8089	Use statistical process control tools for the control and improvement of processes	4	6
19025	Demonstrate and apply knowledge of quality assurance in a business operation	4	7

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
7458	Maintain compliance with legal requirements and regulatory codes and standards	5	5

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9696	Apply problem-solving techniques	4	4
9704	Manage interpersonal conflict	4	6
11099	Develop strategies for communicating in a culturally diverse workplace	4	4

Māori > Māori Business and Management > Māori Management - Generic

ID	Title	Level	Credit
10671	Explain selected Māori concepts in relation to Māori management situations and relationships	4	8
10674	Identify skills in management contexts based on Māori concepts	4	6
10679	Develop protocols for personal interaction with, and between, Māori staff	6	6

Transition Arrangements

Version 3

Version 3 was issued following review in order to take account of the review and the reclassification of the standards in the Management subfield.

Changes to structure and content

- A special note to provide for recognition of current competency was added.
- Standards' classifications, titles, and credits were updated to reflect changes made at revision or review.
- Expiring standard 7447 was substituted with standard 11646, its recommended alternative, in Elective B.
- Expiring standard 8500 was removed from Elective B.
- Credit range table was corrected.

For detailed information see [Review Summaries](#) on the NZQA website.

People currently working towards version 2 of this qualification may either complete the requirements for that version or transfer their results to this version of the qualification. People intending to complete version 2 of this qualification must gain credit for expiring standard 7447 by 31 December 2010.

This qualification contains a standard that is used as a substitute for an earlier standard. For the purposes of this qualification, people who have gained credit for the expiring standard are exempt from the requirement to gain credit for the substitute standard – see table below.

Credit for	Exempt from
7447	11646

It is not intended that any existing candidates are disadvantaged by the revision of this qualification. However, anyone who feels disadvantaged should contact the standard setter at the address below.

Version 2

Version 2 was issued to take account of the review of quality management standards. Changes to structure and content included: qualification pathways were clarified in the purpose statement; standard titles, levels, or credits were updated to reflect changes made at review; standards 8081 and 8082 were moved from the compulsory section to new Option 1 (candidates must either complete this option or new standard 20849 in Option 2); standards designated expiring were removed; standard 7460 was removed because of its high level in relation to the target group of the qualification; standards 7449, 7458, 8500, 9696, 9704, 10671, 10674, 10679, 11099 and 19025 were included in the electives to increase flexibility and to allow recognition of additional skills and knowledge particularly relevant to people working in a quality management context.

Certification

The certificate will display the logos of NZQA and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

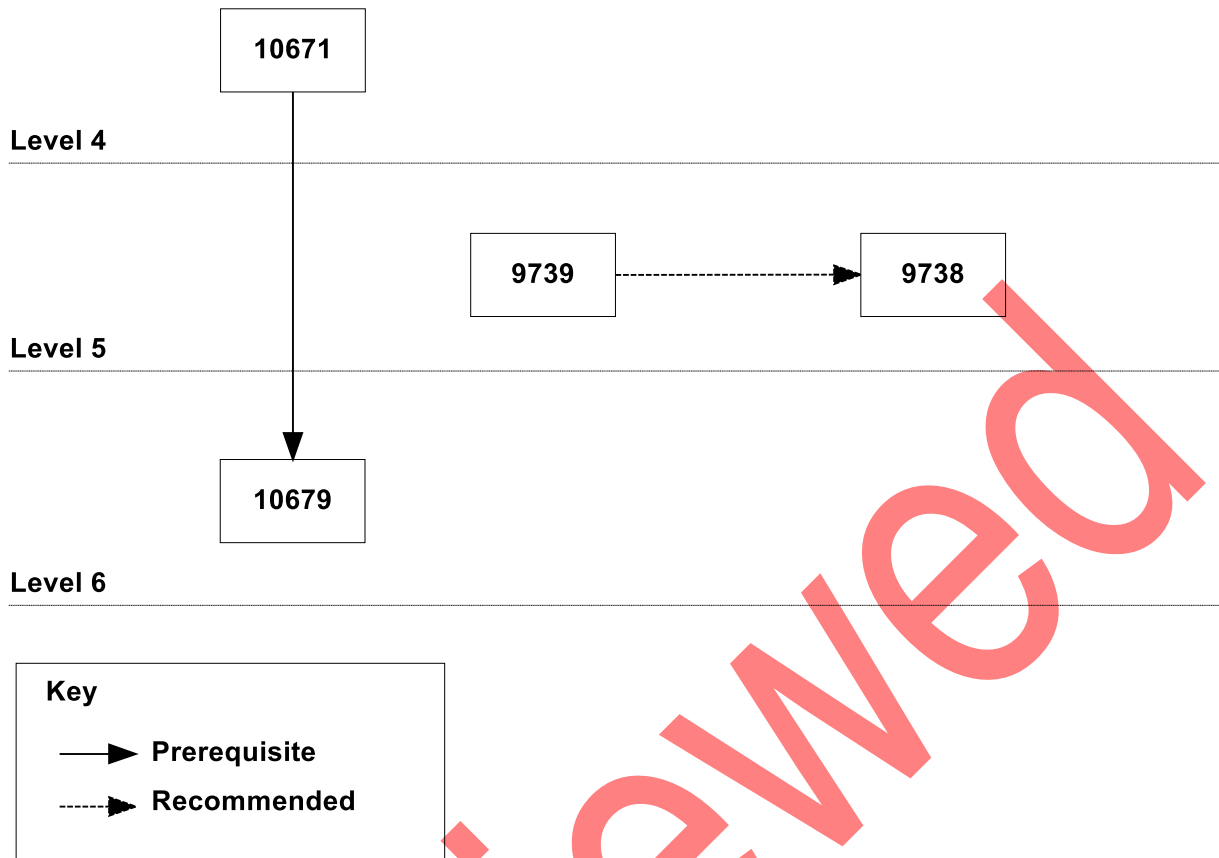
NQF Classification		NZSCED	
Code	Description	Code	Description
2064	Business > Business Operations and Development > Quality Management	080317	Management and Commerce > Business and Management > Quality Management

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

REVIEWED

Prerequisite Diagram



REVIEWED