



# **QualCert Level 2 Diploma in Quality Control (QC)**

**Version 1.0 September 2024**

**QualCert Qualification number: QC01006**

***Qualification Specification***

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## ***About QualCert***

QualCert is a globally recognized awarding body based in the United Kingdom, renowned for its commitment to excellence in Quality Assurance (QA) and Quality Control (QC) education and training. Specializing in delivering high-quality qualifications, QualCert addresses the evolving needs of international learners, professionals, and industries seeking expertise in QA and QC.

Dedicated to fostering innovative and flexible learning pathways, QualCert provides learners with the skills, knowledge, and practical competencies required to excel in dynamic quality-focused professional environments. The organization adheres to international qualification frameworks and standards, ensuring its certifications are globally recognized and highly applicable across diverse sectors.

The vision of QualCert is to establish itself as a global benchmark in quality education and skills development within Quality Assurance and Quality Control. Its mission is to equip individuals and organizations with internationally recognized qualifications that enhance employability, professional productivity, and career progression in QA/QC disciplines.

## Course Overview

The **QualCert Level 2 Diploma in Quality Control (QC)** is a step up for those who have mastered the basics and are ready to take on more detailed inspection tasks. This qualification moves beyond simple "pass/fail" checks and introduces students to more precise measurements, detailed documentation, and the ability to identify the causes of common faults. It bridges the gap between being a supervised helper and becoming a competent quality operator who can work with less direct guidance while maintaining high standards of accuracy and safety.

### Aims

The primary aims of this qualification are to:

- **Deepen** the student's understanding of quality systems and how they prevent business loss.
- **Enhance** technical skills in using a wider range of inspection tools and testing equipment.
- **Improve** the ability to record, interpret, and report technical data clearly.

### Objectives

To achieve the Level 2 Diploma, students will work toward the following objectives:

- **Apply** knowledge of quality standards to ensure all products meet specific customer requirements.
- **Perform** detailed inspections using specialized tools like calipers, micrometers, or digital gauges with high accuracy.
- **Identify** and categorize different types of defects and suggest why they might be happening.
- **Complete** complex quality documentation, including incident reports and batch records, following strict compliance rules.

### Targeted Audience

This qualification is ideal for:

- **Progression Students:** Individuals who have completed the Level 1 Diploma and want to advance their skills.
- **Current Operators:** Workers already in a production or QC role who need a formal qualification to prove their technical competence.

**Detailed Workers:** Individuals who enjoy technical tasks that require a high level of concentration and precision.

## Qualification Framework

Qualification Title	QualCert Level 2 Diploma in Quality Control (QC)
Qualification Duration	3 to 6 months
Grading Type	Pass / Fail
Competency Evaluation	Coursework / Assignments / Evidence Based

## Assessment Processes

Stage	Details
Internal Assessment and Verification	<ul style="list-style-type: none"><li>• Conducted by staff at the Approved Training Centre (ATC) to ensure qualification standards are met.</li><li>• Internal Quality Assurance (IQA) by designated centre staff to maintain assessment integrity.</li></ul>
External Quality Assurance	<ul style="list-style-type: none"><li>• Overseen by QualCert verifiers who periodically review assessment and IQA procedures.</li><li>• Ensures adherence to standards and consistency across all ATCs.</li></ul>

## Entry Requirements

**Age:** 16+

**Education:** Basic Secondary Education

**English Competency:** Basic Understanding

## Qualification Structure

The QualCert Level 2 Diploma in Quality Control (QC), comprises 42 credits, with a Total Qualification Time (TQT) of 210 hours, including 150 Guided Learning Hours (GLH).

<b>Mandatory Units</b>				
<b>Unit Ref No</b>	<b>Unit Name</b>	<b>Credits</b>	<b>GLH</b>	<b>TQT</b>
QC01006-1	Principles of Quality Control and Assurance	7	25	35
QC01006-2	Quality Standards and Compliance Requirements	7	25	35
QC01006-3	Inspection and Testing Techniques	7	25	35
QC01006-4	Measurement and Calibration Practices	7	25	35
QC01006-5	Quality Documentation and Reporting	7	25	35
QC01006-6	Process Control and Continuous Improvement	7	25	35

## **Centre Requirements**

Centres delivering the QualCert Level 2 Diploma in Quality Control (QC) must uphold high standards to ensure quality learning, assessment integrity, and successful learner outcomes. Centres are required to provide qualified staff, appropriate facilities, and access to the necessary resources to deliver advanced pharmaceutical training. Meeting these requirements ensures learners receive a professional, engaging, and internationally recognised educational experience.

### **Qualified and Competent Teaching Staff**

- Employ instructors with advanced qualifications and professional experience in pharmaceutical technology, quality assurance, or related fields
- Ensure staff maintain up-to-date knowledge of manufacturing practices, regulatory standards, and quality systems
- Provide ongoing professional development and training to teaching staff to maintain excellence in delivery

### **Adequate Learning Facilities and Resources**

- Provide modern classrooms, laboratories, or online learning platforms to support interactive and practical learning
- Ensure access to up-to-date pharmaceutical reference materials, case studies, and digital tools
- Maintain safe and inclusive environments suitable for laboratory work, research, and practical exercises

### **Robust Assessment and Quality Assurance Systems**

- Implement clear and consistent assessment policies aligned with qualification standards
- Maintain internal quality assurance processes to monitor teaching, assessment, and learner performance
- Regularly review assessment methods to ensure relevance and alignment with industry best practices

### **Comprehensive Learner Support**

- Provide academic guidance, technical assistance, and pastoral care to support learner success
- Ensure accessibility for learners with disabilities or specific learning needs through reasonable adjustments

- Maintain effective communication channels for feedback, queries, and learner support

### **Compliance with Regulatory, Health, and Safety Standards**

- Adhere to legal, ethical, and health and safety regulations in all teaching and practical activities
- Keep accurate learner records, attendance, and assessment documentation
- Follow data protection and confidentiality protocols to safeguard learner information

## ***Support for Candidate***

### **Supporting Materials for Candidates**

- Enable tracking of learners' progress toward achieving specified learning outcomes and assessment criteria.
- Provide clear guidance on accessing QualCert policies and procedures.
- Establish robust mechanisms for Internal and External Quality Assurance personnel to verify and authenticate evidence efficiently.

## ***Assessments Requirements***

### **Part 1: Knowledge-Based Assessment**

#### **1.1 Understanding of Quality Control Concepts**

Learners are required to demonstrate a clear and structured understanding of fundamental quality control concepts. This includes explaining key ideas such as quality, standards, inspection, and defects in their own words.

At Level 2, the expectation is not advanced analysis but **accurate understanding and clear explanation**. Learners should be able to:

- Show awareness of why quality control is important in production or service environments
- Explain how poor quality can affect customer satisfaction and business performance
- Recognise basic terminology used in quality control processes

This ensures that learners build a strong theoretical foundation that supports their practical work.

## 1.2 Knowledge of Procedures and Standards

Learners must demonstrate knowledge of basic workplace procedures and quality standards. This involves describing how tasks should be carried out according to given guidelines.

They should be able to:

- Identify common workplace rules and quality procedures
- Explain the importance of following instructions correctly
- Show awareness of standard practices such as checking, recording, and reporting

This criterion ensures learners understand that quality control is not random, but based on **structured and consistent procedures**.

## Part 2: Practical Skills Assessment

### 2.1 Application of Inspection and Measurement Skills

Learners are expected to demonstrate practical competence in performing basic inspection and measurement tasks using simple tools and techniques.

This includes:

- Carrying out visual inspections to identify defects
- Using basic measuring instruments such as rulers or gauges correctly
- Following step-by-step instructions during testing or inspection

At Level 2, learners are typically working under supervision, so the focus is on **accuracy, care, and correct method**, rather than independence or complex judgement.

### 2.2 Recording and Handling Data Accurately

Learners must show the ability to record and handle data in a clear and organised manner. This is a critical skill in quality control, as decisions are often based on recorded results.

They should be able to:

- Write down measurements and observations clearly
- Use simple formats such as tables or checklists
- Ensure information is accurate and easy to understand

This criterion ensures learners develop attention to detail and understand the importance of **reliable data in maintaining quality standards**.

## **Part 3: Workplace Competence and Behaviour**

### **3.1 Following Health, Safety, and Workplace Practices**

Learners are required to demonstrate safe and responsible behaviour in a quality control environment.

This includes:

- Identifying potential hazards in the workplace
- Using personal protective equipment (PPE) correctly
- Following safety instructions during inspection or testing activities

At Level 2, learners must show that they can **work safely under supervision** and understand that safety is a key part of quality control.

### **3.2 Communication and Teamwork in QC Activities**

Learners must demonstrate the ability to work effectively with others and communicate basic information related to quality control tasks.

They should be able to:

- Report defects or issues to supervisors clearly
- Follow instructions given by team leaders
- Cooperate with team members during tasks

This ensures learners are prepared for real workplace environments where **teamwork and communication are essential for maintaining quality**.

## Units – Learning Outcomes & Assessment Criteria

### Unit 01 – Principles of Quality Control and Assurance

#### *Learning outcome*

*The learner will:*

#### *Assessment criterion*

*The learner can:*

**01. Understand the basic principles of quality control and quality assurance.**

1.1 Explain the meaning of quality control and quality assurance by clearly describing how quality control focuses on identifying defects in products, while quality assurance focuses on preventing defects through planned systems and procedures.

1.2 Describe the importance of maintaining quality in production and service environments, including its impact on customer satisfaction, business reputation, and overall operational efficiency.

1.3 Identify key elements of quality systems such as standards, procedures, inspections, and continuous monitoring, and explain how they contribute to maintaining consistent quality.

1.4 Outline the relationship between quality control and quality assurance, showing how both work together to ensure products meet required specifications and expectations.

**02. Recognise the importance of quality in different industries.**

2.1 Identify how quality control is applied in different sectors such as manufacturing, construction, and services, providing examples of quality requirements in each area.

2.2 Explain the consequences of poor quality, including product failure, customer complaints, financial loss, and potential safety risks.

	<p>2.3 Describe how maintaining high-quality standards improves productivity, reduces waste, and increases customer trust.</p> <p>2.4 Give examples of how quality issues can affect real-world products and explain the importance of early detection.</p>
<p><b>03. Understand roles in quality control and assurance.</b></p>	<p>3.1 Identify key roles within a quality environment, such as inspectors, technicians, and supervisors.</p> <p>3.2 Describe the responsibilities of quality control personnel in monitoring, inspecting, and reporting quality issues.</p> <p>3.3 Explain the importance of teamwork and communication between quality staff and production teams.</p> <p>3.4 Outline how individual responsibility contributes to maintaining overall quality standards in the workplace.</p>
<p><b>04. Understand basic quality concepts and terminology.</b></p>	<p>4.1 Define common quality-related terms such as defect, tolerance, inspection, and compliance.</p> <p>4.2 Describe the concept of “fitness for purpose” and how it applies to product quality.</p> <p>4.3 Explain the meaning of consistency in quality and why it is important in production processes.</p> <p>4.4 Identify basic quality tools such as checklists and simple charts used in monitoring quality.</p>
<p><b>05. Understand the benefits of quality systems.</b></p>	<p>5.1 Describe how quality systems help organisations maintain consistent output.</p> <p>5.2 Explain how quality systems support compliance with standards and regulations.</p> <p>5.3 Identify how quality systems reduce errors and improve efficiency.</p>

	5.4 Describe the role of documentation in supporting quality systems.
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## Unit 02 – Quality Standards and Compliance Requirements

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<p><b>01 Understand quality standards</b></p>	<p>1.1 Describe what quality standards are and explain their role in ensuring products meet required specifications.</p> <p>1.2 Identify common examples of quality standards used in industries (e.g., ISO-based systems) and explain their purpose.</p> <p>1.3 Explain how standards help maintain consistency in production processes.</p> <p>1.4 Describe the importance of following standard procedures in achieving quality outcomes.</p>
<p><b>02 Understand compliance requirements.</b></p>	<p>2.1 Define compliance and explain its importance in quality control environments.</p> <p>2.2 Identify workplace rules and procedures that must be followed to meet compliance requirements.</p> <p>2.3 Explain the consequences of not following compliance requirements.</p> <p>2.4 Describe how compliance ensures safety and product reliability.</p>
<p><b>03 Follow workplace quality procedures.</b></p>	<p>3.1 Demonstrate understanding of step-by-step procedures used in quality tasks.</p> <p>3.2 Explain why procedures must be followed accurately and consistently.</p> <p>3.3 Identify common workplace instructions used in quality control.</p> <p>3.4 Describe how following procedures reduces errors and defects.</p>
<p><b>04 Understand audits and inspections.</b></p>	<p>4.1 Define basic concepts of audits and inspections in quality control.</p> <p>4.2 Explain the purpose of checking processes and systems regularly.</p>

	<p>4.3 Identify simple types of inspections used in workplaces.</p> <p>4.4 Describe how audits help maintain compliance with standards.</p>
<p><b>05 Understand regulatory requirements.</b></p>	<p>5.1 Identify basic regulatory requirements relevant to quality control.</p> <p>5.2 Explain why organisations must follow legal and industry regulations.</p> <p>5.3 Describe how regulations protect customers and users.</p> <p>5.4 Outline the role of regulatory bodies in maintaining quality standards.</p>

## Unit 03 – Inspection and Testing Techniques

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<p><b>01 Understand inspection methods.</b></p>	<p>1.1 Describe different types of inspection such as visual, manual, and basic functional testing.</p> <p>1.2 Explain when inspections should be carried out during production stages.</p> <p>1.3 Identify tools used for basic inspection tasks.</p> <p>1.4 Describe the importance of inspection in detecting defects early.</p>
<p><b>02 Perform inspection tasks.</b></p>	<p>2.1 Demonstrate how to carry out visual inspection of products.</p> <p>2.2 Identify defects using simple inspection techniques.</p> <p>2.3 Follow instructions during inspection tasks accurately.</p> <p>2.4 Record inspection results clearly.</p>
<p><b>03 Understand testing techniques.</b></p>	<p>3.1 Describe basic testing methods used in quality control.</p> <p>3.2 Explain the difference between inspection and testing.</p> <p>3.3 Identify simple testing equipment used in workplaces.</p> <p>3.4 Describe the purpose of testing in ensuring product quality.</p>
<p><b>04 Perform testing procedures.</b></p>	<p>4.1 Demonstrate simple testing procedures using basic tools.</p> <p>4.2 Follow safety guidelines during testing activities.</p> <p>4.3 Record results of testing accurately.</p> <p>4.4 Identify acceptable and unacceptable results based on given criteria.</p>
<p><b>05 Understand defect identification.</b></p>	<p>5.1 Identify different types of defects in products.</p> <p>5.2 Describe causes of common defects.</p>

	5.3 Explain how defects can be prevented. 5.4 Report defects according to workplace procedures.
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## Unit 04 – Measurement and Calibration Practices

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<b>01 Understand basic measurement principles in QC.</b>	<p>1.1 State why accurate measurement is important for checking the quality of a product.</p> <p>1.2 Identify common units of measurement used in quality control (such as millimeters, grams, or degrees).</p> <p>1.3 Describe the difference between "precision" (getting the same result) and "accuracy" (getting the right result).</p> <p>1.4 Follow a standard procedure to record measurement readings clearly on a data sheet.</p>
<b>02 Use basic measurement tools correctly.</b>	<p>2.1 Select the correct tool for a specific task (for example, choosing a ruler for length or a scale for weight).</p> <p>2.2 Check that the tool is clean and in good working condition before starting a task.</p> <p>2.3 Demonstrate how to take a correct reading using a basic tool like a vernier caliper or a tape measure.</p> <p>2.4 Use the tool safely to avoid damaging the equipment or the product being measured.</p>
<b>03 Understand calibration of measuring instruments.</b>	<p>3.1 Define "calibration" as the process of checking a tool against a known standard.</p> <p>3.2 Identify the calibration sticker or label on a tool to confirm it is still within its valid date.</p> <p>3.3 Describe what should be done if a tool is found to be out of calibration.</p> <p>3.4 State how often specific tools need to be sent for calibration according to workplace rules.</p>
<b>04 Understand measurement errors and corrections.</b>	<p>4.1 Identify common causes of measurement errors, such as looking at a scale from the wrong angle (parallax error).</p>

	<p>4.2 Describe how environmental factors, like heat or dust, can change a measurement reading.</p> <p>4.3 Show how to reset a digital tool to "zero" before starting a new measurement.</p> <p>4.4 Report any measurement readings that seem unusual or incorrect to a supervisor.</p>
<p><b>05 Understand maintenance of measuring equipment.</b></p>	<p>5.1 Demonstrate how to clean measuring tools properly after use.</p> <p>5.2 Store tools in their correct cases or designated areas to prevent damage.</p> <p>5.3 List basic signs of wear and tear that could make a measuring tool unreliable.</p> <p>5.4 Follow workplace instructions for the safe handling and transport of sensitive measuring equipment.</p>

## Unit 05 – Quality Documentation and Reporting

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<b>01 Understand importance of quality documentation systems.</b>	<p>1.1 State why it is important to keep accurate records in a quality control environment.</p> <p>1.2 Identify common types of quality documents used in the workplace (such as inspection sheets and checklists).</p> <p>1.3 Describe how clear documentation helps a business meet its quality standards.</p> <p>1.4 Identify who is responsible for filling out and signing off on quality records.</p>
<b>02 Record quality data accurately and clearly.</b>	<p>2.1 Enter numbers and text into a standard quality form without making mistakes.</p> <p>2.2 Use clear handwriting or correct digital entry so that others can easily read the information.</p> <p>2.3 Demonstrate how to correct an error on a hard-copy record using a single line strike-through and a signature.</p> <p>2.4 Complete all required sections of a report to ensure the data is whole and useful.</p>
<b>03 Understand reporting procedures in QC systems.</b>	<p>3.1 Identify the steps to take when a quality check finds a fault or a "non-conformance."</p> <p>3.2 State the difference between a routine daily report and an emergency incident report.</p> <p>3.3 Follow workplace instructions on who to send completed reports to (such as a supervisor or manager).</p> <p>3.4 Use simple language to describe a quality problem in a written report.</p>
<b>04 Understand traceability in quality documentation.</b>	<p>4.1 Define "traceability" as the ability to track a product's history using its records.</p> <p>4.2 Use batch numbers or serial numbers to link a finished product back to its raw materials.</p>

	<p>4.3 Describe why keeping records in the correct order (chronological order) is necessary for tracking.</p> <p>4.4 Identify where to find the unique ID numbers on a product and its matching paperwork.</p>
<p><b>05 Understand confidentiality and data handling.</b></p>	<p>5.1 State why some quality documents must be kept private and not shared with outside people.</p> <p>5.2 Follow workplace rules for storing documents safely (such as locking files or using passwords).</p> <p>5.3 Identify how long records must be kept before they are safely destroyed.</p> <p>5.4 Use the correct method for disposing of sensitive information, such as using a paper shredder.</p>

## Unit 06 – Process Control and Continuous Improvement

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<b>01 Understand basic process control principles.</b>	<p>1.1 Define "process control" as the method used to ensure a task is done the same way every time.</p> <p>1.2 Identify the "input," "task," and "output" in a simple workplace process.</p> <p>1.3 State why it is important to monitor a process while it is running rather than only at the end.</p> <p>1.4 Identify the standard operating procedure (SOP) that must be followed for a specific job.</p>
<b>02 Understand causes of process variation.</b>	<p>2.1 State what "variation" means when comparing two finished products.</p> <p>2.2 Identify common reasons why a process might change (such as faulty materials or worn-out machinery).</p> <p>2.3 Describe how a change in the environment, like temperature or lighting, can affect the work process.</p> <p>2.4 Distinguish between a "normal" small difference and a "problematic" big difference in a product.</p>
<b>03 Understand continuous improvement methods.</b>	<p>3.1 Define "continuous improvement" as making small, regular changes to do a job better or faster.</p> <p>3.2 Identify a simple improvement tool, such as a "Suggestion Box" or a team "Toolbox Talk."</p> <p>3.3 State the benefits of reducing waste (such as saving time or saving materials) in a process.</p> <p>3.4 Describe the "Plan-Do-Check-Act" (PDCA) cycle in simple terms.</p>

<p><b>04 Apply basic problem-solving techniques in QC.</b></p>	<p>4.1 Identify a problem in a process by comparing the result to the quality standard.</p> <p>4.2 Use a simple "5 Whys" technique to try and find the root cause of a straightforward issue.</p> <p>4.3 Suggest a practical way to fix a common minor fault in a routine task.</p> <p>4.4 Check if a fix has worked by measuring the next few items produced.</p>
<p><b>05 Understand performance monitoring in QC systems.</b></p>	<p>5.1 Identify simple charts or graphs used to show how well a team is meeting its quality targets.</p> <p>5.2 State what a "Key Performance Indicator" (KPI) is in a way that relates to daily tasks (e.g., "number of items passed").</p> <p>5.3 Describe how to report performance data to a supervisor at the end of a shift.</p> <p>5.4 Recognize when a process is "out of control" by looking at simple visual data or red flags.</p>




QualCert, the leading UK-based awarding body dedicated to providing a diverse range of technical and professional qualifications in the fields of occupational health and safety, quality control/quality assurance, civil/electrical/mechanical technology, ISO standards (Lead Auditors), and management courses.

At QualCert, we are committed to empowering individuals and organizations with the knowledge and skills necessary to excel in their respective industries. Whether you're looking to enhance your expertise in health and safety practices, quality management systems, or engineering technologies, our comprehensive suite of certifications caters to a wide spectrum of career paths and professional development goals.

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