



# **QualCert Level 3 Diploma in Quality Control (QC)**

**Version 1.0 September 2024**

**QualCert Qualification number: QC01009**

***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 3 Diploma in Quality Control (QC)** is designed for individuals seeking to build a solid foundation in the principles and practical applications of quality assurance and control. This qualification provides a comprehensive understanding of how to maintain high standards of production and service across various industries, including manufacturing, engineering, and construction. It focuses on the systematic monitoring and evaluation of various aspects of a project, service, or facility to maximize the probability that minimum standards of quality are being attained.

### Aims

The primary aim of this qualification is to equip participants with the technical knowledge and practical skills required to implement quality control measures effectively. It seeks to bridge the gap between theoretical quality management systems and the hands-on inspection processes required on-site or on the production floor. By the end of the course, participants will be able to identify defects, interpret technical specifications, and contribute to the continuous improvement of organizational processes.

### Objectives

To achieve the aims of this diploma, the curriculum focuses on the following core objectives:

- **Understand Quality Standards:** Gain a thorough knowledge of international and local quality standards (such as ISO 9001) relevant to specific industries.
- **Master Inspection Techniques:** Develop proficiency in using various measuring tools and testing methods to ensure products meet required specifications.
- **Implement Documentation Control:** Learn to maintain accurate quality records, logs, and reports essential for compliance and auditing.

### Targeted Audience

This qualification is ideal for:

- **Aspiring Quality Inspectors:** Individuals looking to start a career in inspection or quality monitoring.
- **Supervisors and Team Leaders:** Those currently in technical roles who wish to take on more responsibility for quality management.
- **Technical Staff:** Personnel working in manufacturing, logistics, or construction who need a formal understanding of quality control procedures.
- **Vocational Students:** Individuals looking for a competency-based qualification that prioritizes practical skill over purely academic study.

## Qualification Framework

Qualification Title	QualCert Level 3 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:** 18+

**Education:** Level 2 qualification or equivalent in a relevant subject

**English Competency:** Basic Understanding

## Qualification Structure

The QualCert Level 3 Diploma in Quality Control (QC), comprises 60 credits, with a Total Qualification Time (TQT) of 300 hours, including 210 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>
QC01009-1	Advanced Quality Control Principles	10	35	50
QC01009-2	Quality Standards and Compliance	10	35	50
QC01009-3	Inspection and Defect Analysis	10	35	50
QC01009-4	Process Monitoring and Control	10	35	50
QC01009-5	Quality Systems and Improvement	10	35	50
QC01009-6	Documentation and Reporting	10	35	50

## **Centre Requirements**

Centres delivering the QualCert Level 3 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 Theoretical Understanding of Quality Control Principles**

Learners are required to demonstrate a clear understanding of key quality control concepts through structured written assignments. These may include short-answer questions, descriptive responses, or scenario-based explanations.

The purpose of this component is to ensure that learners can:

- Explain fundamental principles such as quality standards, inspection processes, and compliance requirements
- Show awareness of how quality control supports product consistency and customer satisfaction
- Apply theoretical knowledge to real-world situations, rather than simply recalling definitions

At Level 3, learners are expected to go beyond basic definitions by providing **clear explanations in their own words**, supported by relevant examples from industry or workplace settings.

## 1.2 Application of Procedures and Standards

Learners must demonstrate their ability to interpret and apply standard operating procedures (SOPs), quality specifications, and organisational guidelines.

This includes:

- Understanding how procedures are used to maintain consistency in quality control activities
- Explaining the steps involved in inspection, testing, and reporting processes
- Demonstrating awareness of why compliance with standards is essential in regulated environments

Learners should show that they can **follow structured processes accurately**, while also understanding the consequences of not adhering to established procedures.

## Part 2: Practical and Skills-Based Assessment

### 2.1 Practical Inspection and Testing Activities

Learners are required to demonstrate competence in carrying out basic quality control tasks. This may be assessed through direct observation, simulations, or workplace-based evidence.

Activities may include:

- Performing visual or measurement-based inspections
- Using basic tools or equipment correctly
- Conducting simple tests following given procedures

The focus at this level is on:

- Accuracy and attention to detail
- Ability to follow instructions correctly
- Safe and effective use of equipment

Learners must show that they can **carry out tasks independently under supervision**, producing results that meet expected quality standards.

### 2.2 Recording and Reporting Results

Learners must demonstrate the ability to document findings from inspections and tests in a clear and structured manner.

This includes:

- Completing quality records, checklists, or reports accurately
- Recording data in a way that is legible, traceable, and consistent
- Reporting any defects or non-conformities according to procedures

At Level 3, learners are expected to understand that documentation is not just administrative, but a **critical part of quality assurance**, ensuring accountability and traceability within the organisation.

## Units – Learning Outcomes & Assessment Criteria

### Unit 01 – Advanced Quality Control Principles

#### *Learning outcome*

*The learner will:*

#### *Assessment criterion*

*The learner can:*

**01. Understand key principles and purpose of quality control systems.**

1.1 Explain the purpose of quality control in maintaining product consistency and meeting organisational requirements.  
1.2 Describe the relationship between quality control and overall production or service processes.  
1.3 Identify key principles such as accuracy, consistency, and reliability within quality control practices.  
1.4 Explain how quality control contributes to customer satisfaction and regulatory compliance.

**02. Understand roles and responsibilities within quality control operations.**

2.1 Describe the roles of personnel involved in quality control activities within an organisation.  
2.2 Explain individual responsibilities when performing inspection and testing tasks.  
2.3 Identify how teamwork supports effective quality control operations and outcomes.  
2.4 Explain the importance of communication between departments in maintaining product quality.

**03. Apply basic quality control concepts in operational work environments.**

3.1 Demonstrate understanding of applying quality checks during routine operational tasks.  
3.2 Explain how quality control procedures are followed during production or service activities.  
3.3 Identify when quality checks should be performed within a process workflow.

	3.4 Apply basic decision-making when identifying acceptable or unacceptable product quality.
<b>04. Understand importance of consistency and accuracy in quality control.</b>	<p>4.1 Explain why consistency is critical in maintaining standard product quality.</p> <p>4.2 Describe how accuracy affects inspection and testing results in quality control.</p> <p>4.3 Identify factors that may lead to inconsistent or inaccurate quality outcomes.</p> <p>4.4 Explain methods used to maintain consistency and accuracy in quality processes.</p>
<b>05. Understand basic quality control tools and techniques used.</b>	<p>5.1 Identify common tools used in quality control such as checklists and gauges.</p> <p>5.2 Describe how basic measurement tools are used in inspection processes.</p> <p>5.3 Explain the purpose of using quality control techniques in routine tasks.</p> <p>5.4 Demonstrate awareness of selecting appropriate tools for specific quality checks.</p>

## Unit 02 – Quality Standards and Compliance

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<p><b>01 Understand importance of quality standards in industrial environments.</b></p>	<p>1.1 Explain the role of quality standards in ensuring product and service consistency. 1.2 Identify commonly used quality standards within relevant industries. 1.3 Describe how standards guide quality control activities and procedures. 1.4 Explain the impact of not following quality standards within operations.</p>
<p><b>02 Understand compliance requirements within quality control processes</b></p>	<p>2.1 Define compliance in the context of quality control activities. 2.2 Describe organisational requirements for maintaining compliance during operations. 2.3 Identify regulatory requirements that influence quality control procedures. 2.4 Explain the consequences of non-compliance on product quality and safety.</p>
<p><b>03 Apply quality standards within routine operational quality tasks</b></p>	<p>3.1 Demonstrate how to follow quality standards during inspection and testing tasks. 3.2 Identify how standards are applied to ensure consistent quality outcomes. 3.3 Explain how to check work against specified quality requirements. 3.4 Apply procedures to ensure compliance during daily quality control activities.</p>
<p><b>04 Understand role of audits and inspections in compliance</b></p>	<p>4.1 Explain the purpose of internal and external quality audits. 4.2 Describe how inspections are used to verify compliance with standards. 4.3 Identify key steps involved in preparing for a quality audit.</p>

	4.4 Explain how audit findings are used to improve quality performance.
<b>05 Understand importance of ethical and responsible quality practices.</b>	<p>5.1 Explain the importance of honesty and integrity in quality control work.</p> <p>5.2 Describe ethical responsibilities when reporting quality issues or defects.</p> <p>5.3 Identify consequences of unethical behaviour in quality environments.</p> <p>5.4 Demonstrate awareness of maintaining professional conduct in compliance activities.</p>

## Unit 03 – Inspection and Defect Analysis

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<p><b>01 Understand different types of inspection methods used in quality control.</b></p>	<p>1.1 Describe visual, dimensional, and functional inspection methods used in practice.</p> <p>1.2 Explain when each inspection method is appropriate within quality processes.</p> <p>1.3 Identify tools and equipment used for different inspection methods.</p> <p>1.4 Explain the importance of selecting correct inspection techniques for accuracy.</p>
<p><b>02 Carry out inspection activities following standard operating procedures.</b></p>	<p>2.1 Demonstrate how to follow procedures when performing inspection tasks.</p> <p>2.2 Use appropriate tools correctly during inspection activities.</p> <p>2.3 Record inspection results accurately according to organisational requirements.</p> <p>2.4 Ensure safety and compliance during inspection processes.</p>
<p><b>03 Identify and classify defects in products or materials.</b></p>	<p>3.1 Describe different types of defects commonly found in products.</p> <p>3.2 Identify defects during inspection activities accurately and consistently.</p> <p>3.3 Classify defects based on severity and impact on product quality.</p> <p>3.4 Explain how defects affect product performance and customer satisfaction.</p>
<p><b>04 Analyse causes of defects within quality control processes.</b></p>	<p>4.1 Identify possible causes of defects within production or service processes.</p> <p>4.2 Explain how errors in materials or processes can lead to defects.</p> <p>4.3 Describe basic techniques used to investigate defect causes.</p> <p>4.4 Suggest simple corrective actions to prevent recurrence of defects.</p>

<b>05 Report inspection findings and defect analysis effectively.</b>	5.1 Record defect findings clearly using appropriate documentation formats. 5.2 Communicate inspection results to relevant personnel effectively. 5.3 Explain importance of accurate reporting in quality control processes. 5.4 Ensure reports are complete, clear, and aligned with organisational procedures.
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## Unit 04 – Process Monitoring and Control

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<b>01 Understand importance of monitoring processes in quality control.</b>	<p>1.1 Explain why process monitoring is essential for maintaining product quality.</p> <p>1.2 Describe how monitoring helps identify variations in processes.</p> <p>1.3 Identify key stages where monitoring should be applied.</p> <p>1.4 Explain the impact of uncontrolled processes on quality outcomes.</p>
<b>02 Use basic tools for monitoring process performance effectively.</b>	<p>2.1 Identify tools used for monitoring processes such as charts and logs.</p> <p>2.2 Demonstrate how to record process data accurately during operations.</p> <p>2.3 Explain how monitoring tools help detect process variations.</p> <p>2.4 Use collected data to support quality control decisions.</p>
<b>03 Identify variations and deviations in monitored processes.</b>	<p>3.1 Explain what is meant by variation in a process.</p> <p>3.2 Identify deviations from expected standards during monitoring activities.</p> <p>3.3 Describe possible reasons for process variations occurring.</p> <p>3.4 Report deviations according to organisational procedures.</p>
<b>04 Apply basic control measures to maintain process stability.</b>	<p>4.1 Describe control measures used to maintain consistent process performance.</p> <p>4.2 Apply procedures to address minor variations within acceptable limits.</p> <p>4.3 Explain when to escalate process issues beyond own responsibility.</p> <p>4.4 Maintain records of actions taken to control process performance.</p>

<b>05 Understand role of continuous monitoring in quality improvement.</b>	5.1 Explain how continuous monitoring supports ongoing quality improvement. 5.2 Describe benefits of early detection of process issues. 5.3 Identify ways monitoring data can improve efficiency and quality. 5.4 Demonstrate awareness of maintaining consistent monitoring practices.
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## Unit 05 – Quality Systems and Improvement

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<p><b>01 Understand structure and purpose of quality management systems.</b></p>	<p>1.1 Describe key components of a quality management system.</p> <p>1.2 Explain how quality systems support organisational objectives.</p> <p>1.3 Identify roles within maintaining a quality management system.</p> <p>1.4 Explain importance of documentation within quality systems.</p>
<p><b>02 Understand importance of continuous improvement in quality control.</b></p>	<p>2.1 Explain the concept of continuous improvement in quality environments.</p> <p>2.2 Describe benefits of improving processes and reducing errors.</p> <p>2.3 Identify basic improvement techniques used in organisations.</p> <p>2.4 Explain how employees contribute to improvement activities.</p>
<p><b>03 Identify quality issues and support improvement activities.</b></p>	<p>3.1 Identify common quality problems within operational processes.</p> <p>3.2 Suggest possible improvements to reduce quality issues.</p> <p>3.3 Participate in activities aimed at improving product quality.</p> <p>3.4 Record improvement suggestions according to procedures.</p>
<p><b>04 Apply basic problem-solving techniques in quality control situations.</b></p>	<p>4.1 Describe simple problem-solving methods used in quality control.</p> <p>4.2 Apply logical steps to identify causes of quality issues.</p> <p>4.3 Suggest corrective actions based on identified problems.</p> <p>4.4 Evaluate effectiveness of actions taken to resolve issues.</p>

<b>05 Understand role of teamwork in maintaining quality standards</b>	5.1 Explain importance of teamwork in achieving quality objectives. 5.2 Describe how communication supports quality improvement activities. 5.3 Identify roles of team members in quality-related tasks. 5.4 Demonstrate cooperation when working on quality improvement activities.
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## Unit 06 – Documentation and Reporting

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<b>01 Understand importance of documentation in quality control processes.</b>	<p>1.1 Explain why documentation is essential for quality control systems.</p> <p>1.2 Describe types of documents used in quality environments.</p> <p>1.3 Identify importance of maintaining accurate and complete records.</p> <p>1.4 Explain how documentation supports traceability and accountability.</p>
<b>02 Complete quality control documents accurately and clearly.</b>	<p>2.1 Demonstrate how to complete forms and records correctly.</p> <p>2.2 Ensure documentation is legible, accurate, and properly formatted.</p> <p>2.3 Follow procedures when recording quality control information.</p> <p>2.4 Check completed documents for errors before submission.</p>
<b>03 Understand methods for recording and storing quality data.</b>	<p>3.1 Describe methods used to store quality control records securely.</p> <p>3.2 Explain importance of data protection and confidentiality.</p> <p>3.3 Identify systems used for managing quality documentation.</p> <p>3.4 Demonstrate awareness of maintaining organised record systems.</p>
<b>04 Report quality issues and findings using appropriate methods.</b>	<p>4.1 Describe how to report defects and quality concerns effectively.</p> <p>4.2 Use appropriate communication channels for reporting issues.</p> <p>4.3 Explain importance of timely reporting in quality control processes.</p> <p>4.4 Ensure reports are clear, accurate, and complete.</p>

<b>05 Maintain responsibility for accurate and reliable reporting practices.</b>	5.1 Explain importance of responsibility in maintaining accurate records. 5.2 Identify consequences of incorrect or incomplete documentation. 5.3 Demonstrate accountability when handling quality information. 5.4 Follow organisational procedures for reporting and documentation consistently.
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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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