

# Apprenticeships

## Level 4 Quality Practitioner

Apprenticeship Code: ST0853  
Sector: Business

### Length of Delivery

14 months (this does not include EPA period).

### Entry Requirements

Apprentices without Level 2 English and Maths (GCSEs at Grade C/4 or higher) will need to achieve these prior to taking the End Point Assessment. Employers can set their own entry requirements; however, learners must be of the right calibre and committed to achieve all components of their apprenticeships.

### About the Role

A fully competent Quality Practitioner can work in a wide range of organisations (from multi-nationals to SMEs), including automotive, defence, food, pharmaceutical, nuclear, retail, financial services, logistics services, public sector and government. The broad purpose of the occupation is to deploy effective Quality Practices in their responsible area to ensure organisations fulfil the contractual and regulatory requirements of their customers and other stakeholders. This includes four main elements: 1. Quality Planning (planning a delivery system for reliable outputs, such as implementing Quality Management Plans), 2. Quality Assurance (providing confidence to stakeholders that Quality standards are maintained, such as conducting audits), 3. Quality Control (verifying a product or service is meeting agreed specifications, such as carrying out inspections) and 4. Continuous Improvement (preventing recurrence of poor quality through analysis and addressing the root cause of poor quality, such as conducting investigations).

### What Apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this, and it must take place in the apprentice's contracted hours.

- Contribute to the formulation of quality strategy, such as reducing product defects or improving service performance and support the achievement of these by themselves or others, such as other employees or suppliers.
- Contribute to the formulation of output related customer satisfaction activities, such as Right First Time and On-Time delivery and support the achievement of these by themselves or others, such as customer stakeholders, other employees or suppliers.
- Contribute to the formulation of supplier performance measurements, such as improving quality of supplied goods or services and support the achievement of these by themselves or others, such as other company employees or employees throughout a multi-tier supply chain.
- Responsible for deployment of Quality Policies, Processes and Procedures as defined in the organisation's Quality Management System and identification of opportunities for improving the Quality Management System.
- Plan and conduct audits/assurance in line with the organisation's audit plan/programme to meet customer/organisational/regulatory audit requirements.
- Identify, investigate and contain non-conformances and advise on actions to prevent recurrence.

- Inspect/verify/validate a Product or Service against stated product requirements/acceptance criteria/service levels, such as checking the weight or dimensions of a product or timely delivery of a service.
- Gather and analyse routine quality performance data and produce relevant reports to support governance, assurance and improvement activities.
- Develop quality control/assurance plans for the product, service or project they are responsible for, such as product dimensional control, on-time service delivery.
- Guide and support others inside the Quality Function or in other functions to improve quality competence and quality performance.
- Advise on and/or use tools and techniques to improve quality performance, such as reducing waste, improving right first time delivery, reducing non-compliance.
- Support the development of new/changed products or services, through identifying/quantifying quality risks and contribute to the analysis and mitigation/prevention of these risks.

Please go to the Institute of Apprenticeships website for further detail on the standard and assessment: [www.instituteforapprenticeships.org/apprenticeship-standards/quality-practitioner-v1-0](http://www.instituteforapprenticeships.org/apprenticeship-standards/quality-practitioner-v1-0)

## End Point Assessment (EPA): how apprentices achieve their qualification

Apprentices on an Apprenticeship Standard are required to complete an end-point assessment to achieve their qualification. The End-Point Assessment is designed to assess the knowledge, skills and behaviours gained are sufficient to be awarded the Standard. The End Point Assessment comprises of two online knowledge tests, a practical skills test and a professional discussion.

Before you can book end-point assessment, Lakes College and the employer will sign off that the apprentice will be ready for EPA by a gateway assessment. In order to pass, the apprentice must have achieved:

- For level 3 apprenticeships and above apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA
- The EPA must be completed within an EPA period lasting typically 6 months, after the EPA gateway.

## Professional recognition

This standard aligns with the following professional recognition: **Chartered Quality Institute for Practitioner**

## Units You Will Study

Stakeholders	Knowing what quality means/looks like to your organisation
PESTLE	Risk
Stakeholder perception	Supply chain management
KPIs	Concept of process design
Stakeholder mapping	Lean Production
Kano model	Business improvement tools and techniques
	Principles of quality and quality management systems

- If you are an employer please contact our Business Accounts Management lead via [team-sales@lcwc.ac.uk](mailto:team-sales@lcwc.ac.uk), whom will arrange an appointment to support your recruitment needs.
- If you are an applicant please either:  
Go to our website [www.lcwc.ac.uk](http://www.lcwc.ac.uk) and apply  
or contact our admissions team **01946 839300**  
or email [admissions@lcwc.ac.uk](mailto:admissions@lcwc.ac.uk)

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