



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Quality Practice in a Medical Laboratory

Health Sciences and Social Services / Curative Health

Unit Standard 257201 · NQF Level 3 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips laboratory professionals with the knowledge and skills to implement and maintain quality practices in a medical laboratory setting. Participants will learn to apply quality assurance principles, perform quality control procedures, and contribute to continuous quality improvement, ensuring reliable and accurate laboratory results.

Category	Health Sciences and Social Services
Subfield	Curative Health
Unit Standard	257201
Accreditation	SAQA Accredited · NQF Level 3 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of quality assurance and quality control in a medical laboratory.
- Implement standard operating procedures to ensure consistent and reliable laboratory results.
- Evaluate laboratory processes to identify areas for quality improvement.
- Demonstrate proficiency in documenting and reporting quality control data.
- Analyze non-conformances and implement corrective and preventive actions.
- Apply relevant regulatory and accreditation standards to laboratory quality practices.

WHO SHOULD ATTEND

- This course is intended for medical laboratory technologists, technicians, and laboratory managers who are responsible for quality practices in a clinical laboratory environment.

COURSE OUTLINE

Day 1: Introduction to Quality in Medical Laboratories

- What is quality in a medical laboratory?
- Overview of ISO 15189 and SANAS requirements
- Quality management system components
- Quality control vs quality assurance
- The cost of quality and non-conformance
- Introduction to total quality management (TQM)

Day 2: Pre-Analytical Quality Processes

- Patient identification and preparation
- Specimen collection techniques (blood, urine, etc.)
- Sample labelling and requisition forms
- Transport and storage conditions
- Common pre-analytical errors and prevention
- Documentation and chain of custody

Day 3: Analytical Quality Processes

- IQC materials and frequency
- Westgard rules and multi-rules
- EQA programmes and proficiency testing
- Calibration procedures and traceability
- Equipment maintenance and troubleshooting
- Method validation and verification

Day 4: Post-Analytical Quality Processes

- Result verification and authorisation
- Critical and panic value protocols
- Report formatting and delivery
- Laboratory information system (LIS) quality
- Document control and archiving
- Post-analytical error analysis

Day 5: Quality Audits and Corrective Actions

- Types of audits (internal, external, vertical, horizontal)
- Audit planning and checklists
- Root cause analysis tools (5 Whys, fishbone)
- CAPA process and documentation
- Effectiveness checks
- Audit reporting and follow-up

Day 6: Risk Management and Continuous Improvement

- Risk assessment and FMEA
- Quality indicators and dashboards
- Plan-Do-Check-Act (PDCA) cycle
- Lean and Six Sigma in laboratories
- Incident reporting and management

- Patient safety and quality culture

Day 7: Integration and Assessment

- Review of QMS elements
- Mock audit exercise
- Case studies on quality failures
- Developing a quality manual
- Professional ethics and responsibility
- Final assessment and course evaluation

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 28,200.00	R 28,200.00
1	In-House	R 36,700.00	R 36,700.00
1	On-Campus (Pretoria)	R 42,300.00	R 42,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	18 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	19 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Mauritius
12 Aug 2026	20 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	24 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	25 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	26 Aug 2026	On-Campus	Shenzhen, China

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 257201) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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