



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 Assurance

Custom Courses / Quality Management

Unit Standard AATICD-0202 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to implement and maintain quality assurance systems in line with organisational objectives and industry standards. Participants will learn to monitor processes, conduct audits, and drive continuous improvement to enhance product and service quality.

Category	Custom Courses
Subfield	Quality Management
Unit Standard	AATICD-0202
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply quality assurance principles and methodologies to monitor and improve organisational processes.
- Analyze quality data to identify trends, non-conformances, and areas for improvement.
- Evaluate the effectiveness of quality management systems and recommend corrective actions.
- Design quality assurance plans and procedures aligned with ISO 9001 and other relevant standards.
- Implement quality control measures and conduct internal audits to ensure compliance.
- Demonstrate a commitment to continuous improvement through root cause analysis and problem-solving.

WHO SHOULD ATTEND

- Quality assurance practitioners, supervisors, and managers responsible for maintaining quality standards in manufacturing, service, or administrative environments.

COURSE OUTLINE

Day 1: Introduction to Quality Assurance and Quality Management Systems

- Definition and scope of quality assurance
- Historical evolution of quality management
- Core concepts: quality planning, control, assurance, and improvement
- Overview of ISO 9001:2015 requirements
- Introduction to South African quality frameworks (SANS, NRCS)
- Benefits of a quality management system (QMS)
- Roles and responsibilities of quality assurance professionals

Day 2: Quality Planning and Documentation

- Quality policy and objectives: development and alignment
- Documented information requirements per ISO 9001
- Types of quality documents: quality manual, procedures, work instructions, forms
- Document control: approval, review, updates, version control
- Records management and retention
- Practical exercise: drafting a quality policy and procedure

Day 3: Quality Control Tools and Techniques

- The seven basic quality tools: overview and application
- Check sheets and data collection
- Pareto analysis (80/20 rule)
- Cause-and-effect (fishbone) diagrams
- Control charts: types and interpretation
- Introduction to statistical process control (SPC)
- Root cause analysis techniques (5 Whys, fault tree)
- Practical exercise: constructing and interpreting a control chart

Day 4: Auditing and Continuous Improvement

- Types of audits: internal, external, supplier
- Audit planning: scope, criteria, checklist
- Conducting an audit: opening meeting, evidence gathering, interviewing
- Writing audit reports and nonconformities
- Corrective and preventive action (CAPA)
- PDCA cycle and continuous improvement models (Kaizen, Six Sigma)
- Management review process
- Practical exercise: simulated internal audit

Day 5: Quality Assurance in Practice and Certification Preparation

- Quality assurance in different sectors: manufacturing, services, healthcare
- Supplier quality management
- Customer satisfaction and feedback systems
- Risk-based thinking in quality management
- Certification process: steps, documentation, external audit
- Developing a quality improvement plan
- Case studies and group presentations
- Course review and assessment

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 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

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 AATICD-0202) 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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