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# **The Role of National Occupational Standards and Quality Assurance in the Workplace**

# Quality Assurance

Refers to planned and systematic production processes that provide confidence in a product's or services suitability for its intended purpose.

In this context it identifies the technical performance required of individual or teams

## Quality Assurance (continued)

- It is the ability to internally audit job performance in all areas and constantly monitoring and improving job processes.

# Quality Assurance (continued)

Two key principles characterise QA:

1. “Fit For Purpose” (the job function should be suitable for the intended purpose on the job)
2. “Right First Time” (mistakes should be eliminated or reduced).

# What are National Occupational Standards?



- Occupational standards describe the skills and knowledge needed to perform competently in the workplace.

# How can National Occupational Standards be used?

- ✓ Help companies to define and achieve the following goals:
- ✓ Recruit, develop and maintain a skilled workforce;
- ✓ Ensure that occupational requirements are equitable;



# How can National Occupational Standards be used?

- ✓ Increase competitiveness and productivity;
- ✓ Facilitate mobility of labour within the region
- ✓ Identify and communicate human resources and training needs;

# How can National Occupational Standards be used?

- ✓ Upgrade employee skills;
- ✓ Design assessment and evaluation guidelines;
- ✓ Develop accreditation/ certification process;
- ✓ Enhance corporate image



# How can Occupational Standards be used

- As checklists of what needs to be done and understood.
- As the basis for, or as part of, learning programmes.
- As the basis for, or as part of, qualifications.
- As benchmarking tools to ensure consistency of practice.
- For quality assurance programmes to ensure quality of service.

# How do National Occupational Standards help employers?

- Increase productivity.
- Improve quality of goods and services.
- Reduce costs for recruitment by facilitating the selection of new employees.
- Provide a means for better human resources planning.
- Help effective skills upgrading.



# How do National Occupational Standards help employees?

- Identify skills and knowledge needed for occupations.
- Provide a reference to assess ability and training needs.
- Identify and support clear career paths.



# How do National Occupational Standards help employees?

- Provide guidelines for certification or accreditation.
- Increase mobility within industries.
- Act as a benchmark for rewarding experience, knowledge and competence



# THANK YOU

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