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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?

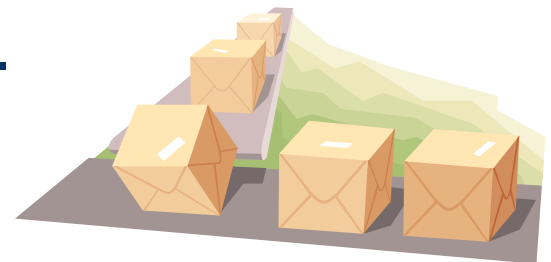
- ✓ Upgrade employee skills;
- ✓ Design assessment and evaluation guidelines;
- ✓ Develop accreditation/ certification process;
- ✓ Enhance corporate image

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

- **Should you require further information:**
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