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<tr>
<th>TSC Category</th>
<th>Learning Management</th>
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<tr>
<td>TSC</td>
<td>Quality Assurance Management</td>
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<tr>
<td>TSC Description</td>
<td>Design, implement and evaluate quality assurance policies and systems which align with organisation's objectives and industry standards</td>
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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
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- Design and implement quality assurance policies and systems
- Evaluate quality assurance policies and systems to drive continuous improvement
- Establish organisation's quality assurance philosophy and principles to drive continuous improvement

Knowledge

- Objectives of quality assurance policies and systems
- Elements present in quality assurance policies and systems
- Types of quality assurance philosophies, principles and models
- Processes of designing and developing quality assurance policies and systems
- Value chain of learning activities
- Processes of project management
- Key considerations in the implementation of quality assurance policies and systems
- Types of change management processes
- Types of process mapping and flowcharting techniques
- Techniques to audit and measure the impact of quality assurance policies and systems
- Types of ethical considerations in designing and developing quality assurance policies and systems
- Organisation's performance and business objectives
- Strategies for managing quality assurance policies and systems
- Strategies for managing quality assurance record processes
- Methods and tools to review and audit quality assurance policies and systems
- Processes of conducting reviews and audits of quality assurance policies and systems
- Types of corrective actions
- Types of continuous improvement models and approaches
- Resource considerations pertaining to quality assurance policies and systems
- Strategies for designing quality assurance philosophies and principles
- Industry best practices and emerging trends for quality assurance policies and systems
- Impacts of changes in quality assurance policies and systems on business operations
- Linkages between quality assurance policies and systems and business performance
- Principles of organisational continuous improvement

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<tr>
<th>Abilities</th>
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| - Develop a project plan for the design and implementation of organisational quality assurance policies and systems  
- Determine the direction and objectives of quality assurance policies and systems  
- Assess existing quality practices and highlight any discrepancies or mis-alignments with industry requirements and practices  
- Design quality assurance policies and systems aligned with the organisation's quality assurance philosophies and objectives  
- Validate the design of quality assurance policies and systems with key stakeholders  
- Conduct audits and impact measurements of quality assurance policies and systems  
- Determine workflow of operational and management processes  
- Manage the documentation for workflow of operational and management processes  
- Validate the design of quality systems with key stakeholders  
- Communicate quality assurance policies and systems across the organisation | - Establish the context of review of organisational quality assurance policies and systems  
- Develop plans and processes for review and audit of quality assurance policies and systems  
- Develop assessment tools to be used during reviews and audits of quality assurance policies and systems  
- Determine appropriate continuous improvement models  
- Manage the conduct of external audits of quality assurance policies and systems  
- Establish the need and awareness for changing quality processes  
- Determine timeline for periodic review of quality assurance systems  
- Evaluate outcomes of reviews and audits to determine effectiveness of organisational quality assurance policies and systems  
- Recommend improvements to quality assurance policies and systems | - Establish the organisation's quality assurance philosophies and principles  
- Evaluate implications of industry best practices and emerging trends on organisation's quality assurance policies and systems  
- Evaluate impact of quality assurance policies and systems on business performance  
- Oversee the selection of continuous improvement models  
- Endorse recommendations for changes to organisation's quality assurance policies and systems |