

University of the West of Scotland

Postgraduate Programme Specification

Session: 2023/24

Last Modified: March 2023[add date]

Status: Draft

1	Named Award Title:	MSc Quality Management (Professional Practice)
2	Award Title for Each Award: ¹	MSc Quality Management (Professional Practice) PG Dip Quality Management (Professional Practice) PG Cert Quality Management (Professional Practice)
3	Date of Validation / Approval:	March 2019
4	Details of Cohorts Applies to:	All students entering and continuing SCQF level 11 from September 2020 onwards
5	Awarding Institution/Body:	University of the West of Scotland
6	Teaching Institution(s): ²	University of the West of Scotland
7	Language of Instruction & Examination:	English
8	Award Accredited By:	Chartered Quality Institute
9a	Maximum Period of Registration:	September entry: 1 year full-time, typically 2 years part time January entry: 1.5 years full-time, typically 2-3 years part time (Professional practice module is additional 3 months) <u>Authorised Interruption Guidance notes (uws.ac.uk)</u>
9b	Duration of Study:	Full Time – 1.5 years; Part Time – 3 years;
10	Mode of Study:	Full time, Part time, Distance Learning
11	Campus:	Paisley, Online
12	School:	Computing Engineering and Physical Sciences
13	Programme Board:	Engineering
14	Programme Leader:	Dr Evi Viza

15. Admission Criteria

Candidates must be able to satisfy the general admission requirements of the University of the West of Scotland as specified in Chapter 2 of the University Regulatory Framework together with the following programme requirements:

¹ Include main award and all exit awards e.g. PGDip, MSc

² University of the West of Scotland and include any collaborative partner institutions involved in delivery.

Appropriate Undergraduate Qualifications:

Applicants will typically possess a degree or equivalent. In the absence of a degree, where entry requirements do not conform to the general entry requirements, other evidence can be considered on an individual basis in line with Regulations 2.13 – 2.36 (Recognition of Prior Learning – RPL / Recognition of Credit).

Direct entry to the MSc course will require students to have completed a Postgraduate Diploma in an appropriate discipline or an acceptable equivalent.

Other Required Qualifications/Experience

If applicants possess a bachelor's degree, or an equivalent qualification or less, but appropriate qualification plus relevant industrial experience on a role related to the course, they may also be considered for entry to the Pg Dip.

All students with non-standard entry may be interviewed by one or more members of the course committee. During the interview, evidence of relevant experience will be required to determine if the applicant has the range of knowledge and ability to lead in to the postgraduate programme. International student applications are reviewed by the programme leader, references checked and transcripts considered to ensure the applicant's qualifications and background are suitable for the programme.

Applicants may also be considered with other academic, vocational or professional qualifications deemed to be equivalent.

Non-standard Entry: entry to the postgraduate course (other than Masters direct) may be open to holders of an HND or DipHE award in an appropriate discipline, or a professional qualification accepted as of equivalent status and usually at least three years' relevant experience. Candidates without formal qualifications who possess extensive professional experience deemed to equip the applicant with the necessary knowledge and skills to successfully complete the course (normally at least eight years) may also be admitted to the postgraduate programme. The Recognition of Prior Learning (RPL) Guidelines will be followed.

We welcome applications from international students with equivalency of qualifications. Scholarships may be available on application.

Where English is not first language, applicants must be able to satisfy the University of their competence in English in line with Regulation 2.12, by having an IELTS score of 6.0 or above (with a minimum of 5.5 in each component) or equivalent.

Details are available at the UWS website <https://www.uws.ac.uk/international/english-language-requirements/>.

Further desirable skills pre-application (i.e. to satisfy additional PSRB requirements or other)

It is desirable that all entrants to SCQF level 11 have skills in the following areas: numeracy, communication (including report writing and presentation) and investigation techniques.

We welcome applications from international students with equivalency of qualifications. Scholarships may be available on application

16	<p>General Overview</p> <p>The Quality Centre at the University of the West of Scotland has developed a responsive approach to meeting the training and CPD needs placed on the professional and also graduates moving through the academic system. It offers a post-graduate programme in Quality Management designed to meet the evolving demands placed on the quality professional. The Postgraduate Diploma/ Master of Science degree programme in Quality Management is a modular programme which is offered both part-time, full-time and by on-line learning. This programme enables the student to study quality management and other continuous improvement approaches relevant to industry and apply the techniques to all industrial and business sectors from service to manufacturing. The emphasis throughout the programme is on the development and implementation of continuous improvement programmes and quality systems at all levels from strategy development through to implementation of the strategy and systems at the operational level. Integrated into the programme is a Lean Six Sigma Yellow belt accredited by the Institute of Six Sigma Professionals. Our strong links with industry ensure that all graduates are work ready in current up to date thinking. Master classes by industry professionals enhance student learning and placements are encouraged throughout the program of study. The programme is accredited by the Chartered Quality Institute.</p> <p>The key academic aims of the programme are to:</p> <ul style="list-style-type: none"> • Develop critical problem-based learning skills and transferable skills to prepare the student for employment in a professional position dealing with quality management system development and implementation. • Enable the student to develop an enquiring, analytical and creative approach to achieving excellence through continuous improvement. • To develop and encourage independent judgement and critical awareness in the management of quality. • Assist the student to develop the skills required for both autonomous practice and team-working. • Guide the student in developing an independent approach to a research topic, investigating a topic and presenting the findings in a form that is suitable to a post-graduate level degree. <p>Graduates have appropriate qualifications to apply for positions in both the public and private sectors. Students may consider further study to PhD level.</p> <p>The method of presentation of relevant material will consist of a blend of formal and on-line teaching sessions, industrial seminars, tutor-led taught and on-line tutorials, and group participation sessions. Self-directed learning, problem based learning, international case studies and seminars will form part of this approach.</p> <p>The VLE is critical to the delivery and On-line learning students will have on-line synchronous sessions and forums where they can interact with other students and tutors. Assessment is undertaken through a mixture of written exam papers, challenging and stimulating coursework and laboratory exercises (available on-line) and student involvement in the industrially related integrative project.</p>
17	<p>Graduate Attributes, Employability & Personal Development Planning</p>
	<p>On completion of the Quality Management programme, you will gain the following Graduate</p>

	<p>Attributes:</p> <ul style="list-style-type: none"> You will be a critical thinker working collaboratively with colleagues on research-minded projects You will be an ambitious, motivated work ready professional, able to show future employers you are a problem solver and an effective communicator Your research will be innovative and creative producing resilient solutions to quality management challenges. <p>Our strong industry links make available work based learning opportunities, industrial mentors and industry and professional body seminars. Built into the programme is a Lean Six Sigma Yellow belt with opportunity to further undertake a Lean Six Sigma Green belt either through the Professional Practice module or as an CPD module (cost associated), Both are certified by the Institute of Six Sigma Professionals.</p> <p>The module Interpersonal Skills and Change Management is core to developing transferable and professional development skills encouraging the student to engage in reflective practice. This module is core to PDP which is introduced during induction and embedded throughout all modules via coursework and feedback to students.</p> <p>Students will gain a wide range of skills and abilities in assessing process conditions, auditing quality systems and managing change in the implementation of solutions. Business and industry examples are referred to in all modules and students are encouraged to explore current business needs on a national and international basis and reflect upon their own skills and abilities with respect to those needs</p>
18	Work Based Learning/Placement Details
	<p>While there is no specific programme of industrial placement, students will have access to business and industry and there is potential for them to carry out research with case studies taken from local companies. The incorporation of current quality management examples provides the students with opportunities to contact businesses and to independently enquire about potential for involvement. Students can choose to undertake their project within industry.</p> <p>Further work-based learning is experienced virtually through a case-study approach and exposure to professional speakers.</p>
19	Attendance and Engagement
	<p>In line with the Student Attendance and Engagement Procedure, Students are defined as academically engaged if they are regularly engaged with timetabled teaching sessions, course-related learning resources including those in the Library and on the VLE, and complete assessments and submit these on time.</p> <p>For the purposes of this programme, academic engagement equates to the following:</p>

	<p>Where a programme has Professional, Statutory or Regulatory Body requirements these will be listed here:</p> <p>Students are expected to attend all timetabled sessions and to engage with all formative and summative assessment elements of all the modules that are included in the programme specification as core modules as well as any optional module when applicable.</p> <p>DL students are expected to engage through the VLE (Virtual Learning Environment) and video conferences and to engage with all formative and summative assessment elements of all the modules that are included in the programme specification as core modules as well as any optional module when applicable</p>
20	Equality and Diversity
	<p>The University's Equality, Diversity and Human Rights Procedure can be accessed at the following link: UWS Equality, Diversity and Human Rights Code.</p> <p>Please detail any specific arrangements for this programme. This should be considered and not just refer the reader to the UWS Equality and Diversity policy.</p>

Programme structures and requirements, SCQF level, term, module name and code, credits and awards ([Chapter 1, Regulatory Framework](#))

A. PGCert

SCQF LEVEL 11 - Postgraduate Certificate (PGCert) Learning Outcomes (Maximum of 5 per heading)	
Knowledge and understanding	
A1	Develop a critical understanding and breadth of knowledge in quality related management concepts, disciplines and techniques.
A2	Develop a deep knowledge of the approaches and methodologies used to achieve continuous improvement, assurance, governance and leadership in quality.
Practice - Applied Knowledge and Understanding	
B1	Apply specialised audit skills to undertake viable quality management audits.
B2	Design and implement and critically evaluate Quality systems.
B3	Critically evaluate approaches to continuous improvement.
B4	Select and apply tools and techniques to case scenarios.
Communication, ICT and Numeracy Skills	

C1	Communicate using appropriate written and oral methods to audiences of varying backgrounds, experience and expertise.
C2	Apply statistical techniques for quality improvement and decision making.
C3	Use and evaluate the appropriate IT tools and systems for improving quality.
Generic Cognitive Skills - Problem Solving, Analysis, Evaluation	
D1	Develop original and creative responses to problems and issues in quality management
Autonomy, Accountability and Working With Others	
E1	Understand and develop Teamwork and leadership skills.
E2	Develop independent learning skills.

Learning Outcomes – Postgraduate Certificate (PG Cert) Core Modules

SCQF Level	Module Code	Module Name	Credit	Term			Footnotes
				1	2	3	
11	QUAL11020	Managing Quality	20	x		x	

Footnotes for Core Modules:

Attendance to the Managing Quality module gives students from the engineering school the opportunity to set the exams for the Yellow Belt Lean Six Sigma and if successful to get an additional professional accredited qualification by the Institute of Lean Six Sigma

Learning Outcomes - Postgraduate Certificate (PGCert) Optional Modules

Select 40 credits from the modules below.

SCQF Level	Module Code	Module Name	Credit	Term			Footnotes
				1	2	3	
11	QUAL11001	Operations Management for Sustainability	20		x	x	
11	QUAL11008	Service Quality	20		x	x	
11	QUAL11026	Post Graduate Research Methods	20		x	x	
11	QUAL11002	Statistical Quality Control	20	x		x	

11	QUAL11025	Risk Management	10	x		x	
11	QUAL11024	Professional Practice	60	x	x	x	

Footnotes for option modules: N/A

Level 11 – Postgraduate Certificate (PGCert) Criteria for Progression and Award	
	<p>There is <u>no progression</u> within stages at SCQF Level 11.</p> <p>PgCert in Quality Management may be awarded on successful completion of 60 credits from the above modules and which must include QUAL11020 Managing Quality.</p> <p>The Professional Practice module may be taken as additional credit and can be done through a work placement. Students completing the Professional Practice module will be awarded the Pg Cert Quality Management (Professional Practice). [Note that this module is offered subject to availability of suitable placement opportunities and cannot be guaranteed]</p> <p>In line with the Regulatory Framework, for the award of Postgraduate Certificate (PG Cert) Quality Management, at least 60 credit points must be achieved of which a minimum of 40 are at SCQF Level 11 and none less than SCQF Level 10.</p> <p>No Distinction is awarded at PG Cert level (Regulation 3.25).</p> <p>Links: UWS Regulatory Framework; and Student Experience Policy Statement.</p>

B. PGDip

Level 11 – Postgraduate Diploma (PGDip) Learning Outcomes (Maximum of 5 per heading)	
Knowledge and Understanding	
A1	Critically evaluate statistical approaches to achieving operational excellence.
A2	Develop a critical understand of change management at the strategic level.
A3	Develop a critical awareness of the role of operations in the organisation.
Practice - Applied Knowledge and Understanding	
B1	Apply techniques for managing the change involved in implementing Quality Management Systems.
B2	Design, develop and apply strategies and policies for the implementation of Quality.

B3	Critically evaluate and apply statistical methods and measurement in quality control for management decisions.
B4	Employ techniques to modify employee behaviour in changing the organisation.
Communication, ICT and Numeracy Skills	
C1	Critically evaluate and demonstrate the most effective means of communication in given situations.
C2	Analyse, critically evaluate and apply statistical methods for improving quality.
C3	Apply computer-based tools for the analysis of quality management data.
Generic Cognitive Skills - Problem Solving, Analysis, Evaluation	
D1	Develop problem solving and decision-making skills through the analysis and evaluation of case studies in quality management.
D2	Undertake evaluation of quality data and information.
Autonomy, Accountability and Working With Others	
E1	Develop a critical self-reflection and improvement approach to the effect of Interpersonal skills including communications, motivation, leadership and team building.
E2	Demonstrate leadership and make an identifiable contribution to change and development.
E3	Critically evaluate and apply the best techniques for independent learning skills and establish study patterns for life-long learning.

Learning Outcomes – Postgraduate Diploma (PGDip) Core Modules

SCQF Level	Module Code	Module Name	Credit	Term			Footnotes
				1	2	3	
11	QUAL11020	Managing Quality	20	x		x	
11	QUAL11002	Statistical Quality Control	20	x		x	

Footnotes for Core Modules:

Attendance to the Managing Quality module gives students from the engineering school the opportunity to set the exams for the Yellow Belt Lean Six Sigma and if successful to get an additional professional accredited qualification by the Institute of Lean Six Sigma

Attendance to Statistical Quality Control includes access to the Mini Tab software during the duration of the module attendance

Learning Outcomes - Postgraduate Diploma (PG Dip) Optional Modules

Select 80 credits from the modules below

SCQF Level	Module Code	Module Name	Credit	Term			Footnotes
				1	2	3	
11	QUAL11008	Service Quality	20		x	x	Footnote 1
11	QUAL11001	Operations Management for Sustainability	20		x	x	Footnote 1
11	QUAL11003	Interpersonal Skills & Change Management	10	x		x	Footnote 1
11	QUAL11025	Risk Management	10	x		x	Footnote 1
11	QUAL11026	Post Graduate Research Methods	20		x	x	Footnote 1
		Another appropriate option at Level 11 in discussion with the Program Leader					Footnote 2
11	QUAL11024	Professional Practice	60	x	x	x	Footnote 3

Footnotes for option modules

<p>Footnote 1: 80 credit optional modules must be taken to satisfy the PGDip requirement of 120 credits.</p> <ul style="list-style-type: none"> • Service Quality • Operations management for Sustainability • Interpersonal Skills and Change Management • Risk management • Post Graduate Research Methods <p>Footnote 2: Another module can be selected where there is up to a 20-credit deficit of optional modules and where the programme learning outcomes can be met. This must be done in discussion with the programme leader.</p> <p>Footnote 3: The Professional Practice module may be taken as additional credit and can be done through a work placement. Students completing the Professional Practice module will be awarded the Pg Dip Quality Management (Professional Practice). [Note that this module is offered subject to availability of suitable placement opportunities and cannot be guaranteed]</p>
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	<p>Level 11 – PGDip Criteria for Progression and Award</p>
	<p>In line with the Regulatory Framework, for the award of Postgraduate Diploma (PG Dip) Quality Management, at least 120 credit points must be achieved (including all core modules) of which a minimum of 90 are at SCQF Level 11 and none less than SCQF Level 10.</p>

	<p>PGDip in Quality Management (Professional Practice) may be awarded on successful completion of 180 credits from the above core and optional modules including Professional Practice.</p> <p>Distinction will be awarded in line with University Regulations and no imported credit can be used. (Regulations 3.35 & 3.26)</p> <p>Links: UWS Regulatory Framework; and Student Experience Policy Statement.</p>
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C. Masters

SCQF LEVEL 11 - MASTERS Learning Outcomes (Maximum of 5 per heading)	
Knowledge and Understanding	
A1	Critically evaluate evidence from a variety of topics.
A2	Develop a critical awareness of current issues in quality management and appropriate research
A3	Synthesise information from a number of sources in order to gain a coherent understanding of theory and practice
Practice - Applied Knowledge and Understanding	
B1	Consolidate and integrate knowledge gained from the taught modules and provide practical experience in applying effective strategies in quality management.
B2	Apply a range of research methods and techniques to a specialised area of quality management.
B3	Undertake skilled, competent, safe, evaluative and reflective sampling and analysis for quality improvement.
Communication, ICT and Numeracy Skills	
C1	Present a clear concise written report.
C2	Formulate and present a written volume of work on quality management or related area.
C3	Communicate effectively to expert and non-expert audiences.
Generic Cognitive Skills - Problem Solving, Analysis, Evaluation	
D1	Critically review, consolidate and extend knowledge and thinking in quality management or associated areas
Autonomy, Accountability and Working With Others	
E1	Manage time, prioritise workloads and recognise and manage personal emotions and stress.
E2	Take responsibility for personal and professional learning and development.

Learning Outcomes - MASTERS Core Modules

SCQF Level	Module Code	Module Name	Credit	Term			Footnotes
				1	2	3	
11	QUAL11020	Managing Quality	20	x		x	
11	QUAL11002	Statistical Quality Control	20		x	x	
11	QUAL11012	MSc Project	60	x	x	x	

Footnotes for Core Modules: N/A

Learning Outcomes - MASTERS Optional Modules

SCQF Level	Module Code	Module Name	Credit	Term			Footnotes
				1	2	3	
11	QUAL11001	Operations Management for Sustainability	20		x	x	Footnote 1
11	QUAL11008	Service Quality	20		x	x	Footnote 1
11	QUAL11025	Risk Management	10	x		x	Footnote 1
11	QUAL11003	Interpersonal Skills and Change Management	10	x		x	Footnote 1
11	QUAL11026	Post-Graduate Research Methods	20	x	x	x	Footnote 1
11		Another appropriate option at Level 11 in discussion with the Program Leader					Footnote 2
11	QUAL11024	Professional Practice	60	x	x	x	Footnote 3

Footnotes for option modules

Footnote 1: 80 credit optional modules must be taken to satisfy the Masters requirement of 180 credits.

- Service Quality
- Operations management for Sustainability
- Interpersonal Skills and Change Management
- Risk management
- Post Graduate Research Methods

Footnote 2: Another module can be selected where there is up to a 20 credit deficit of optional modules and where the programme learning outcomes can be met. This must be done in discussion with the programme leader.

Footnote 3: The Professional Practice module may be taken as additional credit and can be done through a work placement. Students completing the Professional Practice module will be awarded the Pg Dip Quality Management (Professional Practice). [Note that this module is offered subject to availability of suitable placement opportunities and cannot be guaranteed]

Level 11 MASTERS Criteria for Award
<p>In line with the Regulatory Framework, for the award of Masters Quality Management, at least 180 credit points must be achieved (including the above mentioned core modules) of which a minimum of 150 are at SCQF Level 11 and none less than SCQF Level 10.</p> <p>Those students who achieve 180 credits (including all core modules for this award) shall be eligible for the MSc Quality Management</p> <p>The MSc Quality Management will be awarded on successful completion of 180 credits excluding QUAL11024 professional practice.</p> <p>The MSc Quality Management (Professional Practice) will be awarded on successful completion of 240 credits including QUAL11024.</p> <p>Distinction will be awarded in line with University Regulations and no imported credit can be used. (Regulations 3.35 & 3.26)</p> <p>Links: UWS Regulatory Framework; and Student Experience Policy Statement.</p>

Regulations of Assessment
<p>Candidates will be bound by the general assessment regulations of the University as specified in the University Regulatory Framework .</p> <p>An overview of the assessment details is provided in the Student Handbook and the assessment criteria for each module is provided in the module descriptor which forms part of the module pack issued to students. For further details on assessment please refer to Chapter 3 of the Regulatory Framework.</p> <p>To qualify for an award of the University, students must complete all the programme requirements and must meet the credit minima detailed in Chapter 1 of the Regulatory Framework.</p>
Combined Studies

There may be instances where a student has been unsuccessful in meeting the award criteria for the named award and for other more generic named awards existing within the School. Provided that they have met the credit requirements in line with the SCQF credit minima (please see Regulation 1.21), they will be eligible for a Combined Studies award (please see Regulation 1.61).

For students studying at Level 11, they will *normally* be eligible for an exit award of PGCert / PGDip / Masters in Combined Studies.

Change/Version Control

Changes made to the programme since it was last published:

What	When	Who
<u>Updated Links:</u> <ul style="list-style-type: none"> • Academic Engagement Procedure • Equality and Diversity • University Regulatory Framework • Removed invalid links 	19/10/2023	C Winter
Guidance Note 2023-24 provided	12/12/23	D Taylor
General housekeeping to text across sections and addition of links and some specific guidance. Addition of Duration of Study and some other text – for CMA.	12/12/23	D Taylor

Version Number: PG 1 (2023-24)