

Becoming a Chartered Quality Professional – Application Guidance

This guide has been prepared to provide support, assistance and advice to you as you compile and submit your application to become a Member of the Chartered Quality Institute and a Chartered Quality Professional.

It is important that you understand the current requirements for becoming a Chartered Quality Professional. You should be confident that you meet them before making your application. These guidance notes will clearly outline what is required and provide useful examples for your reference.

When completing your application, please ensure that you include sufficient detail that highlights where you have met the requirements for Chartered status at the Member grade.

Please email your application form, together with any required documents to

New applicants
applications@quality.org

Current CQI members
membership@quality.org

Is this the right grade for you?

Definition of a quality professional

Chartered Quality Professionals are characterised by their ability to ensure:

- **Good Governance** – ensuring the interests of customers and stakeholders are understood and respected
- **Agile Assurance** – establishing methodologies to protect and enhance reputation through the mitigation of risk
- **Evaluation and Improvement** – transforming ways of working to maximise effectiveness and eliminate unnecessary cost

Thereby;

- Protecting your organisation's reputation
- Enhancing your organisation's reputation
- Improving profitability / value for money

You need to demonstrate the required level of competence, practical working, understanding and knowledge in your written submission.

CQI Competency Framework

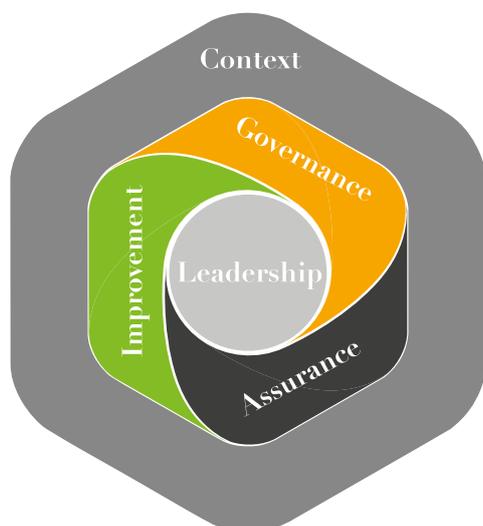
We assess all Chartered Quality Professional applications using the CQI Competency Framework. The Competency Framework sets out the abilities and types of behaviour that quality professionals need to master to be successful in their jobs.

It is structured around what quality professionals do (which falls into the categories of governance, assurance and improvement), the context in which we work, and the behaviours we exhibit, particularly leadership.

This framework, when used in conjunction with these guidance notes, will help you to establish whether you can meet the standard for Chartered Quality Professional status.

The CQI defines competence as having the ability to effectively discharge the responsibilities of any particular role as a result of;

- Having acquired the relevant knowledge and skills associated with the role
- Having acquired sufficient experience to consistently apply the relevant knowledge and skills
- Demonstrating the behaviours required to be successful in the environment in which one is operating.



Governance: Ensures that all organisation requirements are reflected in operational frameworks, policies, processes and plans, and that these meet all stakeholder requirements

Assurance: Embeds a culture of assurance to ensure that policies, processes and plans are effectively implemented, and that all outputs (both internal and deliverable) are consistent with requirements

Improvement: Facilitates a culture of evaluation (both qualitative and quantitative), learning and improvement which drives more effective, efficient and agile ways of working to support business strategy, enhance reputation and increase profitability

Leadership: Uses leadership behaviours to maximise influence and develop a culture of evaluation and improvement

Context: Uses domain and/or industry-specific knowledge to ensure effective implementation of governance, assurance and improvement



If you have questions or queries at any stage of the application process, please contact our Membership team;

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Requirements

Competence Area	Requirement	Notes
<p>Governance Ensure that organisation, customer and stakeholder requirements are reflected in policies, processes and plans</p>	<p>You will need to demonstrate a minimum score of level 3 in at least one of Governance, Assurance or Improvement, and level 2 in the remaining two areas</p>	<p>Organisation vs Product/Service Focus</p> <p>In the application form the Governance, Assurance, Improvement and Context competence areas have both an organisation wide focus and a product/service focus.</p> <p>It is adequate to have competence in both organisation and produce/ service in all areas, or a focus on one only</p>
<p>Assurance Embed a culture of assurance to ensure that policies, processes and plans are effectively implemented, and that all outputs are consistent with requirements</p>		
<p>Improvement Facilitate a culture of evaluation (both qualitative and quantitative), learning and improvement which drives more effective, efficient and agile ways of working to support business strategy, enhance reputation and increase profitability</p>		
<p>Context Use domain and/or industry-specific knowledge to ensure effective implementation of governance, assurance and improvement</p>	<p>You will need to demonstrate that you can score a minimum of level 3 in this competence area</p>	N/A
<p>Leadership Uses leadership behaviours to maximise influence and develop a culture of evaluation and improvement</p>	<p>You will need to demonstrate that you can score a minimum of level 3 in this competence area. As a minimum, all Chartered Quality Professionals must be effective Quality Planners and Quality Collaborators</p>	<p>The Leadership section has five sub sections. You may not be competent in all areas, which is acceptable</p>

Here to help

If you do not yet meet the requirements for Chartered Quality Professional, we can support you to develop your knowledge and skills. Contact us today.

Completing your application

CQP MCQI application / upgrade form

Please email this application form, New applicants: applications@quality.org

Your details

All parts of this application must be completed in BLOCK. If you need more space than the form allows please cut marked pages.

Personal details

Title _____
First name _____
Last name _____

Contact details

Name _____
Address 1 _____
Address 2 _____
Address 3 _____
City _____
Postcode / ZIP code _____
Country _____

Preferred correspondence details

Requirements

Becoming a Member of the CQI and a Chartered Quality Professional requires you to meet the following requirements:

We assess all Chartered Quality Professional applications for competence areas you must provide a minimum 500 word knowledge. If you wish, you may also include appendices:

- A minimum of level 3 in one of Governance, Assurance
- A minimum of level 3 in both Context and Leadership

Table 1

LEVEL	SKILLS & EXPERIENCE
1	Has not observed and is not able to describe the activities relevant to the competency
2	Has observed and is able to describe activities relevant to the competency
3	Is able to execute most activities related to the competency. Has undertaken in a number of times in at least one context similar experience
4	Is able to execute the activities relevant to the competency. Has undertaken the majority of them multiple times, unguided and in a number of contexts. Has developed or improved the activities.
5	Is able to adapt and improve the activities relevant to the competency. Has undertaken as subject matter expert. Has developed and/or managed the majority of the activities in a number of contexts.

For comprehensive advice on completing your app Professional Application Guidance before submit

If you have questions or queries at any stage of the application process, please contact our Membership team.

B. MY COMPETENCE: GOVERNANCE

Ensuring that organisation, customer and stakeholder requirements are reflected in policies, processes and plans.

My Governance competence statement

Please provide one or two examples which highlight your experience, responsibilities, expertise and the benefits to your organisation. You can use examples of any of the following:

G1 - Organisational governance

- **External focus**
What methods have you used to establish customer or stakeholder needs, expectations and views, and ensured that the organisation's policies, processes and plans reflect these needs?
- **Internal focus**
How have you developed process management capability across the organisation to deliver consistent results and ensure the organisation's policies, processes and plans are effective in meeting stakeholder expectations, removing variation, minimising operational risk and maximising efficiency?

G2 - Product & service governance

- **External focus**
What methods have you used to establish customer expectations and views and ensure that the product / service delivery team's policies, processes and plans reflect these needs?
- **Internal focus**
How have you developed process management capability for product / service delivery across the organisation to deliver consistent results and ensure the product / service delivery team's policies, processes and plans are effective in meeting customer expectations, removing variation, minimising operational risk and maximising efficiency?

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Your competence statement

For each competency area, you must provide a 500-word statement that relates to the competence in question.

The skills, knowledge and experience that you have developed over the course of your career should help you to meet the competence requirements. Your application should highlight what you have achieved in your career as a quality professional and demonstrate your personal contribution and commitment to the profession. You should be able to do this by selecting one or two examples from recent projects that will allow you to demonstrate;

- The breadth and/or depth of your knowledge and how you have applied quality management principles
- Your ability to understand customer, stakeholder and organisation requirements and ensure these are met
- How you have identified and resolved risks and opportunities
- Your level of responsibility and autonomy within projects or processes
- How your leadership and influencing skills have developed by undertaking these projects.

You will find a list of sub statements presented as examples for each competence and you should ensure that your statement broadly covers these aspects.

Chartered Quality Professionals require a level of knowledge of quality management principles, methods and tools at university degree level. To support your competence statement, you may choose to provide;

- Training or qualifications which have developed your competence
- Evidence of work which demonstrates your competence

Self-assessment of your competence

The CQI defines competence at five levels. For each competence area, you are asked to provide a self-assessment score. Your competence statement should support the score that you have assigned yourself.

Table 1

LEVEL	SKILLS & EXPERIENCE	KNOWLEDGE
0	Has not observed and is not able to describe the activities relevant to the competency	No awareness or understanding of the topics and range of knowledge relevant to the competency
1	Has observed and is able to describe the activities relevant to the competency	Awareness and some understanding of the topics and range of knowledge relevant to the competency
2	Is able to execute most activities relevant to the competency. Has undertaken them a number of times in at least one context, under supervision	Understands the topics and range of knowledge relevant to the competency. Is able to apply the knowledge in common situations.
3	Is able to execute the activities relevant to the competency. Has undertaken the majority of them multiple times, unsupervised and in a number of different contexts. May have developed or managed the activities.	Thorough understanding of the topics and full range of knowledge relevant to the competency. Can analyse and evaluate and can adapt and apply in most situations
4	Is able to adapt and improve the activities relevant to the competency. Could act as subject matter expert. Has developed, deployed and/or managed the majority of the activities in a number of contexts.	Has deep understanding of the topics and range of knowledge relevant to the competency. Can develop and create new knowledge and can apply knowledge in new situations.

To become a Chartered Quality Professional, you must demonstrate;

- A minimum of level 3 in one of Governance, Assurance or Improvement, and level 2 in the remaining two areas
- A minimum of level 3 in both Context and Leadership

Tips for completing your competence statements

All competence statements should be written in the first person and exclude any company jargon and acronyms.

Where applicable, support your competence statement with quantitative information e.g. number of direct reports, size of budget, as this will be of use to the assessors.

You can re-use examples of projects and activities that cover more than competence area

Please provide supporting evidence for each competence statement. There should be no more than two pieces of evidence for each statement, and one piece of evidence can cover multiple statements.

If you wish, you may also include an appendix containing a glossary of terms.

Proof read your application before submitting it to us



Quality Professional specialists

We also welcome applications from quality professionals who operate in specialised roles, such as;

- Project Quality Assurance
- Supplier Quality Assurance
- Compliance and Certification Management
- Business Improvement
- Management Systems Audit
- Customer Insight Management

We recognise that specialists may not meet the required level in all five competence areas. If this applies to you, please make sure that you provide evidence of the following;

1. In-depth knowledge with a degree of complexity of the specialist area
2. Broad awareness of the knowledge aspects outside your specialist area and how your work links with these.

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