

# INTERNAL AUDIT

## Quality Systems Management

Online Short Course



[www.biomedonline.co.uk](http://www.biomedonline.co.uk)



UNIVERSITY of  
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# Overview

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This 12-week online course, starting in April and October, is designed for:

- Biomedical scientists
- Clinical scientists
- Laboratory, hospital and health service managers
- Other healthcare professionals, including nurses, pharmacists and medical technical officers
- Quality managers
- Health and safety managers
- Risk and governance managers

## Course objectives

On completing this course successfully, you will be able to:

- Show how quality management systems, quality management frameworks and quality principles relate to a given area of healthcare.
- Show critical awareness of some of the key tools and techniques of quality management and their use in healthcare and to critically evaluate the use of statistical process control in a healthcare setting.
- Identify the costs associated with good and poor quality and the tools and techniques employed in your area of healthcare to ensure that a high quality, cost effective service is provided.
- Perform internal audits, raise non-compliance and improvement action notes, and to critically assess their use in healthcare to ensure continual improvement. Be able to produce and deliver a public presentation based on the outcome of research into internal auditing and the findings of your audits.
- Identify the customers served by your area of healthcare (both internal and external), critically assess customer satisfaction, including how this can be measured, and produce a professional report analysing the data to identify areas of good practice for shared learning and areas for improvement.
- Critically assess and consolidate information from a variety of sources including peer-reviewed scientific publications and then produce reports according to professional standards suitable for public presentations, as well as to participate in online discussion and debate.

## Course content

### Two workshops

- **Workshop 1:** an introduction to e-learning, your tutors and your course
- **Workshop 2:** course consolidation

### Guided online study

- Quality and Quality Management Systems
- Tools and Techniques
- The Cost of Quality
- Self-Inspection and External Assurance
- Customer Satisfaction

### Why study this course?

- It offers you a high level of student support, with a typical tutor: student ratio of 1:10
- Courses are approved for CPD by the Institute of Biomedical Science, the leading body for those working in the field
- Our courses offer you a flexible, practical way to learn, for CPD or towards a PG Cert, PG Dip or full MSc.

## Student Comments

“Completing my Quality Systems Management course helped me to have a greater understanding of the aspects of quality in the workplace. It definitely gave me a better insight and confidence for both my current and future job roles.”

### **Shazia Ismail**

Specialist Biomedical Scientist  
Birmingham Children's Hospital

“I'm so happy I picked this module, it answered many of my Quality questions and gave me a chance to get some hands-on experience by creating some QMS documents, whilst learning more about ISO standards. Tutors were very helpful and the frequent group chats really made me feel like part of a team.”

### **Tracey Torres**

Specialist Biomedical Scientist  
Barts Health NHS Trust

“The information and learning I received as part of the course was to a high standard, and this was especially true of our excellent course tutor.

I undertook the Quality Systems Management course while our department prepared for a UKAS inspection, and I was able to apply the knowledge and skills directly.”

**Rick Lovie**

Specialist Biomedical Scientist  
York Hospital Cytology Department

“The Quality Systems Management module gave me the additional knowledge to improve

my working skills by analysing the organisational structure, policies, procedures, processes, individual responsibilities and national and international standard requirements which are required for the quality of service and the benefit of our service users.

**Shantha Hapuarachchige**

Biomedical Scientist  
East Sussex Healthcare NHS Trust



# Key facts

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**Attendance:** 12 weeks (online)

## Entry requirements:

This course is aimed at employees across the health sector. You may already have a qualification in a science such as biology, biochemistry, chemistry or pharmacy at a range of levels, from HNC or BSc to PhD.

## Qualifications:

Each of our online short courses is worth 30 credits at FHEQ Level 7 (Master's level). You can complete four online short courses plus a workplace-based project in up to seven years for an MSc accredited by the Institute of Biomedical Science.

We also offer Postgraduate Certificates for successful completion of two online courses, or a Postgraduate Diploma for four courses.

Please see our website at [www.biomedonline.co.uk](http://www.biomedonline.co.uk) for details of the course options for our programmes in Biomedical Science (Online), Healthcare Management and Healthcare Quality Management.

## How to apply:

To make a booking, or to find out more, please contact us:

E-mail:

[biomedoffice@gre.ac.uk](mailto:biomedoffice@gre.ac.uk)

Website:

[www.biomedonline.co.uk](http://www.biomedonline.co.uk)

## Fee information

The schedule of fees is available at <http://www.biomedonline.co.uk/course-fees.html>.



A discount is available for members of the Institute of Biomedical Science and students who work at an organisation that is part of the Biomed Online Consortium (please see our website for the Consortium members).

## More online courses

- Advanced Human Genetics
- Analysis of Nucleic Acids
- Antibiotics
- Applied Haemostasis and Thrombosis
- Blood Transfusion
- Chromatography-Mass Spectrometry Analysis in Healthcare Settings
- Clinical Data Interpretation
- Diabetes and the Clinical Laboratory
- Diagnosis of Breast Cancer
- Diagnostic Haemostasis and Thrombosis
- Governance and Risk Management
- Haematological Malignancies
- Haemoglobinopathies
- Haemolytic Anaemias
- Healthcare Law and Ethics  
*(available from April 2022)*
- Immunocytochemistry in Diagnostic Cellular Pathology
- Implementing Advanced Quality Management
- Lung Disease
- Management of Healthcare Associated Infection
- Managing Learning and Development in Healthcare
- Medical Mycology  
*(coming soon)*
- Parasitology
- Point of Care Testing
- Renal Disease
- Robotics and Automation

**More courses coming soon...**

## Biomed Online Learning

E-mail:

[biomedoffice@gre.ac.uk](mailto:biomedoffice@gre.ac.uk)

Website:

[www.biomedonline.co.uk](http://www.biomedonline.co.uk)



## Full course specification



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