

QS TRAINING

TRAINING COURSE:
BUSINESS EXCELLENCE & EFQM



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www.qualityscotland.co.uk

EFQM Accredited Assessor Training

This course will provide participants with an in depth understanding of the EFQM Excellence Model and the ability to be a highly competent Accredited Assessor. This course is an excellent personal development opportunity.

Who should attend?

Those wishing to become Accredited Assessors for internal purposes or to participate in assessing for one of Quality Scotland's recognition schemes. Participants must have attended the *EFQM Self-Assessment* course prior to participating in this course.

What will you gain?

- Thorough understanding of the more detailed aspects of the EFQM Excellence Model and of the RADAR scoring matrix
- Good level of assessor skills through practical 'hands on' work based upon a high quality case study with feedback from very experienced tutors
- Develop the skills and knowledge to conduct assessments with a varying range of complexity, from single site, single nationality, to those where the organisation being assessed has sites in several countries and where the assessment team is made up of assessors from a number of different countries
- Be able to contribute effectively as a member of a high performing assessment team

Delegates receive a PASS for meeting pre-determined levels of performance against set competencies. They can use the words 'Accredited Assessor' on their CV's and on any publicity material. There is substantial pre-work associated with this course. Please allow for 6 weeks to complete the pre-work. This course can be run for members in-house on a Non-Accredited basis over two days or Accredited for 3 days. Contact Quality Scotland for details.

Quality Scotland, 11 Abercromby Place, Edinburgh EH3 6LB T: 0131 556 2333
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YOUR TRAINER

Gordon McCallum Quality Scotland

Gordon has over 30 years management experience in senior positions in industry, including heading up planning and operations teams and lead programmes in the UK, Europe and Africa. Gordon's specialist areas include the EFQM Excellence Model for which he is accredited and licensed by Brussels.

Gordon is currently the Director of Organisational Excellence within Quality Scotland where he oversees the training and accreditation of EFQM Assessors at an international level to meet the requirements of Quality Scotland's Awards Process as well as EFQM's European Awards. He is also the lead on Corporate Management team assessments on behalf of Quality Scotland.

Dr. Alaine Sommerville Quality Scotland

Having first learned about the EFQM Excellence Model whilst studying for a Masters in Business Administration in the early 1990s, Alaine has used the Model and self-assessment approaches in a number of organisations in which she has worked. She has also taken part as an assessor in the British Quality Foundation's and the EFQM's Awards processes. In 2006 she achieved a PhD from University College London on the applicability of the Excellence Model to higher education.

Alaine is currently involved in training on the 2-day self-assessment and 3-day accredited assessor courses both in-house and generic and manages a leadership and excellence programme with the Edinburgh Institute of Napier University Business School for those undertaking these two courses in conjunction with leadership and work-based learning modules to constitute a leadership pathway leading to a masters degree.

Alaine is also currently responsible for the development and facilitation of a college sector network to look at the applicability of the Excellence Model to that sector and has worked with articulation hubs to customise the EFQM Excellence Model for their purposes. She also manages a portfolio of member organisations from the wider education community.

Additionally, she manages a Knowledge Transfer Partnership with North Highland College of the University of the Highlands and Islands to create web based blended learning materials for Quality Scotland courses.

To book your place at this highly valuable learning and networking opportunity, log on to www.qualityscotland.co.uk or contact Frances Farrelly on 0131 556 2333 or email info@qualityscotland.co.uk.

Duration	3 days		
Cost			
Members:	£995.00 + VAT	Non-Members:	£1795.00 + VAT

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