

SG LEARNING & DEVELOPMENT
PROVIDING A SOLID
GROUNDING FOR
YOUR FUTURE

Diploma of Quality Auditing- BSB50920



The capacity to identify an organisation's current operational status against standards is a critical skill for those wanting to remain compliant as well as productive.

Combined with the ability to identify areas of improvement and to facilitate their integration with a view to managing risk, and an organisation not only remains compliant and productive, but flexible, innovative, competitive and profitable too.

The Diploma of Quality Auditing focuses on building the competency to lead an organisation's approach to ensuring systems, procedures, policies and practices are in line with industry, national or international standards in ways that enable both compliance and competitiveness.

Our Diploma of Quality Auditing graduates are able to apply to their workplaces skills and knowledge in:

- auditing codes of practice and ethics
- current quality auditing practices, principles and techniques
- ensuring relevant legislation is adhered to in everyday business operational practice
- creating effective stakeholder engagement practices, principles and techniques
- the organising, planning and time management practices required to sequence audit tasks, meet timelines, conduct inspections and interviews, and lead quality meetings
- risk management and problem solving skills to overcome any issues which may potentially affect an audit outcome
- the identification of continuous improvement approaches that encourage application and integration of quality audit findings
- leading a professional audit team.

Learning & Assessment Strategy

Every program is tailored to suit the group or individual, and we consult to ensure the integration of organisational strategic objectives, as well as team and individual performance outcomes. Our strategy takes a performance improvement focus that can be applied for immediate effect. It may include all, or some of the following:

- Attendance at workshops/coaching sessions
- SG Virtual Learning Centre
- 360 Degree Feedback Analysis
- Hogan Leadership Inventories (additional cost)
- Self Evaluation- Personality/Behavioural Profiling
- Setting professional developmental goals
- Conducting research, analysing and presenting information
- Evaluating work processes and best practice
- Planning and implementing a work based quality audit project
- Reflecting on work applied experiences to highlight opportunities to further refine skills, knowledge and application.

Students are provided with a current textbook and course materials to assist them with their learning. Our facilitators/assessors are both qualified and experienced in quality auditing and best management practices, which enables them to take a hands on coaching approach throughout the program.

SG Virtual Learning Centre

Our Virtual Learning Centre offers students and their workplace sponsor/manager an online coaching facility throughout the course of the program. Extra learning resources, discussion forums and the ability for managers to remain connected with progress enables program outcomes to be maximised on the job, ensuring a better return on investment for both the student and their organisation.

This qualification can also be completed completely on line in our VLC. This is not an "off the rack" e-learning activity where students have to read and answer questions on their own. Ours is a facilitated on line coaching experience with everyday access to both your learning and assessment materials and your coach. Call us for a demonstration of our approach.



Offering a customised program that brings 'real' results for you and your work place.

Delivery/Assessment Options

- **Group Training/Coaching**
- **Facilitated On Line Learning – SG Virtual Learning Centre – work with your own coach**
- **RPL**

A **Blended** workshop/online Learning option is available and may be discussed at the initial consultation.

Our Value

- Full Group training option includes up to 10 workshops
- Qualified experienced facilitators/coaches for full group training, fully online and blended delivery options
- Delivery and assessment strategies contextualised so you can apply skills immediately to maximise your return on investment
- Text, learning resources and VLC access included

Note:

Fees do not include venue hire, travel & accommodation or associated expenses.

Information in this brochure applies as at the issue date 30 October 2020.

SG Learning & Development reserves the right to refuse any application if we believe we do not have the appropriate resources, or cannot provide the required service to the client.

Contact

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Course Requirements

Successful completion of 12 units is required to achieve the Diploma of Quality Auditing – 4 core units and 8 elective units. 2 elective units must be selected from Group A, and 2 electives units from Group B.

Core

BSBAUD411 Participate in quality audits

BSBAUD511 Initiate quality audits

BSBAUD512 Lead quality audits

BSBAUD513 Report on quality audits

Group A – Audit and Compliance

BSBAUD412 Work within compliance frameworks

BSBAUD514 Interpret compliance requirements

BSBAUD515 Evaluate and review compliance

BSBAUD516 Develop and monitor processes for the management of breaches in compliance requirements

Group B – Transferable Skills

BSBCMM511 Communicate with influence

BSBCRT511 Develop critical thinking in others

BSBLDR522 Manage people performance

BSBOPS504 Manage business risk

BSBPEF501 Manage personal and professional development

BSBSTR502 Facilitate continuous improvement

BSBTWK502 Manage team effectiveness

Up to 4 elective units can be selected from other endorsed Training Packages and can be discussed for each individual's circumstances. This will be discussed in more detail at the initial consultation to ensure the units chosen are relevant to the work outcome, local industry requirements and qualification level.

Delivery & Assessment Strategy

We can provide group training, individual coaching, and online options in our delivery and assessment approach to enable qualifications to be gained in a way that will suit the workflow of the organisation, and the work/life balance of the participants.

Group Training (minimum of 5 participants)

Candidates attend up to 10 x 1 day workshops (dependent on numbers and experience of participants) that are highly interactive and include group activities, individual exercises and practical discussions that will address key aspects of auditing.

Coaching

Where group training isn't appropriate, we offer coaching of individuals or small groups (1-4 participants). Time involved and course structure is customised to suit.

Facilitated On Line Learning – SG Virtual Learning Centre (VLC)

Our VLC offers candidates an online coaching option for all or some of the units in their course. They participate in discussion forums with their coach, and complete assessment activities that are designed to break down assignments into manageable sized chunks. This option can be discussed at the initial consultation and can be tailored to suit both groups working together, and individuals working on their own.

Time Frame

The course usually takes 12-24 months to complete for a student who is working full time. The schedule can be adapted to suit individuals depending on previous experience, the amount of time the candidate has to achieve required competencies, and taking into consideration work/life balance and organisational priorities.

Recognition of Prior Learning (RPL)

We offer RPL to experienced candidates and provide a comprehensive package that their RPL coach will use to guide them through the RPL process.

Assessment

Our focus is the application and integration of competencies on the job, so our students practice key skills with the guidance of their coach and in collaboration with their workplace sponsor/manager. Assessment is practical and will include written/oral questioning, group exercises/discussions, self assessment and workplace activities, reviews and research. The major assignment will require the student to plan, prepare, lead and report on a workplace audit in their workplace. Access to a workplace to conduct the major audit project is a requirement of the course.