



## Diploma of Quality Auditing (BSB51607)

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Successful completion of all units will allow students to obtain and apply skills in the area of

- Leading an Audit
- Participating in an Audit
- Reporting on an Audit

Diploma in Quality Auditing requires 8 units, consisting of 3 core quality auditing units and 5 electives.

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Quality Assurance Manager
- Quality Facilitator
- Quality and Improvement Consultant
- Service Quality System Support Analyst.

After achieving the BSB51607 Diploma of Quality Auditing, candidates may undertake a qualification in a specialist area within the BSB07 Business Services Training Package such as marketing, management, human resources.



E Firstaid Pty Ltd is a Registered Training Organisation (RTO # 91232)



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## Module Selection

### Quality Auditing Units

BSBAUD402B Participate in a quality audit

BSBAUD501B Initiate a quality audit

BSBAUD503B Lead a quality audit

BSBAUD504B Report on a quality audit

### *Information Management*

BSBINM501A Manage an information or knowledge management system

### *Risk Management*

BSBR501A Manage Risk

### *Management*

BSBMGT502B Manage people performance

### *Workplace Effectiveness*

BSBWOR502A Ensure team effectiveness

# **Employability Skills**

## **BSB51607 Diploma of Quality Auditing**

### **Communication**

- adjusting interpersonal styles and methods as required
- communicating ideas and information to a wide range of persons
- consulting, questioning, clarifying and evaluating information
- negotiating follow-up action as required
- using excellent verbal and written skills to gather information and present formal audit reports

### **Teamwork**

- providing feedback to team members on their performance
- working with others and delegating roles and responsibilities to team members

### **Problem Solving**

- collecting, analysing, comparing and contrasting data
- providing strategies on how to address non-compliances
- solving problems in respect to risk and knowledge management systems

### **Initiative and Enterprise**

- adopting innovative approaches to learning and improving team members' skills
- identifying areas for improvement and recommending value adding activities
- leading an audit and offering flexible approaches to suit client's business

## **Planning and Organising**

- identifying risk and developing strategies to deal with it
- planning audit schedule and identifying resources required
- planning for contingencies, and monitoring and reviewing systems and activities

## **Self-management**

- managing own time and performance
- reflecting on own performance as an auditor
- working within organisational policies, procedures and legislative requirements

## **Learning**

- developing and maintaining own professional competence
- identifying learning needs and facilitating the management of knowledge
- maintaining currency of knowledge and skills in respect to risk and knowledge management

## **Technology**

- aligning data and information systems with the knowledge management system
- using technology to assist the management of information and to assist the planning process
- using word processing software and risk analysis tools