



Diploma in 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.



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Module Selection

Quality Auditing Units (compulsory 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

BSBR5K501A Manage Risk

Electives

Management

BSBMGT502B Manage people performance

BSBMGT516A Facilitate continuous improvement

Project Management

BSBPMG505A Manage Project Quality

Workplace Effectiveness

BSBWOR502A Ensure team effectiveness

Employability Skills

BSB51607 Diploma in 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