BSB51607 Diploma of Quality Auditing
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Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
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| Release 3 | This version first released with *BSB07 Business Services Training Package Version 8.0.*  
Elective unit BSBPMG505A Manage project quality replaced with BSBPMG513A (unit title remains unchanged). |
| Release 2 | New release of this Qualification with *version 6 of BSB07 Business Services Training Package.*  
- Unit codes updated  
- Outdated advice removed. |
| Release 1 | Initial release. |

Description

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.

Job roles

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

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB40207 Certificate IV in Business or other relevant qualification/s
- OR
  - with extensive vocational experience in auditing and without formal auditing qualifications.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administrator
- Project Officer
- Quality Assurance Officer.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake a qualification in a specialist area within this Training Package such as marketing, management, human resources.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

There are no entry requirements for this qualification.
**Employability Skills Summary**

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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<tbody>
<tr>
<td>Communication</td>
<td>• adjusting interpersonal styles and methods as required&lt;br&gt;• communicating ideas and information to a wide range of persons&lt;br&gt;• consulting, questioning, clarifying and evaluating information&lt;br&gt;• negotiating follow-up action as required&lt;br&gt;• using excellent verbal and written skills to gather information and present formal audit reports</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• providing feedback to team members on their performance&lt;br&gt;• working with others and delegating roles and responsibilities to team members</td>
</tr>
<tr>
<td>Problem-solving</td>
<td>• collecting, analysing, comparing and contrasting data&lt;br&gt;• providing strategies on how to address non-compliances&lt;br&gt;• solving problems in respect to risk and knowledge management systems</td>
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<tr>
<td>Initiative and enterprise</td>
<td>• adopting innovative approaches to learning and improving team members’ skills&lt;br&gt;• identifying areas for improvement and recommending value adding activities&lt;br&gt;• leading an audit and offering flexible approaches to suit client’s business</td>
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<tr>
<td>Planning and organising</td>
<td>• identifying risk and developing strategies to deal with it&lt;br&gt;• planning audit schedule and identifying resources required&lt;br&gt;• planning for contingencies, and monitoring and reviewing systems and activities</td>
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<tr>
<td>Self-management</td>
<td>• managing own time and performance&lt;br&gt;• reflecting on own performance as an auditor&lt;br&gt;• working within organisational policies, procedures and legislative requirements</td>
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<tr>
<td>Learning</td>
<td>• developing and maintaining own professional competence&lt;br&gt;• identifying learning needs and facilitating the management of knowledge&lt;br&gt;• maintaining currency of knowledge and skills in respect to risk and knowledge management</td>
</tr>
<tr>
<td>Technology</td>
<td>• aligning data and information systems with the knowledge management system</td>
</tr>
<tr>
<td>• using technology to assist the management of information and to assist the planning process</td>
<td></td>
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<tr>
<td>• using word processing software and risk analysis tools</td>
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Packaging Rules

Total number of units = 8
8 elective units

3 elective units must be selected from the Group A units listed below.

2 elective units must be selected from the Group A or Group B units listed below or from an equivalent level qualification within this Training Package.

The remaining 3 elective units may be selected from the Group A or Group B units listed below, or any currently endorsed Training Package, or accredited course at the same qualification level. If not listed below, 1 unit may be selected from either a Certificate IV or Advanced Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Elective units

Group A units

Information Management

BSBINM501A Manage an information or knowledge management system

Quality Auditing

BSBAUD402B Participate in a quality audit
BSBAUD501B Initiate a quality audit
BSBAUD503B Lead a quality audit
BSBAUD504B Report on a quality audit

Risk Management

BSBRSK501B Manage risk

Group B units

Management

BSBMGT502B Manage people performance
BSBMGT516C Facilitate continuous improvement

Project Management

BSBPMG513A Manage project quality
Sustainability

BSBSUS501A Develop workplace policy and procedures for sustainability

Workplace Effectiveness

BSBWOR502B Ensure team effectiveness