



BSB51615 DIPLOMA OF QUALITY AUDITING

COURSE INFORMATION

WELCOME TO ROI INSTITUTE AUSTRALIA

I am pleased to welcome you to ROI Institute Australia (RTO 30122), and would like to take this opportunity to congratulate you for choosing us as your training provider.

Our commitment with our students is to provide quality and relevant training options to support their professional preparation and continuous development.

ROI Institute Australia provides training that gives a return on your investment, by preparing you to produce positive impact in your workplace.

Our trainers are actively working in the industry as lead auditors, senior consultants, and managers. They maintain currency with compliance requirements, best practices, ISO standards, and all aspects of quality auditing by getting involved (hands on) in relevant projects.

They will bring the wisdom that you can only get from someone who has “been there, done that, for a long time”.

You will be the beneficiary of years of industry experience and training expertise that set our qualified and skilled trainers apart from the rest.



Javier Amaro
Program Manager

INTRODUCTION

Who is ROI Institute Australia?

ROI Institute Australia, founded in 2000, helps organisations to successfully deliver quality, compliant, and industry relevant training and education services. We do this by providing a range of training products (qualifications, skill sets, and units of competency).

Training products offered by ROI Institute Australia cover all aspects of a training organisation's operation, including:

- Managing and compliance,
- Design training,
- Deliver training,
- Assess competency-based training, and
- Demonstrate the Return on Investment (ROI) in training and Education.

Vision

Leaders in talent development

Mission

To develop, refine, and support Vocational Education and Training by building capabilities to manage, design, deliver, assess, and evaluate quality and industry relevant education.

COURSE OUTCOMES

Course outcome

This course will provide you the skills and knowledge required to work as quality assurance auditor, quality and compliance manager, quality facilitator, or quality and improvement consultants.



The responsibility of the quality and compliance professional is to plan, carry out and evaluate quality control systems to ensure that a company's practices conform to both internal and external standards.

Start the course today, you decide your way

Participants have access to our highly interactive Learning Management System (CANVAS). With immediate access to learning resources, including short videos, learning activities, and the mentoring of an experienced trainer/compliance manager/auditor.

Real application in the workplace, real solutions

As part of your assessments for this course, you are required to perform a minimum of two assessment validations, one internal audit, and develop a complete portfolio with all evidence required for a RTO re-registration application, under the supervision of an experienced auditor.



This is particularly important, because when you complete the program **you will have the skills, knowledge, and confidence to manage compliance.**

In addition to this, during the delivery of the course **your RTO will take great benefit from the performance of an internal audit, validations, and re-registration preparation under the supervision of an experienced auditor.**

Duration

On average, individuals take 12 months to complete the course. However, the time required to complete the course may vary depending on current skills and knowledge of applicants.

During the interview that forms part of the enrolment process, our trainers will review applicants' previous experience in VET compliance, and will set up a training plan to suit the individual needs of the applicant.

Delivery mode

This program is delivered using a combination of online and face-to-face options, including interactive online resources, webinars, workshops, and on-the-job activities, and provides participants great flexibility.

We follow training best practices and quality training technology. Using our world class LMS



CANVAS, participants have immediate access to training resources and trainers. A set of learning materials including case studies, videos, and structured learning activities are made available to students upon confirmation of enrolment. Participants have immediate access to trainers, through video communication, email, voice message, and telephone. We support your learning journey from the

beginning to the end.

Flip training

Learning activities available in CANVAS are the perfect preparation for the live classes. We structure the learning program to provide you with information and tasks to do before you attend our classes (online and face-to-face), so you can make the most of these trainer-led events.

The program includes a mix of 24 live webinars and 3 face-to-face workshops.

More flexibility to meet your needs

The 24 webinars (1.5 hours duration) are delivered live on a weekly cycle, but you can also watch the recording of the last live session in your own time. Face-to-face workshops are delivered at each capital city every three months. In this way, you will never miss a training event.



The sequence matters

This training program has been designed from a pedagogical perspective with a logical sequence that supports learning, to ensure you are building the skills and knowledge required to perform the job of the compliance manager in the most efficient way.

Based on our experience, and using the outcomes of extensive industry consultation, we have built this qualification including three sections that are aligned with the compliance manager's role

1. Regulatory Analysis

- 1.1. DEFGEN011 Interpret policy, legislation and regulations
- 1.2. BSBRSK501 Manage risk

2. Basic Auditing Skills

- 2.1. BSBADM502 Manage meetings
- 2.2. BSBAUD402 Participate in a quality audit

3. Advanced Auditing Skills

- 3.1. BSBAUD501 Initiate a quality audit
- 3.2. BSBAUD503 Lead a quality audit
- 3.3. BSBAUD504 Report on a quality audit

4. Continuous improvement

- 4.1. BSBMGT516 Facilitate continuous improvement

Delivery Plan

During the first section of the course: Regulatory Analysis, you will develop the skills required to plan and implement policies within your organisation to meet business and compliance requirements. During this section, we make emphasis using a methodical approach to interpret regulatory requirements, and adopting policies and procedures to ensure compliance and business success. You will learn to:

During the second section of the course: Basic Auditing Skills, we introduce the development of skills and knowledge required to participate and conduct quality audits.

During the third section of the course: Advanced Auditing Skills, the focus will turn to the use of internal audits as a primary tool to monitor and manage compliance. You will use the knowledge about regulatory requirements, and continuous improvements, plan, carry out and evaluate quality control systems to ensure that a company's practices conform to both internal and external standards

Workshops

The course includes the following optional workshops delivered in (Sydney, Melbourne,

Brisbane, and Perth)

- **Regulatory Analysis** - 2-day workshop
- **Basic Auditing Skills** - 1 day workshop
- **Advanced Auditing Skills** - 2-day workshop
- **Continuous Improvement** - 1 day workshop

On-the-Job assessments

The final stage of assessments includes conducting two internal audits (against RTO Standards), and the preparation of a portfolio to meet the requirements of a re-registration process with ASQA. These assessments can be organised to be conducted at your workplace, or if you don't have access to a RTO, we will allocate you a suitable workplace.

Recognition of Prior Learning (RPL)

Recognition of prior learning assessment is available to all participants. If you have some of the skills and knowledge included in this course, you can apply for RPL, and an individual training plan will be created for you based on the RPL outcomes. RPL opportunities are discussed during the application interview. The cost of the course may be adjusted based on individual training plans. If you want to apply for RPL please email us with your details, and we will arrange for an interview with one of our assessors.

ENROLMENT

Who is this course for?

This course is designed for individuals currently working at a RTO as compliance managers, or someone looking to work at a RTO as a compliance manager.

ROI Institute Australia is committed to non-discrimination and at all times complies with the equal opportunity and anti-discrimination legislation. Access to our courses is determined by the characteristics of the training product, requirements of the Training Package, the availability of training places and the payment of appropriate fees and charges.



Entry requirements

To be admitted in this course, applicants must demonstrate during the applicant interview their ability to:

- interpret and analyse information from a complex range of organizational documentation,
- write complex texts related to continuous improvement,
- use questioning and listening techniques to clarify requirements, and
- participate in spoken exchanges using clear language.

Enrolment process

Participants are required to complete an initial application form using our Student Management System. An interview with an assessor is booked, in which course outcomes, applicant's current skills, knowledge and expectations are discussed and assessed.

Participants that meet entry requirements are contacted by the RTO with the confirmation of enrolment, training plan, and login details to our LMS.

- Step 1** Complete and submit enrolment application form online
- Step 2** Applicant's Interview
- Step 3** Confirmation of registration
- Step 4** Login and individual training plan provided

Start Now

Participants can start anytime. ROI Institute Australia is offering a rolling intake and will consider applications sent at any time.

FEES, CHARGES AND REFUNDS

The cost of this course is: \$4,950 This cost also includes a complete set of RTO policies and procedures that participants take away from the course, and they are ready to be used.

RPL: The cost of the course may be adjusted to meet individual training plans.

Corporate group enrolments: Course fee discounts are available on RTO group enrolments, please phone our office on 1300 575 700.

Payment Plan:

A direct debit payment plan is available as follows:

In the case of one individual enrolment: 12 monthly instalments of \$412.50 per month

Refunds

Students at time of enrolment, have agreed to pay a fee for a specific course and enrolment period. Your enrolment is considered to have commenced once you have been provided with log in access to your course and course materials.

For written cancellations received prior to the course commencement date (when login

details are provided), we will refund all monies paid for that enrolment.

Withdrawal after course commencement

For written cancellations received after the course commencement date (when login details were provided), no refund will be given.

Withdrawal due to illness or hardship

In the case of a participant withdrawing from a course due to illness or extreme hardship, ROI Institute Australia may, at its discretion, allow a refund of the course fees.

The following conditions apply:

- Participant must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.
- Participant will forfeit 25% of the enrolment fee as a non-refundable administration fee.
- Notification of illness and / or intention to withdraw must take place at least two weeks prior to the enrolment end date.
- Participant must not have completed any assessment tasks or lessons associated with course.

Outstanding Fees

Your course may be suspended if payment has not been made in accordance with your signed Course Fee Agreement and payment plan.

We will attempt to recover outstanding fees by contacting you directly via the contact details you provided to us at enrolment (or updated throughout the training period).

Where applicable, we will discuss payment plan options and personal circumstances. If payment is not received in full at completion of training, any testamurs (Certificates, Diplomas, Advanced Diplomas or Statement of Attainments) will be withheld until all outstanding fees have been received.

If payment is still outstanding six (6) months from the planned completion date or the date upon which you were deemed competent in all units (which ever comes later), we will engage the services of a debt collecting agency to recover outstanding fees.

HOW TO CONTACT US

Call us at 1300 575 700

Email us at info@roiinstitute.com.au

Visit our website www.roiinstitute.com.au