



## **COURSE PROFILE**

### **COURSE IN AUDITING SKILLS FOR MANAGEMENT SYSTEMS**

**P-E COURSE CODE:** TRQA 029

**COURSE OUTLINE:**

Participants will be instructed on the techniques of planning and conducting internal (quality) audits, and coached during practical case study exercises. This will enable them to perform comprehensive audits on their Management System to the requirements of AS/NZS ISO 9001 for quality management, or other standards, eg Occupational Health & Safety, Environmental, and Standards for NVR Registered Training Organisations (SNR) etc. This training is suitable for Quality, Safety, and Environmental Managers, RTO compliance managers, and staff who wish to participate in internal audits.

**PRE-REQUISITES:**

None, however participants will find it useful if they have some prior knowledge of the relevant Standard(s) [eg ISO 9001, ISO 14001, AS/NZS 4801, OHSAS 18001, SNR] and of their own system documentation.

**COURSE DURATION:**

12 hours (over two days)  
(See *Assessment Method* details below)

**No. OF PARTICIPANTS:**

Maximum 15

**COURSE CONTENT:**

Summary of the audit function

- AS/NZS ISO 9001 audit requirements and the audit requirements of other standards
- management system requirements
- types of audit

The Classification process

- stages of an audit
- requirements of auditor, auditee and guide
- preparing checklists
- using approved forms
- conducting the audit
- reporting audit results

### Practical exercises

- exercise in communication skills
- case study work using theory and skills covered in course to conduct an audit, to be audited, and to observe an audit
- exercise in critiquing audit procedures
- exercise in writing non-conformances

### **LEARNING OUTCOMES:**

1. Explain the objective of internal audits
2. Describe the roles and responsibilities of all personnel involved in the audit process
3. Be able to plan and conduct an internal audit
4. Carry out effective internal audits on one's own system
5. Know how to report the results of internal audits

### **TRAINING STRATEGIES:**

- Group facilitation
- Group discussions
- Example of classifications
- Case study syndicate work
- Role playing
- Exercises in subgroups

### **TRAINING MATERIALS:**

- PowerPoint presentation
- Course manual/notes
- Handouts
- Case study materials

### **ASSESSMENT METHOD:**

Assessment of each delegate will be through:

- case study work (incorporating role play and simulations)
- practical exercises
- written reports
- oral questions
- short answer quiz
- workplace audits
- supervisor's report
- appraisal by trainer/assessor

Following the workshop you will need to provide the following evidence:

- evidence of your participation in at least four audits in the workplace including at least two audit checklists, two audit reports and two Non-Conformance Reports, including planned corrective actions, responsibilities and timeframes, all prepared by you; and
- a completed and signed Supervisor's report confirming you have demonstrated the required auditing skills to the organisation's standards in at least four workplace audits. This includes some responses from you based on your auditing experiences.

### **COURSE RECOGNITION:**

The course meets the requirements for the following nationally-recognised units of competency

BSBAUD402B  
BSBAUD504B

[Participate in a quality audit](#)  
[Report on a quality audit](#)



A numbered Statement of Attainment will be issued to each participant who meets the assessment requirements (see *Assessment Method* details above). We can provide audit opportunities at no cost for students who do not have workplace access to perform audits.

For those wishing to achieve certificate or diploma-level qualifications, these units may be used as two of the ten units required for BSB40207 Certificate IV in Business, or two of the eight units required for BSB 51607 Diploma of Quality Auditing.

**COURSE DESIGNER:**

Diploma of Occupational Health & Safety  
Diploma of Management  
Diploma of Quality Auditing  
Certificate IV in Training & Assessment  
Registered Lead Quality Auditor (RABQSA)  
Chartered Chemist (CChem MRACI)

**COURSE FEES AND HOW TO APPLY:**

In-house courses: Phone us to discuss your in-house training requirements and request a quotation.

**Contact:**

Phone or email William Ray on 0412 439 334 or [training@p-handley-walker.net.au](mailto:training@p-handley-walker.net.au)

Application forms and RTO Policies are available at <http://www.p-handley-walker.net.au/Training.html>

**Payment Terms:**

Payment must be received in full no later than 10 business days before date of course commencement.

Payments should be made directly into our Australian bank account as per our invoice.

***PLEASE NOTE:*** Course information is updated frequently. Please ensure that you have a current copy by contacting P-E Handley-Walker at [training@p-handley-walker.net.au](mailto:training@p-handley-walker.net.au) or calling (03) 9708 8809.