Diploma of Quality Auditing (BSB51607)

NATIONALLY RECOGNISED TRAINING

Psychiatric Disability Services of Victoria (VICSERV)

Centre for Excellence in Child and Family Welfare Inc.

100 Years 1912–2012

AIM OF TRAINING

Community service organisations operate in a context of increasing levels of regulation and compliance and developing effective and efficient systems for managing service standards is critical for organisational effectiveness, sustainability and service excellence. The risks of non-compliance require constant attention, and multi-program services, demand sophisticated management responses that can be internally monitored and managed.

The Diploma of Quality Auditing provides concentrated and comprehensive training in the theory and practice of managing and monitoring quality systems, processes and practices in community organisations. Participants will acquire the skills, knowledge and techniques that are required to plan, measure, monitor and improve the services designed to assist people we support. It will explore the systems, processes and practices involved in internally monitoring the quality of your organisation's service provision. It intends to support community service organisations focus on building effective and efficient quality processes and practices to support external compliance and internal continuous improvement practices.

LEARNING OUTCOMES

The course is both theoretical and experiential and will be built around planning and managing a continuous improvement project in the participant's workplace. By undertaking the course, you learn how to:

- Audit your current quality management system
- Plan, conduct and lead quality audits
- Develop an internal auditing systems and processes in your workplace as part of an audit team
- Implement a program for managing and monitoring compliance
- Identify, manage and implement risk management strategies
- Undertake preventative and corrective action to improve compliance and risk management
- Introduce risk management and compliance strategies, and look at the management challenges that are faced by many CSOs

An important emphasis of the course is to create efficiencies in compliance management across service programs and multiple compliance frameworks and standards. The course is generic, and is not contextualised for any particular set of standards. It also contributes to developing the skills and techniques required to manage audit and risk management activities in Community Service Organisations.

Participants will be assisted to undertake an audit of their current systems, processes and practices and to design their own auditing tools as part of the course.

NATIONALLY RECOGNISED

The BSB51607 Diploma of Quality Auditing is a Nationally Recognised Qualification from the BSB07 Business Services Training Package and the following units have been chosen and **customised for Community Services Organisations.**

Units of competence

BSBINM501A	Manage an Information or Knowledge Management System
BSBPM505A	Manage project quality
BSBMGT516C	Facilitate continuous improvement
BSBRSK501B	Manage risk
BSBAUD402B	Participate in a quality audit
BSBAUD501B	Initiate a quality audit
BSBAUD503B	Lead a quality audit
BSBAUD504B	Report on a quality audit

On completion participants will be able to :

- Audit an organisational quality system
- Identify and report on required improvements
- Manage, monitor and report on quality outcomes
- Assess the learning and development needs of an organisation around implementing a focus on quality outcomes
- Manage risk and implement corrective and preventative actions
- Manage the scheduling and preparation of quality audits
- Design audit tools and schedules
- Plan, undertake and report on a quality audit
- Follow up recommendations for improving compliance
- Demonstrate skills rand attributes required of an auditor

Participants will be required to negotiate with their own or other service organisations to conduct quality audit and risk management activities in a way which is useful and meaningful to those organisations. It is important to note that course time and assessment tasks will require work outside the classroom hours over the twelve month period.

WHO SHOULD ATTEND?

Managers and staff seeking to undertake lead auditor roles within their organisation, or wanting to carry out external / self assessment or peer audits of quality standards. The course is also suitable for people charged with the responsibility of developing and implementing compliance systems for an organisation.

SPECIAL RATE

This Diploma is being offered at a special rate for staff working in community service organisations:
$3,078 members (GST inclusive) both VICSERV & the Centre
$3,518 non members (GST inclusive) both VICSERV & the Centre

TAFE fees are over $4,000 for the same qualification.

FACILITATOR: Toni Reeves , Director InQvate and CBT Consulting PTY LTD

Toni Reeves has been involved with community service organisations for over 25 years and has a solid understanding of the current statutory and regulatory issues, trends and challenges impacting on small, medium and large community services organisations . Toni has been working with community service organisations in meeting the challenges of obtaining and maintaining industry service standards since 2007 . She has experience in developing "integrated quality management systems" that meet multiple certification requirements. Toni has a working knowledge and experience of compliance requirements hat impact on Child , Youth and Family , Disability , Aged Care, , Mental Health , Local Government , DHS , ABI and HACC service providers and has been working with the Centre of Excellence for the past four years in training organisations to internal auditing , continuous quality improvement and understanding certification ,compliance and service standards.

DATE AND TIME

14th May - Participate in a Quality Audit

28th May - Manage an Information Management System

25th June - Report on a Quality Audit; Initiate a Quality Audit

22nd July - Manage Project Quality

27th August - Manage Risk

10th September - Facilitate Continuous Improvement

10th October - Manage Risk

11th October - Lead a Quality Audit

28th & 29th November - Report on a Quality Audit

9.00am - 4.30pm each day

VENUE

Centre for Excellence in Child and Family Welfare
Level 5, 50 Market Street
Melbourne (cnr Flinders Lane)

COST

$ 3,078 members (GST inclusive)
$ 3,518 non members (GST inclusive)

Includes

- Course materials
- Morning tea, lunch and afternoon tea

ARRIVAL

8.45am tea & coffee available

PARKING

All day 'early bird' parking is available in parking garages located in both Market Street and Flinders Lane.

PUBLIC TRANSPORT

Flinders St and Southern Cross train stations are a 10-15min walk to the Centre.

INFORMATION

Places are limited so to avoid disappointment please register early.

Registrations

Centre for Excellence in Child and Family Welfare Inc.
Contact
Ph: (03) 9614 1577
Fax: (03) 9614 1774
Email: training@cfecfw.asn.au

Psychiatric Disability Services of Victoria (VICSERV)

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100 Years 1912–2012

REGISTRATION FORM: **Diploma of Quality Auditing**

Prospective participants may register for the Diploma as a whole or apply to register for individual units of competency. Registrations will only be accepted for individual units of competency after all registrations for the full Diploma are accepted.

Please PRINT CLEARLY

Fax to (03) 9614 1774 or mail:
Centre for Excellence in Child and Family Welfare Inc.
5th Floor, 50 Market Street, Melbourne Vic 3000

Please note the course times are: 9.00am - 4.30pm.
PLEASE MAKE CHEQUES PAYABLE TO: Centre for Excellence in Child and Family Welfare

Cost	Full Diploma	☐	$ 3,078	Members—GST inclusive
	Full Diploma	☐	$ 3,518	Non Members—GST inclusive
	OR			
	Per Unit	☐	$ 379	Members—GST inclusive
	Per Unit	☐	$ 459	Non Members—GST inclusive

Name

Position Title

Organisation

Postal Address

State Postcode

Phone Fax

Email

Manager's name, ph no and email

Billing Contact & Address (if different to above) (please include suburb and postcode)

Payment Method (please tick box)

☐ Cheque ☐ MasterCard ☐ VISA ☐ Please invoice

Card No

Card Holder Name

Expiry Date

Signature TOTAL

Cancellation Policy

Full Refund

We will issue a full refund if we:

1. cancel the course
2. reschedule the course.

Withdrawal

Participants who withdraw:

1. more than 14 days before course commencement – full refund
2. between 7-14 days before course commencement – refund minus 20% administration charge
3. less than 7 days – no refund.

Course Transfers

Participants may transfer from one course to another if vacancies exist. All course transfers will incur a 20% administration fee. No transfers can occur less than 7 days before course commencement.

Extenuating Circumstances

If there are extenuating circumstances participants should apply in writing, attaching any relevant documentation such as medical certificates. Application for special consideration does not guarantee acceptance.