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# RPL Application

Please note: There is a deposit of $400 required to be lodged with HBA prior to an RPL application being considered.

If your RPL claim is successful, the $400 will be deducted from your overall RPL application fee, however, if your RPL claim is not successful, the $400 is not refundable and will be considered as assessment fees for the RPL process.

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### Enrolment and Application

#### Applicant Details

Please complete the following application form: Please ensure mandatory fields identified with an astricts (\*) are completed. HBA cannot process your enrolment without these fields.

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| APPLICANT DETAILS |
| 1.  Qualification | BSB51615 Diploma of Quality Auditing  |
| 2.  Personal Details (Please provide your legal name as shown on your driver's license or passport) |
| \* Title (Mr, Mrs, Ms, Miss) |  |
| \* First Name |  |
| Middle Name |  |
| \* Surname  |  |
| \* Date of Birth |  |
| HBA Learning Centres will provide communication to you via your primary email address. |
| \* Usual Residence Address |  |
| Postal address if different from above  |  |
| \* Telephone Numbers | Mobile:  |
| Landline:  |
| \* Primary Email Address |  |
| Alternative Email Address |  |
| \* Gender  | [ ] MALE   / [ ]  FEMALE / [ ]  OTHER |
| \* Unique Student Identifier (USI)Completion of this section is a mandatory. You must obtain a USI prior to completing this section. For further information on the USI and to obtain your USI, visit <https://www.usi.gov.au/students>  |  |
| 3. Language & Cultural Diversity  |
| \* In which country were you born? | [ ] Australia[ ] OtherIf other, please specify:  |
| \* Do you speak a language other than English at home? | [ ] No, English only[ ] YesIf yes, please specify:  |
| \* How well do you speak English? | [ ] Very well[ ] Well[ ] Not well[ ] Not at all |
| Are you of Aboriginal or Torres Strait Islander origin? | [ ] No[ ] Yes, Aboriginal[ ] Yes, Torres Strait Islander |
| 4. Disability |
| \* Do you consider yourself to have a disability, impairment or long-term condition?  | [ ] Yes[ ] NoIf yes, please indicate the area:[ ] Hearing/deaf[ ] Physical[ ] Intellectual[ ] Learning[ ] Mental Illness[ ] Vision[ ] Medical condition[ ] Acquired brain impairment[ ] Other |
| If you have a disability, impairment or long-term condition, do you require assistance from HBA? | [ ] Yes[ ] No |
| 5. Schooling |
| \* What is your highest completed school level? | [ ] Year 12 or equivalent [ ] Year 11 or equivalent[ ] Year 10 or equivalent[ ] Year 9 or equivalent[ ] Year 8 or below[ ] Never attended school |
| \* In which year did you complete school? |  |
| \* Are you still attending secondary school? | [ ] Yes[ ] No |
| \* Have you completed any of the following qualifications?  | [ ] Yes[ ] NoIf yes, tick any applicable boxes;[ ] Bachelor degree or higher[ ] Advanced Diploma or associate degree[ ] Diploma (or associate Diploma)[ ] Certificate IV (or advanced certification/technician)[ ] Certificate III (or trade certificate)[ ] Certificate II[ ] Certificate I[ ] Other education (including certificates or overseas qualification not listed above) |
| 6. Employment |
| \* Of the following categories, which best describes your current employment status? | [ ] Full-time employment[ ] Part-time employment[ ] Self-employed and not employing other[ ] Employer[ ] Employed and unpaid worker in family business[ ] Unemployed and seeking part-time work[ ] Not employed and not seeking employment |
| 7. Study Reason |  |
| \* Which reason best describes your reason to study? | [ ] To get a job[ ] To develop my existing business[ ] To start my own business[ ] To try for a different career[ ] To get a better job or promotion[ ] It was a requirement of my job[ ] I wanted extra skills for my job[ ] To get into another course of study[ ] For personal interest or self-development[ ] Other reasons: If other, please specify:  |
| Privacy Notice |
| Under the *Data Provision Requirements 2012*, HBA Learning Centres (RTO 31261) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).Please [CLICK HERE](https://hba.edu.au/wp-content/uploads/2020/12/Privacy-Notice-for-Enrolment-as-of-1.01.2021.pdf) to read the Privacy Notice in full |
| Student Declaration and Consent |
| \* I declare that the information I have provided to the best of my knowledge is true and correct.[ ]  I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.[ ]  I provide approval for HBA Learning Centres to provide information to my employer regarding my progression through this course & a copy of my AQF certification documentation upon request |
| \* Learner Signature |  |
| \* Date |  |
| Parent/Guardian Signature(Parental/guardian consent is required for all learners under the age of 18) |  |
| Date |  |

#### Payment Details

A $400 deposit is required to commence your RPL Application process.  Please complete the following form.

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| NOTE: $400 DEPOSIT MUST BE INCLUDED WITH YOUR RPL APPLICATION FORM. RPL APPLICATIONS WITHOUT PAYMENT OR DIRECT DEBIT RECIEPTS WILL NOT BE PROCESSED UNTIL PAYMENT HAS BEEN CONFIRMED. |
| Bank or Personal Cheque and Money Orders;Please make payable to,HBA Learning Centres Pty Ltd.If you wish to pay by Direct Debit, please contact our accounts department (1300 721 503) for our bank details and a reference number.If you would like a Tax Invoice for your organisation, please contact our accounts department (1300 721 503) |
| Credit Card (MasterCard & Visa Only)Complete the form below. |
| Credit Card Authorisation Form |
| Cardholders Name:  |
| I authorise HBA Learning Centres Pty Ltd to debit the amount of $400 from my credit card. This amount is a non-refundable deposit for the processing of an RPL claim with the remainder of the RPL and any gap training fees payable by the learner should they choose to continue with the RPL claim and any training with HBA which relates to this application.   |
| Card Number:  |
| Expiry Date:    | Type of card       [ ]    Visa  [ ]   MasterCard  |
| Verification Number (this is the last 3 digits on the back of card):      |
| Signature:  |
| Date:  |

### Self-Assessment Questionnaire

###### If you’re not sure, then you probably don’t or haven’t done it!!

You will need to provide a response for each of the units listed below in the context of Nationally Recognised Training (NRT). People confuse non-accredited activities and material with NRT and don’t realise that everything is measured against the requirements of the Units of Competency found on [www.training.gov.au](http://www.training.gov.au)

###### NOTE: Please take the time to read through the unit requirements prior to completing your self-assessment checklist. If you are not completing a unit of competency, please place N/A in the spaces provided.

Complete the following table in relation to how often have you performed the following in the last (12) twelve months?

| BSB51615 Diploma of Quality Auditing Self-Assessment Questionnaire |
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| Applicants Name:  |       | Date Completed: |      |
| Unit Code and Title | I have performed these tasks |
|  | Frequently | Sometimes | Never |
| Units of Competency |
| BSBAUD402 Participate in a quality audit |[ ] [ ] [ ]
| BSBAUD501 Initiate a quality audit |[ ] [ ] [ ]
| BSBAUD503 Lead a quality audit |[ ] [ ] [ ]
| BSBAUD504 Report on a quality audit |[ ] [ ] [ ]
| BSBINM501 Manage an information or knowledge management system |[ ] [ ] [ ]
| BSBRSK501 Manage risk |[ ] [ ] [ ]
| BSBMGT516 Facilitate continuous improvement |[ ] [ ] [ ]
| BSBWOR502 Lead and manage team effectiveness |[ ] [ ] [ ]

**Note:** BSB51615 Diploma of Quality Auditing consist of only elective units. HBA will only issue this qualification when all four (4) BSBAUD units of competency have been obtained.

# BSB51615 Diploma of Quality Auditing Units of Competency

### BSBAUD402 Participate in a quality audit

This unit describes the skills and knowledge required to prepare for and participate in a quality audit as a member of a quality audit team. The types of audits may include external or internal systems audits or process or product/service audits.

The process includes reviewing designated documentation; identifying and developing checklists and audit related documentation; preparing audit schedules; gathering, analysing and evaluating information; and reporting findings to the lead auditor.

It applies to individuals with a broad knowledge of the quality auditing environment who analyse and evaluate information from a variety of sources to provide solutions to auditing issues, including unpredictable quality auditing problems.

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1. Review auditee documentation (P.C 1.1 to P.C 1.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Participate in developing audit schedules(P.C 2.1 to P.C 2.6) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Gather and analyse information(P.C 3.1 to P.C 3.5) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 4. Evaluate information(P.C 4.1 to P.C 4.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 5. Report findings(P.C 5.1 – 5.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther | [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |  |  |
| 6. Participate in exit meeting(P.C 6.1 – 6.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |  |  |
| **Performance Evidence**The candidate must demonstrate the ability to:* review and amend all relevant documentation
* develop an audit schedule using relevant tools and strategies
* use various methods to gather data and information to complete an audit, seeking specialist advice where appropriate
* use predetermined benchmarks to evaluate findings and formulate well-founded opinions
* develop a comprehensive report for the exit meeting, which analyses both context and consequences of the completed audit
* use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once. | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Knowledge Evidence**To complete the unit requirements safely and effectively, the individual must: * describe relevant auditing codes of practice or ethics
* outline auditing methods and techniques
* summarise current audit practices
* identify current industry products and/or services to assist in the auditing process.
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### BSBAUD501 Initiate a quality audit

This unit describes the skills and knowledge required to initiate and organise a quality audit with an auditee. It covers assessing the scope and objectives of a quality audit; communicating with the auditee regarding the proposed quality audit; identifying resources required to conduct the audit; and developing and submitting a quality audit plan. The types of audits may include external or internal systems audits or process or product/service audits.

It applies to individuals with a well-established theoretical knowledge base in quality auditing who are proficient in using a wide range of specialised, quality auditing and managerial techniques to plan, carry out and evaluate a quality audit. Individuals also supervise and monitor the processes and outcomes of others working in a quality audit team.

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1. Assess quality audit scope and objectives(P.C 1.1 to P.C 1.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Communicate with auditee regarding proposed quality audit(P.C 2.1 to P.C 2.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Identify resources required to conduct quality audit(P.C 3.1 to P.C 3.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 4. Develop and submit quality audit plan processes(P.C 4.1 to P.C 4.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 5. Prepare audit team(P.C 5.1 to P.C 5.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 6. Review auditee documentation(P.C 6.1 – 6.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |  |  |
| 7. Identify and prepare checklists and audit related documentation(P.C 7.1 – 7.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |  |  |
| **Performance Evidence**The candidate must demonstrate the ability to:* produce documented audit plans for auditees across a variety of contexts including:
* the scope and objectives of the audit
* proposed audit methods and techniques to be used
* required resources and schedules
* allocation of individual audit team member responsibilities for conducting the proposed audit.
* use terminology relating to quality auditing in written or oral communications

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once. | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Knowledge Evidence**To complete the unit requirements safely and effectively, the individual must: * identify the relevant auditing codes of practice or ethics
* describe auditing methods and techniques
* outline the requirements of auditing regulations and standards
* identify current audit practices
* outline quality auditing principles, techniques and systems
* describe the requirements of house or other style manual protocols for written communications
* identify software applications relevant to quality auditing activities
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### BSBAUD503 Lead a quality audit

This unit describes the skills and knowledge required to lead an audit team as it runs a quality audit. It covers conducting entry and exit meetings; identifying and gathering relevant information; managing audit team resources; and providing feedback to audit team members on their performance. The types of quality audit that may be covered by this unit include an external or internal systems audit or process or product/service audit.

It applies to individuals with a well-established theoretical knowledge base of quality auditing, who are proficient in using a wide range of specialised quality auditing and managerial techniques to carry out their own work and to supervise the quality audit team. It is relevant to audits where a lead auditor is responsible for a quality audit team

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1. Conduct entry meeting (P.C 1.1 to P.C 1.5) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Identify and gather information(P.C 2.1 to P.C 2.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Manage audit team resources(P.C 3.1 to P.C 3.5) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 4. Conduct exit meeting(P.C 4.1 to P.C 4.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 5. Guide team members in continuously improving their performance(P.C 5.1 to P.C 5.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Performance Evidence**The candidate must demonstrate the ability to contribute to:* identify all objectives, schedules and relevant information prior to commencement of audit
* demonstrate leadership and management of a quality auditing team
* manage the information gathering process by team members, and analysis, synthesis and reporting of the findings
* encourage team members to continuously improve their performance through feedback and self-critique
* use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once. | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Knowledge Evidence**To complete the unit requirements safely and effectively, the individual must: * describe quality auditing principles, methods and techniques
* outline the requirements of auditing regulations and standards
* identify current audit practices
* identify software applications relevant to conducting quality auditing activities
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### BSBAUD504 Report on a quality audit

This unit describes the skills and knowledge required to report on the outcomes of a quality audit and to take appropriate follow up action. It covers compiling audit results; preparing a report for the auditee/client; negotiating follow up action with the auditee/client; and monitoring and reviewing the auditing system and activities. The types of quality audit that may be covered by this unit include an external or internal systems audit or process or product/service audit.

It applies to individuals with a well-established theoretical knowledge base in quality auditing who are proficient in using a wide range of specialised quality auditing and managerial techniques to carry out their own work and to supervise the quality audit team. It addresses the function performed by either an auditor having sole responsibility for the audit or a lead auditor of a quality audit team.

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1 Compile audit results(P.C 1.1 to P.C 1.2) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Prepare report(P.C 2.1 to P.C 2.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Negotiate follow up process with auditee (P.C 3.1 to P.C 3.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 4. Monitor and review audit system and activities(P.C 4.1 -4.2) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |  |  |
| **Performance Evidence**The candidate must demonstrate the evidence to:* interpret audit results and produce a detailed audit report containing detailed analysis according to specified requirements
* negotiate follow‑up actions with auditees/clients
* determine future improvements in auditing methods
* use terminology relating to quality auditing in written or oral communications

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once. | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Knowledge Evidence**To complete the unit requirements safely and effectively, the individual must: * describe quality auditing principles, methods and techniques
* outline the requirements of auditing regulations and standards
* identify current audit practices
* identify software applications relevant to conducting quality auditing activities
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### BSBINM501 Manage an information or knowledge management system

This unit describes the skills and knowledge required to organise training for others for an information or knowledge management system and to manage the use of the system.

It applies to individuals who are responsible for seeing that key information and corporate knowledge are retained, accessible to others and improve business outcomes.

The unit applies to information or knowledge management systems which comprise policies, protocols, procedures and practices to manage information or knowledge within the organisation and among relevant stakeholders.

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1. Organise learning to use information or knowledge management system(P.C 1.1 to P.C 1.5) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Manage use of information or knowledge management system(P.C 2.1 to P.C 2.5) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Review use of information or knowledge management system(P.C 3.1 to P.C 3.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Performance Evidence**The candidate must demonstrate the ability to:Identify learning needs and plan and implement learning activities to enable personnel to use information or knowledge management system including* providing human, financial and physical resources as required
* use of coaching, mentoring, information sessions, workshops, training programs and e-learning as appropriate

Monitor performance and address issues and contingencies as they arise including* accessing technical specialists as required
* correct application of policies and procedures for the information or knowledge management system
* alignment and effectiveness of the policies and procedures
* effectiveness of information or knowledge management system for intended outcomes
* Recommend improvements to systems, policies and practices as appropriate
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| **Knowledge Evidence**The candidate must:* outline relevant legislation, codes of practice and national standards relevant to privacy, freedom of information and knowledge management

Explain organisational policies and procedures including:* records management
* information management
* customer service
* commercial confidentiality

Describe the organisational operations and existing data and information systems. | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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### BSBRSK501 Manage risk

This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

It applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1. Establish risk context(P.C 1.1 to P.C 1.8) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Identify risks(P.C 2.1 to P.C 2.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Analyse risks(P.C 3.1 to P.C 3.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[x]   |  |  |
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| 4. Select and implement treatments(P.C 4.1 to P.C 4.6) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |  |  |
| * **Performance Evidence**
* Evidence of the ability to:
* Analyse information from a range of sources to identify the scope and context of the risk management process including:
* stakeholder analysis
* political, economic, social, legal, technological and policy context
* current arrangements
* objectives and critical success factors for the area included in scope
* risks that may apply to scope
* consult and communicate with relevant stakeholders to identify and assess risks, determine appropriate risk treatment actions and priorities and explain the risk management processes
* develop and implement an action plan to treat risks
* monitor and evaluate the action plan and risk management process
* maintain documentation
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| **Knowledge Evidence**The candidate must:* outline the purpose and key elements of current risk management standards
* outline the legislative and regulatory context of the organisation in relation to risk management
* outline organisational policies, procedures and processes for risk management
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### BSBMGT516 Facilitate continuous improvement

This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

It applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation’s objectives.

At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1. Lead continuous improvement systems and processes(P.C 1.1 to P.C 1.5) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Monitor and adjust performance strategies(P.C 2.1 to P.C 2.2) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Manage opportunities for Further improvement(P.C 3.1 to P.C 3.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Performance Evidence**Evidence of the ability to establish systems and processes for continuous improvement that:* facilitate effective contributions to and communications about continuous improvement processes and outcomes
* address sustainability requirements
* incorporate mentoring, coaching and other support to enable people to participate effectively in continuous improvement processes
* capture insights, experiences and ideas for improvements and incorporate them into the organisation’s knowledge management systems and future planning
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| **Knowledge Evidence**To complete the unit requirements safely and effectively, the individual must: * explain how systems and procedures can support effective continuous improvement
* explain how continuous improvement systems and processes relate to other business systems and requirements including, knowledge management, quality, performance management and sustainability
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### BSBWOR502 Lead and manage team effectiveness

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

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| UNIT REQUIREMENTS(what you need to provide evidence for) | EVIDENCE CHECKLIST(Tick or mark X the evidence you are providing) | DESCRIPTION(Provide a brief description of evidence provided) | DOC No. | ASSESSOR COMMENTS(Assessor use ONLY) |
| 1. Establish team performance plan(P.C 1.1 to P.C 1.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 2. Develop and facilitate team cohesion(P.C 2.1 to P.C 2.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 3. Facilitate teamwork(P.C 3.1 to P.C 3.3) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| 4. Liaise with stakeholders(P.C 4.1 to P.C 4.4) | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Performance Evidence**The candidate must demonstrate the ability to:Use leadership techniques and strategies to facilitate team cohesion and work outcomes including:* encouraging and fostering shared understanding of purpose, roles and responsibilities
* identifying and resolving problems
* providing feedback to encourage, value and reward others
* modelling desired behaviour and practices
* develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities
* establish processes to address issues and resolve performance issues
* support team to meet expected performance outcomes including providing formal and informal learning opportunities as needed
* develop performance plans with key performance indicators (KPIs), outputs and goals for individuals or the team which incorporate input from stakeholders
* communicate effectively with a range of stakeholders about team performance plans and team performance
* facilitate two-way flow of information between team and management relevant to team performance
* evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once. | Third Party Report Job DescriptionsReferencesSamples of completed workConsultation RecordsCertificatesResumeOther |[ ]   |  |  |
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| **Knowledge Evidence**The candidate must be able to:* explain how group dynamics can support or hinder team performance
* outline strategies that can support team cohesion, participation and performance
* explain strategies for gaining consensus
* explain issue resolution strategies
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**Declaration**

I declare that:

• The information contained in this application is true and correct

• All copies of certificates are true copies issued to me by RTO’s or other parties as detailed on the certifications

*Note: All certificates will be verified by HBA Learning Centres, with the issuing RTO*

• All copies of other documentary evidence are genuine and accurately relates to my experience and skills

• The evidence provided relates to my own work and experience and not the work and or experience of others

Candidate Signature:  Date:

\* Electronic or typed signatures are acceptable.

Send us your Application

Email us your fully completed RPL application with the fee and we will provide you with feedback and an assessment outcome.

Email rpl@hba.edu.au

Third Party Authentication

**Instructions for the Learner**

1. **Identify someone (a ‘referee’)** who can verify that workplace evidence you are submitting towards BSB51615 Diploma of Quality Auditing is your own work.

 Your referee:

● must not be related to you

● must be credible—i.e. they are a supervisor or equivalent in your workplace

● must be willing to be contacted if an HBA assessor has queries about your evidence.

2. **Give your referee a copy of this page** (hard or electronic copy) and ask them to complete all required details below. This document will not be accepted if incomplete.

**Instructions for the third party referee**

1. **Complete** the questionnaire below

2. **Sign** the declaration where indicated (real signature required)

3. **Return** the signed declaration to the Learner.

4. **Submit** to HBA along with the associated workplace documents you are providing as evidence for the requirements of BSB51615 Diploma of Quality Auditing

Note: This document is supplementary evidence only. Submission of this document on its own, is not sufficient evidence for workplace documents.

Contact HBA Learning Centres if you have questions at assess@hba.edu.au

1300 721 503.

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| **THIRD PARTY REFEREE to complete.** |
| **Learner name**  |  |
| **Name of third party referee** |  |
| **Workplace** |  |
| **Position** |   |
| **Relationship to Learner** (e.g. supervisor) |  |
| **How long have you known the Learner?** |  |
| **Contactdetails** | Phone Number |  |
| Email |  |
| **Third Party declaration – I declare that:** |
| 1. The work to be submitted by the learner as evidence towards the requirements of the BSB51615 Diploma of Quality Auditing is, to the best of my knowledge, their own work2. I have provided true, accurate and current contact details above3. I am willing to have an HBA assessor contact me as required if they have queries about the learner’s evidence portfolio.  |
| **SIGNATUREof third party referee** |  | **Date signed** |  |

\* **The referee must provide a REAL signature**. If submitting your portfolio electronically, either ask the referee to insert an electronic signature below, or print this page, ask the referee to sign below, then submit a scan of the signed page