

# Tools for Improvement

**3 days**

This qualification will leave you with the knowledge and ability to get the best out of your auditing, from scheduling and planning the audit through to implementing effective corrective actions that actually stop the problem at its root.

The Applied Diploma qualification is provided across three courses, each with a unique focus; the first 2 day course details the principles and process of auditing, the second delivers practical management systems for the modern workplace, and the final module, Tools for Improvement, gives individuals the knowledge and tools to reliably manage risk and implement continual improvement within any organisation.

## **Important:**

- All course work and assessments are conducted and completed during class hours
- There is no homework
- Certificates are issued promptly upon the completion of the course
- We never cancel a course
- Trainers are practicing audit professionals



## **Learning Outcomes**

### **Modules**

#### **Tools for Improvement**

##### **Applied Diploma Part III**

- Understanding of modern risk management principles and tools
- Risk-based audit programme
- Implications of risk to an organisation
- Root cause analysis
- Problem solving
- Overcoming implementation issues
- Proven tools for continual improvement
- Ability to update and create effective procedures.

The course includes all learning materials, lunch, and refreshments.

\*Parts one and two of the Applied Diploma are able to be attended during the same week as our Integrated Management Systems Lead Auditor 5 day course, or attended separately.



## **Qualification**

Upon successful completion of the three modules, you will receive a Certificate for PwC51615, along with the units of competency completed during PwC's Applied Diploma, as follows:

- PwCAUD402 Participate in a quality audit
- PwCAUD501 Initiate a quality audit
- PwCAUD503 Lead a quality audit
- PwCAUD504 Report on a quality audit
- PwCRSK501 Manage risk
- PwCMGT516 Facilitate continuous improvement
- PwCPMG513 Manage project quality
- PwCSUS501 Develop workplace policy and procedures for sustainability.

Additionally, after completing parts I and II of the Applied Diploma of Quality Auditing, participants will receive an internationally-recognised Certificate of Attainment which lists the following 5 competency units from Exemplar Global:

- Exemplar Global AU – Management systems auditing
- Exemplar Global TL – Leading management systems audit teams
- Exemplar Global QM – Quality management systems
- Exemplar Global EM – Environmental management systems
- Exemplar Global OH – Occupational Health and Safety management systems.



## *Who should attend*

Designed to cater to people involved in auditing, system development or system maintenance, you should attend if you:

- want to become an internal management systems auditor
- want to become a 3rd party management systems auditor
- need to write and implement a management system
- are involved in the management systems process
- are managers responsible for their management system or management system auditing
- wish to consolidate their existing knowledge into a formal qualification.

Prior experience in auditing and management systems is not required.



## *Prerequisites*

There are no prerequisites for this course.



## *Assessment*

Throughout the sessions, you will complete a series of workshops which form the bulk of the assessment. A short multiple-choice exam at the completion of each module confirms the knowledge and understanding gained. You will receive continual assistance and feedback from the trainer.

It is important to remember that there are no take-home assessment items – all of your assessment is completed during course hours and there is no homework.



## *Trainers*

PwC's Auditor Training & Certification has a team of expert trainers who are all practising auditors in the fields of Quality, Environmental, and OHS Management Systems certification. Our trainers have great delivery and training techniques, and make the course relevant and practical with real auditing experiences.



## *How to enrol*

PwC's Auditor Training & Certification offers an easy, streamlined enrolment process – you can either enrol directly into your course online, or call us on

1300 95 96 92 to enrol over the phone.



## *Cost and Payment*

The cost of this course is \$1,800 (incl. gst) per person. Payment can be made either by direct debit or credit card. We do offer payment plans, however PwC must receive payment prior to the issuing of the certificate.



## *Where to from here?*

If you wish to become a registered third-party, or external Quality, Environmental, OHS, or Integrated Management Systems auditor with Exemplar Global, you will need to complete the Becoming a Skilled Lead Internal/External Auditor course, along with at least one discipline (Quality, Environmental, OHS, or Food Safety) available in either our Integrated Management Systems Lead Auditor or Food Safety Management Systems Lead Auditor courses. Once you have obtained the relevant Exemplar Global competencies, you can follow either a qualification-based certification path, or a competency-based path. A full explanation of the requirements to become certified with Exemplar Global can be found [here](#), or contact us for more information.



## *Contact us*

If you would like more information or to enquire about enrolment, please call us on 1300 95 96 92, or email your PwC Auditor Training & Certification representative.

[www.auditortraining.pwc.com.au](http://www.auditortraining.pwc.com.au)

