BSB50920 - Diploma of Quality Auditing

Enriching Industry Standards

BSB50920 - Diploma of Quality Auditing

Thank you for considering Axiom Compliance Learning (RTO 40918) as your training provider.

This course is customised for the (Pathway II) entry-level qualification for Fire Safe Assessors, including the four mandatory units required for Pathway II. A fresh industry standard will be created by combining auditing with an experienced industry individual to assess fire safety measures. Assessors will produce reports in accordance with the guidelines and criteria for auditing compliance against benchmarks specified in relevant codes, regulations, and Australian Standards. This qualification supports professional development and career progression in fire safety compliance.

By combining training with practical knowledge, our program ensures learners can confidently perform workplace tasks, strengthen their competence in fire safety compliance, and support professional growth and industry capability.

Licensing/Regulatory Information

All work must follow relevant laws and industry standards. Some tasks, such as installation, replacement, maintenance, and repair, can only be carried out by licensed professionals and may be outside the scope of this course.

Licensing rules vary between states and territories, and completion of this course alone may not meet those requirements. It is the individual's responsibility to understand the regulations that apply to their role and ensure safe, compliant practices.

Unit Covered

Core units

BSBAUD411	Participate in quality audits
BSBAUD511	Initiate quality audits
BSBAUD512	Lead quality audits
BSBAUD513	Report on quality audits

Elective units

BSBAUD412	Work within compliance frameworks
BSBAUD514	Interpret compliance requirements
BSBSTR502	Facilitate continuous improvement
BSBOPS504	Manage business risk
CPCCBC4012	Read and interpret plans and specifications
CPCSFS5014	Conduct annual fire systems inspections
CPCSFS5015	Prepare documentation for annual fire systems inspections
PUAFIR507	Inspect building fire safety systems

Pathway Information

Upon successful completion of BSB50920 - Diploma of Quality Auditing, learners are issued with a nationally recognised Statement of Attainment.

Vocational outcomes may include employment in roles involving fire compliance assessment. Learners are encouraged to review the relevant training package on training.gov.au for details on qualification packaging rules and pathways.

Program Outline

Blended Learning (also known as **Hybrid Learning**) is our flexible and effective training approach that combines **technology-based online learning** and **practical tasks** with **Zoom virtual real-time** training sessions.

This method is designed to provide a well-rounded learning experience that supports both theoretical knowledge and real-world application.

What Blended Learning Involves

Zoom Virtual Real-Time Training: Conducted in a virtual classroom environment, Zoom sessions provide real-time interaction with trainers and peers. These sessions may include live presentations, group discussions, and opportunities to ask questions, ensuring learners receive the same level of engagement and support as face-to-face delivery. **9 am to 2-3 pm**. (Not all courses can be facilitated via Zoom).

Online Learning Components: These may include interactive Knowledge Assessment questions, inductions, and video tutorials. This allows for self-paced learning and the ability to revisit content as needed.

Practical Tasks: Involve learners in completing real-world activities. These tasks reinforce the application of knowledge in practical contexts and contribute to the development of competencies. Access to necessary equipment is required.

Benefits of Blended Learning

- **Flexibility**: Learners can balance study with work and personal commitments by completing theory online and practical tasks.

- **Enhanced** Understanding **Through Face-to-Face Instruction**: In-person sessions offer valuable opportunities for real-time feedback, peer interaction, and deeper engagement with course content.

- **Real-World Relevance**: Practical activities ensure that learning is directly aligned with industry requirements and day-to-day inspection and testing functions. Applying knowledge in real inspection scenarios, using actual tools and procedures

- **Enhanced** Engagement: A combination of delivery methods keeps learners engaged and caters to different learning styles.

- **Efficient Use of Time**: Online components reduce the need for extended classroom time, while face-to-face sessions focus on key areas that benefit from live interaction.

Blended learning ensures that learners not only understand the theory but can competently apply it in real-world activities—making it an ideal approach for vocational and compliance-based training programs.

Online activities

Online activities are completed throughout the course. Students are required to research, prepare, and submit their assessments through our eLearn platform. Assessment tasks involve completing procedures, using templates, and applying available resources in response to real-world performance scenarios. Interactive online Knowledge Assessment questions aligned with course topics are also included. Students may refer to training materials, course notes, and other relevant references to support their responses.

Practical Tasks

Students are required to complete a range of practical tasks that reflect real-world industry practices. These tasks involve developing documents such as service reports, inspection records, and other outcomes commonly encountered in the fire protection industry.

Practical tasks will be undertaken both:

- **During the face-to-face training session**, under the observation of a qualified trainer/assessor, and

- **In the workplace or** commercial **space, not necessarily visited on the job,** Students must have access to a workplace or simulated environment with the buildings necessary to complete required tasks.

The course is structured to support a **step-by-step learning process**, with clear, logically sequenced activities. Each task is directly aligned with course content and current industry requirements, enabling assessors to determine whether students can competently apply their knowledge and skills in practical contexts.

Practical Task Performance Evidence Required

To successfully complete the course, students must:

- **Five on-the-job tasks performing Audits using various documents, service reports, building plans, Codes, Regulations and Australian Standards.**

- **Five on-the-job tasks performing Fire Safety Assessments using various documents, building plans, service reports, codes, regulations and Australian Standards.** (this is a requirement of the training package)

Note: Some work performance tasks are completed during the face-to-face training session and count toward the required assessment evidence.

Assessment of Practical Tasks

Students are allowed up to **two (2) assessment attempts** for each practical task.

- If a submitted task is assessed as **"unsatisfactory"**, students will receive feedback and be given a **second opportunity** to complete the task.

- If the second attempt is also assessed as unsatisfactory, students may request a **third attempt**, which will incur a **reassessment fee**. See the fee schedule on the Axiom Compliance website.

We encourage students to carefully review all feedback and to reach out for support if clarification or guidance is needed before resubmitting. Additionally, check your dashboard for any helpful support tutorials.

Academic Integrity

Students must submit their own original work for all assessments. Plagiarism, copying, or using another person's work is not permitted and may result in the assessment being deemed Not Yet Competent, with further action taken in line with Axiom's policies.

Assessment Time frame

The standard timeframe for marking and providing feedback on submitted assessments in the RTO / VET sector (Australia) is 7 to 14 calendar days from the date of submission. This allows assessors sufficient time to review the work thoroughly and ensure all competency requirements are met.

Students will be notified if any delays are expected, and feedback will be provided as promptly as possible to support ongoing learning and progression. Assessors are automatically notified when assessments are submitted via eLearn, and submissions are marked in the order they are received. Unfortunately, we cannot prioritise one student's assessment over another; our system is designed to give all students equal priority.

Students have the right to appeal an assessment decision or make a complaint. Details of the Complaints and Appeals Policy are available on our website and in the Student Handbook.

Course Duration and Class Size

The course duration consists of a scheduled **one four-day block and one two-day block, Students have up to eighteen months** from the delivery date to complete all required online learning and workplace-based tasks. To ensure high-quality training and personalised support, class sizes are limited to a maximum of 10 participants per course.

Your eLearn platform opens **14 days prior** to the scheduled training dates, allowing you to commence your foundational module, become familiar with the system, and begin your online work. Students are provided with a course duration to complete all online assessments, knowledge questions, and practical workplace tasks. Specific dates are outlined on your **enrolment confirmation email and on your eLearn platform**.

If you are unable to complete your online or workplace assessment requirements within your course duration, you may request a **one-month complimentary extension** through your eLearn dashboard. All extension requests must be submitted **before your course duration ends**.

Please note:

- Your course will be **automatically removed** from the eLearn platform once your course duration ends
- If this is the only course on your account, **your eLearn login will also be deactivated**
- To regain access, you will need to contact our office and apply for a two-month course extension. A fee will apply in this case; see the fee schedule on the Axiom Compliance website
- Course extension may only be applied for within the six months following the original course end date

We encourage all students to manage their time effectively and reach out early if they anticipate needing additional support.

Student Support at Axiom

To support students on their learning journey, Axiom Compliance Learning provides the expertise of highly skilled and motivated trainers and assessors with current industry experience. These professionals create an interactive, engaging, and supportive learning environment to facilitate learning. Additionally, the student management team is readily available to assist with questions and offer support with online coursework, ensuring that students receive the necessary guidance to succeed in their studies.

At Axiom, we provide comprehensive support to help our students succeed throughout their training, whether completing homework online or tackling workplace tasks.

Zoom Support Sessions (Free)

We host open Zoom meetings, where our trainers are available to assist with any questions or challenges you may encounter while completing your workplace tasks and online work. These sessions provide real-time support and guidance and are typically scheduled on Mondays and Wednesdays from 5 p.m. to 7 p.m. For specific dates, please check your student dashboard or call the office.

On-Site Support at our Somersby facility – Friday Student Support Days (Free)

Students are welcome to utilise our new facility in Somersby, Central Coast, NSW, during our Friday Student Support Days. This dedicated time allows you to:

- Complete your online work with our trainers on hand
- Ask questions and receive personalised assistance in a supportive environment
- Complete your work tasks using on-site resources
- Get away from work or home to focus on your training

For specific dates, please check your student dashboard or call the office.

Axiom also has access to referral resources to support students in areas outside of training. These include, but are not limited to, services such as Beyond Blue, mental health support services, and the Reading Writing Hotline, a free and confidential service that assists adults seeking support with reading, writing, maths, or English language skills.

If you need assistance or would like to talk through available options, please reach out — our team is here to help.

Employer Support and Collaboration

Axiom provides employers with **tools, guidance, and video tutorials** to help their team navigate training, complete workplace tasks, and access support, all while maintaining **student confidentiality and privacy**.
This approach helps employers **stay informed, support timely progress, and achieve meaningful outcomes** from their investment in their team's skill development and career progression. See Website Study with Axiom

Computer Skills

Students must have access to a computer/laptop and be able to use standard office applications such as Microsoft Word for document creation and data handling, PDF software for viewing and managing digital documents, and web browsers for online research and access to learning platforms. Where Zoom training or support is undertaken,

students will need a computer or laptop with a webcam (built-in or external).

Our eLearn Platform

Our **intuitive and user-friendly eLearn platform**, regarded as the **best in the industry**, offers a seamless learning experience, making it easy to access course materials, assessments, support, reminders, and to stay fully informed throughout your training. Learners begin with the **foundation module**, which includes video tutorials and clear explanations on how to navigate the platform. The system is designed to be easy to use, putting all your learning tools and resources at your fingertips and ensuring you can progress through your training efficiently and confidently.

Language Literacy, Numeracy and Digital Skills

Language, literacy, numeracy and digital skills are critical to almost all areas of work. Particularly true in many vocations where language, literacy, numeracy and digital skills influence workplace practical tasks and written work instructions.

To support this approach, Axiom Compliance Learning will:

- Assess a student's language, literacy, numeracy and digital skills when applying for enrolment to ensure they have adequate skills to complete the training
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills delivered
- Refer students to the external language, literacy and numeracy support services that are beyond the support available within Axiom Compliance Learning and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary

Access and Equity

Axiom Compliance Learning is dedicated to offering training and assessment services that are inclusive and accessible to all learners.

We have established practices to support the following:

- All students are treated fairly and respectfully, regardless of their background, age, gender, cultural identity, or ability
- Flexible learning and assessment options are provided, where possible, to support individual needs
- Additional support services or referrals are available for students who may require assistance with language, literacy, numeracy, or other learning needs

Our trainers and staff are committed to upholding these principles to ensure equal opportunity for success in all training programs.

Respectful Behaviour In-person and Zoom training

Students are expected to treat trainers, staff, and fellow learners with respect at all times. A safe and inclusive learning environment relies on everyone contributing positively and professionally.

Whether attending face-to-face or via Zoom:

- Arrive on time and be prepared
- Use inclusive and respectful language
- Stay attentive, avoid distractions and multitasking
- Participate actively
- In Zoom sessions, keep your camera on where possible and mute your microphone when not speaking

Course Fee

$5800 excl. no GST on accredited training.
This fee includes the four common units for Pathway II.
This fee is usually invoiced at $3350 for auditing units and $2450 for the four common units Pathway II
 Please note that **10%** of this fee is retained as a non-refundable administration fee.
Refunds are managed in line with Axiom Compliance Learning's Refund and Cancellation Policy, as outlined in the Student Handbook and on the website.

Unique Student Identifier (USI)

A USI is required for all nationally recognised training. It enables access to your training records and must be provided for Axiom Compliance Learning (RTO 40918) to issue your Statement of Attainment. Create one free at www.usi.gov.au.

Applying for Enrolment

Apply for enrolment. **Link course dates,** choose your course, and click to complete the application. This will include your LLND assessment and require your information (approximately 10-15 mins).
No payment is required when registering for enrolment.

- Upon completion of your application, your place will be reserved, and you will receive an email confirming that we have received your application. If the course is scheduled to commence within the next month, our team will finalise the enrolment process and issue an enrolment confirmation email, including an invoice, within one week. For courses scheduled for future dates, the enrolment confirmation and invoice will be sent approximately one month prior to the training date. Our team will contact you if any additional information or an interview is required as part of the enrolment process.

- Course commencement is defined as the point at which the student is provided access to training materials, including the foundation module and assessment activities. Axiom courses commence when eLearn portal login details are issued via email, typically 14 days prior to the scheduled Face-to-Face or Zoom training session. At this time, the online learning component and foundation module are available to commence.

- The payment dates are identified on the invoice. Students will receive an email confirming details of the face-to-face or online sessions and Zoom links.
See Course Fees, Payments, Refunds and Transfers (Axiom Website Study with Axiom Compliance)

Study with Axiom Compliance Learning

Our website contains detailed student information. We encourage all students to review this essential information carefully.

- Choosing the Right Course
- Register For Enrolment
- Course Fees, Payments, Refunds and Transfers
- Student Support Services
- Employee Collaboration
- Unique Student Identifier (USI)
- Students' Rights and Responsibilities
- Student's Language Literacy, Numeracy and Computer Skills (LLND)
- Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Student eLearning Platform
- Complaints and Appeals
- Student Video Library
- Prepare for Training
- Location Details
- Forms and FAQS

- Our Commitment to Quality and Continuous Improvement
- Training Assessment Course Duration and Certification
- Regulatory Information- Licencing or Accreditation - Fire Industry and Restricted Electrical
- Student Handbook

Training and Assessment

All nationally recognised units and qualifications must comply with the **training package rules** outlined on **training.gov.au**. RTOs are responsible for developing their own training and assessment materials, which must meet these requirements and align with the **Standards for RTOs**.

Choosing a provider that does not follow these standards may affect the validity of your qualification, particularly if improper assessment practices or shortcuts are used. At Axiom Compliance Learning, we follow RTO standards and are committed to providing **high-quality, compliant training and assessment**.

Issuing of Certification

In accordance with the Standards for RTOs, Axiom Compliance Learning will issue a Statement of Attainment within 30 calendar days of the learner being assessed as competent, provided that:

- all required course fees have been paid in full; and
- A valid Unique Student **Identifier** (USI) has been supplied

This ensures that your results are recorded promptly and recognised nationally.

Can you apply for Recognition of Prior Learning (RPL) – What You Need to Know

RPL is not a shortcut, it is a formal process to recognise your existing skills and knowledge. You must provide valid, current, and sufficient evidence to prove your competence. It does not stop the need for completing reports/forms, knowledge assessment questions.

Mandatory RPL Induction

All learners must watch an RPL induction video before starting RPL. The video explains the RPL process, assessment methods, evidence requirements, and your responsibilities.

Evidence Requirements

Axiom Compliance Learning will determine what evidence is required.

Evidence may include:

- Workplace documents, portfolios, or third-party reports
- CV or resume outlining your relevant experience (you will be provided a checklist to guide what information to include)
- Competency conversations or interviews
- RPL tasks designed to show your skills and knowledge
- Online Knowledge Assessment questions
- Practical demonstrations or skills observations by a qualified assessor
- Workplace tasks or challenge assessments

In accordance with the Standards for RTOs:

- **Only** evidence that directly demonstrates competence for the specific unit can be accepted. Evidence from other qualifications, similar subjects, or unrelated training packages cannot be used alone
- **Only** current evidence will be accepted. Axiom deems current for this industry/unit to be within the last 2 years.

Important Notes

- RPL is a thorough, evidence-based process. General experience alone is not sufficient. All evidence is assessed against unit requirements and industry standards
- If evidence is insufficient, additional training or assessments may be required, and additional fees could apply
- Successful RPL earns a Statement of Attainment, formally recognising your competence

Remember: Be prepared — Axiom will select the evidence you must provide, including a CV guided by our checklist.

Axiom Compliance always recommends face-to-face training over RPL, as it provides valuable opportunities to develop new skills and gain up-to-date industry knowledge

Axiom Compliance Learning recognises AQF certification issued by other RTOs. Students may apply for Credit Transfer (CT) where they hold equivalent units.

Somersby Training facility

Our **Somersby training facility** is one of the **largest specialised fire industry training centres in Australia**, purpose-built to support immersive, hands-on learning that mirrors real workplace environments. Equipped with industry-grade tools, equipment, and training resources, the centre enables learners to build confidence, refine practical skills, and experience training that reflects the demands of fire protection inspection, testing, compliance, and safety roles. **The facility is constantly evolving, with new equipment and resources added regularly** to reflect the diversity of the industry and ensure learners gain experience with the latest tools and technology required for testing, inspection and installation. Designed for engagement, capability, and professional growth, the Somersby facility demonstrates our commitment to delivering exceptional, industry-focused training that prepares you for success in your career.

Your success is important to us. Our team is committed to supporting you every step of the way.

If you have any questions regarding the information in this brochure, our team are happy to help.