



THE BEST QUALITY TRAINING BY THE BEST QUALITY PEOPLE

Improving Audit Team Effectiveness

This course focuses on the skills and knowledge required to facilitate all aspects of audit teamwork. It involves taking a leadership role in facilitating the work of the audit team including:

- selection of team members
- identifying key performance standards
- development of audit team plans and work allocation
- meetings management
- leading and coordinating teamwork
- problem solving and conflict resolution
- on site communication
- coaching and feedback on team performance
- engaging with stakeholders such as clients and auditees

Duration 2 days (available as both a public and 'in house' programme)

Prerequisites Whilst not essential it would be advantageous to have previously completed a Management Systems Auditing course and to have been involved in carrying out audits.

Suitable for roles such as:

- Management system representatives with audit responsibilities
- Internal and external management system auditors looking for professional development
- Consultants looking to move into audit management roles
- Managers/prospective managers who have responsibility for other employees

Introduction to ANDSAM Training

Partnering with



The New Zealand Quality College offers this course in partnership with ANDSAM Training, which provides training and assessment services specialising in the development, implementation and auditing of management systems. ANDSAM is approved by RABQSA International (RABQSA No. 013408).

Learning Outcomes

At the end of this course, you will be able to:

- Establish team performance plans focused on achieving audit team goals
- Develop strategies to ensure team member involvement in relevant stages of the audit process
- Mentor and support team members where problems are encountered
- Communicate information from stakeholders to the team
- Develop work plans and allocate work and associated resources
- Design and implement methods for assessing individual and team performance
- Provide feedback to team members on a regular basis
- Agree performance improvement plans and coach team members as part of follow up

Completion:

Upon successful completion of the course, participants will receive a Certificate of Attendance.

Please note

The number of participants for each course is restricted to ensure a trainer / student ratio that will facilitate effective training outcomes.

Participating in a course

It's very easy to take part. You can make a provisional booking by phoning 0800 9000 99 or emailing us at info@nzqc.co.nz.

To confirm your place, just send us a completed registration form either with full payment or a purchase order. As soon as we receive your registration form (preferably no later than four weeks before the course), we'll send you a confirmation letter with full details.

Duration & Prices

Two day course \$1165 +gst

Book one month in advance to receive the early bird price of \$995 +gst

Dates & Locations

Auckland 7-8 December 2011

NZQC COURSE REGISTRATION FORM



Name of Course **Improving Audit Team Effectiveness**

Date _____ Location _____

REGISTRANT INFORMATION

First Name _____ Last Name _____

Position/Title _____

Email _____

Company Name: _____

Postal Address _____ Postcode _____

Telephone _____ Fax _____

APPROVING MANAGER

First Name _____ Last Name _____

Position/Title _____

Email _____

Telephone _____ Fax _____

BOOKING

Purchase Order _____

Booking Contact Name _____

Invoice Address (if different to above) _____

Please read the terms and conditions below before posting your registration for this course.

METHOD OF PAYMENT

Payment for the course must be received by NZQC prior to course commencement date unless another arrangement has been agreed with NZQC.

Pay By Cheque

Please make cheque payable to:
New Zealand Quality College
Private Bag 28908, Remuera
Auckland 1541

Pay by Credit Card

Currently we accept VISA and MASTERCARD

VISA MASTERCARD

Card Number _____

Expiry Date _____

Cardholder's Name _____

Signature _____

Payment Amount: \$ _____ (+ GST)

Direct bank deposit

A/C 03-0196-0131722-00

Reference: NZQC

TERMS AND CONDITIONS

Amendment, Alteration and Cancellation

We reserve the right to amend, alter or withdraw any of the information in this brochure or on any course being offered should circumstances dictate. If we cancel, we will notify registrants as early as possible to minimise any inconvenience. Please check with us before booking any travel or accommodation connected with your course registration.

Unable to attend

We understand that priorities change and you may not be able to attend the course you have registered for. When this arises, the following terms may apply:

- If you advise us of the registrant's non-attendance 14 days or more before the course starts, you will be issued with a full refund.
- Should we receive cancellation less than 14 days before the course starts, we will refund 50% of the course fee.
- If we receive cancellation on the day of the course or the registrant does not attend, no refund will be made.

Transfers

You may transfer to another date and/or location for the course you have registered for up to 5 working days prior to the course commencing at no additional cost. If we receive a transfer request within 5 days of the course, a 25% transfer fee will apply. Transfers on the day of the course will be treated as cancellation.