<table>
<thead>
<tr>
<th>Training area</th>
<th>Knowledge and/or skill area</th>
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| National Standards for Group Training Organisations - content knowledge | • Sound knowledge of the National Standards for Group Training Organisations including evidence requirements and relevant aspects of the group training organisation operational manual and other relevant documentation  
• Knowledge of the group training organisation business environment, host employers, and apprentices and trainees  
• Understanding of how group training organisations operate  
• State and Commonwealth legislation and other regulatory requirements that impact on the operations of group training  
• Financial auditing (with regard to the interpretation of financial statements and the effectiveness of financial procedures)  
• Record management requirements (including document control) and compliance with the current International standard National privacy principles |
| Requirements of ISO19011:2003 guidelines for quality and/or environmental management systems auditing | • Audit roles, objectives and responsibilities  
• Maintain independence and be free of bias and influence  
• Observe guidelines for audit initiation, preparation, execution, documentation and completion  
• Maintain education, training, competency and certification Audit management, staff suitability, monitoring performance, continuous improvement and code of ethics |
| ISO 9001 quality management systems requirements | Emphasis on the importance of:  
• understanding and meeting requirements  
• the need to consider the process in terms of added value  
• obtaining results of process performance and effectiveness continual improvement of processes based on objective measurement |
| Operations of group training organisations in Queensland | • A comprehensive knowledge of vocational education and training  
• Understanding of regional issues  
• Cultural sensitivity  
• Knowledge of how to manage multi-audit sites  
• A range of interpersonal and communication skills including:  
  • negotiating skills  
  • questioning skills  
  • listening skills  
  • ability to empathise and establish rapport  
  • investigative skills  
  • organisation skills  
  • analytical and diagnostic skills  
  • ability to maintain confidentiality  
  • ability to maintain objectivity |
| Requirements of Quality Society of Australasia | Maintain a professional relationship in accordance with the code of conduct. |