



Welcome

BSI is an industry thought leader in training to international compliance standards. Our training experts provide top quality training to organizations of all sizes and sectors. We're one of the world's leading providers of business improvement training, offering a range of solutions to keep your staff qualified and updated. In 2015, we trained 112,000 people globally and achieved a satisfaction rate of 99.5%.

We aim to be first in the market to keep your business relevant and provide you with the opportunity to enjoy first mover advantage by adopting new standards. From understanding how a standard can help your business, to implementing, monitoring and auditing your compliance to that standard, we can support you all the way.

At the BSI Training Academy, we will make sure you have an excellent learning experience that includes:

- An on-going relationship to ensure we understand and meet your continuing training needs
- A clear learning journey to embed the skills you need to develop and add value to your organization
- A best-in-class pre-course experience, including timely delivery of information so you arrive at your training fully prepared and ready to learn
- A state-of-the-art training experience using accelerated learning techniques with our expert tutors in convenient and enjoyable venues
- A recognized qualification to acknowledge your new expertise
- Opportunities to network with peers on the course and learn through shared experiences

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About BSI Group

BSI, by Royal Charter is the business standards company that helps organizations all over the world make excellence a habit through standards creation, system certification, supplier verification and training activities that help organizations manage risk, reduce costs and ensure sustainability.

As the world's most experienced Standards Body and founding member of ISO, BSI leads the way in originating many of the world's most recognized standards, including ISO 9001 – Quality Management, ISO 14001 - Environmental Management, BS OHSAS 18001 - Health & Safety Management, ISO 22301 – Business Continuity Management, ISO 27001 - Information Security, ISO 50001 - Energy Management, and BS 10500 - Anti-bribery.

Our heritage



Awarded Royal Charter status by the British monarchy in 1929



Independently voted a Business Superbrand every year since 2003



BSI Kitemark™ is one of the most recognized symbols of quality across the globe and has provided assurance to the public for over 100 years



Founding member of International Organization for Standardization (ISO)

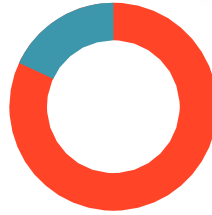
One of the world's largest independent certification bodies for management systems with over 88,000 registered sites across the globe

Creators of ISO 9001 - the world's most successful and widely recognized standard and other key management systems standards

BSI Training Academy

The BSI Training Academy is the world leader in helping clients develop the knowledge and skills they need to embed excellence in their organizations. We offer a range of training solutions that can be tailored to your needs.

We take the time to understand your company's learning needs to develop tailored training solutions that satisfy your business objectives.



80,000
customers worldwide



182
Countries



112,000
people trained last year



100,000+
business locations certified by BSI
globally



The BSI Certificate

The BSI Certificate is recognized throughout the world as a mark of expertise, quality and integrity. Where appropriate BSI courses are independently certified by (IRCA- International Register of Certificated Auditors).



Our Approach- Accelerated Learning

Based on the latest brain research, our Accelerated Learning Approach is proven to fast-track learning and improve knowledge retention. Accelerated learning focuses on creating knowledge rather than consuming it. We optimize your training through:

- A positive learning environment
- Total learner involvement
- Collaboration among learners
- Variety that appeals to all learning styles
- Contextual learning

Through Accelerated Learning, these companies achieved the following results:

- American Airlines** reduced training time by 50% and improved retention significantly
- Kodak** cut training time by a third and improved long-term retention by 25%
- Verizon** reduced training time by 50% while improving measurable performance
- Travellers Insurance** cut training time by 20% and improved test scores by over 400%
- Commonwealth Edison** cut class time in half while greatly improving test scores, long-term retention and student evaluations.





Your Training Solution journey with BSI

We provide a proven pathway to success, which helps you build on your knowledge to implement, audit and improve your management system at a pace that suits you.

Start

1

by familiarizing yourself with BSI training portfolios

Learn

2

learn industry trends and get a training need analysis by speaking with our training advisors

Develop

3

a project plan with BSI training advisor

Enhance

4

Implement the actual plan



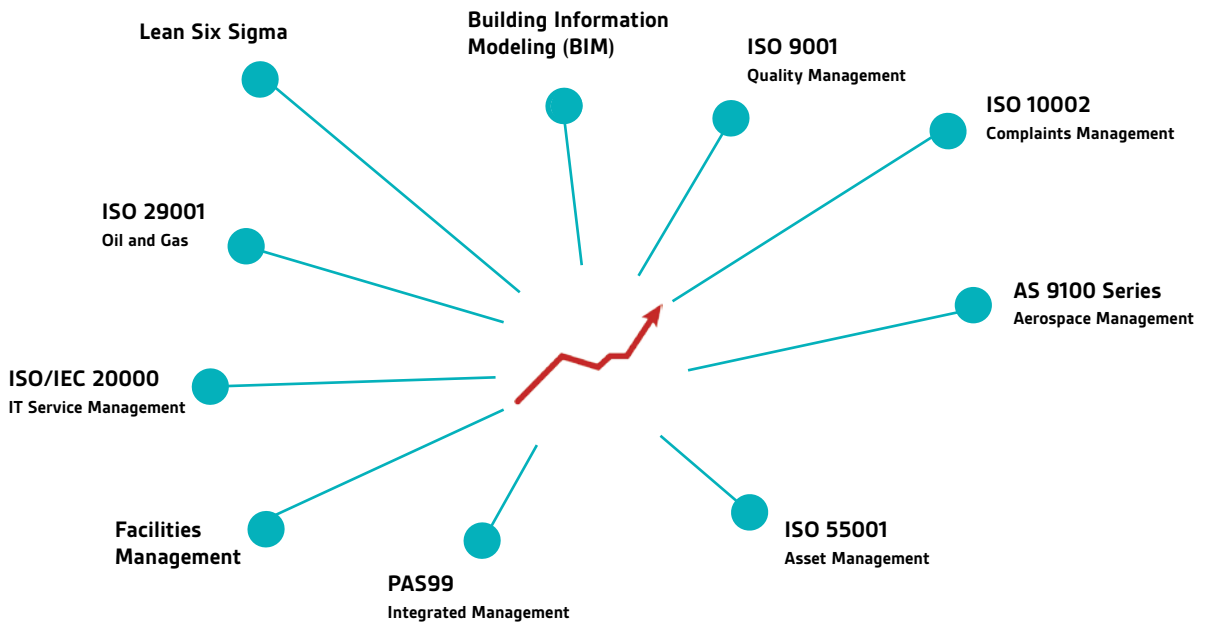
Customer success with BSI

Al Ain Municipality | Emirates Transport | Dubai Police Persecution | Aramex | Lusail City-Qatar | EMAAR | Abu Dhabi Statistical Centre | OXY Oman | RTA | ETISALAT | Al Nabooda | Dubai Civil Defence | DEWA | DAMAC | YAS Marina Circuit | Khalifa University | Ruler Representative Court | Sharaf DG | AMMROC | Future Pipe Industries | EMPOWER | Majid Al Futtaim | The Ministry of Culture, Youth and Community Development | Alfaridan Group | ADGAS | Dubai Corporation for Ambulance Services | Qatar National Broadband Network | Qatar District Cooling Company (Qatar Cool) | Dubai Customs | Gulf Drilling International, Qatar | Abu Dhabi Municipality

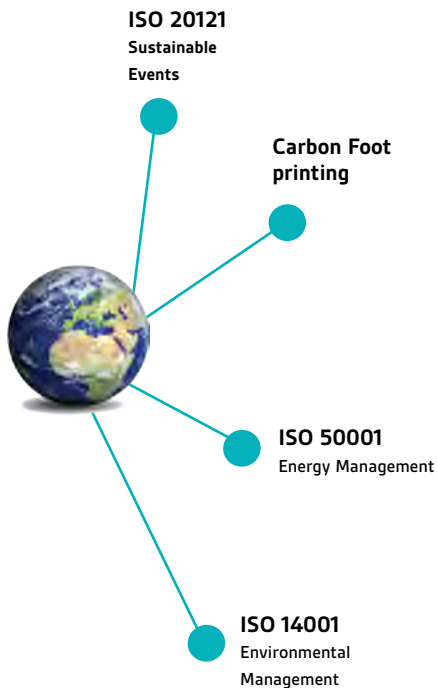
Training Portfolios

Whatever your area of responsibility, you'll find the standards and courses that can help you to improve your business here:

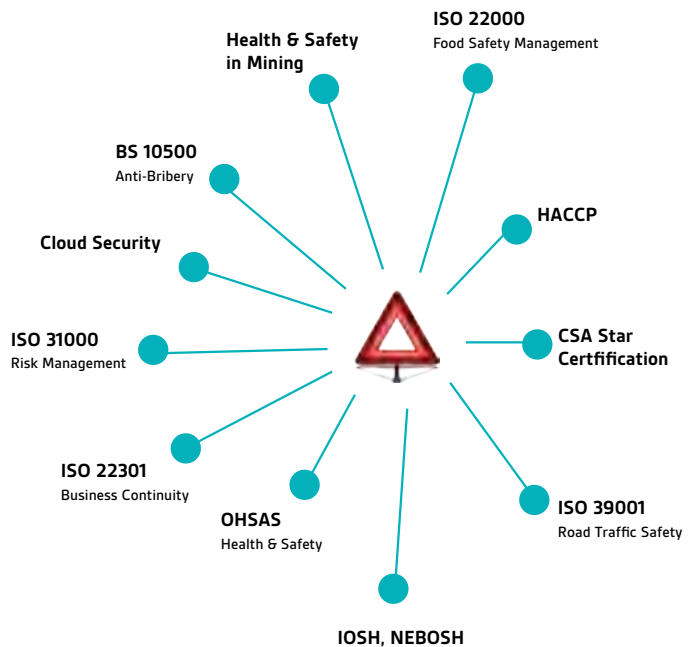
Performance



Sustainability



Risk





Performance

Performance: Fine tuning organizations to **perform at their best**

Monitoring what you do

+

Identifying ways you can improve

+

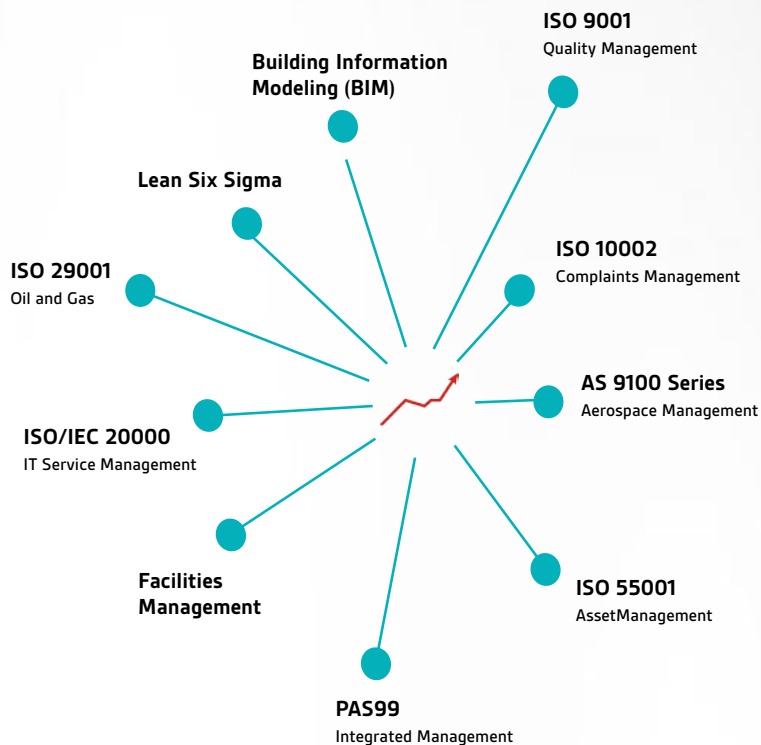
Involving your employees in all your processes

+

Driving up quality in what you do

=

Organizations working at maximum efficiency



ISO 9001:2015

Quality Management Systems



ISO 9001 Quality Management helps you continually monitor and manage the quality of your performance across all operations. It outlines ways to achieve and benchmark consistent output by improving infrastructure, performance, work environment and the way you meet objectives.

Manage quality whatever the size of your business with a standard that's recognized the world over. And you can:

- save money
- increase profit
- win more business
- satisfy more customers



[Browse the available courses >](#)



ISO 9001:2008 to ISO 9001:2015 Transition

1 Day

Course Overview

Are you already familiar with ISO 9001:2008 and want to find out about ISO 9001:2015? This comprehensive 1 day course introduces you to the new ISO high level structure for management system standards and explores the changes between ISO 9001:2008 and ISO 9001:2015. By attending, you'll be able to identify the gaps in your current Quality Management System (QMS) and start planning your transition to the revised standard.

How will I benefit?

- Understand the key changes between ISO 9001:2008 and ISO 9001:2015
- Identify what needs to be revised in your current QMS
- Find out about transitioning your certification with BSI.

What will I learn?

- Annex SL Appendix 2 and the framework for the new ISO high level structure
- Specific new requirements relating to Context, Leadership, Planning and Support
- New and revised terms and definitions applicable to ISO 9001:2015
- Key concepts such as risk-based thinking and process approach
- Changes to the requirements from ISO 9001:2008.

Who should attend?

Anyone involved in the planning, implementing or supervising of an ISO 9001:2015 transition, as well as ISO 9001:2008 auditors who need to convert to ISO 9001:2015.

ISO 9001:2015 Implementing Changes

2 Days

Course Overview

Are you involved in transitioning a Quality Management System (QMS) to ISO 9001:2015? If so, this training combines the 1-day 'ISO 9001:2015 Transition' course with an extra day of implementation activities. You'll learn how ISO 9001:2015 is different to ISO 9001:2008 and discover proven ways to effectively tackle the transition.

How will I benefit?

- Understand the key changes between ISO 9001:2008 and ISO 9001:2015
- Identify what needs to be revised in your current QMS
- Create an action plan that you can apply immediately
- Implement the changes using good practice guidance
- Find out about transitioning your certification with BSI

What will I learn?

- Specific new requirements relating to Context, Leadership, Planning, Support and Operation – and what factors to consider when implementing them
- New and revised terms and definitions applicable to ISO 9001:2015, as well as key concepts such as risk-based thinking and process approach
- Changes to the requirements from ISO 9001:2008 and their impact from an implementation perspective
- Using gap analysis to conduct a baseline review of your current system.

Who should attend?

Those involved in the planning, implementing or supervising of an ISO 9001:2015 transition.



IRCA Certified ISO 9001:2015 Auditor Upgrade (A17863)

2 Days

Course Overview

Are you an ISO 9001:2008 Internal or Lead Auditor who wants to develop the expertise to audit an ISO 9001:2015 Quality Management System (QMS)? This course is ideal for existing auditors, as not only will you learn about the new ISO high level structure and the key differences between ISO 9001:2008 and ISO 9001:2015, but you'll also get a chance to practice auditing to the main changes in ISO 9001:2015.

How will I benefit?

- Understand the key changes between ISO 9001:2008 and ISO 9001:2015
- Prepare, conduct and develop the skills for an ISO 9001:2015 audit
- Meet the IRCA Auditor transition training requirements.

What will I learn?

- Annex SL Appendix 2 and the framework for the new ISO high level structure
- Specific new requirements relating to Context, Leadership, Planning, Support and Operation - and how to audit them
- New and revised terms and definitions applicable to ISO 9001:2015, as well as key concepts such as risk-based thinking and process approach
- Changes to the requirements from ISO 9001:2008 and their impact from an auditing perspective

Who should attend?

There are no formal prerequisites but delegates should have a working knowledge of ISO 9001:2008 and the competence to audit an ISO 9001 management system. Delegates do not have to have completed an IRCA certified auditor course to attend this training.



ISO 9001:2015 Requirements

1 Day

Course Overview

Identify the structure and requirements of an effective QMS and what this means for you. Gain a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization. There are no formal prerequisites, however it will be useful for delegates to read the standard before attending the course.

How will I benefit?

- Identify the key requirements and benefits of ISO 9001:2015
- Manage quality and drive continual improvement
- Take steps to ensure that quality is at the heart of your Organization
- Attract and retain customers by meeting their current and future needs better.

What will I learn?

- Importance and benefits of an ISO 9001:2015 QMS
- Key requirements, terms and definitions of ISO 9001:2015
- Structure of ISO 9001:2015, which incorporates the Annex SL common framework for management system standards
- Main concepts such as risk based thinking, process approach, Plan-Do-Check-Act, and 7 management principles.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 9001:2015 QMS.

ISO 9001:2015 Implementation

2 Days

Course Overview

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 9001:2015. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your QMS and achieve continual quality improvement.

How will I benefit?

- Identify key benefits to your organization from implementing an effective QMS
- Develop a plan and determine the resources required for the implementation.
- Apply good practice to the implementation using proven tools and techniques
- Implement a system that enables better response to customer requirements and market changes
- Provide products and services that consistently meet customer needs and enhance customer satisfaction.

What will I learn?

- A typical framework for implementing ISO 9001:2015 following the PDCA cycle
- Considering key concepts and requirements of ISO 9001:2015 from an implementation perspective
- Implementing key concepts and requirements of ISO 9001:2015
- Specific documented information requirements of ISO 9001:2015
- Using gap analysis to conduct a baseline review of your current system.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 9001:2015 QMS.



ISO 9001:2015 Internal Auditor

2 Days

Course Overview

An ineffective audit can mean severe consequences; resulting in process failure, customer dissatisfaction and regulatory noncompliance. Optimize your auditing skills with the internationally recognized ISO 9001:2015 and boost your internal audit capabilities. Gain confidence in planning and performing an effective audit, as well as reporting and taking corrective action where necessary. This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 9001:2015. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

How will I benefit?

- Prepare, conduct and follow-up on ISO 9001:2015 audit activities
- Identify and apply the benefits and requirements of an ISO 9001:2015 audit
- Gain the skills to assess an organization's capability to manage its QMS
- Write factual audit reports and suggest corrective actions.

What will I learn?

- Guidelines of management system auditing according to ISO 19011:2011
- Application of auditing guidelines to ISO 9001:2015
- Initiating, preparing and conducting audit activities
- Preparing and distributing the audit report
- Completing audit and follow-up.

Who should attend?

Anyone involved in the auditing, maintaining or supervising of an ISO 9001:2015 QMS.

IRCA Certified ISO 9001:2015 Lead Auditor (A17955)

5 Days

Course Overview

You'll grasp the key principles and practices of effective QMS audits in line with ISO 9001:2015 and ISO 19011 "Guidelines for auditing management systems". Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up. Over 5 days, you'll gain the knowledge and skills required to undertake and lead a successful management systems audit. Learn to describe the purpose of an ISO 9001:2015 QMS audit and satisfy third-party certification. You'll acquire the skills to plan, conduct, report and follow up a QMS audit that establishes conformity and enhances overall organizational performance

How will I benefit?

- Interpret ISO 9001:2015 requirements for audit application
- Plan, conduct and follow-up auditing activities that add real value
- Grasp the application of risk-based thinking, leadership and process management
- Build stakeholder confidence by managing processes in line with the latest requirements
- Meet training requirements for IRCA certification.

What will I learn?

- Gain the skills to plan, conduct, report and follow up an audit in accordance with ISO 19011
- Identify the purpose and benefits of a QMS
- Explain and follow up an audit in accordance with ISO 19011 (and ISO 17021 where appropriate).

Who should attend?

You should have a good knowledge of ISO 9001:2015 and the key principles of a QMS. If not, we strongly recommend you attend our ISO 9001:2015 Requirements course.

Lean Six Sigma



Lean Six Sigma is a business approach to continual improvement, using statistical tools and techniques to reduce areas of waste from processes and minimize product variation.

Lean Six Sigma can be applied to any industry from banking to logistics, through to healthcare and manufacturing. It's core focus is minimizing product variation and the removal of waste from your business processes. Benefits include:

- Enhanced reputation
- Increased customer and employee satisfaction
- Improved staff morale
- Retained business
- Increased competitive advantage
- Reduced costs



[Browse the available courses >](#)

Lean Six Sigma



Our Six Sigma Services include:



Training

Find out how BSI's Lean Six Sigma training courses can help you make a real difference to your company's performance.

[Find out more](#)



Coaching

Find out how our professional Master Black Belts can help you to keep your improvement strategy on track.

[Find out more](#)



Facilitation

Find out how BSI's professional facilitators can help you to harness the power and knowledge of your teams through a structured workshop.

[Find out more](#)



Project support

Find out how our Master Black Belts and Project Managers can help you to find a unique solution that will help you to attain your needs.

[Find out more](#)



Introduction to Lean Six Sigma

1 Day

Course Overview

The aim of this course is to give delegates the skills tools and methods that are necessary to successfully lead DMAIC improvement projects within a service industry or support function organization. This course will enable you to deliver significant, measureable and sustainable business improvements and provide a framework for project management and apply the key learning's within your own business.

How will I benefit?

This course will give you an understanding of what Lean Six Sigma is and how it can benefit your organization.

You will be able to put in place your own Six Sigma framework to achieve reduced costs through streamlined processes, increased time and performance management as well as increased customer satisfaction levels

- Understanding of what Lean Six Sigma is and how it can benefit your organization
- Put in place your own Six Sigma framework to achieve reduced costs through streamlined processes
- increase time and performance management as well as increased customer satisfaction levels

What will I learn?

understanding of the background and application of Lean Six Sigma. You will learn how to apply Six Sigma principles to different business areas, how the DMAIC process works and how it can improve your business. Our tutors will also guide you through the belt system, and the roles and responsibilities of Green and Black Belt.

Who should attend?

- CEOs, directors and senior managers
- Those responsible for evaluating or implementing Six Sigma.

Lean Practitioner: The 'Key Stone' of the Lean Enterprise

4 Days

Course Overview

Lean Six Sigma is a business approach to continual improvement which focuses on stripping out areas of waste from processes and minimizing product reduction. Lean refers to maximizing customer value and minimizing waste; creating more value for customers with less wasted resources. Six Sigma is the on-going effort to continually reduce process and product variation through a defined project approach.

How will I benefit?

A Lean Practitioner will help you understand how the 'lean toolbox' can benefit any organization, generating improvements and substantive gains in efficiency and quality. This course will help you to identify and minimize waste and non-value added activity throughout an organization's processes.

What will I learn?

This course takes a practical approach to training the techniques and methodologies of lean. You are expected to 'roll up your sleeves' and 'go to the gembu' as maximum involvement is key. At the end of the course you will have a detailed theoretical knowledge of the key lean tools, but importantly you will have had the chance to see how the techniques work practically and in combination with each other.

- Understand the principles of Lean practices
- Learn how to measure, map and put in place Lean practices
- Be confident leading problem solving exercises and Lean supply chains
- Become familiar with Value Stream Mapping, Total Productive Maintenance, Rapid Changeover Techniques and the Kanban Approach

Who should attend?

- Lean Practitioners
- Staff, irrespective of seniority, who are dedicated to make a real difference to business improvement



Lean Six Sigma Green Belt (Services)

10 Days

Course Overview

This course helps you understand how to apply the Define Measure, Analyze, Improve and Control (DMAIC) method alongside Lean problem solving theories to save time and money and boost customer satisfaction.

The course is delivered in two 5 day modules with one month in between. You can use this time to apply your skills within your business and consolidate Six Sigma expertise on your way to professional qualification.

How will I benefit?

- Aligned with ISO 13053 Quantitative methods in process improvement - Six Sigma standard.
- Apply Lean Six Sigma Green Belt projects to improve transactional processes
- Understand how to best apply and profit from Lean DMAIC methods
- Benefit from the supervision of one of our Master Black Belts
- Secure cost and time savings across business transactions
- Boost professional development along with employee and customer satisfaction

What will I learn?

- Get to grips with the history and meaning of Lean Six Sigma
- Progress your understanding to apply Lean tools including the DMAIC model
- Learn how to establish customer needs and measure performance
- Develop skills to use analytics, mathematical models and design techniques
- Gain confidence and a professional qualification.

Who should attend?

- Those with responsibility for improving operational performance
- Those with experience of improving operational processes as part of a team
- Those with a desire to learn analytical methods to problem solving

Lean Six Sigma Green Belt (Manufacturing)

10 Days

Course Overview

The aim of this course is to give you the required skills, tools and methods to deliver significant, measureable and sustainable business improvements. Appropriate tools for the application of the DMAIC improvement methodology will be introduced along with instructor-led training and class and group exercises to provide effective, accelerated learning and knowledge retention.

How will I benefit?

- Aligned with ISO 13053 Quantitative methods in process improvement - Six Sigma standard.
- Apply Lean Six Sigma Green Belt projects to improve transactional processes
- Understand how to best apply and profit from Lean DMAIC methods
- Benefit from the supervision of one of our Master Black Belts
- Secure cost and time savings across business transactions
- Boost professional development along with employee and customer satisfaction

What will I learn?

By the end of this course delegates will be able to use the relevant tools and techniques to:

- Describe the History and structure of the Lean Six Sigma methodology
- Identify problems and effectively solve them
- Analyse data using basic statistics
- Select, define and manage projects using the DMAIC roadmap
- Map processes
- Identify and structure customer requirements
- Quantify measurement system variation
- Quantify process stability, variation and capability
- Set relevant targets and objectives.

Who should attend?

- Those with responsibility for improving operational performance
- Those with experience of improving operational processes as part of a team
- Those with a desire to learn analytical methods to problem solving



Lean Six Sigma Black Belt (Services)

20 Days

Course Overview

This course will provide you with the skills, tools and methods to lead DMAIC improvement projects within a manufacturing organization. The course is delivered by qualified black belt tutors with years of professional experience. They will work with you to help you gain leadership status, learn all there is to know about Define Measure, Analyse, Improve and Control (DMAIC) and how to get to grips with the methodologies and tools to drive business improvements

How will I benefit?

- Aligned with ISO 13053 Quantitative methods in process improvement - Six Sigma standard.
- Apply Lean Six Sigma to Black Belt standards and drive performance
- Understand how to get the most from Lean and DMAIC methods
- Benefit from internal expertise and encourage professional development
- Secure cost and time savings across business operations
- Boost customer confidence and satisfaction.

What will I learn?

- Gain thorough understanding of Lean tools and the DMAIC method
- Identify areas where improvements can be made
- Be confident in leading the application of DMAIC and Lean
- Establish customer needs and measure how these are met
- Further develop skills to use analytics, mathematical models and design techniques
- Become a leader with a professional qualification.

Who should attend?

- Those who wish to manage complex Lean Six Sigma projects
- Those who wish to manage teams of Green Belts
- Those with some Lean Six Sigma improvement experience

Lean Six Sigma Black Belt (Manufacturing)

20 Days

Course Overview

This course will provide you with the skills, tools and methods to lead DMAIC improvement projects within a manufacturing organization. The course is delivered by qualified black belt tutors with years of professional experience. They will work with you to help you gain leadership status, learn all there is to know about Define Measure, Analyse, Improve and Control (DMAIC) and how to get to grips with the methodologies and tools to drive business improvements

How will I benefit?

- Aligned with ISO 13053 Quantitative methods in process improvement
- Apply Lean Six Sigma Black Belt projects to drive performance
- Understand how to get the most from Lean and DMAIC methods
- Benefit from internal expertise and encourage professional development
- Secure cost and time savings across business operations
- Boost customer confidence and satisfaction

What will I learn?

- Gain thorough understanding of Lean tools and the DMAIC method
- Identify areas where improvements can be made
- Be confident in leading the application of DMAIC and Lean
- Establish customer needs and measure how these are met
- Further develop skills to use analytics, mathematical models and design techniques
- Become a leader with a professional qualification.

Who should attend?

- Those who wish to manage complex Lean Six Sigma projects
- Those who wish to manage teams of Green Belts
- Those with some Lean Six Sigma improvement experience



Lean Six Sigma Black Belt Conversion (Manufacturing)

10 Days

Course Overview

Lean Six Sigma is a business approach to continual improvement which focuses on stripping out areas of waste from processes and minimizing product reduction. Lean refers to maximizing customer value and minimizing waste; creating more value for customers with less wasted resources. Six Sigma is the on-going effort to continually reduce process and product variation through a defined project approach.

How will I benefit?

- Aligned with ISO 13053 Quantitative methods in process improvement - Six Sigma standard.
- Apply Lean Six Sigma to Black Belt standards and drive performance
- Understand how to get the most from Lean and DMAIC methods
- Benefit from internal expertise and encourage professional development
- Secure cost and time savings across business operations
- Boost customer confidence and satisfaction.

What will I learn?

- Gain thorough understanding of Lean tools and the DMAIC method
- Identify areas where improvements can be made
- Be confident in leading the application of DMAIC and Lean
- Establish customer needs and measure how these are met
- Further develop skills to use analytics, mathematical models and design techniques
- Become a leader with a professional qualification

Who should attend?

- Those who wish to manage complex Lean Six Sigma projects
- Those who wish to manage teams of Green Belts
- Those with some Lean Six Sigma improvement experience

Statistical Process Control (SPC)

2 Days

Course Overview

Statistical Process Control (SPC) provides sound information upon which to make decisions. It allows process performance tracking on a real-time basis, allowing for corrective actions to be taken before failure occurs. The best decisions are made using facts and data. The collection and interpretation of data is equally important in manufacturing and service environments.

How will I benefit?

This course incorporates many practical workshops to reinforce the learning experience. Data is generated during the course and used to construct and interpret various control charts and to assess stability and capability.

What will I learn?

- Introduction to SPC
- Basic statistical concepts
- Types of Control Chart
- Calculating Control Limits
- Variables Control Charts
- Uses of Control Charts
- Process Capability
- Process Control v Process Capability
- Capability Indices: Cp/Cpk/Pp/Ppk
- Attribute Control Charts
- Example of SPC software (Minitab)
- Process Capability and Six Sigma

Who should attend?

As this course provides an introduction to Statistical Process Control, it is suitable for anyone wishing to explore how the techniques can be used in their own environment.

BIM

Building Information Modeling



BIM means many different things to different people. It's all about collaboration - between engineers, owners, architects and contractors in a three dimensional environment (common data environment), and it shares information across these disciplines. BIM is the management of information through the whole life cycle of a built asset, from initial design all the way through to construction, maintaining and finally de-commissioning. Benefits are:

- Enhance your reputation and win more business
- Save time and money
- Improve quality and deliver efficiencies



[Browse the available courses >](#)



BIM Fundamentals

2 Days

Course Overview

Gain a detailed understanding of the key drivers, requirements and strategic alignment needed to deliver Building Information Modeling (BIM) and how it allows you to achieve a faster, more efficient delivery of projects.

How will I benefit?

- Grasp the basic principles and terminology of BIM
- Understand the governments aims towards achieving Level 2 BIM
- Engage with clients on the benefits and key drivers associated to BIM
- Manage teams and projects to ensure all members of the supply chain are aware of the requirements to be able to deliver
- Appreciate the concept of 'Digital Built Britain'
- Ensure your business recognizes the need for the development of BIM as part of its agenda.

What will I learn?

- Principles and benefits of BIM
- Government aim to achieve Level 2 BIM by 2016
- Relevant British Standards and supporting documentation that align to delivering projects to achieve Level 2 BIM
- Value of information and how it should be managed, delivered and used through the capital, delivery and occupation phases of a project
- BIM as a determining factor on delivering projects on time, without waste and inefficiencies

Who should attend?

This course is ideal for anyone involved in the design, construction and project management (including specialist subcontractors and clients) of BIM activities.

BIM Processes & Procedures

2 Days

Course Overview

Building Information Modeling (BIM) is changing how buildings and infrastructure are planned, designed, built and managed. Grasp the key processes and procedures of delivering successful build projects, in line with industry best practice.

How will I benefit?

- Understand the basic principles, processes and procedures of BIM
- Execute the core principles and achieve Level 2 BIM in your projects
- Create your own template documents, including the BIM Execution Plan
- Gain a better understanding of the relationship between design, construction, facilities and asset management to provide better solutions for your clients
- Know what to look for when being appointed and how BIM affects your contracts.

What will I learn?

- Knowledge and skills to deliver projects to BIM Level 2
- What to look for when assessing the supply chain
- Relevance of ISO 9001 in relation to BIM
- ISO 55000 and PAS 55: Strategies towards Asset Management
- Creating and using documents such as the BIM Protocol, BIM Execution Plan (BEP) and Master Information Delivery Plan (MIDP)
- Legal and contractual implications of BIM and how they may affect your projects

Who should attend?

This course is ideal for all construction industry professionals requiring the knowledge and understanding of processes and procedures to deliver projects in line with BIM Level 2



BIM Information Management

2 Days

Course Overview

BIM enables intelligent gathering of information to be utilized during key stages of projects to ensure more valuable outcomes. Learn how to effectively manage information across all stages of construction projects utilizing Building Information Modeling (BIM).

How will I benefit?

- Grasp the practical application of BIM requirements to a client's facilities management strategy and goals
- Advise clients on how to manage data more effectively and in turn become a desirable supply chain member for them in the future
- Create a common data environment and understand how to deliver information in line with the Design Responsibility matrix and individual supplier responsibilities
- Understand Construction Operations Building Information Exchange (COBie)
- Learn how to utilize Industry Foundation Classes (IFC).

What will I learn?

- Basic principles of Information Management in relation to BIM
- Management of information across all stages of a project
- Project delivery in line with PAS 1192-2 and ensuring information is shared at all critical stages of project lifecycle
- Importance of data from the client via the Employers Information Requirements (EIR) document
- Development and requirements of the Project Information Model (PIM)
- Data relevance and collating a plan for an Asset Information Model (AIM) in line with PAS1192-3

Who should attend?

This course is ideal for anyone involved in projects requiring a deeper understanding of the technical delivery of BIM within construction projects.

BIM Implementation

1 Day

Course Overview

Many businesses have already started implementing Building Information Modeling (BIM). For those yet to begin their journey, this can often seem a complicated task. Develop the knowledge and skill required to effectively implement BIM across your organization and supply chain.

How will I benefit?

- Identify the key benefits of implementing Business Information Modeling
- Understand how to effectively embed BIM processes within your business
- Develop a plan and determine the resources required for implementation
- Apply industry good practice across your supply chain
- Discover a variety of strategic and technical solutions from implementing BIM
- Create a change management program in line with BIM
- Analyze and dissect the barriers to BIM in relation to building and construction.

What will I learn?

- Main cultural and technical barriers in BIM Adoption and how to overcome these
- Embedding new BIM processes and procedures
- How BIM enables growth by offering a value added solution
- Supporting Change Management processes
- Changes in systems and procedures enabling BIM processes to be undertaken effectively and within organizational financial structure.

Who should attend?

This course is ideal for anyone involved in the implementation of BIM within their organization, including managers, senior staff and directors in building and infrastructure projects.



BIM Fundamentals & Implementation

3 Days

Course Overview

Gain a detailed understanding of the key requirements and strategic alignment needed to deliver Building Information Modeling (BIM). This course will help you gain the knowledge and skills required to effectively implement BIM across your organizational and supply chain.

How will I benefit?

- Grasp the basic principles and terminology of BIM
- Understand the governments aims towards achieving Level 2 BIM
- Ensure your business recognizes the need for the development of BIM as part of its agenda
- Understand how to effectively embed BIM processes within your business
- Develop a plan and determine the resources required for implementation
- Apply industry good practice across your supply chain.

What will I learn?

- Principles and benefits of BIM
- Relevant British Standards and supporting documentation that align to delivering projects to achieve Level 2 BIM
- Main cultural and technical barriers in BIM Adoption and how to overcome these
- Embedding new BIM processes and procedures
- Value of information and how it should be managed, delivered and used through the capital, delivery and occupation phases of a project.

Who should attend?

This course is ideal for anyone involved in the design, construction and project management of BIM activities, including specialist subcontractors and clients. It is also applicable to those involved in the implementation of BIM within their organization, including managers, senior staff and directors in building and infrastructure projects.

ISO 13485

Medical Devices & CE Marking



ISO 13485 is important to designers, manufacturers, and distributors of medical devices. In addition, suppliers and service providers can enhance an organization's marketability as more and more manufacturers require certification in order to do business with a vendor. ISO 13485 is the quality management system standard accepted as the basis for CE marking medical devices under European Directives. Increasingly, ISO 13485 is being required, or is at least beneficial, in supporting regulations around the world, including the Health Canada Canadian Medical Device Regulations CMDCAS programme. When it comes to medical device manufacturing, benefits include:

- Patient safety
- Quality and consistency of medical products
- Ensuring effectiveness, control and maintenance of your quality management system



[Browse the available courses >](#)



ISO 13485 Introduction

1 Day

Course Overview

An overview of quality management system requirements. Find out how the standard impacts the design, development and production of medical devices – improving quality and efficiency. And learn why ISO 13485 compliance is essential to meeting customer and legal requirements.

Take the first steps towards your own medical devices quality management system, drawing links with other quality standards including ISO 14971 medical device risk management.

How will I benefit?

- Take the first steps towards ISO 13485 accreditation
- Find ways to increase efficiency and cost savings through quality management
- Monitor supply chains to achieve continuous improvement
- Develop safe and effective medical devices

What will I learn?

- Understand the importance of complying with ISO 13485
- How to meet the requirements of ISO 13485
- Define ISO 13485 roles and responsibilities
- Understand the relationship between ISO 13485 and ISO 14971

Who should attend?

- Senior management
- Regulatory, quality, design, development, manufacturing and marketing managers and teams
- Organizations preparing own branding or private labeling for devices

ISO 13485 Implementation

2 Days

Course Overview

Discover step by step how to design, plan and put in place your own ISO 13485 medical devices quality management system – and make sure your devices meet quality expectations at every stage from design to development and production.

Learn how to maintain best practice and achieve ISO 13485 accreditation – winning market and customer confidence.

How will I benefit?

- Ability to implement an ISO 13485 quality management system
- Compliance with and certification to the ISO 13485 standard
- Maintain quality standards and deliver continual improvements
- Monitor performance across your organization and supply chain.

What will I learn?

- Understand the requirements and scope of ISO 13485
- How to meet ISO 13485 requirements and achieve accreditation
- Design, plan and implement an ISO 13485 quality management system
- How to increase efficiency and improve operational standards.

Who should attend?

- Those responsible for designing and manufacturing medical devices
- Senior management and quality assurance professionals
- Internal, external and notified body auditors
- Industry and public sector regulatory professionals
- Product designers and operations managers



ISO 13485 Internal Auditor

2 Days

Course Overview

Train with us and use your existing knowledge of medical devices quality management systems to help you organization maintain ISO 13485 compliance. Review what you know about the standard to broaden your understanding of ISO 13485 requirements. Learn how to stay ahead of new industry developments and discover links between medical devices quality management and ISO 14971 medical device risk management.

How will I benefit?

- Qualified ISO 13485 internal auditors within your business
- Identify and close performance gaps in quality management
- Ability to achieve and maintain ISO 13485 compliance
- Improve quality and customer confidence in standards

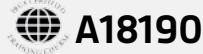
What will I learn?

- Understand each stage and requirement of ISO 13485
- Know how to apply and assess quality management principles
- Plan, conduct and report on an ISO 13485 internal audit
- Get a basic understanding of ISO 14971 and its role

Who should attend?

- Quality and regulatory affairs managers
- Those who want to carry out an ISO 13495 internal audit
- Those who want to improve ISO 13485 quality management

Medical Devices – Quality Management Systems Auditor/Lead Auditor IRCA Certified



5 Days

Course Overview

This course teaches the principles and practices of effective quality management system audits in accordance with ISO 13485 and ISO 19011, "Guidelines for auditing management systems". Experienced BSI tutors will guide delegates through the entire audit process, from initiating the audit through to conducting audit follow-up.

How will I benefit?

Successful completion of this IRCA certified training course by passing the relevant IRCA examination and skills assessment, will demonstrate knowledge and basic skills to undertake and lead a management systems audit.

What will I learn?

- Describe the purpose of a quality management system standard, audit and of third-party certification
- Explain the role of an auditor to plan, conduct, report and follow up a quality management system audit
- Plan, conduct, report and follow up an audit of a quality management system to establish conformity (or otherwise) with ISO 13485 and in accordance with ISO 19011 (and ISO 17021 where appropriate)

Who should attend?

- Medical Device quality professionals interested in conducting first-party, second-party, and/or third-party audits
- Management Representatives and Quality Directors



CE Marking Essentials

1 Day

Course Overview

All companies that sell products on the European market must be able to demonstrate that the products meet applicable EU requirements. CE marking is the manufacturer's declaration to the authorities that the product meets all the requirements placed on it by the relevant Directives. The consequence of not having full control of their CE marking can be costly, especially if there is an incident with the product or if the product fails a market surveillance by the responsible authority.

How will I benefit?

- Gain knowledge of CE marking and be able to explain it to others
- Understand how to demonstrate compliance
- Know how to make a Declaration of Conformity
- Learn how to complete a technical file
- Identify an opportunity for improvement

What will I learn?

- Have knowledge of CE marking and be able to explain it to others
- Understand how to demonstrate compliance
- Know how to make a Declaration of Conformity
- Identify how to complete a technical file
- Understand and identify an opportunity for improvement

Who should attend?

This course is suitable for those who need an introduction to CE marking, including compliance planning, quality assurance and product design team members who are responsible for product assessment, testing, certification and compliance.

Introduction to CE Marking

1 Day

Course Overview

Get all the information you need to start your CE Marking journey. We answer your questions on our Introduction to CE Marking course, helping you to make informed decisions about your medical devices. Find out what action is needed to remove uncertainty from the EU regulatory process – we explain the CE Marking process and routes to compliance with the EU Medical Devices Directive, outlining the role of clinical data in identifying and managing risk. And you will discover how all of this can open up new business opportunities in the EU market.

How will I benefit?

- An understanding of CE Marking across your organization
- Know how to design safe and quality products for the EU market
- Customer and industry confidence as you introduce CE Marking
- Ability to access EU market and new business opportunities

What will I learn?

- Understand the European Medical Devices Directive and CE Marking
- The role of EU risk classification and quality assurance in achieving compliance
- Essential requirements of CE Marking and how to achieve them
- The role of clinical data and risk management in medical devices reporting

Who should attend?

- Medical Device quality professionals interested in conducting first-party, second-party, and/or third-party audits
- Management Representatives and Quality Directors



Medical Devices CE Marking

3 Days

Course Overview

We simplify the marking process in line with the European Medical Devices Directive – compliance with the Directive is essential for all general medical devices to enter the EU market. Get in-depth knowledge of the Directive, EU regulations and the entire CE Marking process. And learn to assess your devices to identify risks and report changes to ensure conformity. Complete this course and you can meet the EU safety and quality standards that open up many new European business opportunities.

How will I benefit?

- CE Marking expertise within your business
- Confidence placing safe quality products on the EU market
- Customer and industry recognition of products with CE Marking
- Increase access to EU market and new business Opportunities.

What will I learn?

- The legal and operational aspects of CE Marking
- The structure and purpose of the Medical Devices Directive
- To use clinical data, manage risk and meet labeling requirements
- Conduct audits and report changes to products.

Who should attend?

- Regulatory, quality, design, development, manufacturing and marketing managers and teams
- Organizations preparing own branding or private labeling for devices
- Internal auditors who want to learn about CE marking.

You may be interested in these courses

Management System Requirements (High Level Structure)

2 Days

Course Overview

Utilizing the new unifying and agreed high level structure (HLS), BSI has developed a comprehensive one-day, non-residential course, that explores the principles and requirements of the HLS, and its benefits to organizations.

through a balance of formal classroom tutorial, activities, and open forum discussions, delegates will gain awareness of the high level structure, identical core text and common terms and core definitions (for use in Management System Standards); This course is particularly valuable for individuals involved in the planning, implementing, or maintaining of a new MS.

How will I benefit?

Communicate the high level structure, identical core text and common terms and core definitions for use in Management System Standards

Particularly useful for those organizations that choose to operate a single (sometimes called integrated) MS that can meet the requirements of two or more MS

What will I learn?

- Recognize clauses of the new HLS in new MS standards
- Identify core text and common terms and definitions
- Express how the alignment and compatibility of standards will be enhanced by the HLS
- Communicate the future structure of standards and the values of such standards to users
- Recognize the benefits for those organizations that choose to operate a single, sometimes called integrated, management system that can meet the requirements of two or more MS

Who should attend?

- Compliance and Risk, Operations, Consultants or anyone involved with the planning, implementing or maintaining of new Management Systems
- Anyone undertaking, or facing transition requirements involving new/revised ISO Management Systems

Advanced Auditing Skills

1 Day

Course Overview

Help your business achieve and maintain certification to management systems – become an advanced auditor in just one day with our Advancing Your Audit Skills training course.

Build on your auditing skills and help your business meet objectives across quality, environmental, health and safety and information security management systems. Working with us you will learn to identify opportunities for improvement and manage the entire audit process. Improve your communications and reporting techniques and vary your auditing techniques as appropriate.

How will I benefit?

You will grow in confidence – gaining senior management support for audit proposals. Our tutors build on practical experience to deliver a mix of learning methods that put you on the fast track to advance auditing.

What will I learn?

- Review your role as auditor and your impact on business performance
- Improve communications and reporting skills
- Demonstrate the value of auditing and gain buy-in across the business
- Be able to adapt your auditing techniques across management systems
- Identify opportunities for improvement to achieve and maintain certification
- Grow in confidence and achieve professional recognition

Who should attend?

- Auditors of quality, health and safety, environment and information security management systems with at least one year's experience
- Auditors who want to qualify for the BSI Certified Auditor/Lead Auditor

ISO/IEC 17025

Laboratory Accreditation



Laboratory accreditation confirms that you have the correct quality systems in place to manage everything from administration to technical operations. We can help you demonstrate to customers, regulatory authorities and accreditation bodies that your laboratory complies with ISO/IEC 17025 requirements – starting with an introduction to laboratory accreditation, to implementing and auditing your own system to maintain compliance. Benefits include:

- Developing their management system for quality, administrative and technical operations.
- Laboratory customers, regulatory authorities and accreditation bodies may also use it in confirming or recognizing the competence of laboratories.



[Browse the available courses >](#)



ISO/IEC 17025 Introduction, Implementation and Internal Auditing

5 Days

Course Overview

Start with a detailed overview of the standard and its requirements. And discover how to meet these in your laboratory by implementing an ISO 17025 quality control system. Our experts will also explain auditing techniques so you can maintain accreditation by monitoring, assessing and improving performance.

How will I benefit?

- Qualified ISO 17025 experts working in your laboratory
- Confidence in continuing compliance with ISO 17025
- More efficient and accurate testing and calibration processes
- Increased stakeholder trust in your quality control

What will I learn?

- The requirements and scope of the ISO 17025 standard
- How to meet the requirements of ISO 17025
- The principles and application of quality control
- Understand the laboratory accreditation process
- How to monitor and continually improve quality control processes

Who should attend?

- Those who manage laboratory support functions, testing and operations
- Technicians and laboratory staff who need to understand ISO 17025
- Those who want to become internal laboratory auditors

ISO/IEC 17025 Auditor Team Leader

5 Days

Course Overview

If you're pursuing lab accreditation, responsible for operations or just need clear understanding of requirements, this is the course for you. IOS 17025 is a world recognized standard for laboratory competence, applicable to both testing labs and calibration labs across most all industry sectors.

How will I benefit?

- The Lab Manual and QMS Documentation Structure
- Integrating 17025 to Existing Systems
- Terminology – VIM and concepts of certification, registration and accreditation
- Auditing the laboratory
- Role of laboratory management review
- Equipment capability and measurement uncertainty

What will I learn?

- The requirements of ISO 17025 and how to meet them
- Understand the laboratory accreditation process
- How to plan, conduct and report on a lab audit
- The team roles and responsibilities required by ISO 17025
- How to continually improve quality control processes.

Who should attend?

- Laboratory operations management
- Quality Assurance, QC Personnel and lab quality auditors
- Test Technicians and test lab supervisors

PAS 99:2012

Integrated Management Systems



PAS 99 is the world's first specification for integrated management systems. Many of our customers asked for one framework to manage all of their certified systems. So we developed PAS 99 using the ISO guide for writing management system standards – giving you a world-class framework to work with. Integrated Management Certification shows the world that you're meeting all your responsibilities, as well as giving confidence to potential customers, suppliers, investors and stakeholders. It can save you money and make a real difference to your business' bottom line. Benefits include

- Risk Management
- Competitive Edge
- Attracts investment
- Reinforces brands



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PAS 99 Implementation

1 Day

Course Overview

Align your management systems for efficiency and growth. Achieve success with a PAS 99 integrated management system. This standard gives you a clear overview of your whole organization with a framework to integrate and monitor all existing systems. Combine ISO 9001, ISO 14001, OHSAS 18001 and ISO/IEC 27001, as well as easily introduce new management systems. And with PAS 99 in place you can align all processes and procedures, increasing efficiency and effectiveness. Take the first steps towards a certificate in integrated management by choosing from our implementation and auditor courses – we can tailor these to your organization and make sure you get the most out of PAS 99

How will I benefit?

- Increased visibility of existing management systems performance
- Greater focus on getting the best from all management systems
- Simplified approach to maintaining and improving existing systems
- Save time, cut costs and increase customer satisfaction

What will I learn?

- Understand the principles and benefits of integrating management systems
- Design, plan and implement your own integrated management system
- Confidence handling integrated policies and planning
- Ability to monitor and improve an integrated management system

Who should attend?

- Those who want to implement an integrated management system
- Those who want improve the effectiveness of existing management systems

PAS 99 Internal Auditor

3 Days

Course Overview

Get all the information you need to start your CE Marking journey. We answer your questions on our Introduction to CE Marking course, helping you to make informed decisions about your medical devices. Find out what action is needed to remove uncertainty from the EU regulatory process – we explain the CE Marking process and routes to compliance with the EU Medical Devices Directive, outlining the role of clinical data in identifying and managing risk. And you will discover how all of this can open up new business opportunities in the EU market.

How will I benefit?

- Qualified PAS 99 internal auditors within your business
- Ensure ongoing compliance with PAS 99 to save time and cut costs
- Identify and close performance gaps in your integrated management system
- Maximize your PAS 99 system to streamline processes

What will I learn?

- A detailed understanding of the benefit and purpose of PAS 99
- To set objectives and plan integrated management systems internal audit
- Understand the roles and responsibilities involved in delivering PAS 99
- Report on findings, identify problems and recommend corrective actions

Who should attend?

- Those familiar with PAS 99 who want to up-skill
- Those responsible for auditing an integrated management system
- Management system internal auditors who want to know about PAS 99

ISO 55001:2014

Asset Management Systems



ISO 55001 focuses on helping you develop a proactive lifecycle asset management system. This supports optimization of assets and reduces the overall cost of ownership while helping you to meet the necessary performance and safety requirements. The benefits that an Asset Management can deliver

- Enhanced risk and performance
- Meet asset management objectives
- Enhanced reputation
- Improved financial performance



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ISO 55001:2014 Fundamentals

2 Days

Course Overview

This interactive course starts with an overview of asset management, what it is and what it can do for an organization. It shares the latest thinking, processes, methods and tools in joined up management of any types of asset. If your organization has multiple assets at the heart of its' business, you will know that an effective management strategy should contribute to better operating results, performance and improving your bottom line.

How will I benefit?

- A clear understanding of asset management terminology and its correct usage
- Appreciation of asset management practices, activities and methodologies
- Recognition of the value obtainable from the integrated approach to the life cycle and risk-based management of assets

What will I learn?

- Recognize and be able to apply asset management terminology, definitions and principles
- Identify and manage the expectations of stakeholders with respect to asset management
- Become familiar with internationally recognized asset management methodologies and good practices
- Appreciation of the structured approaches available for the improvement of value realization from assets

Who should attend?

Any person with an interest or responsibility for physical or other assets, decision making, planning, risk management, resourcing, operations, technical services, information support, budgeting, quality management or organizational development.

ISO 55001:2014 Key Elements of Auditing

1 Day

Course Overview

This course provides key guidance and practical experience in planning, executing, and reporting management system audits of asset management. This innovative, one-day course provides a solid foundation in key aspects of the audit process. Delegates are taken through a structured programme that includes a balance of theory and practice using a combination of collaborative learning and practical activities.

How will I benefit?

- Appropriately trained auditors will bring added value to the audit process
- More efficient and effective auditing process against the requirements of ISO 55001:2014
- Your organization will be better placed to achieve and maintain compliance with the international standard for asset management

What will I learn?

- Explain the principles of auditing to ISO 55001:2014
- Introduce and apply a four theme approach to assessing the elements of ISO 55001 and their integration
- Prepare and conduct asset management audits
- Recognize the role of maturity models for continual improvement in asset management

Who should attend?

- All personnel who are/will be coordinating internal audit activities within your organization
- Persons who have been given the responsibility to lead management system audits against the requirements of ISO 55001
- Existing asset management auditors who wish to refresh their skills



ISO 55001:2014 Requirements

1 Day

Course Overview

The effective management of assets is becoming increasingly important to organizations and their interested parties. This comprehensive one-day course explores in depth the organizational implications of the international standard for asset management (ISO 55001:2014). The course aim is to explain the main requirements of ISO 55001:2014 and its organizational benefits

How will I benefit?

- To identify opportunities to maximize the value realized from the organization's assets through the effective application of a management system that meets the requirements of BS ISO 55001.

What will I learn?

- What is Asset management and why it is important to an organization
- Benefits of a management system for asset management background of ISO 55001:2014
- Key terms, concepts and principles of ISO 55001:2014
- Main requirements of ISO 55001:2014

Who should attend?

Any person with an interest or responsibility for physical or other assets, decision making, planning, risk management, resourcing, operations, technical services, information support, budgeting, quality management or organizational development.

You may be interested in these courses

Root Case Analysis (RCA)

2 Days

Course Overview

To get to the root of the problem efficiently and thereby improve a process, effective problem-solvers use something called root cause analysis.

Root causes can be uncovered and analyzed by using a number of approaches, techniques, and tools that help the problem-solver get to the heart of the problem and find its cause(s). Some such tools are generic and can be used in many applications; others are suited solely for root cause analysis.

How will I benefit?

- Understanding of RCA and developing continuous improvement that provides on-going future benefits to your company's growth and success.
- Develop more effective techniques, improve evaluation and communication skills, and increase your ability to implement corrective action programs.

What will I learn?

This course is made up of five modules:

- Module 1: Root Cause Analysis
- Module 2: Tools for possible cause generation and consensus reaching
- Module 3: Tools for possible cause analysis
- Module 4: Tools for cause and effect analysis
- Module 5: How to select the right tool

Who should attend?

- Processes owners
- Quality Managers
- Engineers
- Technicians
- Project Leaders
- Anyone responsible for overseeing or who will be involved in the Root Cause Analysis process in an organization

Corrective and Preventive Actions (CAPA)

1 Day

Course Overview

This course provides you with a thorough understanding of "Corrective Action" and "Preventive Action." The Course will teach you how to properly document a corrective (CAR) or preventive (PAR) action request, answer a CAR/PAR, and close out a CAR/PAR.

The objective of this course is to provide delegates with the opportunity to practice their skills during simulated processes. This practical emphasis, along with high tutor to delegate contact hours, allow a substantial degree of individual guidance and tuition.

How will I benefit?

- Understanding of CAPA and Develop continuous improvement that provides on-going future benefits to your company's growth and success.
- Develop more effective techniques, improve evaluation and communication skills, increase your ability to implement corrective action programs.

What will I learn?

Module one :

- What is CAPA?
- Identification of nonconformities
- CAPA Procedures Seven Steps
- Developing a corrective/preventive action plan
- Containment Action
- Determine extent of problem
- Decide on team for action
- Find true causes (Performing root cause analysis)
- Identify and select remedies
- Evaluate to ensure that it's working
- Audit to hold the gain
- Verifying corrective action effectiveness
- Closing a corrective/preventive action request

Module two :

- Workshop CAPA case study

Who should attend?

Processes owners , Quality Managers, Engineers, Technicians, Project Leaders, and anyone responsible for overseeing, or who will be involved in, the corrective and preventive action process in an organization.

ISO/IEC 20000:2011

IT Service Management Systems



Whether you're new to ISO/IEC 20000 or looking to take your expertise further, we have the right training courses, resources, and services; enabling you meanwhile to meet ITIL standards. We offer information technology packages that can be customized to your business to get your IT service management up to the right standards – cutting the cost of services you don't need. The benefits of a comprehensive IT service management system include

- Transform the way internal or outsourced IT services are delivered.
- Put in place controls and procedures to consistently deliver a cost-effective, quality IT service.
- Gain a market advantage and win new business



[Browse the available courses >](#)



ISO/IEC 20000:2011 Requirements

1 Day

Course Overview

Understand how applying the ISO/IEC 20000:2011 standard to your organization can deliver value to your customers and employees – helping to improve performance and meet business objectives. Our ISO/IEC 20000 experts work with organizations of all sizes – with internal IT departments or external suppliers – making it easy for you to take this one-day course and your first steps towards internationally recognized IT management systems.

How will I benefit?

- Introduce IT service management best practice to your organization
- Understand how to continually improve IT services with ISO/IEC 20000
- Build ISO/IEC 20000 expertise within your business
- Gain customer and industry recognition as you work towards accreditation

What will I learn?

- Understand the benefits of an IT service management system
- Ways to introduce ISO/IEC 20000 into your organization
- How to integrate ISO/IEC 20000 with existing management systems
- Plan next steps towards achieving accreditation.

Who should attend?

- Senior and finance managers
- IT and IT service delivery managers
- Those who want to offer or procure outsourced IT services

ISO/IEC 20000:2011 Implementation

2 Days

Course Overview

Make international best practice part of your every day operations with our Implementing ISO/IEC 20000 training course. Find out what it takes to deliver world class IT service management from planning and implementing to monitoring performance. Build your own ISO/IEC 20000 system and get accredited to set your business apart. And discover how to save time and money through more efficient services, as well as deliver a better quality of customer service. Our IT service management experts will guide you through practical exercises to make your learning relevant to your business.

How will I benefit?

- IT service management expertise within your organization
- Achieve international recognition for best practice in IT
- Save time and money through more efficient operations
- Greater customer satisfaction through better service management
- Integrate ISO/IEC 20000 with other management systems to improve overall performance

What will I learn?

- Understand the requirements of ISO/IEC 20000
- Assess current IT service management system
- Identify gaps and ways to meet ISO/IEC 20000 requirements
- Plan and implement an IT service management system
- Build awareness of the standard and monitor performance
- Manage the accreditation process

Who should attend?

- Those responsible for planning or implementing an ISO/IEC 20000 IT service management system
- IT service managers and team members involved in the implementation process



ISO/IEC 20000:2011 Internal Auditor

2 Days

Course Overview

Take our ISO/IEC 20000 Internal Auditor training course and you can deliver continual improvement across your IT services. Discover what an ISO/IEC 20000 internal audit involves and learn to plan and deliver your own – understanding what corrective action needs to be taken to close gaps between your IT services management system and ISO/IEC 20000 best practice. Build confidence through practical exercises and workshops so you can tailor the audit to your organization for maximum benefit.

How will I benefit?

- Qualified auditing professionals within your business
- Confidence in continually improving IT service management systems
- Continuing compliance with the ISO/IEC 2000 standard
- Customer and employee confidence in service delivery.

What will I learn?

- Understand auditing principles and auditor responsibilities
- Plan, carry out and report on an ISO/IEC 20000 internal audit
- Conduct opening and closing meetings
- Produce accurate documentation and recommend corrective action.

Who should attend?

- Those who want to improve their organization ISO/IEC 20000 system
- Those who want to carry out an ISO/IEC 20000 internal audit

IRCA Certified ISO/IEC 20000 2011 Lead Auditor (A17452)

5 Days

Course Overview

Become an ISO/IEC 20000 Lead Auditor and embed IT services management best practice within your business. Take the step up and manage the entire audit process from planning to reporting – and gain recognition as a qualified ISO/IEC 20000 expert across your organization and industry. Work with IT services tutors to refine your interviewing and reporting skills, and become confident leading follow up action. You will also learn about integrating ISO/IEC 20000 and systems audits to achieve maximum efficiency across your organization.

How will I benefit?

- Qualified ISO/IEC 20000 audit professionals within your business
- Confidence in ongoing compliance with ISO/IEC 20000 standard
- Ability to integrate management system audits for efficiency
- Customer and industry recognition of consisted accredited status
- Continually improve IT services management

What will I learn?

- Consolidate knowledge of IT services management systems
- Detailed understanding of ISO/IEC 20000 in the context of an audit
- Plan, lead and manage an ISO/IEC 20000 audit
- Conduct opening and closing meetings and interviews
- Integrate other management system audits

Who should attend?

- Internal auditors qualified in ISO/IEC 20000 and other management systems
- Compliance managers and IT services management representatives
- Management representatives
- Those who want to become third party auditors for ISO/IEC 20000



Risk

Risk Portfolio: Managing risk and **building stakeholder confidence**

Balancing risk / opportunities

+

Improving post-crisis recovery time

+

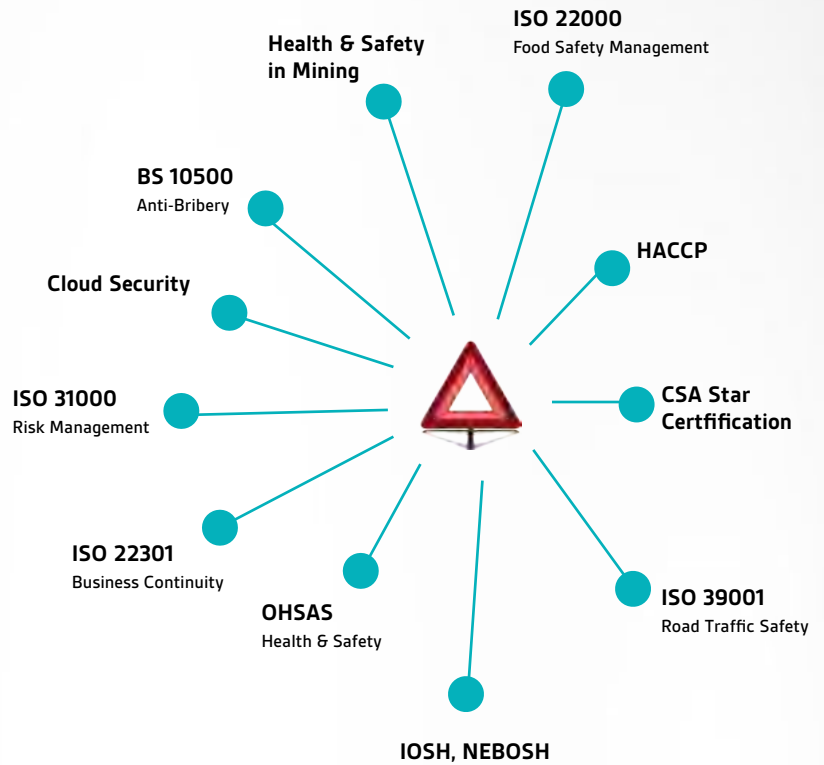
Meeting customers expectations

+

Adapting to regulations

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Protecting your reputation



HIGH

RISK

BS 10500:2011

Anti-Bribery Management System



Anti-bribery legislation is getting tougher. No organization is immune from bribery risk, however, organizations can demonstrate that they have adequate procedures in place to prevent bribery and the financial and reputational costs associated with it. Benefits of implementing an anti-bribery management system:

- Demonstrate legal compliance
- Reduced business disruption and loss of focus
- Enhanced internal and external image as a reputable and ethical organization



[Browse the available courses >](#)



BS 10500:2011 Requirements

1 Day

Course Overview

BS 10500, will provide your organization with a framework for prohibiting, preventing, detecting, reporting and dealing with any bribery that does occur. It takes into account the internationally recognized good practice.

How will I benefit?

- Understand why it is important to prevent, reduce and eliminate bribery
- Become familiar with the key requirements of BS 10500
- Know what to do next when planning for an ABMS
- Increase your knowledge of anti-bribery practices and an ABMS

What will I learn?

- Identify and explain the background, structure and intent of BS 10500
- Explain how anti-bribery management fits into your organization
- Demonstrate the business benefits of implementing effective ABMS in your organization
- Describe the Plan-Do-Check-Act management systems approach and how it relates to the BS 10500 ABMS

Who should attend?

- Those with responsibilities for ethical behavior, corporate governance, risk and compliance, management systems, anti-bribery measures, and procurement.
- Internal and external management systems auditors who are new to ABMS

BS 10500:2011 Implementation

2 Days

Course Overview

Successful implementation of the standard will prove a commitment to ethical behavior which is a vital part of corporate governance in a well-managed organization. This commitment helps an organization to enhance its corporate reputation and to avoid potentially corrupt transactions.

How will I benefit?

- Recognize the threat of bribery to your organization
- Position your organization for a successful implementation of an Anti-bribery Management System
- Gain the confidence to implement an ABMS
- Take-home Reference Toolkit

What will I learn?

- Determine the threat of bribery within your organization
- List the benefits specific to your organization in relation to implementing an effective ABMS
- Identify a typical framework for implementing BS 10500 following the PDCA cycle
- Interpret the requirements of BS 10500 from an implementation perspective in the context of your organization
- Conduct a base line review of your organizations current position with regard to BS 10500

Who should attend?

- Anyone involved in implementation of BS 10500



BS 10500:2011 Internal Auditor

2 Days

Course Overview

The course aims to provide guidance and practical experience in planning, executing, and reporting Anti-Bribery Management System Audits.

Anti-bribery is now recognised as an important business aspect which if not managed correctly, and effectively, may impact upon your organization's reputation, corporate governance, legal compliance and its sustainable development. The highly specialised skills and practical knowledge needed to assess an organization's capability to manage all aspects of anti-bribery is one that can be learnt.

How will I benefit?

- Appropriately trained auditors will bring added value to the internal audit process
- Your organization will remain compliant to the British Standard for Anti-Bribery Management Systems
- Skills development for your internal auditors; as well as the main core knowledge requirements

What will I learn?

- The principles of auditing and the principles of auditing to BS 10500:2011
- Preparing audit activities and conducting audit activities
- Preparing and distributing the audit report
- Completing the audit and follow-up

Who should attend?

All personnel who are/will be coordinating internal audit activities within your organization

Persons who have been given the responsibility to audit an Anti-Bribery Management System

Existing auditors who wish to refresh their skills.

Understanding Bribery and Effective Due Diligence

2 Days

Course Overview

This two day course focuses on the operational and technical challenges faced in understanding bribery and effective due diligence. By attending this course you will gain an understanding of the nature and impact of bribery, its harm, the risk it poses to organizations and the methods used to identify risk through an effective assessment. This course was developed in association with the City of London Police, Economic Crime and Fraud Training Academy.

How will I benefit?

- Your company will develop familiarity understanding how bribery can occur within organizations and how to apply due diligence
- Your business will be able to identify risk assessment methodologies for bribery
- You organization will know what are effective controls for bribery critical touch points

What will I learn?

- How to communicate the nature, scale and features of bribery
- What methods are used by those involved in bribery and recognize motives and concealment
- How to identify bribery indicators and spot red flags
- How to assess the risk of bribery and critical touch points (CTP's)
- What is due diligence with regard to business associates
- How to identify and respond to suspicions of bribery
- What is required in a bribery investigation and subsequent corrective action

Who should attend?

Those responsible for anti-bribery management, ethical behaviour, corporate governance, risk and compliance, management systems, anti-bribery measures, human resources, procurement and those managing/selecting business associates especially if operating in high risk bribery environments.

ISO 31000:2009

Risk Management Systems



By providing comprehensive principles and guidelines, this standard helps organizations with their risk analysis and risk assessments. Whether you work in a public, private, or community enterprise, you can benefit from ISO 31000 risk management, because it applies to most business activities including planning, management operations and communication processes. Benefits of implementing ISO 31000 include:

- Proactively improve operational efficiency and governance
- Build stakeholder confidence in your use of risk techniques
- Apply management system controls to risk analysis to minimize losses
- Respond to change effectively and protect your business



[Browse the available courses >](#)



ISO 31000:2009 Requirements

1 Day

Course Overview

All organizations face uncertainty in meeting their objectives. As a proven methodology, risk management is a systematic framework and process for maximizing those areas where outcomes can be controlled while minimizing those that cannot be predicted and over which control cannot be exercised. BSI's 1-day course on understanding risk management will provide the foundation you need to start managing your organization's risks effectively. After completion of this course, you will be able to describe the fundamentals, key principles and application of risk management to your organization.

How will I benefit?

- Increased business resiliency
- Flexibility of response to change
- Understanding and management of risk

What will I learn?

- Describe the fundamentals of risk management
- Explain the fundamentals of a risk management system
- Describe the relevance and context of ISO 31000
- Outline the structure and purpose of ISO 31000
- Elaborate on the key principles of ISO 31000
- Identify key aspects and interrelationships of a risk management framework with the organization's management system
- Describe the risk management process
- Outline a process for implementation of a risk management framework

Who should attend?

- Managers and prospective implementers of risk management, and for stakeholders in such efforts.

ISO 31000:2009 Principles and Guidelines

2 Days

Course Overview

Organizations of any size have always striven to manage their risks in some way. Those organizations without a formalized system for dealing with business uncertainties can benefit from a better understanding and structured implementation of risk management. BSI's 2-day course on understanding and implementing a risk management framework based on the ISO/IEC 31000 standard will provide you with the knowledge and skill to effectively start managing your organization's risks. After completion of this course, you will be able to explain the fundamentals and principles of risk management while laying the foundation for implementing a structured approach to risk management within your organization.

How will I benefit?

- Increased business resiliency and structure
- Organizational flexibility of response to change
- Understanding and management of risk
- Ability to implement a risk management framework
- Enhanced business continuity and stability

What will I learn?

- Describe and explain the fundamentals of risk management
- Describe the relevance and context of ISO 31000
- Elaborate on the key principles of ISO 31000
- Identify key aspects and interrelationships of a risk management framework with the organization's management system
- Outline a process for implementation of a risk management framework
- Specify the components and process of building a risk management framework

Who should attend?

Managers and prospective implementers of risk management, and for stakeholders in such efforts.



ISO 31000:2009 Implementation

1 Day

Course Overview

Organizations that recognize the importance of managing risk can benefit from implementing a formal risk management system. BSI's 1 day course on implementing risk management will guide you through the development of a framework to effectively manage your organization's risks. After completion of this course, you will be able to apply the principles of risk management to your organization and implement a risk management framework and process suitable to your organization.

How will I benefit?

- Increased business resiliency structure
- Change management capability
- Ability to implement a risk management framework
- Enhanced business continuity and stability

What will I learn?

- Specify the components and process of building a risk management framework
- Specify the structure and flow of the risk management process

Who should attend?

Managers and prospective implementers of risk management, and for stakeholders in such efforts.

ISO/IEC 27001:2013

Information Security Management Systems



You simply can't be too careful when it comes to protecting personal records and commercially sensitive information. Work towards safeguarding your company and customer information from intentional or unintentional destruction and unauthorised access through the implementation of an ISO/IEC 27001 compliant information security management system with BSI. The benefits our certified clients have enjoyed speak for themselves:

- Ability to meet compliance Requirement
- Decreased number of security incidents
- Increase relative competitive position
- Reduce level of risk in IT and Operations



[Browse the available courses >](#)



ISO/IEC 27001:2013 Requirements

1 Day

Course Overview

Information security is critically important to both you and your interested parties. BSI has developed a comprehensive one-day non-residential course that explores in depth the organizational implications of the International Standard for Information Security Management (ISO/IEC 27001:2013). The course aim is to explain the main requirements of ISO/IEC 27001:2013 and its organizational benefits.

How will I benefit?

An understanding of effective information security management throughout an organization and therefore protection of your information (through integrity, confidentiality and availability) and those of your interested parties.

What will I learn?

- What is information security management (ISM)
- Why ISM is important to an organization
- The benefits of ISM
- The background of ISO/IEC 27001/2
- The key concepts and principles of ISO/IEC 27001:2013
- The terms and definitions used
- The main requirements of ISO/IEC 27001:2013

Who should attend?

- Management representatives of ISO/IEC 27001
- IT managers
- Systems managers
- Information security officers
- Those who will be involved in advising top management on the introduction of ISO 27001 into an organization.

ISO/IEC 27001:2013 Implementation

3 Days

Course Overview

ISO/IEC 27001 information security management helps you protect all your company data. It provides a framework for you to remove the threat of security breach by measuring and reducing information security risks. You may have already completed our introduction to ISO/IEC 27001 training or be familiar with the international standard. So now you can take next steps towards implementing your own ISO/IEC 27001 information security management system.

How will I benefit?

- A robust Information Security Management System (ISMS) will improve and protect your organization – and information security training will enable you to implement an effective and long term ISMS
- Comprehensive quality security controls will build stakeholder confidence
- Information security expertise and knowledge delivers assurance of legal, contractual and ISO/IEC 27001 compliance

What will I learn?

- Identify a typical framework for implementing ISO/IEC 27001 following the PDCA cycle
- Conduct a base line review of the organizations current position with regard to ISO/IEC 27001
- Interpret the requirements of ISO/IEC 27001 from an implementation perspective in the context of their organization
- Implement key elements of ISO/IEC 27001

Who should attend?

- Those who will be involved in advising top management on the introduction of ISO/IEC 27001 into an organization.
- Designed for those with information security responsibility
- Those planning to implement a system or new to managing a system
- Anyone working within information security, including consultants.



ISO/IEC 27001:2013 Lead Implementer

1 Day

Course Overview

ISO/IEC 27001 information security management provides a controlled approach to protecting your company data. It provides a framework for you to remove the threat of security breach by measuring and reducing information security risks. If you have completed our introduction to ISO/IEC 27001 or implementing ISO/IEC 27001 training courses, you are now ready to lead the implementation of an information security management system in your organization.

How will I benefit?

- Develop vital processes, policies and procedures that can be put into practice immediately
- Create the framework for your own Information Security Management System (ISMS)
- Gain knowledge to develop your ISMS framework and build awareness and support for information security across your organization
- Be confident that you have the capability to protect your business and meet stakeholder expectations
- Encourage continuous professional development across your organization.

What will I learn?

- Specify the components and process of building a risk management framework
- Specify the structure and flow of the risk management process
- corrective action.

Who should attend?

Managers and prospective implementers of risk management, and for stakeholders in such efforts.

ISO/IEC 27001:2013 Internal Auditor

2 Days

Course Overview

The course aims to provide guidance and practical experience in planning, executing, and reporting Information Security Management System Audits. Information Security is now recognised as an important business process which if not managed correctly and efficiently may impact upon an organisation's ability to deliver its products and services to their customers. Just as important, lack of security has the potential to impact upon revenues. The highly specialised skills and practical knowledge needed to assess an organisation's capability to manage all aspects of information security is one that can be learnt.

How will I benefit?

- Appropriately trained auditors will bring added value to the internal audit process
- Your business will remain compliant to the international standard for Information Security Management Systems
- Skills development for your internal auditors; as well as the main core knowledge requirements

What will I learn?

- The principles of auditing and the principles of auditing to ISO/IEC 27001:2013
- Audit activities
- Initiating the audit
- Preparing audit activities
- Conducting audit activities
- Preparing and distributing the audit report
- Completing the audit
- Audit follow-up

Who should attend?

- All personnel who are/will be coordinating internal audit activities within your organization
- Persons who have been given the responsibility to audit an Information Security Management System
- Existing auditors who wish to refresh their skills



IRCA Certified ISO/IEC 27001:2013 Auditor/Lead Auditor (A17287)

5 Days

Course Overview

Auditing is crucial to the success of any management system. As a result, it carries with it heavy responsibilities, tough challenges and complex problems. This five-day intensive course trains ISMS auditors to lead, plan, manage and implement an Audit Plan. It also empowers them to give practical help and information to those who are working towards certification and also provides the knowledge and skill required to carry out 2nd party auditing (suppliers and subcontractors).

How will I benefit?

- Ensure that the measures you put in place to protect your organization
- Manage your customers properly and achieve the desired result.

What will I learn?

- Understand the standard's requirements from an auditor's point of view.
- Learn to plan, conduct and report on an audit, improving your interview techniques.
- Review security threats and vulnerabilities
- Identifying the correct controls to manage them.
- Become confident managing teams of auditors in your organization or during a third party audit.

Who should attend?

- Those wishing to Lead audits of Information Security Management System (ISMS) in accordance with ISO 27001:2013 (either as a 2nd party, or 3rd party auditor)
- Those wishing to learn about effective audit practices
- Existing information security auditors who wish to expand their auditing skills
- Consultants who wish to provide advice on ISO 27001:2013 ISMS Auditing
- Security and quality professionals

Lead Auditor Transition course from ISO/IEC 27001:2005 to ISO/IEC 27001:2013 IRCA (A17694)

2 Days

Course Overview

Are you an ISO/IEC 27001:2005 Lead Auditor who wants to develop the expertise to audit an ISO/IEC 27001:2013 information security management system (ISMS)? This course is ideal for existing ISO/IEC 27001:2005 Lead Auditors; as it combines the 1-day 'Information Security Management Systems (ISMS): Transition Course from ISO/IEC 27001:2005 to ISO/IEC 27001:2013' with an additional day of ISO/IEC 27001:2013 auditing activities.

How will I benefit?

- Be able to transition from ISO/IEC 27001:2005 to ISO/IEC 27001:2013
- Inform others about the new requirements of ISO/IEC 27001:2013
- Prepare for ISO/IEC 27001:2013 audits
- Conduct ISO/IEC 27001:2013 audits
- Develop your ISO/IEC 27001:2013 auditing skill and lead auditor expertise.

What will I learn?

- Explain the purpose and use by standard writers of Annex SL Appendix 2
- Describe in outline the framework for a generic management system
- Explain the new and revised terms and definitions
- Explain the new requirements relating to Context, Leadership, Planning and Support in Annex SL Appendix 2
- Communicate any changes in ISMS specific requirements arising as a result of transitioning from ISO/IEC 27001:2005 to ISO/IEC 27001:2013 (which has been written using Annex SL Appendix 2 as its framework)
- Explain the BSI certification transition arrangements
- Be able to plan and lead an audit to ISO/IEC 27001:2013.

Who should attend?

- In general: ISO/IEC 27001:2005 Lead Auditors, including internal and external ISO/IEC 27001:2005 management system Lead Auditors who will be auditing to ISO/IEC 27001:2013
- The categories of IRCA certified ISMS auditors who are required to undertake transition training are those holding the following grades;



Advanced Cloud Security Auditing for CSA Star Certification

1 Day

Course Overview

In conjunction with the CSA, BSI has developed the CSA STAR Certification scheme to measure the robustness and performance of cloud security. It gives cloud service providers the ability to prove that their registration to the Cloud Security Alliance's (CSA's) Security, Trust and Assurance Registry (STAR) has been independently assessed against the new CSA STAR certification maturity model.

How will I benefit?

- Although only a certified CSA STAR auditor from a certification body can recommend CSA STAR certification, by attending this course delegates will learn how to effectively prepare a cloud service provider for a CSA STAR audit.

What will I learn?

- Define the criteria for STAR certification
- Describe the CCM and how it relates to ISO/IEC 27001
- Define the specific control areas of the CCM and differentiate between them
- Explain what maturity is and how the STAR certification maturity model works
- Describe what maturity is and how the STAR certification maturity model works
- Demonstrate how to apply the maturity model when auditing a provider's security controls

Who should attend?

ISO/IEC 27001 qualified auditors or those with equivalent knowledge and experience.

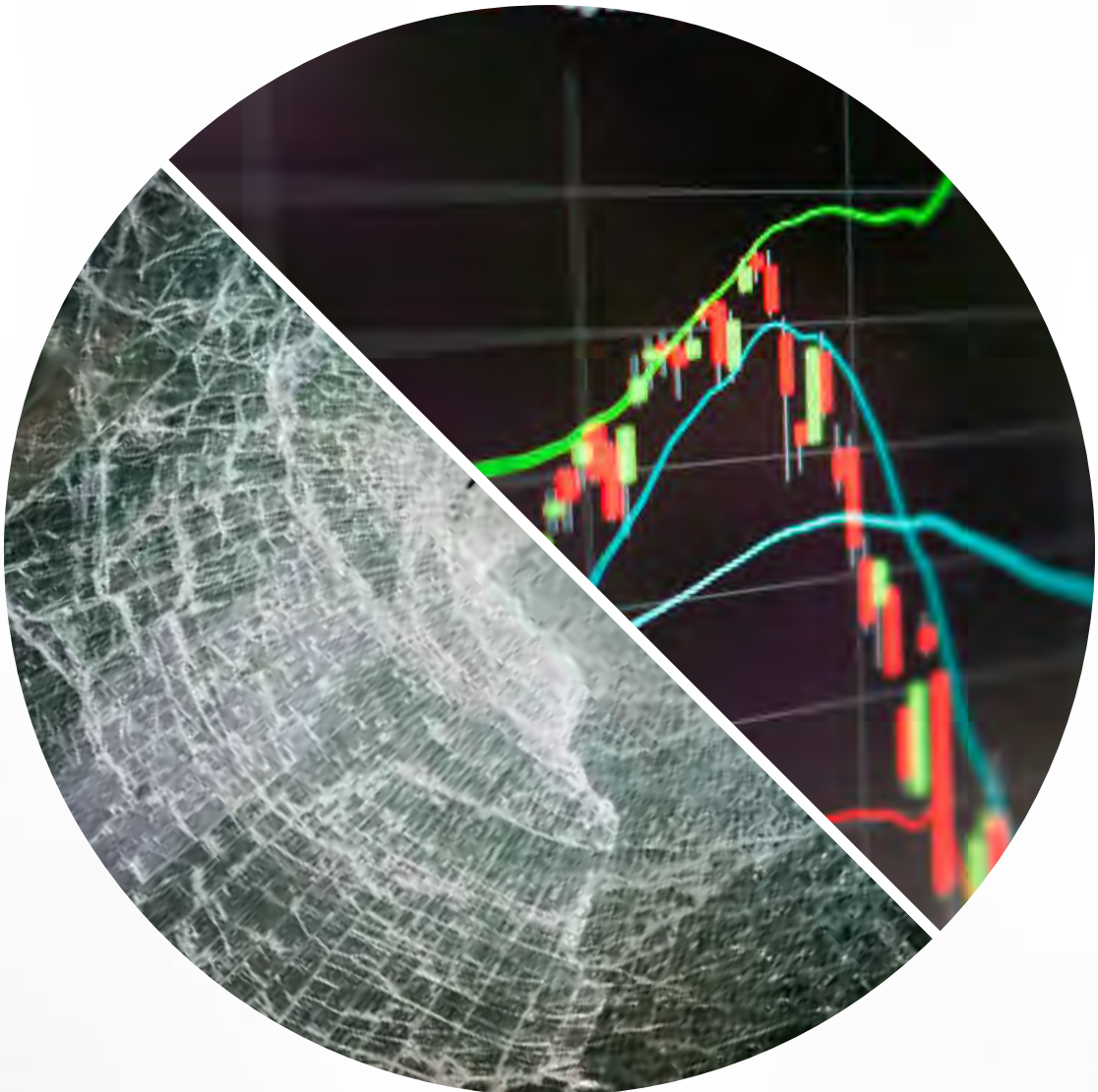
ISO 22301:2012

Business Continuity Management Systems



Understand and prioritize the threats to your business with the international standard for business continuity. ISO 22301 business continuity specifies the requirements for a management system to protect against, reduce the likelihood of, and ensure your business recovers from disruptive incidents. The benefits our certified clients have enjoyed speak for themselves:

- Improved continuity of business operations
- ability to provide a seamless product/service to Customers
- Organization is better placed to foresee and prevent Disruptions
- Improved mitigation of risks



[Browse the available courses >](#)



ISO 22301:2012 Requirements

1 Day

Course Overview

Organizations often damage their reputations and lose customers because they are unable to cope with unexpected disruptions such as natural disasters, severe weather, IT outage, industrial action, crime, political unrest or staff illness. How prepared are you for such challenges? A Business Continuity Management System (BCMS) based on ISO 22301 can provide your organization with an international best-practice framework for identifying potential threats, evaluating their impact, and developing the capability to minimize disruption and continue business should unforeseen events occur

How will I benefit?

- Understand why it is important to protect your organization from unforeseen events
- Recognize how a BCMS can help to minimize the impact of unexpected disruptions
- Become familiar with the requirements of ISO 22301
- Know what to do next when planning a BCMS
- Increase your knowledge of Business Continuity and a BCMS

What will I learn?

- Identify the key concepts of Business Continuity
- Explain how Business Continuity Management will fit into your organization
- Describe the Plan-Do-Check-Act management systems approach
- Identify the requirements of ISO 22301 and highlight the most critical elements for a successful BCMS

Who should attend?

- Business Continuity, Risk, Information Security, IT and Operations Managers or Consultants
- Existing management system practitioners who are new to Business Continuity and the requirements of a BCMS
- Internal and external management system auditors who are new to Business Continuity and auditing a BCMS
- People interested in finding out more about a BCMS

ISO 22301:2012 Implementation

2 Days

Course Overview

When faced with unexpected disruptions, organizations with an effective Business Continuity Management System (BCMS) based on ISO 22301 not only benefit from protecting their reputations and retaining customers, but they also enhance their status as competitors struggle to overcome similar challenges.

The starting point for success lies in implementing the BCMS. If this is done well, your organization will have an international best practice framework from which to build resilience and help it keep operating when unforeseen situations arise. You can also save time and money by doing things right first time. How sure are you of what to do, when, and how?

How will I benefit?

- Protect your organization from unexpected disruptions
- Increase the confidence of customers in your organization
- Increase your expertise of Business Continuity and ISO 22301
- Be confident to implement a BCMS

What will I learn?

- Establish the scope of your BCMS
- Create BCMS policy, objectives and processes
- Adopt a step-by-step approach to implementation
- Explain the purpose, structure and requirements of ISO 22301 as they relate to the implementation process
- Develop a plan to implement a BCMS
- Prepare for ISO 22301 certification (if applicable)

Who should attend?

Anyone with responsibility for implementing a BCMS



ISO 22301:2012 Lead Implementer

5 Days

Course Overview

Bring business continuity management best practice to your organization with our Implementing ISO 22301 training course. Learn how to establish a business continuity management system within your organization and clarify roles and responsibilities during disruption. With ISO 22301 you can identify and protect business critical functions, building resilience and capability to continue operating during unexpected events. You can minimize downtime, speed up recovery time and reassure customers with your ISO 22301 management system.

How will I benefit?

- Protect your organization before, during and after disruptions
- Have confidence that your business continuity management system is effective
- Employee and customer confidence in achieving ISO 22301 certification
- Improved reputation with certification to an international standard.

What will I learn?

- Understand business continuity management best practice
- Design, plan and implement your own business continuity management system
- Understand how to meet ISO 22301 requirements and prepare for certification
- Identify the key elements of an implementation plan
- Understand various management techniques to aid the smooth implementation of the ISO22301 Business Continuity management System

Who should attend?

- Business continuity managers and consultants
- Risk, information security, IT and operations managers and consultants

ISO 22301:2012 Internal Auditor

2 Days

Course Overview

Having an effective Business Continuity Management System (BCMS) based on ISO 22301 successfully helps organizations to build resilience and develop the capability to continue business during unexpected disruptions. But this can be tough to achieve in fast-paced environments where uncertainty and change is commonplace. During this course, you will develop the knowledge and skill to carry out a thorough internal audit of your BCMS. Using practical exercises, group activities and class discussions, an experienced instructor will guide you through the principles and practice of auditing, as well as how to audit to the requirements of ISO 22301.

How will I benefit?

- Establish the effectiveness of your BCMS
- Grow customer confidence in your organization
- Gain valuable insight into the operations of your organization
- Prepare for independent audits
- Develop your ISO22301 auditing skill

What will I learn?

- Explain the requirements of ISO 22301
- Plan a BCMS audit
- Carry out a BCMS audit
- Report the audit findings
- Conduct an audit follow-up and closeout

Who should attend?

Anyone with responsibility for auditing a BCMS, including:

- Business Continuity, Risk, Information Security, IT and Operations Managers or Consultants
- Existing management system practitioners who are new to implementing a BCMS
- Internal and external management system auditors who are new to auditing a BCMS



IRCA Certified ISO 22301:2012 Lead Auditor (A17456)

5 Days

Course Overview

Customers expect organizations to plan and prepare for unforeseen events. Through an effective Business Continuity Management System (BCMS) based on ISO 22301, organizations can build the resilience and capability to keep operating when unexpected disruptions occur. This increases customer confidence – especially when the effectiveness of the BCMS is independently verified and certified. To unlock the full potential of the BCMS, your organization must conduct thorough audits of the framework to ensure that it continues to be robust and applicable in crisis situations. You may also want to find out more about independent audits and how they work. Can you lead an audit?

How will I benefit?

- Establish the effectiveness of your BCMS
- Grow customer confidence in your organization
- Gain valuable insight into the operations of your organization
- Manage an audit team
- Prepare for independent audits
- Conduct independent audits
- Develop your ISO 22301 auditing skills and lead auditor expertise

What will I learn?

- Describe the purpose of a business continuity management system, of business continuity management systems standards, of management system audit and of third party certification.
- Explain the role of an auditor to plan, conduct, report and follow up business continuity management system audit in accordance with ISO 19011 (and ISO 17021 where appropriate).
- Plan, conduct, report and follow up an audit of a business continuity management system to establish conformity (or otherwise) with ISO 22301 in accordance with ISO 19011 (and ISO 17021 where appropriate).

Who should attend?

Anyone with responsibility for managing a BCMS audit, including:

- Business continuity, risk, information security, IT and operations managers or consultants
- Internal and external management system auditors and lead auditors who are new to leading a BCMS audit

BS 11200:2014 Crisis Management

2 Days

Course Overview

Having an effective Business Continuity Management System (BCMS) based on ISO 22301 successfully helps organizations to build resilience and develop the capability to continue business during unexpected disruptions. But this can be tough to achieve in fast-paced environments where uncertainty and change is commonplace. Here lies the greatest value of a BCMS. With its foundation in continuous improvement, the internal audit process ensures your organization consistently evaluates the framework to check that it is robust and applicable in crisis situations. Internal audits also help prepare for independent audits, such as those carried out by BSI. So, the better your internal audit, the better your BCMS. How ready are you to conduct a high-quality internal audit?

How will I benefit?

Managers and influential staff within your organisation. They will become sufficiently informed to make strategic decisions during crisis, thus inspiring confidence and increasing productivity.

What will I learn?

- Understand broadly the BS 11200:2014 of crisis management
- Identify approach to Crisis management.
- Establish business strategy (plan/ model) to ensure sound management of any given crisis
- Make strategic decisions on the appropriate approach to major incidents
- Understand Management roles and responsibilities
- Management Handling Media during crisis.

Who should attend?

- Managers seeking to understand the role of BS 11200:2014 in crisis management plan
- Executives requiring decision-making information for a strategic approach to crisis

OHSAS 18001:2007

Occupational Health & Safety Management Systems



BS OHSAS 18001 is a framework for an occupational health and safety management system. It can help you put in place the policies, procedures and controls needed for your organization to achieve the best possible working conditions, aligned to internationally recognized best practice. Benefits. Major benefits of achieving BS OHSAS 18001 certification:

- Decrease overall costs of accidents
- Decrease insurance premiums
- Reduce risk or prosecutions for health and safety failures
- Improve corporate reputation



[Browse the available courses >](#)



OHSAS 18001:2007 Requirements

1 Day

Course Overview

A OHSAS 18001 Occupational Health and Safety Management System can pave the way for optimum working conditions across your organization. And with a robust health and safety framework in place you can manage and meet all your health and safety needs. Get started today with our introductory course.

How will I benefit?

A structured approach to health and safety management drives continual improvement through a formalized approach to the identification of legislation and hazards, the assessment of risks, the implementation of controls and the measurement of business processes. Through this Introduction to BS OHSAS 18001:2007 training course, delegates will be able to identify the key benefits of a structured health and safety management system. They will also be able to identify the benefits and requirements of BS OHSAS 18001:2007 and begin to understand the implementation and certification process.

What will I learn?

- Background to Occupational Health and Safety Management systems
- An overview of the BS OHSAS 18001:2007 framework
- Benefits of the effective management of OH&S
- Requirements of BS OHSAS 18001:2007
- Introduction to documentation requirements
- Overview of the next steps to certification

Who should attend?

Designed for organizations of all sizes and sectors and this course will show you how to introduce excellent health and safety management to your business.

OHSAS 18001:2007 Implementation

2 Days

Course Overview

Devising a cost-effective system that meets the requirements of occupational health and safety (OH&S) legislation can present a real challenge. This is especially true if you decide to develop Health and Safety Management Systems that are aligned or integrated with Quality, or with Environmental Management Systems

How will I benefit?

- Driving compliance with the latest legislation
- Assisting in developing a safe working environment that is beneficial to all
- A cost-effective management system
- Most importantly, it demonstrates that your organization takes the health and safety of its staff seriously and is proactive in its efforts to promote their well-being.

What will I learn?

- The background to OHSAS 18001
- The implementation process and PDCA
- Identification of legal and other requirements
- The requirements of OHSAS 18001
- The initial status review
- Implementation planning
- Implementing the system
- Monitoring and measurement
- Management system review

Who should attend?

- Health and Safety managers/advisors
- Quality Managers
- Environmental Managers
- Staff with responsibility for implementing and auditing occupational health and safety management systems



OHSAS 18001:2007 Internal Auditor

2 Days

Course Overview

This OHSAS 18001 Internal Auditor course provides attendees with the techniques to undertake structured internal audits referencing the requirements of OHSAS 18001. The two-day course is structured to provide delegates with information regarding the skills and techniques to prepare, conduct and report internal occupational health and safety audits

How will I benefit?

A thorough understanding of the processes involved with auditing OH&S management systems assists with the identification of gaps and areas of concern. It can also identify areas which require further improvement and help to reduce risks and recurrence of problems.

What will I learn?

- An overview of health and safety management system auditing
- An overview of BS OHSAS 18001 in relation to auditing the requirements
- Auditor competence, knowledge and skills
- The audit process
- Scheduling and planning
- Conducting the audit
- Reporting the audit
- Close out of findings
- Identification of effective corrective action

Who should attend?

This internal auditor course is equally applicable to existing auditors, newly appointed auditors, health and safety managers/advisors, quality managers, environmental managers/advisors, integrated risk managers and any other personnel with a desire to develop their understanding of occupational health and safety auditing.

IRCA Certified OHSAS 18001:2007 Lead Auditor (A17036)

5 Days

Course Overview

The primary objective of this course is to instruct Occupational Health and Safety auditors in the principles and practices specific to auditing for conformance with the national and international accepted norms and regulations relating to Occupational Health and Safety requirements. Delegates will be assessed in two different ways, a written examination and a continuous assessment of the attitude and performance of the delegate.

How will I benefit?

Following the implementation of an OH&S management system, effective auditing of business processes and practices helps to identify areas of conformity as well as areas requiring improvement. Delegates will develop effective auditing skills and knowledge of current best practice to aid continual improvement through focussed OH&S audits

What will I learn?

- The purpose and scope of an OH&S management system
- Introduction to risk management principles and processes
- Audit requirements of BS OHSAS 18001
- Development of audit strategies
- Planning and conducting an audit in line with:
- Relevant OH&S audit criteria
- ISO 19011
- Nonconformity and audit reports
- Follow up audit activities

Who should attend?

- Health & safety managers
- Those responsible for auditing BS OHSAS 18001
- Health & safety consultants
- It is recommended that attendees have a working knowledge of health and safety and of OHSAS 18001



New

OHSAS 18001 – ISO/DIS 45001 Occupational Health & Safety Management Systems

Learn about the key changes between BS OHSAS 18001 and ISO/DIS 45001 so that you can prepare for the upcoming revision. We offer different options to help you understand, migrate and implement ISO 45001.

ISO/DIS 45001 Migration

1 Day

Course Overview

Learn about the new ISO high level structure and the differences between OHSAS 18001:2007 and ISO 45001. Are you already familiar with OHSAS 18001:2007 and want to find out about ISO 45001? This course introduces you to the new ISO high level structure for management system standards and explores the differences between OHSAS 18001:2007 and ISO 45001. By attending, you'll be able to identify the gaps in your current Occupational Health and Safety (OH&S) Management System and start planning your migration to the new standard.

How will I benefit?

A thorough understanding of the processes involved with auditing OH&S management systems assists with the identification of gaps and areas of concern. It can also identify areas which require further improvement and help to reduce risks and recurrence of problems.

What will I learn?

- Understand the key differences between OHSAS 18001:2007 and ISO 45001
- Identify what needs to be revised in your current OH&S management system
- Find out about migrating your certification with BSI.

Who should attend?

Annex SL Appendix 2 and the framework for the new ISO high level structure

ISO/DIS 45001 Implementing Changes

1 Day

Course Overview

Discover how to implement the key requirement differences between OHSAS 18001:2007 and ISO 45001 and develop a migration action plan.

How will I benefit?

- Understand the key differences between OHSAS 18001:2007 and ISO 45001 from an implementation perspective
- Identify what needs to be revised in your current management system
- Create an action plan that you can apply immediately
- Implement key differences using good practice guidance
- Find out about migrating your certification with BSI

What will I learn?

- Specific new implementation requirements and factors to consider when implementing them
- Using gap analysis to conduct a baseline review of your current system
- Changes and additions needed to your existing systems
- What implementation could look like through examples provided in a toolkit.

Who should attend?

- Those involved in the planning, implementing or supervising of an ISO 45001 migration.



Health and Safety Training Courses



NEBOSH (National Examination Board in Occupational Safety and Health) is a UK-based independent examination board delivering vocational qualifications in health, safety & environmental practice and management. It was founded in 1979 and has charitable status.

Lead your organization to the highest standards of health and safety with the NEBOSH Qualifications courses delivered in association with SMTS.



[Browse the available courses >](#)



NEBOSH International General Certificate

10 Days

Course Overview

This qualification focuses on international standards and management systems, enabling candidates to effectively discharge workplace health and safety responsibilities in any employment sector, in all parts of the world.

What will i learn?

IGC1: Management of International Health & Safety

- Foundations in health and safety
- Health & Safety Management Systems - Plan
- Health & Safety Management Systems - Do
- Health & Safety Management Systems - Check
- Health & Safety Management Systems – Act

GC2: Controlling Workplace Hazards

- Workplace hazards and risk control
- Transport hazards and risk control
- Musculoskeletal hazards and risk control
- Work equipment hazards and risk control
- Electrical safety
- Fire safety
- Chemical and biological health hazards and risk control
- Physical and psychological health hazards and risk control

How will I benefit?

Understanding of health and safety principles and practices

Who should attend?

Managers, supervisors and employees who require a broad knowledge and understanding of Health & Safety principles and practices

NEBOSH International Certificate in Construction Health and Safety

15 Days

Course Overview

This course provides people in the construction industry with a solid foundation to carry out their responsibilities & make day to day decisions in respect of health & safety construction activities. It is based on international standards and management systems providing people with the underpinning knowledge & skills to apply in a practical context anywhere in the world

What will i learn?

- IGC1 – Management of health and safety (Unit 1 of the General Certificate)
- ICC1 – Managing and controlling hazards in international construction activities
- ICC2 – International construction health and safety practical application

How will I benefit?

Delegates who successfully complete two 2-hour written papers, plus a practical assessment carried out at their own workplace which involves safety monitoring of a construction site and the production of a formal report will receive a NEBOSH International Certificate in Construction Health & Safety

Who should attend?

Supervisors, Managers, Safety Representatives and personnel who have responsibility for day to day advice on health, safety & welfare in the construction industry.



NEBOSH Health and Safety at Work Award

3 Days

Course Overview

The perfect introduction to health and safety. It covers risk assessments and ways to control common workplace hazards such as fire, lifting and carrying, work equipment, electrical safety, hazardous substances and transport.

What will I learn?

Safety and health foundations

- The responsibility for Health and Safety
- Health and Safety risk assessment and control
- Hazards and control associated with work equipment
- Transport safety
- Hazards and control associated with electricity
- Fire safety
- Hazards and control associated with manual handling and repetitive movement
- Hazards and control associated with hazardous substances
- Hazards and control associated with the working environment

How will I benefit?

Understand the principles of health and safety as part of their job.

Who should attend?

Managers and supervisory staff who need to understand the principles of health and safety as part of their job.

NEBOSH Fire Safety & Risk Management Certificate

9 Days

Course Overview

The NEBOSH International Fire Safety and Risk Management Certificate is designed to equip duty holders to help their organisations to meet global best practices in fire safety in line with the UK's Regulatory Reform (Fire Safety) Order 2005.

What will I learn?

- Managing Fire Safety
- Principles of fire and explosion
- Causing and prevention of fires
- Fire protection in buildings
- Safety of people in the event of a fire
- Fire Risk Assessment

How will I benefit?

- This course will equip duty holders to carry out fire risk assessments of most low risk workplaces and identify the range of fire protective and preventative measures required. It is therefore also suitable for people moving into fire safety adviser roles.
- the NEBOSH Fire Safety and Risk Management Certificate may also be of benefit to fire service personnel developing their underpinning knowledge as part of the Integrated Personal Development System.

Who should attend?

Managers and supervisory staff who need to ensure that their organisation meets its responsibilities under fire safety legislation.



IOSH MANAGING SAFELY

4 Days

Course Overview

To enable delegates to understand health and safety legislation and its implication to them and to identify, review and manage risk effectively within their own organisation so that they can manage and improve health and safety within their department

Course content

The course consists of the following 8 modules:

- Introducing Managing Safely
- Assessing risks
- Controlling risk
- Understanding your responsibilities
- Identifying hazards
- Investigating accidents and incidents
- Measuring performance
- Protecting our environment

How will I benefit?

Be compliant with legal requirements and their own organisational policies and procedures.

Who should attend?

Designed for Managers, Supervisors and any personnel who are required to manage health, safety, risk and resources within their organisation.

IOSH WORKING SAFELY

1 Day

Course Overview

The course provides grounding in the essentials of health and safety. Everyone at work should have an understanding of why they must work safely and this course offers exactly that. It introduces a new approach to health and safety training by the use of state of the art animation and interactive exercises

How will I learn?

- Introducing working safely
- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment

How will I benefit?

Understand why they must work and learn new approach of health and safety.

Who should attend?

Any delegate from any sector with no supervisory or managerial responsibilities



Mining Courses

BSI in collaboration with The Institute of Quarrying is pleased to introduce various training courses that will help you gain the right skills on how to manage safety risks in mining. The benefits include:

- Demonstrate your commitment to maintaining health and safety
- Reduce workplace accidents and illness to cut related costs and downtime
- Demonstrate compliance to customers and suppliers



[Browse the available courses >](#)



Behavioural Safety in Mining

3 Days

Course Overview

Adopting a behaviour based safety programme further protects a company's most valuable resource – its employees – whilst having a positive impact on productivity. As injuries decrease, employee morale increases which allows more cooperation and efficiency throughout the company. Instead of focusing on accidents, failure and punishment, employees focus on safe behaviours and work toward their own safety goals.

How will I benefit?

- Apply Behavioural Safety theory to practice in the workplace
- Demonstrate how the concepts and principles of behavioural safety can be applied in a mining environment
- Better communicate concepts and principles to work colleagues
- Understand how culture, attitude and behaviours impact on workplace safety

What will I learn?

- How to identify all safety hazards
- Looking at how human performance issues can affect safety in the workplace.
- The application of the hierarchy of control to prevent identified hazards from occurring or minimising their consequences if they do
- The availability of accurate operating procedures for all eventualities, including process upsets and emergencies
- How to ensure operators

Who should attend?

- Management
- Supervisors
- Foremen

Blasting Knowledge

5 Days

Course Overview

Blasting has long been associated with mining as a key activity to extract rock and minerals from the earth. It has become a highly specialised area requiring excellent technical skills of those involved. Good blasting techniques have a direct benefit to mining operations because well designed blasts reduce risks associated with health and safety concerns and improve operations through efficient extraction and environmental management.

How will I benefit?

- Apply blasting theory in the workplace
- Better understand the concepts and principles of blasting in a mining environment
- Understand how to research related topics in order to satisfy CPD
- Improve safety within the working environment
- Interpret data with a view to improving blasting performance and hence costs to the business

What will I learn?

- Drilling
- Alternatives to Blasting
- Explosives – General
- Blasting Agents
- Detonators and Accessories
- Explosive Control and Transport
- Initiation and Priming Systems
- Environmental Impacts

Who should attend?

- Managers
- Supervisors
- Blasting Engineers
- Shot-firers



IQ Academy Masterclass

5 Days

Course Overview

This course is a technically focussed programme incorporating chosen industry specific content listed below. Inter-active exercises are set throughout the week. An Assignment reinforces the IQs value in applying theory to practice. This is a proven recognised method of raising understanding and application of learning within the mining environment. If you need professional best in class tuition on any mining related subject this course will suit your needs.

How will I benefit?

- Apply theory to practice
- Understand chosen processes and how they can impact on the business
- Better understand the concepts and principles of operational management in a mining environment
- Work across departments more effectively
- Improve business efficiency
- Increase profitability

What will I learn?

- Geology
- Prospecting
- Drill and Blast
- Best practice in face surveying, setting up and maximising drilling techniques. Including the latest blasting techniques, maximising face production.
- Load and Haul
- Matching equipment to face operations

Who should attend?

- Managers, Supervisors, Plant Suppliers & Manufacturers
- Suited to a wide audience from production personnel requiring upskilling to manufacturers and suppliers who need a better understanding of key elements of the extractives industry

IQ Supervisor Course

2 Days

Course Overview

The course is a technically focused programme incorporating content within the modules listed below. However, in addition elements of leadership and communication together with team building are woven into the course structure. This area is exploited within the interactive exercises set throughout the week. Assignments reinforce the IQs value in applying theory to practice. This is a proven recognised method of raising understanding and application of learning within the mining environment.

How will I benefit?

- Apply theory to practice in the workplace
- Better understand the concepts and principles of operational management in a mining environment
- Reduce the likelihood of serious injury or death
- Improve attitudes and behaviours in the workplace

What will I learn?

- Module 1 -Quarry Development and Management Systems: An Introduction to Mineral Products, Responsibility for the Wider Environment, The Effect of Operations on the Local Environment Health and Safety Awareness, Safe Systems of Work
- Module 2- Operational Best Practice: Methods of Working, Fire Prevention, Emergency Planning Procedures, Electrical Safety Awareness
- Module 3- Extraction and Processing: Feeders, Crushing, Hydraulic Classification, Washing and Primary Separation, Conveyors, Loading at the Face, Dumptrucks, Scrapers Tyres and Chains.

Who should attend?

- Supervisory operational
- Mine teams (including foremen and aspiring foremen)



Operatives Geotechnical Training in a Mining Environment

Two to three Hour session

How will I benefit?

- Apply basic geotechnical theory to practice in the workplace
- Better understand principles of geotechnical hazards in a mining environment
- Understand the reason for site rules and how to apply them
- Undertake basic face inspection
- Reduce the likelihood of serious injury or death
- Improve attitudes and behaviours in the workplace

What will I learn?

- Understanding basic geological principles
- Types of slope failure
- Pit design – why do we need it
- Excavation and tipping rules
- Inspection and reporting
- Methods of working a site
- Overview of tip construction
- Emergency Response

Who should attend?

- Operational mine teams

Further Information

3 CPD hours accredited by the Institute of Quarrying.

Supervisors Geotechnical Training in a Mining Environment

1 Day

How will I benefit?

- Apply geotechnical theory to practice in the workplace
- Better understand the concepts and principles of geotechnical hazards in a mining environment
- Reduce the likelihood of serious injury or death
- Improve attitudes and behaviours in the workplace

What will I learn?

- Understanding basic geology
- Slope stability
- Groundwater issues
- Types of failure
- Rock excavation
- Rock-fall protection
- Soil slope stability
- Excavation design
- Pit design
- Excavation rules
- Methods of working
- Tip and lagoon design

Who should attend?

- Supervisors mine teams

Further Information

3 CPD hours accredited by the Institute of Quarrying.



Managing Health Safety & Environment in Mines

5 Days

Course Overview

This course will provide the underpinning knowledge in relation to the regulations and best practices that are used at a well-run site. It will explain how to integrate safe systems into everyday operational and management practice to meet all necessary obligations as well as business performance objectives.

How will I benefit?

- Apply theory to practice in the workplace
- Understand how the concepts and principles of health safety and environment are implemented on a mine site.
- Undertake research on health safety and environmental related topics
- Better communicate views and ideas with work colleagues in a structured and intelligent manner

What will I learn?

- Health and Safety at Mineral Extraction Sites
- Managing Health and Safety
- Workplace Regulations
- Safe Systems of work
- Health Surveillance
- Monitoring the Workplace Environment
- Noise
- Key aspects of an EMS

Who should attend?

- Supervisors
- Foremen
- Junior Managers

Further Information

3 CPD hours accredited by the Institute of Quarrying.



Managers

Geotechnical Training in a Mining Environment

5 Days

Course Overview

A OHSAS 18001 Occupational Health and Safety Management System can pave the way for optimum working conditions across your organization. And with a robust health and safety framework in place you can manage and meet all your health and safety needs. Get started today with our introductory course.

How will I benefit?

- Apply geotechnical theory to practice in the workplace
- Understand the geotechnical requirements within a mine site
- Better understand the concepts and principles of geotechnical hazards in a mining environment
- Reduce the likelihood of serious injury or death
- Improve attitudes and behaviours in the workplace

What will I learn?

- Understanding geology
- Slope stability
- Groundwater issues
- Types of failure
- Rock-fall protection
- Soil slope stability
- Excavation design and rules
- Pit design
- Methods of working
- Tip and lagoon design
- Tip construction
- Drainage
- Tip rules
- Hazard appraisal

Who should attend?

- Mine Managers

Further Information

3 CPD hours accredited by the Institute of Quarrying.

ISO 39001:2012

Road Traffic Safety Management Systems



BS ISO 39001 sets out the minimum requirements for a Road Traffic Safety Management System. Governments, road authorities, safety groups and private companies were keen to develop such a standard due to the rising number of people killed or injured on the road each year. The benefits of implementing ISO 39001:

- Reduction in actual or potential accidents
- Reduction in risk of legal action
- Reduction in insurance claims
- Improved social responsibility credentials



[Browse the available courses >](#)



ISO 39001:2012 Requirements

1 Day

Course Overview

The cost of incidents, serious accidents and deaths is a responsibility borne by those organizations involved in road traffic systems and society as a whole. The implications for those concerned with roads, vehicles, road users and emergency medical services are not only significant in human costs, which is obviously unacceptable, but there are also great financial costs for organizations involved. A road traffic safety management system (RTSMS), based on ISO 39001, can provide your organization with an international best-practice framework for identifying and managing road safety risks

How will I benefit?

- Understand why it is important to prevent road traffic incidents
- Recognize how a RTSMS can help to reduce or eliminate road traffic accidents
- Become familiar with the requirements of ISO 39001
- Know what to do next when planning a RTSMS
- Increase your knowledge of road traffic safety and a RTSMS

What will I learn?

- Identify the key concepts of ISO 39001 Road Traffic Safety Management
- Explain how Road traffic Safety Management fits into your organization
- Identify requirements of ISO 39001 RTSM standard
- Describe the Plan-Do-Check-Act management systems approach and how it relates to the ISO 39001 RTSM standard

Who should attend?

- Those with responsibilities for transport planning, fleet management, occupational health and safety, human resources
- Those with responsibility for road safety management and enforcement authorities
- Internal and external management systems auditors who are new to RTSM and auditing RTSMS
- Existing management system practitioners who are new to RTSM and the requirements of a RTSMS
- Those interested in finding out more about RTSM

ISO 39001:2012 Implementation

2 Days

Course Overview

Organizations of all types and sizes have a role to play in road traffic safety, aiming to reduce serious injury and death in road traffic incidents.

A Road Traffic Safety Management System (RTSMS), based upon ISO 39001 can provide your organization with an international best-practice framework for managing your responsibilities and interactions with the road traffic system.

The starting point for success lies in implementing a robust RTSMS that delivers results exceeding those achieved through mere compliance with law and regulations.

How will I benefit?

- Learn about the new road traffic safety standard and how it can benefit your organization
- Position your organization for a successful implementation of a Road Traffic Safety Management System
- Improve confidence in your organization as a responsible party involved in road traffic systems
- Increase your RTSMS knowledge
- Gain the confidence to implement an RTSMS

What will I learn?

- Recognize key management system concepts and in particular ISO 39001
- Identify the benefits specific to their organization in relation to implementing an effective RTS management system
- Identify a typical framework for implementing ISO 39001 following the PDCA cycle
- Interpret the requirements of ISO 39001 from an implementation perspective in the context of their organization
- Implement key elements of ISO 39001
- Conduct a base line review of the organizations current position with regard to ISO 39001

Who should attend?

- Fleet management and local authority personnel
- Enforcement authorities, emergency services, occupational health and safety advisors
- Human resource staff
- Internal and external management systems auditors who are new to RTSM and auditing RTSMS
- Existing management system practitioners who are new to RTSM and the requirements of an RTSMS
- Those interested in finding out more about the implementation of RTSMS



ISO 39001:2012 Internal Auditor

2 Days

Course Overview

The framework of an RTSMS, with a robust internal audit process, can ensure that your organization consistently evaluates its RTS performance. This will help to drive continual improvement in an area of risk that can be devastating for those affected by road traffic incidents. Internal audits also help to prepare for independent audits undertaken by customers or certification bodies.

This course will develop the knowledge and skills required to undertake a thorough audit of your RTSMS. Using practical exercises, group activities and class discussions, an experienced instructor will guide you through the principles and practice of auditing and their application in the auditing of ISO 39001 RTSMS.

How will I benefit?

- Establish the effectiveness of the RTSMS in your organization
- Demonstrate commitment to managing the risks associated with effective RTSM to your customers and other interested parties
- Prepare for independent audits
- Develop skills in auditing ISO 39001

What will I learn?

- Explain the key auditing requirements of ISO 39001
- Plan an RTSMS audit
- Undertake a RTSMS audit
- Report the audit findings
- Conduct audit follow-up and closeout

Who should attend?

- Those with responsibilities for transport planning, fleet management, occupational health and safety, human resources
- Those with responsibility for road safety management and enforcement authorities
- Internal and external management systems auditors who are new to RTSM and auditing RTSMS
- Existing management system practitioners who are new to RTSM and the requirements of an RTSMS
- Those interested in finding out more about RTSM

ISO 39001:2012 Lead Auditor.

5 Days

Course Overview

This course will develop the knowledge and skills required to undertake an audit of an RTSMS as a lead auditor; emphasizing independent auditing principles and practices. Using practical exercises, group activities and classroom discussions, an experienced instructor will guide you through the entire audit process, including the principles and practice of auditing and their application in the auditing of ISO 39001 RTSMS

How will I benefit?

- Establish effectiveness of the RTSMS in your organization
- Demonstrate commitment to managing the risks associated with an effective RTSM to your customers and other interested parties
- Manage an audit team
- Prepare for 2nd and 3rd party audits
- Conduct 2nd and 3rd party audits
- Develop skills in auditing ISO 39001 and lead auditor expertise

What will I learn?

- Interpret the requirements of ISO 39001:2011 in the context of an audit
- Describe the purpose of: an RTS management system, of RTS management systems standards, of management system audit and of third party certification
- Explain the role of an auditor to plan, conduct, report and follow up RTS management system audit in accordance with ISO 19011 (and ISO 17021 where appropriate)
- Plan, conduct, report and follow up an audit of an RTS management systems to establish conformance (or otherwise) with ISO 39001 and in accordance with ISO 19011 (and ISO 17021 where appropriate)

Who should attend?

- Those with responsibilities for transport planning, fleet management, occupational health and safety, human resources
- Those with responsibility for road safety management and enforcement authorities
- Internal and external management systems auditors and lead auditors who are new to RTSM and leading RTSMS audits
- Those interested in finding out more about RTSMS auditing

ISO 22000:2005

Food Safety Management Systems



ISO 22000 food safety is a truly international standard suitable for any business in the entire food chain, including inter-related organizations such as producers of equipment, packaging material, cleaning agents, additives and ingredients. Benefits include:

- Improve stakeholder confidence
- Demonstrate your commitment to food safety
- Ensure continual improvement through systematic reviews
- Meet legal requirements and best practice standards



[Browse the available courses >](#)



ISO 22000:2005 Requirements

1 Day

Course Overview

Get started with ISO 22000 food safety management and introduce international best practice into your business. Our Introduction to ISO 22000 Food Safety Management training course gives you the head start you need to stay competitive. Find out how preventing food safety hazards and better communication can meet legislation and customer requirements. And understand how continual improvement comes from applying ISO 22000 to your operations. You'll also get to grips with the hazard analysis and critical control points (HACCP) system to protect your supply chain. Our food safety experts will guide you in taking first steps towards ISO 22000 accreditation.

How will I benefit?

- Understand and start to apply ISO 22000 principles
- Build awareness of food safety across your organization and supply chain
- Take next steps towards implementing ISO 22000 and HACCP systems
- Move towards compliance and greater customer satisfaction.
-

What will I learn?

- Understand what ISO 22000 food safety management means
- Appreciate the benefits of food safety management systems
- Draw links between ISO 22000 and HACCP systems
- Recognize ISO 22000 requirements and their relevance to your organization

Who should attend?

- Those planning ISO 22000 food safety management or HACCP systems
- Food safety auditors, consultants and senior managers
- Those new to food safety management.

ISO 22000:2005 Implementation

2 Days

Course Overview

Meet international food safety management standards throughout your operations and supply chain. And achieve best practice every day with our Implementing ISO 22000 Food Safety Management training course. You will learn how to apply the standard to your organization and discover the many business benefits of better communication and hazard control across your supply chain. ISO 22000 is the universal standard that will get you recognized as a provider of safe and quality food products. And you'll discover how to measure and improve performance every day – even after accreditation.

How will I benefit?

- Achieve international standards of food safety
- Gain customer trust and industry recognition with ISO 22000
- Improve management and standards across supply chain
- Confidence in your ability to continually improve

What will I learn?

- Understand the requirements of ISO 22000 and implement them
- Identify ways to implement ISO 22000 into your organization
- To support and advise your business in food safety management
- How to achieve international food safety accreditation

Who should attend?

- Those responsible for managing food safety and supply chains
- Those who want to implement an ISO 22000 system



ISO 22000:2005 Internal Auditor

2 Days

Course Overview

Become an ISO 22000 internal auditor and make sure your company stays competitive. Train with us and you can help maintain internationally recognized food safety standards throughout your organization and supply chain. You will understand ISO 22000 food safety within the context of assessment and learn to plan, conduct and report on your own internal audit. As a qualified ISO 22000 auditor you can confidently measure performance, recommend corrective action and help to achieve continual improvements. You will also build awareness and a reputation for excellence in food safety.

How will I benefit?

- Qualified ISO 22000 professionals within your organization
- Ability to meet all regulatory and legal requirements
- Confidence in continuing compliance with ISO 22000
- Build awareness and manage supply chains more efficiently.

What will I learn?

- Understand ISO 22000 food management in the context of an audit
- Understand food safety legislation and regulatory requirements
- Plan, conduct and report on an ISO 22000 internal audit
- Identify non conformities and recommend corrective action.

Who should attend?

- Food safety managers and advisors
- Those responsible for improving food safety managements systems
- Those who want to maintain ISO 22000 compliance.

ISO 22000:2005 Lead Auditor

5 Days

Course Overview

Gain the necessary knowledge and auditing skills to undertake, perform and lead first, second and third-party audits of Food Safety Management Systems against ISO 22000, in accordance with ISO 19011, ISO 22003 and ISO 17021, as applicable. To satisfy the training requirements for initial certification as an IRCA Food Safety Auditor.

Grasp the key principles and practices of effective food safety management system audits in accordance with ISO 22000:2005, ISO 22003:2013 and 19011:2011 'Guidelines for auditing management systems'. Learn the entire audit process from initiating the audit to conducting a follow-up.

Incorporates requirements of FSSC including coverage of ISO/TS 22002-1:2009 'Prerequisite programmes on food safety'.

How will I benefit?

- Qualified auditing expertise to help achieve continual improvement
- Confidence preparing for third party audits and meeting legislation
- Build employee awareness of food safety and customer trust
- Achieve ongoing compliance with ISO 22000
- Effectively manage standards across your supply chains

What will I learn?

- Describe the purpose of a Food Safety management system, of Food Safety Management Systems standards, of management system audit and of third-party certification
- Explain the role of an auditor to plan, conduct, report and follow up a Food Safety Management System audit in accordance with ISO 19011 (and ISO 22003 including ISO 17021 where appropriate)

Who should attend?

Anyone interested Individuals interested in acquiring the competence to audit an organization's FSMS to meet the requirements of ISO 22000, either as a conducting first-party, second-party, and/or third-party auditor.

HACCP

Hazard Analysis Critical Control Points



HACCP provides a risk management tool that supports other management systems standards across the food industry – such as ISO 22000 Food Safety Management. HACCP outlines good manufacturing processes for all food sectors and can be key to your business when taking part in international trade. HACCP is especially suitable for primary producers, manufacturers, processors, and food service operators. The benefits are:

- Implement internationally recognized food safety hazard controls
- Align HACCP with ISO 22000 to improve food safety management systems
- Effectively manage food safety risks across the whole supply chain



[Browse the available courses >](#)



Understanding HACCP for Food Safety

1 Day

Course Overview

Understand the role of Hazard Analysis and Critical Control Point (HACCP) within food safety management systems, regulations and legislation. And get a detailed overview of the programme's seven principles in our Understanding HACCP for Food Safety training course. You'll discover how HACCP provides the foundation for achieving effective risk control when manufacturing both food products and non-food goods. And our HACCP experts will guide you through every aspect of the programme, giving you the knowledge to integrate HACCP into your organization, supply chain or food safety management system.

What will i benefit?

- Greater understanding of food safety across your organization
- Achieve or maintain ISO 22000 and legal compliance
- Integrate food safety, HACCP and other management systems

How will I learn?

- Understand the principles of HACCP
- Know how to apply the principles of HACCP
- Draw links between HACCP and food safety regulations
- Integrate HACCP into food safety management systems

Who should attend?

- Those involved in implementing or managing HACCP or food safety
- Those new to food safety management and HACCP
- Food safety managers, auditors and consultants

Advanced HACCP for Food Safety

2 Days

Course Overview

Get in-depth knowledge of Hazard Analysis and Critical Control Points (HACCP) with our Advanced HACCP for Food Safety course. Consolidate your skills when integrating with food safety management – and understand its importance in meeting regulations and delivering safe food products. Train with HACCP experts and discover how different principles apply to different food products. And you'll be able to identify and control hazards, as well as reviewing operations and processes. Share your learning across your organization and supply chain to achieve continual improvement.

What will i learn?

- Confidence in HACCP expertise within your organization
- Achieve or maintain ISO 22000 and legal compliance
- Integrate food safety, HACCP and other management systems

How will I benefit?

- Understand and apply the principles of HACCP
- Review processes to identify and control hazards
- Design, implement and maintain an HACCP plan
- How to meet food safety regulations with HACCP

Who should attend?

- Those involved in implementing or managing HACCP or food safety
- Those responsible for managing food supply chains
- Food safety managers, auditors and consultants.



Sustainability

Sustainability: Saving money, energy and the environment

Providing a framework for sustainability

+

ISO 20121
Delivering environmental benefits

+

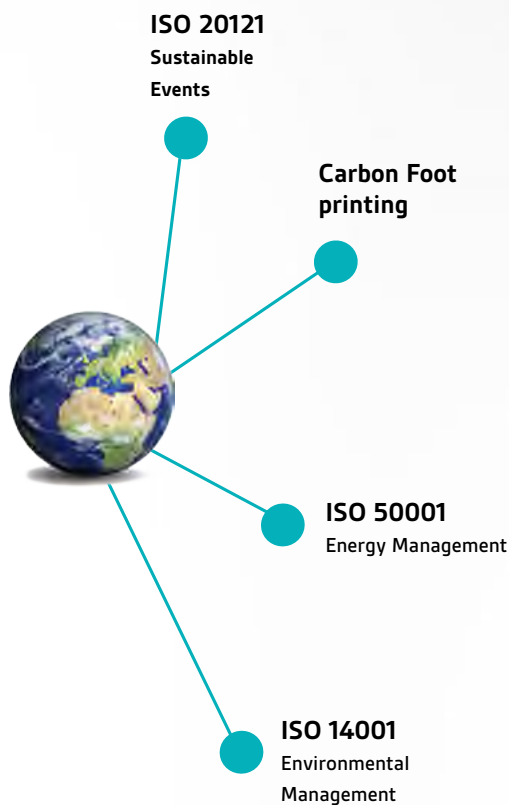
Contributing to economic and social development

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Improving resource efficiency

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Helping you benefit from significant cost savings



ISO 14001:2015

Environmental Management Systems



ISO 14001 belongs to the ISO 14000 family of environmental management standards (including ISO 14004), and provides the framework to allow you to meet increasingly high customer expectations of corporate responsibility, as well as legal or regulatory requirements. Are you looking to embed an environmental management plan within your organization? ISO 14001 is for you! It helps you:

- Lower operational costs which allows you to pass cost savings on to your customers
- Reduce waste and increase efficiency
- Improve levels of compliance to environmental legislation
- Improve reputation and grow competitive advantage



[Browse the available courses >](#)

ISO 14001:2015 Transition

1 Day

Course Overview

Learn what you need to know about transitioning to the new ISO 14001:2015 Environmental Management Systems standard. Discover the latest changes and how these will affect your organization so you can start putting transition arrangements in place.

How will I benefit?

- Understand the key changes between ISO 14001:2004 and ISO 14001:2015
- Identify what needs to be revised in your current EMS

What will I learn?

- Annex SL Appendix 2 and the framework for the new ISO high level structure
- New requirements relating to Context, Leadership, Planning, Support and Operation
- Revised terms and definitions applicable to ISO 14001:2015
- Key concepts such as process approach and lifecycle perspective
- Changes to the requirements from ISO 14001:2004

Who should attend?

This course is ideal for anyone involved in the planning, implementing or supervising of an ISO 14001:2015 transition, including ISO 14001:2004 auditors who need to convert to the new standard.

ISO 14001:2015 Implementing Changes

2 Days

Course Overview

Ease your transition to ISO 14001:2015 by identifying the core changes to the new standard. Enhance your knowledge of the amended requirements and learn to develop an action plan that will assist the implementation of changes within your organization.

What will I learn?

- Understand the key changes between ISO 14001:2004 and ISO 14001:2015
- Identify what needs to be revised in your current EMS
- Create an action plan that you can apply immediately
- Implement the changes using good practice guidance
- Find out about transitioning your certification with BSI

How will I benefit?

- Annex SL Appendix 2 and the framework for the new ISO high level structure
- New requirements relating to Context, Leadership, Planning, Support and Operation – and how to implement them
- Revised terms and definitions applicable to ISO 14001:2015, as well as key concepts such as process approach and lifecycle perspective
- Changes to the requirements from ISO 14001:2004 and their impact from an implementation perspective
- How to use gap analysis to conduct a baseline review of your current system.

Who should attend?

This course is ideal for anyone involved in the planning, implementing or supervising of an ISO 14001:2015 transition.

IRCA certified ISO 14001:2015 Auditor Transition (A17862)**2 Days****Course Overview**

Demonstrate commitment to best practice by transforming existing auditor skills to ISO 14001:2015. Consolidate your expertise with the latest developments and drive efficiency in line with the new standard.

What will i learn?

- Annex SL Appendix 2 and the framework for the new ISO high level structure
- New requirements relating to Context, Leadership, Planning, Support and Operation - and how to audit them
- Revised terms and definitions applicable to ISO 14001:2015, as well as key concepts such as process approach and lifecycle perspective
- Changes to the requirements from ISO 14001:2004 and their impact from an auditing perspective.

How will I benefit?

- Understand the key changes between ISO 14001:2004 and ISO 14001:2015
- Prepare, conduct and develop the skills for an ISO 14001:2015 audit
- Undertake assessment to test your understanding
- Meet the IRCA Auditor transition training requirements.

Who should attend?

This course is ideal for ISO 14001:2004 Internal and Lead Auditors wishing to audit or transition to ISO 14001:2015.

ISO 14001:2015 Requirements

1 Day

Course Overview

Environmental management is no longer a moral choice but a business necessity. Organizations that recognize the benefits of a sustainable model are best positioned to thrive in changing environmental conditions. An ISO 14001:2015 environmental management system (EMS) helps you drive sustainable growth, stimulate innovation and gain access to new markets.

How will I benefit?

- Importance and benefits of an ISO 14001:2015 EMS
- Key requirements, terms and definitions of ISO 14001:2015
- Structure of ISO 14001:2015 which incorporates the Annex SL common framework for management system Standards
- Main concepts such as process approach, Plan-Do-Check-Act, lifecycle perspective, aspects and impacts.

What will I learn?

- Identify the key requirements and benefits of ISO 14001:2015
- Manage environmental risk and drive continual improvement
- Address concerns that feed directly into your corporate responsibility
- Demonstrate environmental commitment to clients, regulators and the public.

Who should attend?

This course is ideal for anyone involved in the planning, implementing, maintaining or auditing of an ISO 14001:2015 EMS.

ISO 14001:2015 Implementation

2 Days

Course Overview

Businesses are becoming more aware of the environmental implications of their operations, products and services. Increase long term profitability with an internationally recognized environmental system (EMS) that will continue to benefit you in the future. Implementing a framework based on ISO 14001:2015 allows your organization to reduce environmental impacts and increase operating efficiency. This can help you cut waste, prevent pollution and save resources.

How will I benefit?

- A typical framework for implementing ISO 14001:2015 following the PDCA cycle
- Considering key concepts and requirements of ISO 14001:2015 from an implementation perspective
- Implementing key concepts and requirements of ISO 14001:2015
- Specific documented information requirements of ISO 14001:2015
- Using gap analysis to conduct a baseline review of your current system.

What will I learn?

- Identify key benefits of implementing an effective EMS
- Develop a plan and determine resources required
- Apply good practice using proven tools and techniques
- Implement a system that considers socio-economic needs and environmental conditions
- Provide products and services that consistently meet customer and regulatory environmental requirements.

Who should attend?

This course is ideal for anyone involved in the planning, implementing, maintaining or supervising of an ISO 14001:2015 EMS.

ISO 14001:2015 Internal Auditor

2 Days

Course Overview

An effective environmental management system (EMS) audit provides a solid framework for meeting customer challenges and realizing benefits such as environmental protection, resource conservation and improved energy efficiency. Optimize your auditing skills in line with the internationally recognized ISO 14001:2015 and boost your internal audit capabilities.

How will I benefit?

- Guidelines of management system auditing according to ISO 19011:2011
- Application of auditing guidelines to ISO 14001:2015
- Initiating, preparing and conducting audit activities
- Preparing and distributing the audit report
- Completing audit and follow-up.

What will I learn?

- Prepare, conduct and follow-up on ISO 14001:2015 audit activities
- Apply the benefits and requirements of an ISO 14001:2015 audit
- Gain the skills to assess an organization's capability to manage its EMS
- Write factual audit reports and suggest corrective actions.

Who should attend?

This course is ideal for anyone involved in the auditing, maintaining or supervising of an ISO 14001:2015 EMS.

IRCA certified ISO 14001:2015 Lead Auditor (A17903)

5 Days

Course Overview

Gain the confidence to effectively audit an environmental management system (EMS) in accordance with internationally recognized best practice techniques. Demonstrate your commitment to a sustainable model by transforming existing auditor skills to ISO 14001:2015. Consolidate your expertise with the latest developments and contribute to the continuous improvement of the business

What will I learn?

- Grasp the aims, benefits and requirements of an ISO 14001:2015 audit
- Interpret ISO 14001:2015 requirements for audit application
- Plan, conduct and follow-up auditing activities that add real value
- Access the latest auditor techniques and identify appropriate use
- Build stakeholder confidence by leading and managing processes in line with the latest requirements
- Grasp the application of risk-based thinking, leadership and process management
- Meet requirements for IRCA certification

How will I benefit?

- Identify the purpose and benefits of an EMS
- Explain the role of an auditor to plan, conduct, report and follow up an audit in accordance with ISO 19011
- Gain the skills to plan, conduct, report and follow up an audit in accordance with ISO 19011 (and ISO 17021 where appropriate).

Who should attend?

This course is ideal for anyone wishing to audit an organization's ISO 14001:2015 EMS.

Calculating your Carbon footprint

Calculate your organisation's carbon footprint and reduce greenhouse gas emissions (GHG) with our Calculating Your Carbon Footprint Training Course.

Taking environmental responsibility is a priority action for all industries and you can lead the way with this one-day environmental management course. Delivered by our qualified trainers, the course is designed for anyone who wants to understand how to calculate GHG – or your carbon footprint.

Understand why carbon management is so important and learn to independently verify environmental performance. You will be able to produce a carbon footprint report and share this information confidently with shareholders, customers and regulators.



1 Day

How will I benefit?

- Understand how to report on and verify your organisation's carbon footprint
- Understand the principles of reporting and verifying GHG emissions
- Be confident in leading carbon management plans
- Share knowledge with colleagues and raise environmental awareness
- Gain professional recognition and advance CPD

What will I learn?

- Calculate and report on your organisation's carbon footprint with confidence
- Identify and implement ways to further reduce your environmental impact
- Demonstrate your commitment to environmental management
- Take steps towards gaining environmental certification
- Motivate colleagues through CPD and knowledge sharing

Who should attend?

- Those who need an overview of carbon footprinting, calculate and report on their carbon footprint
- Develop a carbon management strategy and produce reports for certification

ISO 50001:2011

Energy Management Systems



Effective energy management isn't just good for business, it's also becoming a requirement. And the best way to achieve it is with ISO 50001. The international standard outlines energy management practices that are considered to be the best, globally. Energy management experts from more than 60 countries developed the standard and now we can help you tap into that expertise, every day, to help you save energy, cut costs and meet environmental requirements. It helps you:

- Improve levels of compliance
- Reduce impact of rising costs
- Less waste and more efficiency
- Increase likelihood of repeat business



[Browse the available courses >](#)



ISO 50001:2011 Requirements

1 Day

Course Overview

The international standard ISO 50001 Energy Management is regarded by many as the best practice framework to manage your energy performance and address your energy costs. It can also help you to reduce your environmental impact and meet emissions reductions targets. It provides a structured approach towards measuring and monitoring how much energy you use. ISO 50001 also drives technical and behavioral practices in pursuit of improved energy performance.

How will I benefit?

- Understand how to reduce energy costs and improve efficiency
- Build awareness of energy efficiency across your organization
- Take the first steps towards ISO 50001 accreditation.

What will I learn?

- The purpose and benefits of an energy management system
- The scope and requirements of ISO 50001
- Next steps towards implementing an ISO 50001 EnMS in your business.

Who should attend?

- Those responsible for energy
- Those who want to improve energy performance and efficiency
- Anyone who wants to know more about ISO 50001

ISO 50001:2011 Implementation

2 Days

Course Overview

Become a sustainable business with our ISO 50001 Energy Management System (EnMS) Implementation Course. Learn step by step how to create your own EnMS that meets the ISO 50001 standard. And understand how this will improve energy efficiency, helping you to cut carbon emissions and costs.

By the end of the course you will know how to develop your own ISO 50001 EnMS implementation plan to monitor and manage energy use – and achieve continual performance. You can also strengthen your sustainability by integrating your EnMS with an ISO 4001 environmental management system.

How will I benefit?

- Improve energy efficiency and save money
- Reduce carbon emissions and become more sustainable
- Gain industry and customer recognition through ISO 50001 compliance
- Awareness of energy management across your organization
- Increase overall efficiency by integrating ISO 50001 with other management systems.

What will I learn?

- To understand the scope and importance of energy management
- To plan and implement an ISO 50001 EnMS
- To develop energy policies, targets and performance measures
- To establish internal benchmarking to achieve continual performance
- To integrate your EnMS with other management systems

Who should attend?

- Those who want to improve energy performance and efficiency
- Those who want to implement an ISO 50001 EnMS
- Energy managers and co-ordinators
- Others responsible for energy management, including engineers or facility managers



ISO 50001:2011 Internal Auditor

2 Days

Course Overview

Keep your business sustainable as an ISO 50001 Energy Management Systems (EnMS) Internal Auditor – and learn what it takes to meet the requirements of this international energy standard.

Our ISO 50001 training experts will explain how to plan, conduct and report on an internal energy management system audit. You can also discover how to integrate your ISO 50001 assessment with other management system audits, especially ISO 14001.

How will I benefit?

- Internal audit expertise to support continual improvement
- Confidence and reputation with an ISO 50001 compliant EnMS
- Build energy management awareness across your business
- Efficiency through integrated management systems and internal audits
- Become more sustainable and save money.

What will I learn?

- To understand the role and responsibility of an auditor
- To plan and conduct an internal ISO 50001 audit
- To collate audit information efficiently
- To report on results and identify follow up actions
- To integrate EnMS audits with other management system audits.

Who should attend?

Those who want to monitor the performance of their ISO 50001 EnMS.

IRCA Certified ISO 50001:2011 Lead Auditor (A17573)

5 Days

Course Overview

Get the skills you need to audit energy management systems (EnMS) to ISO 50001. And become confident conducting an independent audit, from planning to reporting and recommending follow up actions – as well as leading other energy management auditors.

What will I learn?

- Auditing expertise to keep your EnMS compliant
- Confidence preparing for third party audits
- Engaging employees to achieve energy efficiency across your business
- Integrating ISO 50001 with other management systems

How will I benefit?

- Understand ISO 50001 requirements in the context of an audit
- To manage every stage of the audit process
- To lead opening, closing and follow-up audit meetings
- To integrate management system audits.

Who should attend?

- Energy managers
- Compliance managers
- Management representatives
- Those who want to become third part auditors for ISO 50001.

ISO 20121:2012

Sustainable Event Management Systems



Whether you're new to ISO 20121 or looking to take your expertise further, we have the right training courses, resources, and services. We offer sustainability packages that can be customized to your business to start your sustainable event management – cutting the cost of services you don't need. A sustainability package of ISO 20121 products and services can be designed to remove the complexity of getting you where you want to be, whatever your starting point. Benefits include:

- Reduce operational costs
- Increase your access to new customers and suppliers
- Strengthened relationships with stakeholders



[Browse the available courses >](#)



Sustainable Event Management Systems

ISO 20121:2012 Requirements

1 Day

Course Overview

ISO 20121 is the international standard for sustainable events management. It lays out a management system to help improve the sustainability of any type of event, applying throughout the its entire lifecycle from conception to legacy issues. ISO 20121 can be used by sponsors, venues, organizers and contractors, and is designed to help deliver quality events that maximize their contribution to sustainable development.

How will I benefit?

- ISO 20121 will not only help improve the sustainability of your event, it may also improve your financial performance.
- You will identify where you can reduce waste, create stakeholder win/wins and identify the full range of value to be derived from the event – in maximizing your event's contribution to sustainable development and your positive reputation.

What will I learn?

- Understand the requirements/implications of sustainability standards with a focus on ISO 20121
- Identify a range of management tools/skills that will help you design and manage an ISO 20121 implementation project
- Understand processes involved in, and the role of, BSI certification

Who should attend?

This course is recommended for anyone involved in events from corporate sustainability managers to communications and procurement professionals.

ISO 20121:2012 Implementation

2 Days

Course Overview

This course follows on from our introductory training and shows you how to implement an ISO 20121 management system. We'll help you interpret requirements so you can apply them to your business. And we'll show you how to use the ISO 20121 tools and techniques every day.

How will I benefit?

- The standard outlines ways to achieve greater efficiency across the full spectrum of event management, helping you to improve resource management and streamline your delivery.
- You will also be able to go beyond ISO 14001 Environmental Management to deliver more for your clients, sponsors and attendees.

What will I learn?

- Interpret the requirements and identify the right resources to implement the standard successfully
- Develop policies, procedures, targets and ways to measure performance so you can design an ISO 20121 sustainable event management system specific to your business
- Integrate this with ISO 14001 Environmental Management or ISO 50001 Energy Management

Who should attend?

This course is recommended for anyone involved in events from corporate sustainability managers to communications and procurement professionals.



ISO 20121:2012 Internal Auditor

2 Days

Course Overview

A compliant ISO 20121 management system has the flexibility to deliver value consistently, despite no two events being the same and each needing a different approach.

This course will show how to maintain conformance with ISO 20121 requirements. Current knowledge about the standard will be reviewed and any gaps closed. The requirements will also be considered in the context of an audit.

Learn how to plan, perform and report on internal audits, and understand how these findings can help to improve sustainable events management.

How will I benefit?

- ISO 20121 will not only help improve the sustainability of events, but it may also improve financial performance.
- The standard outlines ways to achieve greater efficiency across the full spectrum of event management, helping to improve resource management and streamline delivery.
- Identify where it is possible to reduce waste, create stakeholder win/wins and identify the full range of value to be derived from the event – in maximizing the event's contribution to sustainable development and a positive reputation.
- Go beyond ISO 14001 Environmental Management to deliver more for clients, sponsors and attendees.

What will I learn?

- Understand what is meant by the term sustainability issue
- Understand what 1st, 2nd and 3rd party audits are
- Appreciate the reasons for carrying out audits
- Understand the audit life cycle
- Describe the role of an auditor
- Plan and carry out effective internal ESMS audits
- Complete audit reports and evaluate appropriate effective corrective action
- Take away practical audit skills
- Understand the requirements of the key ESMS and MS standards

Who should attend?

Individuals interested in monitoring the effectiveness of their organization's ISO 20121 management system and those who want to be ISO 20121 internal auditors.

ISO 14001 and ISO 50001 to ISO 20121 Auditor Conversion

5 Days

Course Overview

This course is designed for ISO 14001 and ISO 50001 auditors who want to learn the skills they need to audit ISO 20121. Environmental and energy management apply to any type of business, while ISO 20121 outlines requirements specific to sustainable events management. The standards share many areas of common concern, such as cutting carbon and reducing waste, so drawing links between the two approaches can give you a head start in the certification process.

If a business is certified to ISO 14001 or ISO 50001, and runs, sponsors or is involved in events both corporate and public, ISO 20121 demonstrates a deepening commitment to sustainability beyond environmental management. If there are two or more management systems in place, the way processes are managed, including internal auditing, can be combined and streamlined, eliminating duplication.

What will I learn?

- Extend existing skills and be able to apply auditing expertise to ISO 20121 and sustainable events management.
- ISO 20121 outlines ways to achieve greater efficiency, helping improve time management and streamline delivery.
- Identify how to go beyond ISO 14001 and ISO 50001 to improve economic performance and deepen stakeholder engagement. Build company reputation as a responsible business.

How will I benefit?

- Understand the links with ISO 14001 and ISO 50001, and ISO 20121 and identify shared requirements.
- Learn how to plan, implement and manage an audit against ISO 20121.
- Understand how to adapt an environmental or energy auditing expertise to audit sustainability in events successfully.

Who should attend?

This course is recommended for anyone capable of auditing against ISO 14001/50001.



Contact us

To Review our T&C
please refer to the
below link

<http://www.bsigroup.ae/termservice>

Any questions?

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