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Please note: Course dates and prices are subject to change.  
Please call us or check our website for the latest information.

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By Royal Charter



# BSI Training Catalogue.

March 2014 - March 2015

Turning our experience into your expertise.

**NEW**

Book your course  
accommodation through BSI

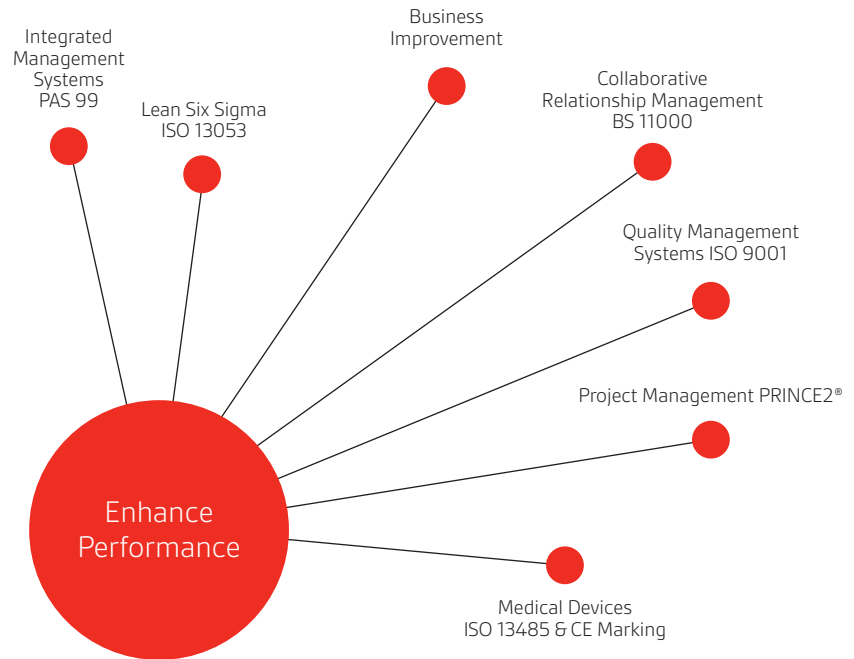
**bsi.**

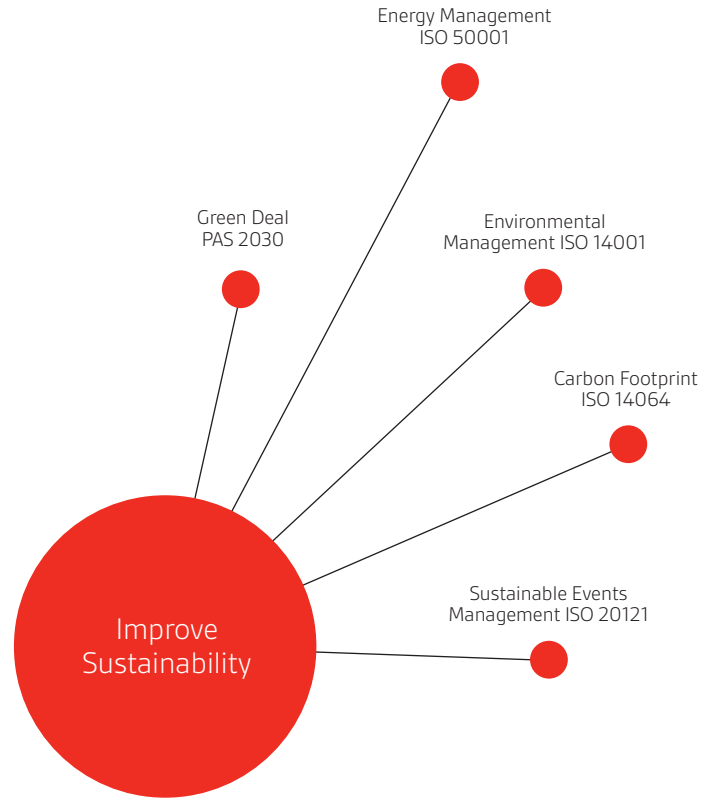
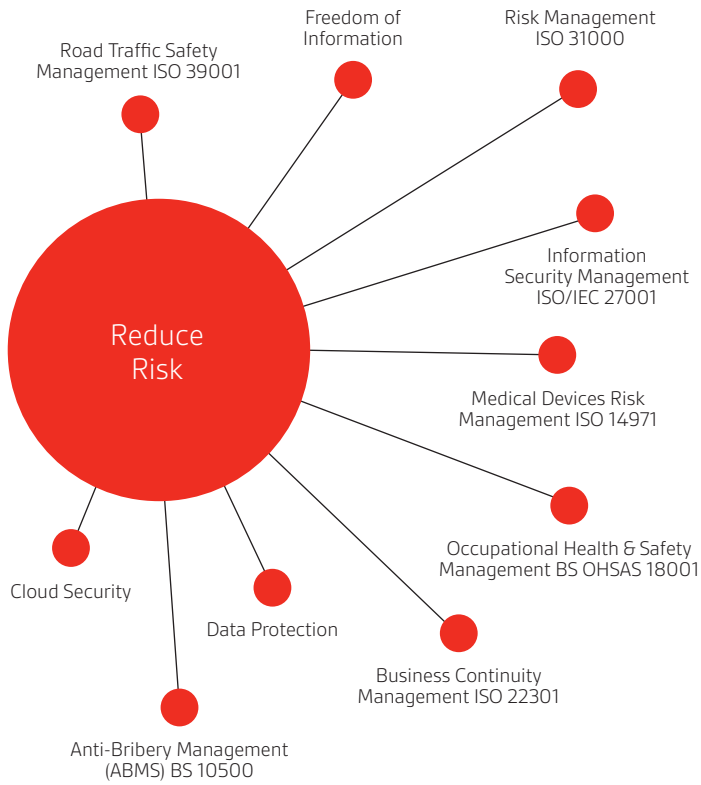
...making excellence a habit.™

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





# Welcome to BSI training

## Why train with us?

We understand that business success starts with people and we've assessed thousands of businesses, so we can genuinely benchmark performance. We've also trained many auditors who carry out these assessments so we can take you from beginner to certification to expert quickly. Wherever you are on your learning journey, we can tailor training to you and your business.

## Our Royal Charter

The history of Royal Charters dates back to the 13th century and are granted by the British Monarch on the recommendation from the UK Privy Council. The original purpose of a Royal Charter was to

create public or private corporations (including towns and cities), and to define their specific privileges and purpose.

Today, Royal Charters are given to public service bodies that work for the public interest. On 22 April 1929, the Engineering Standards Committee was granted a Royal Charter. The Charter was amended in 1931 changing the name to The British Standards Institution.

The Royal Charter states our functions as a standards body, as well as our ability to offer training, testing and certification services.



By Royal Charter

The Charter also outlines aspects of how we are to be governed, such as; membership, the conduct of General Meetings and the composition of the Board.

## Our approach

Within our training courses we use accelerated learning techniques to help you progress naturally and quickly. We encourage interaction and collaboration because the more involved you are, the more positive the outcome.

We also keep the courses varied and put your learning in context to give you an enjoyable, successful and satisfying experience.

## Our tutors

Turn our experience into your expertise with industry leading professionals. Our tutors are recognized as leaders in their field, offering a first-class learning experience. They are trained to understand and meet your different learning needs, and they have years of industry experience.

What's more, our tutors train assessors who look at your organization to keep your learning in line with your company's certification.

## How to use QR codes

You may notice some puzzle-like shapes throughout this catalogue. These are QR codes and we have put together this quick guide on how to use them...

1. Download a free QR code scanner application to your smartphone or tablet
2. Launch the application and position your camera so that it points at your chosen QR code. Press "scan" - your phone will automatically read the QR code
3. You will then be automatically directed to the training page and have access to lots more information about BSI and our courses

If you do not have access to applications or a QR code scanner, you can browse the same information on our website.



## Our venues

We deliver five star learning at first class venues. These are selected especially to make sure you learn in the best possible environment with great facilities, refreshments and quality accommodation. This way you can focus on and maximize your learning experience. Also, any of our public courses can be tailored to your specific needs and delivered at your premises making it even more convenient for you.

99% of course delegates say they would recommend BSI. Here are some of their reasons for doing so:

- Experience and breadth of training
- Brand association
- Choice of course style
- Ease of booking
- Quality course material
- Reputable venues



Scan the QR code  
to visit our website



1. Stratford-upon-Avon
2. South Manchester
3. Nottingham
4. York
5. Cardiff
6. Central London
7. Swindon
8. Northampton
9. Aberdeen
10. Glasgow
11. Reading
12. Newcastle

**99% of course  
delegates say  
they would  
recommend BSI.**

# In-company training

## Designed for you

When you choose BSI in-company Training, you can select a course 'off-the-shelf' from our extensive range. You can then ask us to adapt a course to your specific needs, or you can request a completely bespoke course to be developed for you.

We will take the time to understand your company's learning needs and select elements from multiple training courses to provide a course unique to you. Working with you, we'll help to develop your people, improve processes and enhance your systems.

Whichever option you choose, you can be sure that you will be trained by a tutor who has practical experience under their belt and who understands your marketplace.

**"Tutor knowledge was very extensive and all questions asked were answered fully. Very professional throughout."**

- Lee Sandy, DHL

## Exclusive to in-company training

**Call us to find out more about the courses below:**

### **Statistical Process Control (SPC)**

Learn graphical and analytical techniques which can monitor, control and improve the performance of your business processes.

### **Structured Problem Solving (SPS)**

Learn about the tools for reducing company problems and improving the quality of goods and services. Can be used in conjunction with a structured problem solving process.

### **Failure Mode and Effects Analysis (FMEA)**

Learn about FMEA, originally developed for the aerospace industry. This is a systematic method of identifying and eliminating potential design or process weaknesses.

### **Customer Focus using Quality Function Deployment**

Learn how to put the 'Voice of the Customer' as a top priority on your business agenda. You'll discover flexible techniques to use in any situation to make sure that the needs of your customers are met or exceeded.

### **Integrated Auditing**

Learn how to integrate two or more management systems into one cohesive system.



## Benefits to you

### Embed your learning

Our aim is to do more than just deliver the course – we want to ensure that your people gain long-term benefits from their training and perform better in their jobs effectively so that you see the return in your investment of your people.

### Exclusivity

Each in-company training session is exclusive to your organization – you can introduce company sensitive or market competitive information into sessions, without commercial compromise.

### Made to measure

From large blue chip organizations to SME businesses and every type of company in-between, our customers have found that in-company training programmes offer them an exceptionally effective, bespoke training solution. These courses are designed based on the development needs of your workforce which will help retain and attract talent over the longer-term.

### You're in control

You can enhance the effectiveness of your training programme by incorporating a real live audit with the assistance of your tutor – making the course more relevant to you and your business as well as helping you to avoid possible non-compliance at real audit stage, saving you time and resource fixing problems.

### Flexibility

BSI in-company training is as flexible and adaptable as it is effective – ensuring that you get the best possible learning experience and retain business as usual efficiency.

### Cost savings

There are clear cost savings to be made – you save on travel, accommodation expenses and employee's time.

“Our recent experience of working closely with BSI to deliver bespoke, in-company training has been excellent. The commitment and enthusiasm shown by the BSI team to understand our business and then design the training package was commendable. The trainers were knowledgeable, friendly and they adapted their delivery style according to the group. The post training support to embed the learning has also been outstanding.”

- Vikas Joshi, Continuous Improvement, Coca Cola Enterprises



# Lean Six Sigma

Lean Six Sigma is a systematic approach to process improvement that focuses on the customer. It can be applied to service, manufacturing and design. Lean Six Sigma uses statistical tools and techniques to analyse and improve processes. The core of Lean Six Sigma drives continual improvement, a philosophy that is the foundation of all management systems and any business that wants to grow and progress for the future. Six Sigma is the relentless effort to continuously reduce process and product variation.



## Business Excellence An Introduction to Lean Six Sigma

This workshop based awareness course gives delegates an exposure to the application of business improvement tools, first-hand experience of the most popular tools from within the business improvement portfolio and an understanding of how to effectively apply these tools to help drive continual improvement within their organization.

04	March 2014	South Manchester
15	April 2014	Swindon
03	June 2014	Nottingham
30	July 2014	Northampton
16	September 2014	South Manchester
21	October 2014	Stratford Upon Avon
02	December 2014	Swindon
27	January 2015	York
10	March 2015	Reading

**Duration: 1 Day** **£450 + VAT**

## Lean Practitioner

For senior managers wanting a more in-depth understanding of Lean methodologies. Our four day course teaches you how to evaluate organizational readiness, identify potential benefits, prepare a business case and plan an effective deployment strategy.

01-04	April 2014	Reading
29-01	July 2014	York
01-04	October 2014	Central London
06-09	January 2015	Nottingham

**Duration: 4 Days** **London £1760 + VAT**  
**Other Venues £1560 + VAT**

“Once the decision had been made to embark on a business improvement programme, we took advice from a number of companies who had experience of implementing the Lean Six Sigma approach.

The decision was made very carefully, making sure that we didn't dive into something that was going to result in excess cost, be an improvement 'whim' and not prove a corporate priority.

Having discussed our aims with BSI, we found them very honest in what we needed to do as a business and we have taken time to slowly embed a cultural change which is now reaping rewards.”

- Andy Starkey, Nippon Gohsei UK

## Lean Six Sigma - Services Industry

Our Lean Six Sigma service based training courses are designed for this specific sector and will enable delegates to understand the tools needed to lead or take part in a Lean Six Sigma project.

### Lean Six Sigma Green Belt: Services Industry

The Lean Six Sigma Services Green Belt training course gives delegates the skills to deliver significant, measurable and sustainable business improvements within the delegate's own area of function within a service industry business, or a non-manufacturing support function.

#### Wave 1

Module 1	12-16 May 2014	Northampton
Module 2	09-13 June 2014	Northampton

#### Wave 2

Module 1	22-26 September 2014	Nottingham
Module 2	20-24 October 2014	Nottingham

#### Wave 3

Module 1	12-16 January 2015	South Manchester
Module 2	16-20 February 2015	South Manchester

**Duration: 10 Days**

**£4070 + VAT**

Both our Green and Black Belt Lean Six Sigma courses include free certification which proves that the skills you have developed through successful completion of your examination and project(s) are recognized by a global brand.



### Lean Six Sigma Black Belt: Services Industry

The Lean Six Sigma Services Black Belt course gives delegates the skills, tools and methods to lead DMAIC improvement projects within a service industry or support function.

A Black Belt is seen as a champion within their business, who will eventually be able to support multiple projects within business functions. This can include workshop facilitation, along with coaching and mentoring when implementing a business improvement programme.

#### Wave 1

Module 1	12-16 May 2014	Northampton
Module 2	09-13 June 2014	Northampton
Module 3	07-11 July 2014	Northampton
Module 4	01-05 September 2014	Northampton

#### Wave 2

Module 1	22-26 September 2014	Nottingham
Module 2	20-24 October 2014	Nottingham
Module 3	17-21 November 2014	Nottingham
Module 4	15-19 December 2014	Nottingham

#### Wave 3

Module 1	12-16 January 2015	South Manchester
Module 2	16-20 February 2015	South Manchester
Module 3	16-20 March 2015	South Manchester
Module 4	12-16 April 2015	South Manchester

**Duration: 20 Days**

**£8140 + VAT**

### Lean Six Sigma Conversion: Services Industry

A 10 day programme of 2 x 5 days. This intensive programme is designed to migrate people from Green Belt to Black Belt status.

#### Wave 1

Module 1	07-11 July 2014	Northampton
Module 2	01-05 September 2014	Northampton

#### Wave 2

Module 1	17-21 November 2014	Nottingham
Module 2	15-19 December 2014	Nottingham

#### Wave 3

Module 1	16-20 March 2015	South Manchester
Module 2	12-16 April 2015	South Manchester

**Duration: 10 Days**

**£4070 + VAT**



## Lean Six Sigma - Manufacturing Industry

Our Lean Six Sigma manufacturing based training courses are designed for this specific sector and will enable delegates to learn and understand the tools necessary to lead or take part in a Lean Six Sigma project.

### Lean Six Sigma Green Belt: Manufacturing Industry

The Lean Six Sigma Manufacturing Green Belt training course gives delegates the skills, tools and methods to deliver significant, measurable and sustainable business improvements. This course uses the DMAIC improvement process, which can then be applied to the delegate's own function within a manufacturing business.

Wave 1		
Module 1	19-23 May 2014	Reading
Module 2	16-20 June 2014	Reading
Wave 2		
Module 1	15-19 September 2014	Nottingham
Module 2	13-17 October 2014	Nottingham
Wave 3		
Module 1	19-23 January 2015	Northampton
Module 2	23-27 February 2015	Northampton
<b>Duration: 10 Days</b>		<b>£4070 + VAT</b>

**“The tutor Matt Brimelow was excellent - very enthusiastic about the subject and kept it interesting the entire time.”**

– Stuart Hodgkinson, Bekaert

### Lean Six Sigma Black Belt: Manufacturing Industry

The Lean Six Sigma Operational Black Belt course gives delegates the skills, tools and methods to lead DMAIC improvement projects within a manufacturing organization.

A Black Belt is seen as a champion within their business, who will eventually be able to support multiple projects within business functions. This can include workshop facilitation, along with coaching and mentoring when implementing a business improvement programme.

Wave 1		
Module 1	19-23 May 2014	Reading
Module 2	16-20 June 2014	Reading
Module 3	14-18 July 2014	Reading
Module 4	08-12 September 2014	Reading
Wave 2		
Module 1	15-19 September 2014	Nottingham
Module 2	13-17 October 2014	Nottingham
Module 3	10-14 November 2014	Nottingham
Module 4	08-12 December 2014	Nottingham
Wave 3		
Module 1	19-23 January 2015	Northampton
Module 2	23-27 February 2015	Northampton
Module 3	17-21 March 2014	Northampton
Module 4	19-23 April 2015	Northampton
<b>Duration: 20 Days</b>		<b>£8140 + VAT</b>

### Lean Six Sigma Conversion: Manufacturing Industry

A 10 day programme of 2 x 5 days. This intensive programme is designed to migrate people from Green Belt to Black Belt status.

Wave 1		
Module 1	14-18 July 2014	Reading
Module 2	08-12 September 2014	Reading
Wave 2		
Module 1	10-14 November 2014	Nottingham
Module 2	08-12 December 2014	Nottingham
Wave 3		
Module 1	17-21 March 2015	Northampton
Module 2	19-23 April 2015	Northampton
<b>Duration: 10 Days</b>		<b>£4070 + VAT</b>

Both our Green and Black Belt Lean Six Sigma courses include free certification which proves that the skills you have developed through successful completion of your examination and project(s) are recognized by a global brand.

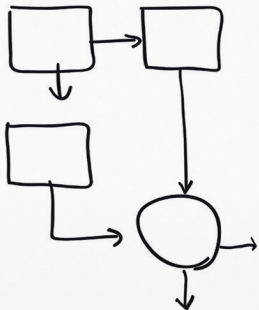


# Project Management

Get the essential business skills by taking part in one of our project management training courses.

PRINCE2® stands for Projects in Controlled Environments and is a structured framework for the efficient running of any project.

These courses are delivered by our partner Reed Learning in association with Insights, an Accredited Training Organization for PRINCE2® and for APM courses. The PRINCE2® is a Registered Trademark of the Office of Government Commerce in the United Kingdom and other countries.



## PRINCE2® Foundation

For those managing small projects or who hold a junior project management role, and anyone who needs to participate fully and effectively within a PRINCE2® project. This course provides an insight into the process-oriented approach of the PRINCE2® project method and the value of using it for implementing projects, and includes a qualification.

10-12	March 2014	London
07-09	April 2014	London
12-14	May 2014	London
09-11	June 2014	London
07-09	July 2014	London
04-06	August 2014	London
01-03	September 2014	London
06-08	October 2014	London

Duration: 3 Days

£1290 + VAT

## Managing successful projects

For those who manage projects, or those who are about to become involved in the management, planning or implementation of a project, this course will show you the essential components required in planning the project and give you the confidence and useful tools to put them into practice back at work.

06-07	March 2014	London
01-02	April 2014	London
28-29	April 2014	London
21-22	May 2014	London
16-17	June 2014	London
16-17	July 2014	London
18-19	August 2014	London
16-17	September 2014	London
20-21	October 2014	London
26-27	November 2014	London

Duration: 2 Days

£990 + VAT

## PRINCE 2® Foundation and Practitioner course

For those who need to set up and manage complex projects or who are involved in large-scale project work, and are looking for a best practice methodology. The Practitioner qualification provides all the tools you need to become a PRINCE2® expert.

10-14	March 2014	London
07-11	April 2014	London
12-16	May 2014	London
09-13	June 2014	London
07-11	July 2014	London
04-08	August 2014	London
01-05	September 2014	London
06-10	October 2014	London

Duration: 5 Days

£1750 + VAT

## APM Introductory Certificate in Project Management

The APM introductory Certificate is based on the APM Body of Knowledge 5th edition – a concise and structured guide to the knowledge required in managing projects. It provides a solid introduction to the key issues involved in managing projects and explores core project management tools, techniques and terminology.

19-20	March 2014	London
07-08	April 2014	London
20-21	May 2014	London
17-18	June 2014	London
17-18	July 2014	London
18-19	August 2014	London
15-16	September 2014	London
16-17	October 2014	London
13-14	November 2014	London

Duration: 2 Days

£875 + VAT

# Quality Management

## ISO 9001

Our ISO 9001 quality management training is designed for organizations of all sizes and sectors. Our courses will help you continually monitor and manage the quality of your performance across all operations.

You'll learn how to achieve and benchmark consistent output by improving infrastructure, performance, work environment and how you meet objectives. By embedding ISO 9001 you will drive positive customer experiences by achieving consistency in your quality of service.



## Introduction to ISO 9001

Provides an awareness and understanding of the principles of a quality management system.

03	March 2014	Glasgow
10	March 2014	Northampton
11	April 2014	Newcastle
22	May 2014	Stratford Upon Avon
11	June 2014	South Manchester
20	June 2014	Swindon
04	July 2014	Nottingham
17	July 2014	Cardiff
13	August 2014	Northampton
11	September 2014	South Manchester
06	October 2014	Stratford Upon Avon
28	October 2014	York
13	November 2014	Swindon
01	December 2014	Central London
14	January 2015	Nottingham
23	February 2015	Reading
17	March 2015	South Manchester
30	March 2015	Northampton

Duration: 1 Day

London £540 + VAT

Other Venues £490 + VAT

**"Very good course which met both requirements and expectations. Lawrence explained all material very clearly with good examples."**

- Josef Tomasik, Manchester Fluid System Technologies Ltd

## ISO 9001 Foundations for Implementation

Using a step-by-step process, this comprehensive course helps delegates understand the requirements of ISO 9001. It covers the fundamental disciplines needed and the methods that should be applied when implementing Quality Management Systems.

13-14	March 2014	York
25-26	March 2014	Reading
08-09	April 2014	Stratford Upon Avon
28-29	April 2014	South Manchester
12-13	May 2014	Central London
28-29	May 2014	Swindon
10-11	June 2014	Nottingham
30-01	June/July 2014	Glasgow
10-11	July 2014	Northampton
31-01	July/August 2014	Reading
05-06	August 2014	York
18-19	August 2014	Cardiff
16-17	September 2014	Newcastle
29-30	September 2014	Swindon
09-10	October 2014	Central London
21-22	October 2014	South Manchester
06-07	November 2014	Stratford Upon Avon
11-12	November 2014	York
03-04	December 2014	Northampton
10-11	December 2014	Aberdeen
12-13	January 2015	Stratford Upon Avon
26-27	January 2015	Reading
03-04	February 2015	South Manchester
09-10	February 2015	Cardiff
25-26	February 2015	York
19-20	March 2015	Central London

Duration: 2 Days

London £990 + VAT

Other Venues £890 + VAT

## Auditing to ISO 9001 Training Course

Develop an understanding of the ISO 9001 standard and auditing techniques.

05-07	March 2014	South Manchester
18-20	March 2014	Northampton
01-03	April 2014	Aberdeen
14-16	April 2014	Central London
07-09	May 2014	Nottingham
28-30	May 2014	Reading
09-11	June 2014	South Manchester
24-26	June 2014	Swindon
07-09	July 2014	York
21-23	July 2014	Northampton
13-15	August 2014	Newcastle
19-21	August 2014	Stratford Upon Avon
09-11	September 2014	Cardiff
29-01	September/October 2014	Central London
07-09	October 2014	Swindon
27-29	October 2014	South Manchester
04-06	November 2014	Reading
18-20	November 2014	Glasgow
10-12	December 2014	Northampton
16-18	December 2014	York
07-09	January 2015	Cardiff
28-30	January 2015	Newcastle
09-11	February 2015	Central London
18-20	February 2015	South Manchester
03-05	March 2015	Swindon
24-26	March 2015	Glasgow

Duration: 3 Days      London £1145 + VAT  
Other Venues £995 + VAT

## Internal Auditor: ISO 9001

Take practical training on planning and executing internal audits for those who already have knowledge of the standard.

06-07	March 2014	Cardiff
13-14	March 2014	Nottingham
18-19	March 2014	South Manchester
25-26	March 2014	Central London
01-02	April 2014	Swindon
15-16	April 2014	Aberdeen
29-30	April 2014	Northampton
07-08	May 2014	York
15-16	May 2014	Reading
20-21	May 2014	Nottingham
28-29	May 2014	Cardiff
11-12	June 2014	Glasgow
16-17	June 2014	Central London
25-26	June 2014	South Manchester
30-01	June/July 2014	Stratford Upon Avon
09-10	July 2014	Cardiff
22-23	July 2014	York
22-23	July 2014	Central London
29-30	July 2014	Cardiff
06-07	August 2014	South Manchester
12-13	August 2014	Reading
19-20	August 2014	Glasgow
26-27	August 2014	Swindon
01-02	September 2014	Central London
09-10	September 2014	Newcastle

Continued...

23-24	September 2014	Stratford Upon Avon
30-01	September/October 2014	York
07-08	October 2014	Northampton
15-16	October 2014	Swindon
22-23	October 2014	Nottingham
28-29	October 2014	Central London
04-05	November 2014	South Manchester
12-13	November 2014	Reading
19-20	November 2014	Cardiff
24-25	November 2014	Central London
26-27	November 2014	Glasgow
02-03	December 2014	York
10-11	December 2014	Stratford Upon Avon
17-18	December 2014	Aberdeen
05-06	January 2015	Northampton
22-23	January 2015	Reading
27-28	January 2015	Aberdeen
31-01	January/February 2015	South Manchester
04-05	February 2015	Swindon
12-13	February 2015	Nottingham
18-19	February 2015	York
26-27	February 2015	Cardiff
03-04	March 2015	Newcastle
17-18	March 2015	Reading
25-26	March 2015	South Manchester
30-31	March 2015	Northampton

Duration: 2 Days      London £870 + VAT  
Other Venues £770 + VAT

## Quality Management Systems Auditor/Lead Auditor IRCA Certified Course (A17070)

Learn to plan, conduct and lead effective assessment audits.

**93% of our delegates passed in 2013**



03-07	March 2014	Stratford Upon Avon
10-14	March 2014	Central London
10-14	March 2014	Glasgow
24-28	March 2014	Cardiff
07-11	April 2014	Central London
07-11	April 2014	Reading
28-02	April/May 2014	Nottingham
12-16	May 2014	Stratford Upon Avon
12-16	May 2014	South Manchester
02-06	June 2014	Northampton
09-13	June 2014	Central London
09-13	June 2014	York
16-20	June 2014	Cardiff
23-27	June 2014	Newcastle
30-04	June/July 2014	Reading
07-11	July 2014	Central London
14-18	July 2014	Nottingham
14-18	July 2014	Swindon
21-25	July 2014	York
28-01	July/August 2014	Northampton
04-08	August 2014	South Manchester
11-15	August 2014	Central London
18-22	August 2014	Cardiff
18-22	August 2014	Aberdeen
01-05	September 2014	Stratford Upon Avon
08-12	September 2014	Newcastle
15-19	September 2014	Central London
22-26	September 2014	Reading
29-03	September/October 2014	Glasgow
06-10	October 2014	Nottingham

Continued...

13-17	October 2014	Cardiff
20-24	October 2014	Central London
27-31	October 2014	York
03-07	November 2014	Stratford Upon Avon
10-14	November 2014	Aberdeen
17-21	November 2014	Central London
24-28	November 2014	South Manchester
01-05	December 2014	Reading
08-12	December 2014	Newcastle
15-19	December 2014	Northampton
05-09	January 2015	Swindon
12-16	January 2015	South Manchester
19-23	January 2015	Central London
26-30	January 2015	York
02-06	February 2015	Reading
09-13	February 2015	Newcastle
16-20	February 2015	Central London
16-20	February 2015	Cardiff
23-27	February 2015	South Manchester
02-06	March 2015	Northampton
02-06	March 2015	Swindon
09-13	March 2015	Stratford Upon Avon
16-20	March 2015	York
23-27	March 2015	Reading

**Duration: 5 Days**

**London £1900 + VAT  
Other Venues £1500 + VAT**

## Maximize ISO 9001 Performance

Aimed at quality professionals who wish to develop a structured analytical approach to improving business processes. Boost your ability to engage with top management and demonstrate how addressing non-conformities using proven tools can enhance the bottom line of your business.

24-25	March 2014	Reading
14-15	May 2014	South Manchester
19-20	June 2014	Northampton
03-04	July 2014	York
09-10	September 2014	Reading
14-15	October 2014	South Manchester
09-10	December 2014	Central London
28-29	January 2015	Swindon
05-06	March 2015	Nottingham

**Duration: 2 Day**

**London £985 + VAT  
Other Venues £885 + VAT**

*"The tutor's style of delivery is the best I have ever experienced. He was lively, very knowledgeable and went above and beyond to introduce examples in order to support knowledge intake."*

- Karen Cadman, Collier and Madge



# Distance Learning

Distance Learning puts training into your own hands. You can carry on with your day job while working towards achieving a qualification or certificate.

## BSI Diploma in Quality Management

Ideal for those involved at a strategic or operational level in implementing a quality management system, this distance learning based qualification comprises of eleven modules of study, covering ISO 9001, the application of quality management principles and the process of system implementation.

£1495 + VAT

## BSI Certificate in Environmental Management Systems

Consisting of six modules of study, this distance learning qualification follows the guidelines defined in BS 8555 – a phased approach to Environmental Management System implementation. The course also covers the understanding and application of ISO 14001.

£1595 + VAT

## BSI Certificate in Occupational Health and Safety Management Systems

This distance learning qualification consists of eight modules of study. It provides an understanding of the structure, requirements and tools needed to implement an Occupational Health and Safety Management System.

£1595 + VAT



## eLearning Courses

### Working Safely

This Online Working Safely course provides basic health and safety knowledge and includes the content necessary to fulfil entry-level health and safety training requirements for all employees.

£100 + VAT

### Managing Safely

Aimed at managers and supervisors in any sector and any organization. This course will give managers all they need to know to help them handle health and safety in the area under their responsibility. Managers will gain a broad based knowledge of health and safety and safe systems of work.

£515 + VAT

### Managing Safely Refresher

The Online Managing Safely Refresher course is aimed at managers and supervisors who have previously undertaken the full version IOSH Managing Safely course. This course provides the latest best practice and legislation changes and ensures that their knowledge is completely up to date.

£199 + VAT

### Managing Safely for Non-UK Users

The Online Managing Safely course is aimed at managers and supervisors in any sector and organization. Designed to give managers all they need to know to help them handle health & safety under their responsibility.

£515 + VAT



# Collaborative Business Relationships

## BS 11000

Our collaborative relationship management courses will help you understand and create effective collaborative relationship management or partnering in complex procurement and capital infrastructure projects.

By working with other organizations on a collaborative basis, you can gain competitive advantage through better cost, resource and risk management, as well as encouraging innovation.



## Introduction to BS 11000

Gain an understanding of the concepts and structure of BS 11000 as the basis for collaborative relationship management.

01	May 2014	Northampton
18	September 2014	South Manchester
09	December 2014	Stratford Upon Avon
17	February 2015	Swindon

**Duration: 1 Day** **£555 + VAT**

## Executive Brief: BS 11000

A 2 hour workshop which focuses on the benefits that the Collaborative Relationship framework can bring to your organization and how it can transform your partner relationships and approach.

**In-company only: Contact us for a customized quote.**

## Implementing: BS 11000

This facilitated course brings alive the concepts of Collaborative Relationships, delegates will identify the steps required for implementing the system within their company through interactive workshops, providing a framework for them to then commence their implementation.

**In-company only: Contact us for a customized quote.**

“Excellent introduction, raised awareness, and I can see the potential advantages in pursuing a BS 11000 approach in our collaborative relationships. Exercises good for sharing learning and experiences. Met all of my objectives.”

- Chris Holt, North West Aerospace Alliance

## Effective Communication Skills

Whether communicating under pressure, managing challenging relationships or looking to build lasting rapport, your style and interpersonal competence can make or break your chances of achieving your objectives. This course teaches you how to capitalize on your existing skills, fine-tune your approach and build a strategy for communication with real impact.

05	March 2014	London
18	March 2014	London
21	March 2014	London
01	April 2014	London
01	May 2014	London
02	May 2014	London
27	May 2014	London
13	June 2014	London
18	June 2014	London
03	July 2014	London

**Duration: 1 Day** **£570 + VAT**

# Aerospace Management

## AS9100 Series

It is imperative that your products are fit for purpose and your services and operations meet the many regulatory demands of the Aerospace industry. You can learn how to implement effective management systems and put auditing processes in place. Our training will provide you with a platform for continual improvement.



Performance

Risk

Sustainability

## Implementing: AS9100 Rev. C

Discover how to facilitate the smooth transition of quality management systems to the 2009 version of this standard.

03-04	April 2014	Central London
23-24	July 2014	Central London
04-05	November 2014	Central London
17-18	February 2015	Central London

**Duration: 2 Days** **£1230 + VAT**

## Internal Auditor: AS9100 Rev. C

Working with tools and techniques to deliver internal audits to the quality standard for the Aviation, Space and Defence industries.

03-04	June 2014	Central London
14-15	October 2014	Central London
14-15	January 2015	Central London

**Duration: 2 Days** **£1230 + VAT**

All BSI courses are available in-company

Please call us on +44 845 087 9000

"The course provided a very clear understanding of requirements and skills needed as an auditor. I especially appreciate the fact that there were many exercises and interesting role playing activities similar to real situations to guide us through smoothly and confidently."

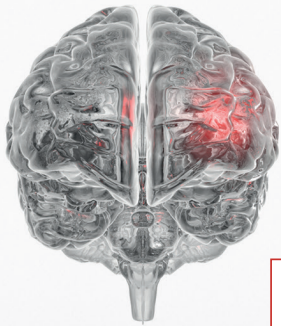
- B Lyinbor, Benedicta

# Medical Devices

## Medical Device Regulation and QMS

Our ISO 13485 quality management system training will help you to demonstrate your ability to provide medical devices and related services that consistently meet regulatory requirements.

Our CE Marking courses will give you solid understanding of the medical devices regulatory requirements and directives to help you sell your products within the EU.



## Introduction to ISO 13485

Discover ISO 13485, its importance and the links to the Medical Device Directives. You'll look at comparisons between its requirements to that of ISO 9001 and the FDA's QSR.

10	April 2014	York
31	July 2014	Central London
30	October 2014	South Manchester
11	February 2015	Northampton

**Duration: 1 Day** **London £650 + VAT**  
**Other Venues £600 + VAT**

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## Implementing: ISO 13485

Gain an overview of the concepts needed to understand, develop, and implement a quality management system as outlined in ISO 13485.

14-15	May 2014	South Manchester
09-10	December 2014	York
17-18	February 2015	Swindon

**Duration: 2 Days** **£1235 + VAT**

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## ISO 13485 Clause by Clause

This 2 day training course is aimed at people working with ISO 13485 that require an in-depth knowledge of the standard, clause by clause.

18-19	March 2014	Northampton
06-07	May 2014	South Manchester
18-19	September 2014	Swindon
27-28	November 2014	Nottingham
27-28	January 2015	Central London

**Duration: 2 Days** **London £1295 + VAT**  
**Other Venues £1195 + VAT**

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## Internal Auditor: ISO 13485

Learn more about ISO 13485 and compare its' requirements with ISO 9001. This course covers the planning, preparation, conducting, reporting and closure of internal audits.

28-29	May 2014	Swindon
16-17	September 2014	South Manchester
13-14	November 2014	Central London
25-26	February 2015	Stratford Upon Avon

**Duration: 2 Days** **London £1335 + VAT**  
**Other Venues £1235 + VAT**

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## Lead Auditor: ISO 13485

Review ISO 13485 and build on the principles of process auditing in accordance with quality management system standards. Learn about the concepts of risk management (ISO 14971) and its integration with the audit approach.

17-21	March 2014	Northampton
28-02	April/May 2014	York
28-01	July/August 2014	Swindon
10-14	November 2014	South Manchester
16-20	February 2015	Northampton
10-14	November 2014	South Manchester

**Duration: 5 Days** **£3270 + VAT**

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## Introduction to CE Marking

Gain an introduction to the Medical Device Directives (MDD, AIMDD, IVDD) and cover their background and key features.

**In-company only: Contact us for a customized quote**

## Medical Devices CE Marking

Examine European medical devices regulatory and standards principles, focusing on sound implementation of the regulatory requirements.

20-22	May 2014	Swindon
15-17	July 2014	York
14-16	October 2014	Central London
04-06	February 2015	South Manchester

**Duration: 3 Days**      **London £2010 + VAT**  
**Other Venues £1860 + VAT**

## CE Marking Medical Devices with Software

This one day course will help you learn how the medical device directives apply to your software, how your software is classified, and how to develop and maintain it with a CE mark in mind. You will learn how to evaluate your software and processes so you'll know what to do during the software life-cycle to meet the medical device directives.

**In-company only: Contact us for a customized quote**

## Introduction to CE Marking for the In Vitro Diagnostics Directive

Gain an introduction to the In Vitro Diagnostics Directive (IVDD) covering its background and key features.

**In-company only: Contact us for a customized quote**

## Application of the In Vitro Diagnostics Directive

Learn about the In Vitro Diagnostic Directive regulatory and standards principles, focusing on sound implementation of the regulatory requirements.

07-09	May 2014	Swindon
04-06	November 2014	Northampton

**Duration: 3 Days**      **£1860 + VAT**

**“This course was excellent.  
The tutor delivered the course  
at a good pace pitched at an  
appropriate level.”**

- Michael Dibbens, St. Thomas' Hospital

## Creating and Maintaining Compliant Technical Files and Design Dossiers

Learn how to locate and identify regulatory requirements and guidance documents, to write procedures and maintain compliant technical files and design dossiers to help you to sell your product within the EU.

26	June 2014	York
04	September 2014	Central London
15	December 2014	South Manchester
30	March 2015	Reading

**Duration: 1 Day**      **London £900 + VAT**  
**Other Venues £850 + VAT**

## Clinical Evaluation for Medical Devices

Learn what information is necessary to demonstrate clinical safety of products in accordance with the requirements of the European Medical Devices Directive and the Active Implantable Medical Devices Directive.

19	March 2014	South Manchester
28	October 2014	Reading

**Duration: 1 Day**      **£795 + VAT**

# Medical Devices

Our medical devices courses allow you to have a detailed look at some of the most important sections of bringing a successful product to market within this highly regulated sector.

All our tutors are active practitioners in their specialized subjects and so can provide you with real experiences and help you to understand all the latest developments you need to consider.



## Introduction to Risk Management for Medical Devices

Our ISO 14971 risk management training is essential for all medical device manufacturers. You will learn how to identify, evaluate and control risks associated with medical devices throughout the product life cycle, helping you implement a risk management framework to achieve ongoing compliance. At the end of this training you will have the tools to confidently manage risk to an international standard.

29	April 2014	South Manchester
05	August 2014	Central London
19	November 2014	York
04	March 2015	Reading

**Duration: 1 Day**                                  **London £720 + VAT**  
**Other Venues £670 + VAT**

## Post Market Surveillance and Vigilance

Learn about the requirements of the European Medical Device Directives (90/385/EEC, 93/42/EEC, 98/79/EC), standards and guidance documents to enable effective implementation of a post market surveillance system.

03	April 2014	Northampton
04	December 2014	Reading
11	March 2015	York

**Duration: 1 Day**                                  **£795 + VAT**

## Device - Drug Combinations: Practical Guidance on Borderline Issues and the Consultation Process

Learn about European legislation for borderline products, and gain insight into further information and guidance related to the distinction between medical devices and medicinal products. Understand the ancillary medicinal substance consultation process, and find common problems encountered by manufacturers during this process. This course also examines devices incorporating derivatives of human blood or plasma.

**In-company only: Contact us for a customized quote**

## Process Validation for the Medical Device Industry

Learn the generally accepted principles of validation and introduce how-to-do methods of installation, operational and production qualification.

30	April 2014	Swindon
06	November 2014	York
23	February 2015	Northampton

**Duration: 1 Day**                                  **£850 + VAT**

# Information Security

## ISO/IEC 27001

Threats to valuable customer data and business information are now more prevalent than ever. With our information security management training you'll gain confidence in the protection of your company's data.

This course enables delegates to measure and reduce information security risks, and understand the principles of setting up your own information security management systems to deliver customer confidence and reduce your exposure to the implications of breaches.



## Introduction to ISO/IEC 27001

Gain an overview of effective information security management systems for managers, IT professionals and those involved with information security.

03	March 2014	Central London
28	April 2014	York
17	June 2014	Reading
05	August 2014	South Manchester
16	September 2014	Northampton
18	November 2014	Swindon
02	December 2014	Central London
27	January 2015	Cardiff
30	March 2015	Newcastle

Duration: 1 Day

London £555 + VAT  
Other Venues £505 + VAT

Now aligned to  
ISO/IEC 27001: 2013

## Internal Auditor: ISO/IEC 27001

Develop a solid foundation in all aspects of the audit process to identify potential and actual security weaknesses.

06-07	March 2014	Glasgow
19-20	March 2014	Cardiff
15-16	April 2014	Nottingham
19-20	May 2014	Swindon
29-30	May 2014	Central London
12-13	June 2014	South Manchester
02-03	July 2014	Reading
12-13	August 2014	York
09-10	September 2014	Northampton
24-25	September 2014	Newcastle
07-08	October 2014	Central London
11-12	November 2014	Swindon
19-20	November 2014	South Manchester
03-04	December 2014	Cardiff
13-14	January 2015	Northampton
04-05	February 2015	York
18-19	February 2015	Central London
11-12	March 2015	Swindon

Duration: 2 Days

London £1265 + VAT  
Other Venues £1165 + VAT

"The pace of the course was right and Olivier was very knowledgeable and approachable. Excellent course delivered by a professional, experienced tutor. Thank you."

- Paul Batley, Telkeda

## Implementing: ISO/IEC 27001

Using a step-by-step process, this comprehensive course helps delegates understand the requirements of ISO/IEC 27001. It covers the fundamental disciplines needed and the methods that should be applied when implementing Information Security Management Systems.

17-19	March 2014	Newcastle
31-02	March/April 2014	Northampton
07-09	April 2014	Glasgow
12-14	May 2014	Swindon
09-11	June 2014	Central London
23-25	June 2014	South Manchester
30-02	June/July 2014	Reading
07-09	July 2014	Nottingham
04-06	August 2014	Cardiff
01-03	September 2014	York
22-24	September 2014	Central London
13-15	October 2014	South Manchester
03-05	November 2014	Northampton
24-26	November 2014	Swindon
15-17	December 2014	Central London
12-14	January 2015	York
26-28	January 2015	Central London
16-18	February 2015	Glasgow
23-25	March 2015	Reading

Duration: 3 Days

London £1965 + VAT  
Other Venues £1815 + VAT

## Lead Implementer: ISO/IEC 27001

Discover more about the methodology and tools to fully lead the implementation of an Information Security Management System.

**99% of our delegates passed in 2013**

17-21	March 2014	Newcastle
31-04	March/April 2014	Northampton
07-11	April 2014	Glasgow
12-16	May 2014	Swindon
09-13	June 2014	Central London
23-27	June 2014	South Manchester
30-04	June/July 2014	Reading
07-11	July 2014	Nottingham
04-08	August 2014	Cardiff
01-05	September 2014	York
13-17	October 2014	South Manchester
22-26	September 2014	Central London
03-07	November 2014	Northampton
24-28	November 2014	Swindon
15-19	December 2014	Central London
12-16	January 2015	York
26-30	January 2015	Central London
16-20	February 2015	Glasgow
23-27	March 2015	Reading

Duration: 5 Days

London £2600 + VAT  
Other Venues £2200 + VAT

## Lead Auditor: ISO/IEC 27001

Learn how to conduct and lead audits to enable successful management of an ISO/IEC 27001 management system.

**95% of our delegates passed in 2013**

03-07	March 2014	Swindon
24-28	March 2014	Central London
07-11	April 2014	Nottingham
28-02	April/May 2014	Glasgow
12-16	May 2014	Stratford Upon Avon
19-23	May 2014	Central London
16-20	June 2014	South Manchester
30-04	June/July 2014	Central London
14-18	July 2014	York
28-01	July/August 2014	Reading
11-15	August 2014	Swindon
18-22	August 2014	South Manchester
01-05	September 2014	Central London
15-19	September 2014	Cardiff
29-03	September/October 2014	Newcastle
13-17	October 2014	Northampton
27-31	October 2014	York
10-14	November 2014	Reading
24-28	November 2014	Glasgow
08-12	December 2014	Central London
05-09	January 2015	Stratford
19-23	January 2015	Cardiff
09-13	February 2015	Nottingham
23-27	February 2015	Swindon
09-13	March 2015	South Manchester
16-20	March 2015	Central London

Duration: 5 Days

London £2600 + VAT  
Other Venues £2200 + VAT

“Thank you so much for an outstanding course and a terrific learning experience. One of the best, quite possibly the best learning experience I have ever undertaken.”

- Dinos Kerigan, Kyrou



## Information Security Management Systems Transition course from ISO/IEC 27001:2005 to ISO/IEC 27001:2013

NEW

Learn what has changed between ISO/IEC 27001:2005 to ISO/IEC 27001:2013 including updated requirements and processes.

11	March 2014	Nottingham
16	April 2014	Reading
07	May 2014	South Manchester
19	June 2014	Swindon
22	July 2014	Central London
20	August 2014	York
16	September 2014	Northampton
21	October 2014	Cardiff
19	November 2014	South Manchester
28	January 2015	Reading

Duration: 1 Day

London £555 + VAT  
Other Venues £505 + VAT

## Information Security Management Systems Lead Auditor Transition course from ISO/IEC 27001:2005 to ISO/IEC 27001:2013

NEW

Learn what has changed between ISO/IEC 27001:2005 to ISO/IEC 27001:2013 including updated requirements and processes from an auditing perspective.

11-12	March 2014	Nottingham
16-17	April 2014	Reading
07-08	May 2014	South Manchester
19-20	June 2014	Swindon
22-23	July 2014	Central London
20-21	August 2014	York
16-17	September 2014	Northampton
21-22	October 2014	Cardiff
19-20	November 2014	South Manchester
28-29	January 2015	Reading

Duration: 2 Days

London £935 + VAT  
Other Venues £835 + VAT



Did you know?

Research shows that educating staff can halve insider breaches

Source: PwC Information Security Breaches Survey 2013



## BCS Certificate in Information Security Management Principles (CISMP)

Undertake guidance to fulfil your role as an information security professional.

31-04	March/April 2014	Warwick
16-20	June 2014	Bedfordshire
15-19	September 2014	Warwick
20-24	October 2014	Bedfordshire
01-05	December 2014	Warwick

**Duration: 5 Days**

**£1815 + VAT**



## BCS Practitioner Certificate in Information Risk Management (PCRM)

Discover comprehensive and practical training that focuses your business on information security and governance risk strategy, closely following the approaches recommended in the ISO 17799, ISO/IEC 27001 and BS 7799-3 Standards.

31-04	March/April 2014	Bedfordshire
07-11	July 2014	Bedfordshire
29-03	September/October 2014	Bedfordshire
01-05	December 2014	Bedfordshire

**Duration: 5 Days**

**£1815 + VAT**

## Application of Risk to Management Systems: ISO 31000

Learn the tools and techniques to manage risk to your systems objectives using ISO 31000. By being able to identify potential threats and risks you can minimize or eradicate impact and loss through planning, which bolsters confidence and improves your organization's resilience.

18	March 2014	Stratford Upon Avon
06	May 2014	York
20	June 2014	Northampton
24	July 2014	South Manchester
16	September 2014	Cardiff
15	October 2014	Nottingham
27	November 2014	Reading
22	January 2015	York
05	March 2015	Swindon

**Duration: 1 Day**

**£505 + VAT**

"The course and training materials were well put together and the support from the training advisor who took my first call and supported me right through to the conclusion of the course was great. The course instructor was professional and knowledgeable, and his training style created a relaxed but productive training environment. I would highly recommend BSI training to anyone."

- Wayne Watson, National House Building Council (NHBC)

# Cloud Security

Cloud computing is growing rapidly, and as more and more organizations use cloud services, there is increasing pressure on Cloud Service Providers (CSPs) to demonstrate that they can be trusted to keep user information and data safe. By achieving STAR certification, CSPs can show that they comply with the fundamental security principles outlined in the Cloud Security Alliance's Cloud Control Matrix (CCM) – and importantly for reassuring users – that this has been independently assessed.



## Auditing Cloud Security for Star Certification

NEW

Learn how to audit a cloud service provider's cloud security, assessing compliance with the Cloud Security Alliance (CSA) Cloud Control Matrix (CCM) and determining a maturity level for their security controls.

15	September 2014	Nottingham
08	December 2014	Swindon
04	March 2015	Northampton

Duration: 1 Day

£850 + VAT

**CSA** cloud security alliance<sup>SM</sup>



# Anti-Bribery

## (ABMS) BS 10500

An anti-bribery management system (ABMS), based on 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 requirements of the UK Bribery Act 2010 and internationally recognized good practice.

Our BS 10500 training courses have been developed in association with the City of London Police, Economic Crime & Fraud Training Academy and will teach you how to protect your business, defend your reputation and mitigate the risk of bribery and associated costs.



## Anti-bribery Management System (ABMS): Requirements of BS 10500

Learn the concepts of anti-bribery including the key requirements and context of BS 10500 and understand the benefits of an Anti-bribery Management System (ABMS).

08	July 2014	South Manchester
09	September 2014	Reading
04	November 2014	Newcastle

**Duration: 1 Day** **£505 + VAT**

## Anti-bribery Management System (ABMS): Implementing BS 10500

Learn how to implement an effective Anti-bribery Management System (ABMS) with practical exercises, group activities and class discussions.

08-09	May 2014	Reading
04-05	September 2014	South Manchester
10-11	December 2014	Northampton

**Duration: 2 Days** **£1165 + VAT**

## Understanding Bribery & Effective Due Diligence

Learn about 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.

28-29	May 2014	South Manchester
09-10	September 2014	Central London
09-10	December 2014	Cardiff

**Duration: 2 Days** **London £1265 + VAT**  
**Other Venues £1165 + VAT**

## Anti-bribery Management System (ABMS): Internal Auditor BS 10500

Learn the knowledge and skills required to undertake an internal audit against the requirements of BS 10500 for an Anti-bribery Management System (ABMS).

11-12	June 2014	Central London
16-17	September 2014	Swindon
03-04	December 2014	York
05-06	February 2015	Northampton

**Duration: 2 Days** **London: £1265 + VAT**  
**Other venues: £1165 + VAT**

## Anti-bribery Management System (ABMS): Lead Auditor BS 10500

Learn the knowledge and skills required to lead an audit system assessment of an Anti-bribery Management System (ABMS); with the emphasis on developing your ability to conduct second party assessments of suppliers and subcontractors.

12-16	May 2014	Northampton
04-08	August 2014	Swindon
24-28	November 2014	York
16-20	February 2015	Reading

**Duration: 5 Days** **£2190 + VAT**



# Business Continuity

## ISO 22301

Our ISO 22301 business continuity management training will help you prepare your business for the most challenging circumstances.

You'll learn how to put in place the necessary framework to protect critical business functions from the threats most likely to impact your organization, including staff not being able to make it into work in hazardous weather conditions to damage to your premises and IT system failure.



## Introduction to ISO 22301

Learn the key concepts of business continuity, understand the main benefits of a Business Continuity Management System (BCMS), and gain an overview of the requirements of ISO 22301.

03	April 2014	Swindon
10	July 2014	South Manchester
14	October 2014	Northampton
25	February 2015	York

**Duration: 1 Day** **£505 + VAT**

## Implementing: ISO 22301

Using a step-by-step process, this comprehensive course helps delegates understand the requirements of ISO 22301. It covers the fundamental disciplines needed and the methods that should be applied when implementing a BCMS.

14-15	April 2014	Reading
16-17	June 2014	South Manchester
11-12	August 2014	Northampton
30-01	September/October 2014	Cardiff
05-06	November 2014	York
15-16	January 2015	Central London
09-10	March 2015	Swindon

**Duration: 2 Days** **London £1265 + VAT**  
**Other Venues £1165 + VAT**

## Internal Auditor: ISO 22301

Learn how to conduct an internal audit of your BCMS to the requirements of ISO 22301. Establish the effectiveness of your system and gain valuable insight into the operations of your organization.

11-12	March 2014	Central London
28-29	May 2014	South Manchester
30-01	June/July 2014	Northampton
14-15	August 2014	York
17-18	September 2014	Reading
11-12	November 2014	Nottingham
09-10	December 2014	Swindon

**Duration: 2 Days** **London £1265 + VAT**  
**Other Venues £1165 + VAT**

## Lead Auditor: ISO 22301

Learn how to lead a team to prepare for and conduct an independent audit of a BCMS to the requirements of ISO 22301. Emphasis is placed on independent auditing principles and practices.

**99% of our delegates passed in 2013**

10-14	March 2014	South Manchester
24-28	March 2014	York
28-02	April/May 2014	Northampton
19-23	May 2014	Newcastle
23-27	June 2014	South Manchester
07-11	July 2014	Central London
18-22	August 2014	Swindon
08-12	September 2014	Nottingham
29-03	September/October 2014	Reading
20-24	October 2014	York
10-14	November 2014	Central London
01-05	December 2014	South Manchester
15-19	December 2014	Cardiff

**Duration: 5 Days** **London £2590 + VAT**  
**Other Venues £2190 + VAT**

## BS 25999 to ISO 22301 Transition Course

This course is designed to assist in your transition from BS 25999 to the new international standard - ISO 22301 to help you address issues your organization might face. You will learn the approach to risk that ISO 22301 has now adopted and identify processes now required for your BCMs.

06	March 2014	York
22	May 2014	Reading
03	July 2014	Nottingham
02	October 2014	Cardiff
19	November 2014	Central London
10	December 2014	South Manchester
06	January 2015	Swindon
24	March 2015	Northampton

**Duration: 1 Day**                      **London £555 + VAT**  
**Other Venues £505 + VAT**

## BS 25999 to ISO 22301 Lead Auditor Transition Course

For BS 25999 Lead Auditors who want to develop the expertise to audit to ISO 22301. This course combines the 1-day 'BS 25999 to ISO 22301 Transition Course' with an additional day of ISO 22301 auditing exercises and an exam.

06-07	March 2014	York
22-23	May 2014	Reading
03-04	July 2014	Nottingham
02-03	October 2014	Cardiff
19-20	November 2014	Central London
10-11	December 2014	South Manchester
06-07	January 2015	Swindon
24-25	March 2015	Northampton

**Duration: 2 Days**                      **London £940 + VAT**  
**Other Venues £840 + VAT**

## BCS Practitioner Certificate in Business Continuity Management (PCBCM)

This course will enable you to define the business continuity life-cycle, conduct business continuity programme management and identify mission-critical impact areas.

12-16	May 2014	Warwick
08-12	September 2014	Bedfordshire
08-12	December 2014	Warwick

**Duration: 5 Days**                      **£1895 + VAT**

**"The tutor was very helpful and went out of his way to explain contentious issues. Very knowledgeable about the subject matter. Encouraged participation."**

- Janice Hodgson, FCO Services

## The Business Continuity Institute Good Practice Guidelines eLearning

This online, multi-media course is aimed at individuals who are looking for a high-level overview of what business continuity is all about and is based around the Business Continuity Institutes Good Practice guidelines 2013.

**£495 + VAT**

## The Business Continuity Institute Good Practice Guidelines

The BCI Good Practice Guidelines training is intended for use by practitioners, consultants, auditors and regulators with a working knowledge of BCM and its basics.

17-21	March 2014	Manchester
17-21	March 2014	London
07-11	April 2014	Cotswolds
12-16	May 2014	London
12-16	May 2014	Stirling
09-13	June 2014	Manchester
16-20	June 2014	Cotswolds
14-18	July 2014	London
11-15	August 2014	Cotswolds
08-12	September 2014	London
15-19	September 2014	Manchester
13-17	October 2014	Cotswolds
13-17	October 2014	Stirling
10-14	November 2014	Manchester
10-14	November 2014	London
08-12	December 2014	Cotswolds

**Duration: 5 Days**                      **£2125 + VAT**

## The Business Continuity Foundation Course

Learn the essentials about Business Continuity, 10 disciplines and ISO 22301. Endorsed by the Emergency Planning Association.

07-09	April 2014	Cotswolds
09-11	June 2014	Cotswolds
12-14	August 2014	Cotswolds
06-08	October 2014	Cotswolds
08-10	December 2014	Cotswolds

**Duration: 3 Days** **£1610 + VAT**

## Business Impact Assessment

Understand methods for conducting a Business Impact Assessment (BIA) within an organization. The theory is expanded with practical examples so that participants leave ready to undertake a BIA within their own organization.

13	May 2014	Cotswolds
17	June 2014	Manchester
16	July 2014	Cotswolds
16	September 2014	London
15	October 2014	Manchester
12	November 2014	Cotswolds

**Duration: 1 Day** **£530 + VAT**

## Writing the Business Continuity Plan

Learn the skills necessary to write a business continuity or resumption plan. The day will follow the timeline of an incident affecting a company with no formal plans.

19	March 2014	Cotswolds
13	May 2014	Cotswolds
17	June 2014	Manchester
16	July 2014	Cotswolds
16	September 2014	Central London
15	October 2014	Manchester
12	November 2014	Cotswolds

**Duration: 1 Day** **£530 + VAT**

## Developing & Managing Business Continuity Exercises

Designed primarily for those on the business continuity team tasked with developing and running exercises or participating in them.

10-11	April 2014	Cotswolds
12-13	June 2014	Cotswolds
09-10	October 2014	Cotswolds
11-12	December 2014	Cotswolds

**Duration: 2 Days** **£1210 + VAT**

## Crisis and Incident Management

Learn the theory and practical aspects for dealing with a variety of incidents. This course is aimed at those who are tasked with managing an incident.

03-04	April 2014	Cotswolds
12-13	June 2014	Cotswolds
09-10	October 2014	Cotswolds
11-12	December 2014	Cotswolds

**Duration: 2 Days** **£1210 + VAT**

## Business Continuity Basics

Discover the principles and practice of Business Continuity Management, based on the Business Continuity Institute's Best Practice Guidelines, ISO 22301, and 10 disciplines.

18	March 2014	Cotswolds
12	May 2014	Cotswolds
16	June 2014	Manchester
15	July 2014	Cotswolds
15	September 2014	London
14	October 2014	Manchester
11	November 2014	Cotswolds

**Duration: 1 Day** **£530 + VAT**



# Data Protection & Freedom of Information

## Data Protection Act

Our training will help you to understand your obligations to ensure you comply with the legal requirements and regulations to safeguard personal information held by your organization.

## Freedom of Information Act

You will learn about compliance with regulations to release data, depending on your sector, including the types of information being requested and required within a publication scheme.



## BCS Certificate in Data Protection

The BCS Certificate in Data Protection has been designed to meet the needs of everyone working with personal data, helping them develop a comprehensive understanding of the wider data protection issues.

### Wave 1

31-04	March/April 2014	Stratford Upon Avon	Training
17	April 2014	Stratford Upon Avon	Revision
25	April 2014	Stratford Upon Avon	Exam

### Wave 2

12-16	May 2014	Bedford	Training
04	July 2014		Revision
25	July 2014	Bedford	Exam

### Wave 3

23-27	June 2014	Swindon	Training
10	July 2014		Revision
25	July 2014	Swindon	Exam

**Duration: 6 Days + Exam** **£2210 + VAT**

## BCS Certificate in Freedom of Information

The BCS Certificate in Freedom of Information is appropriate for both those experienced in freedom of information and those new to the subject. It gives a solid background in handling and publishing information held on behalf of public authorities.

### Wave 1

11-15	August 2014	Bedford	Training
25	September 2014	Bedford	
24	October 2014	Bedford	Exam

**Duration: 6 Days + Exam** **£2210 + VAT**

All BSI  
courses are  
available  
in-company

Please call us on  
+44 845 087 9000



# Occupational Health & Safety

## BS OHSAS 18001

Our BS OHSAS 18001 management system training will help you understand the principles of setting up a robust framework to manage all your health and safety needs, whatever the size and nature of your business.

This will help you to build customer, supplier and employee confidence and protect the people you work with everyday.



## Introduction to BS OHSAS 18001

Learn the key concepts of BS OHSAS 18001 and how to achieve the highest standard of working environment.

18	March 2014	Cardiff
14	April 2014	York
04	June 2014	Reading
06	August 2014	Nottingham
16	September 2014	Swindon
11	November 2014	Newcastle
09	December 2014	Stratford Upon Avon
05	February 2015	Northampton
29	March 2015	South Manchester

**Duration: 1 Day**

**£490 + VAT**

## Implementing: BS OHSAS 18001

Using a step-by-step process, this comprehensive course helps delegates understand the requirements of BS OHSAS 18001. It covers all the fundamental disciplines needed and the methods that should be applied when implementing Occupational Health & Safety Management Systems.

05-06	March 2014	York
22-23	April 2014	Swindon
28-29	May 2014	Northampton
08-09	July 2014	South Manchester
03-04	September 2014	Northampton
07-08	October 2014	South Manchester
11-12	November 2014	Central London
14-15	January 2015	Swindon
03-04	March 2015	Nottingham

**Duration: 2 Days**

**London £1020 + VAT  
Other Venues £920 + VAT**

## Internal Auditor: BS OHSAS 18001

Learn how to conduct effective audits of the BS OHSAS 18001 Management Systems for those who have a good understanding of health and safety.

19-20	March 2014	Swindon
03-04	April 2014	Newcastle
13-14	May 2014	Reading
18-19	June 2014	Nottingham
15-16	July 2014	Cardiff
12-13	August 2014	Stratford Upon Avon
02-03	September 2014	South Manchester
07-08	October 2014	Reading
03-04	November 2014	York
02-03	December 2014	Central London
16-17	February 2015	Newcastle
19-20	March 2015	Cardiff

**Duration: 2 Days**

**London £1040 + VAT  
Other Venues £940 + VAT**



## Distance Learning:

**BSI Certificate in  
Occupational Health  
& Safety Management  
Systems  
- see page 15**



## Lead Auditor: BS OHSAS 18001



Learn how to plan, conduct and lead effective audits based on BS OHSAS 18001 to ensure best practice and compliance with health and safety legislation.

**96% of our delegates passed in 2013**

10-14	March 2014	Swindon
17-21	March 2014	Central London
07-11	April 2014	Glasgow
28-02	April/June 2014	Central London
02-06	June 2014	Cardiff
02-06	June 2014	Nottingham
30-04	June/July 2014	York
14-18	July 2014	Stratford Upon Avon
04-08	August 2014	South Manchester
01-05	September 2014	Central London
29-03	September/October 2014	Swindon
13-17	October 2014	Northampton
03-07	November 2014	Glasgow
24-28	November 2014	Cardiff
15-19	December 2014	Central London
05-09	January 2015	York
09-13	February 2015	Reading
23-27	February 2015	South Manchester

**Duration: 5 Days**

**London £1920 + VAT**

**Other Venues £1520 + VAT**

**“Well-structured, informative course. The use of different learning techniques helped consolidate the information taught.”**

- Melanie Sewell, East Coast Mainline

## NEBOSH National General Certificate in Occupational Health and Safety

This course provides an excellent introduction to the principles of the management of health and safety.

### Wave 1

31-04	March/April 2014	London	Module 1
28-02	April/May 2014	London	Module 2
04	June 2014	London	Exam

### Wave 2

28-02	April/May 2014	Newcastle	Module 1
19-23	May 2014	Newcastle	Module 2
04	June 2014	Newcastle	Exam

### Wave 3

30-04	June/July 2014	Birmingham	Module 1
04-08	August 2014	Birmingham	Module 2
03	September 2014	Birmingham	Exam

### Wave 4

14-18	July 2014	London	Module 1
11-15	August 2014	London	Module 2
03	September 2014	London	Exam

### Wave 5

29-03	September/October	Birmingham	Module 1
10-14	November 2014	Birmingham	Module 2
03	December 2014	Birmingham	Exam

### Wave 6

06-10	October 2014	Newcastle	Module 1
03-07	November 2014	Newcastle	Module 2
03	December 2014	Newcastle	Exam

### Wave 7

20-24	October 2014	London	Module 1
17-21	October 2014	London	Module 2
03	December 2014	London	Exam

**Duration: 10 days + exam**

**£1899 inc. VAT**

## NEBOSH International General Certificate in Occupational Health and Safety

The International Certificate course provides a good foundation for those embarking on a health and safety career working outside of the UK. The course provides a good working knowledge of health and safety culture, international standards and management systems and the management of risk.

### Wave 1

17-21	February 2014	London	Module 1
24-28	February 2014	London	Module 2
05	March 2014	London	Exam

### Wave 2

28-02	April/May 2014	London	Module 1
05-09	May 2014	London	Module 2
04	June 2014	London	Exam

### Wave 3

23-27	June 2014	London	Module 1
30-04	June/July 2014	London	Module 2
03	September 2014	London	Exam

### Wave 4

18-22	August 2014	London	Module 1
25-29	August 2014	London	Module 2
03	December 2014	London	Exam

**Duration: 10 days + exam**

**£1899 inc. VAT**



Approved centre  
335



NEBOSH courses are delivered in partnership with RRC International

# Road Traffic Safety Management

## ISO 39001

Our road traffic safety management system training will help you to understand the agreed industry standard aimed at targeting the reduction of death and serious injury in road traffic incidents. The new standard urges organizations to demonstrate their commitment to the safety and welfare of employees and the general public to reduce exacerbating risks.

The ISO 39001 courses are aimed at organizations of all types and sizes but will be of particular interest to those operating fleets of vehicles, road constructors and maintainers and organizations that create demand for road traffic, such as retailers and public services.



## Introduction to ISO 39001

Discover the key features and benefits of Road Traffic Safety (RTS) Management Systems and how it can help your organization achieve RTS results.

29	April 2014	Northampton
15	July 2014	Swindon
21	October 2014	Nottingham
27	January 2015	Reading

**Duration: 1 Day** **£505 + VAT**

## Implementing: ISO 39001

Using a step-by-step process, this comprehensive course covers all the fundamental disciplines needed and the methods that should be applied when implementing Road Traffic Safety (RTS) Management Systems.

19-20	May 2014	York
14-15	August 2014	Stratford Upon Avon
03-04	December 2014	Reading
15-16	January 2015	Cardiff

**Duration: 2 Days** **London £1265 + VAT**  
**Other Venues £1165 + VAT**

## Internal Auditor: ISO 39001

Learn how to conduct effective audits by using appropriate tools and techniques when auditing Road Traffic Safety (RTS) Management Systems.

06-07	May 2014	Northampton
31-01	July/August 2014	South Manchester
27-28	November 2014	Central London
12-13	January 2015	Swindon

**Duration: 2 Days** **London £1265 + VAT**  
**Other Venues £1165 + VAT**

## Lead Auditor: ISO 39001

Gain the skills and knowledge to conduct and lead effective Road Traffic Safety (RTS) Management Systems audits to the requirements of ISO 39001.

03-07	March 2014	Northampton
02-06	June 2014	Swindon
15-19	September 2014	Stratford Upon Avon
17-21	November 2014	Reading
15-19	January 2015	South Manchester

**Duration: 5 Days** **£2190 + VAT**

# Environmental Management

## ISO 14001

Our ISO 14001 management systems training puts environmental best practice at the heart of your operations. It enables your business to grow and succeed while reducing its' impact on the environment.

You will learn how to meet the latest EMS policy requirements and benefit from a structured approach to achieving environmental objectives.



## Introduction to ISO 14001

Discover the key features and benefits of Environmental Management Systems and how it can help your business.

01	April 2014	Nottingham
29	July 2014	York
09	October 2014	Reading
21	January 2015	South Manchester

**Duration: 1 Day**

**£490 + VAT**

**Distance Learning:**  
**BSI Certificate in Environmental Management Systems**  
 - see page 15

## Implementing: ISO 14001

Using a step-by-step process, this comprehensive course helps delegates understand the requirements of ISO 14001. It covers all the fundamental disciplines needed and the methods that should be applied when implementing Environmental Management Systems.

11-12	March 2014	Northampton
25-26	March 2014	York
01-02	April 2014	Central London
01-02	May 2014	Nottingham
29-30	May 2014	Swindon
12-13	June 2014	South Manchester
19-20	June 2014	Cardiff
10-11	July 2014	York
29-30	July 2014	Reading
20-21	August 2014	Nottingham
08-09	September 2014	Swindon
17-18	September 2014	Central London
06-07	October 2014	Newcastle
21-22	October 2014	Northampton
17-18	November 2014	South Manchester
26-27	November 2014	Stratford Upon Avon
11-12	December 2014	Cardiff
20-21	January 2015	Reading
04-05	February 2015	Glasgow
19-20	February 2015	Central London
10-11	March 2015	Swindon
24-25	March 2015	Nottingham

**Duration: 2 Days**

**London £1020 + VAT**  
**Other Venues £920 + VAT**

## Internal Auditor: ISO 14001

This two course gives a detailed overview of the skills needed to achieve best practice in ISO 14001 auditing.

04-05	March 2014	Glasgow
27-28	March 2014	Central London
08-09	April 2014	Newcastle
08-09	May 2014	Northampton
29-30	May 2014	South Manchester
17-18	June 2014	Reading
02-03	July 2014	Nottingham
20-21	August 2014	Cardiff
04-05	September 2014	South Manchester
23-24	September 2014	Central London
09-10	October 2014	Glasgow
04-05	November 2014	Stratford Upon Avon
25-26	November 2014	Reading
04-05	December 2014	York
19-20	January 2015	Reading
03-04	February 2015	Northampton
18-19	February 2015	Newcastle
17-18	March 2015	Cardiff

Duration: 2 Days

London £1040 + VAT  
Other Venues £940 + VAT

*"This course complemented my current knowledge very well. Emphasis on requirements of ISO 14001 was very useful and will undoubtedly help with implementation."*

- Stephanie Baker, PH Medisavers Ltd

## IEMA Approved Lead Environmental Auditor: ISO 14001

The IEMA Approved Lead Environmental Auditor Course is specifically for environmental professionals who want to plan, conduct and lead effective audits.

**97% of our delegates passed in 2013**

17-21	March 2014	York
31-04	March/April 2014	Central London
07-11	April 2014	Northampton
19-23	May 2014	South Manchester
09-13	June 2014	Reading
30-04	June/July 2014	Cardiff
07-11	July 2014	Nottingham
11-15	August 2014	Swindon
08-12	September 2014	Stratford Upon Avon
29-03	September/October 2014	York
13-17	October 2014	Central London
03-07	November 2014	South Manchester
17-21	November 2014	Northampton
01-05	December 2014	Newcastle
15-19	December 2014	Reading
12-16	January 2015	Glasgow
02-06	February 2015	Cardiff
23-27	February 2015	Stratford Upon Avon
09-13	March 2015	York
23-27	March 2015	Central London

Duration: 5 Days

London £1900 + VAT  
Other Venues £1500 + VAT



## Calculating your Carbon Footprint

Gain an understanding on why carbon management is so important and learn how to independently verify environmental performance. This course will enable delegates to produce a carbon footprint report and calculate greenhouse gas emissions (GHG).

21	May 2014	Swindon
02	September 2014	South Manchester
04	December 2014	Central London
19	January 2015	Reading

Duration: 1 Day

London £485 + VAT  
Other Venues £435 + VAT

*"Very well run course, interactive participation was developed in order to gain maximum effect from different industries and backgrounds."*

- Michael Scott, JDR Cables

# Energy Management

## ISO 50001

Our ISO 50001 energy management systems training will help you understand how to use, develop and manage policies and procedures to improve your energy efficiency, achieve targets, and reduce costs.

We can help you create awareness and embed a culture of best practice when managing energy across your organization, allowing you to reduce your impact on the environment.



## Introduction to: ISO 50001

Gain an overview of the concepts, requirements and benefits to using an Energy Management System (EnMS) based on ISO 50001.

05	June 2014	Reading
22	September 2014	South Manchester
02	December 2014	Northampton
02	February 2015	York

**Duration: 1 Day** **£505 + VAT**

## Implementing: ISO 50001

Using a step-by-step process, this two-day course provides guidance on how to implement an ISO 50001 EnMS.

24-25	March 2014	Aberdeen
15-16	April 2014	Stratford Upon Avon
26-27	June 2014	York
08-09	July 2014	Northampton
03-04	September 2014	South Manchester
13-14	October 2014	Cardiff
06-07	November 2014	Central London
07-08	January 2015	York
12-13	March 2015	Nottingham

**Duration: 2 Days** **London £1265 + VAT**  
**Other Venues £1165 + VAT**

## Internal Auditor: ISO 50001

Becoming an internal auditor will help you review and improve an EnMS. During this two-day course, you'll be guided through the elements of an energy management internal audit based on ISO 50001.

26-27	March 2014	Aberdeen
06-07	May 2014	Reading
23-24	June 2014	Northampton
13-14	August 2014	York
24-25	September 2014	Central London
19-20	November 2014	South Manchester
16-17	December 2014	Swindon
21-22	January 2015	Central London
30-31	March 2015	South Manchester

**Duration: 2 Day** **London £1265 + VAT**  
**Other Venues £1165 + VAT**

## Lead Auditor: ISO 50001

Gain the skills and knowledge to conduct and lead effective EnMS audits to the requirements of ISO 50001. **99% of our delegates passed in 2013**

17-21	March 2014	Reading
19-23	May 2014	Nottingham
16-20	June 2014	South Manchester
21-25	July 2014	Northampton
04-08	August 2014	Central London
15-19	September 2014	Swindon
20-24	October 2014	York
08-12	December 2014	Reading
26-30	January 2015	South Manchester
02-06	March 2015	Central London

**Duration: 5 Days** **London £2300 + VAT**  
**Other Venues £1900 + VAT**



## Certificate in energy management essentials E-learning

This course is aimed at professionals who have recently taken up a role with energy management responsibilities, or any responsibility for energy costs and want a practical introduction to the subject. The course includes ten modules, taking 5-8 hours each, and concludes with assessment through exam.

£1550 + VAT



## Distance Learning: Training in energy management through open learning (TEMOL):

This course offers a comprehensive introduction to the field of energy management providing a rounded and complete knowledge of all core areas. It will help teach you how to save energy, reduce carbon emissions, meet your organization's environmental targets and save money.

£1550 + VAT



## Advanced Energy Manager Qualification

This course will provide you with a comprehensive technical overview of energy management, providing the tools to develop and manage energy management projects. It comprises 12 days of training at the Energy Institute (EI)'s head office in London. Attendance on the course is backed up by practical application of the learning through a work-based feasibility study which is then supplemented by an examination.

### Wave 1

07-09	April 2014	London	Module 1
19-21	May 2014	London	Module 2
16-18	June 2014	London	Module 3
14-16	July 2014	London	Module 4
29	September 2014	London	Assessment

### Wave 2

13-15	October 2014	London	Module 1
03-05	November 2014	London	Module 2
01-03	December 2014	London	Module 3
19-21	January 2015	London	Module 4
13	April 2015	London	Assessment

Duration: 12 days + assessment      £3000 + VAT

**NEW  
COURSES**

## Implementing a Green Deal Compliant Management System

You will learn how to develop an implementation plan, create necessary documentation, and monitor your management system, to prepare your organization for Green Deal certification.

## For Green Deal Advisor Organizations

In this practical one day course, an instructor will guide you through the implementation process by explaining the concepts underpinning the Green Deal, the specification requirements for organizations providing the Green Deal Advice Service, and best practice methods.

13      May 2014      Reading

Duration: 1 Day      £420 + VAT

## Green Deal Installer Organizations

In this practical one day course, a skilled instructor will guide you through the implementation process by explaining the concepts underpinning the Green Deal, the requirements of a PAS 2030:2012 Compliant Management System, and how they can be applied using best practice methods.

10      June 2014      Reading

Duration: 1 Day      £420 + VAT

# Sustainable Events

## ISO 20121

Our ISO 20121 management systems training will help you improve the sustainability of your events. Those involved in organizing and managing events need to challenge their business to respond in a more sustainable way.

Our training is designed to help you manage sustainability throughout the event management cycle.

These courses can be delivered on site and tailored to your needs. Contact us for a customized quote.



## Introduction to ISO 20121

Learn the concepts of sustainability and the relationship between sustainability and events management. This course covers issue identification and evaluation, legal requirements, how to design stakeholder engagement programmes and setting objectives and targets.

**In-company only: Contact us for a customized quote**

## Internal Auditor: ISO 20121

Learn how to plan and complete effective internal audits against the requirements of ISO 20121.

**In-company only: Contact us for a customized quote**

## Implementing: ISO 20121

Gain the expertise to design, install and maintain a sustainable management system that meets all the requirements of ISO 20121 and deliver measurable benefits. This course includes an in-depth examination of what is required for certification to the standard.

**In-company only: Contact us for a customized quote**

## Benefits of in-company training:

- Cost effective
- Delivered at a venue of your choice
- Tailored to suit your specific needs
- Ideal for training a larger group
- Flexibility

## Auditor Conversion from ISO 14001 to ISO 20121 Training Course

For existing ISO 14001 auditors who will need to carry out audits against the requirements of ISO 20121.

**In-company only: Contact us for a customized quote**



# About BSI

## How BSI helps organizations embed excellence

Whether in manufacturing or in services, in the developed world or rising economies, in large companies or small, what all organizations need is someone who can help them make excellence a habit.

Our services are designed to align with the steps individual clients need to take to understand what is best practice, how to achieve it and ensure that it remains an ongoing habit.



### Shape

BSI, together with independent experts, tackles the issues of today and tomorrow by shaping the standards of excellence across products, business processes and business potential.

### Share

We share these standards in the format you need for your organization, enabling dynamic integration of digital content.

### Embed

Our trainers transfer the knowledge your people need to embed excellence daily.

### Assess

Our assessors understand your business and give you proven ways of measuring excellence, so you can promote it confidently to your stakeholders.

### Support

And most importantly, we support you with the knowledge and tools you need to recognize excellence and keep excelling...every day.