Comply.
Grow.
Protect.

Public Training | On-Site Training | eLearning | Webinars | Workshops

bsi.

...making excellence a habit.™

About BSI

BSI (British Standards Institution) is the business standards company that equips businesses with the necessary solutions to turn standards of best practice into habits of excellence. Formed in 1901, BSI was the world's first National Standards Body and a founding member of the International Organization for Standardization (ISO). Over a century later it continues to facilitate business improvement across the globe by helping its clients drive performance, manage risk and grow sustainably through the adoption of international management systems standards, many of which BSI originated. Renowned for its marks of excellence including the consumer recognized BSI Kitemark™, BSI's influence spans multiple sectors including aerospace, construction, energy, engineering, finance, healthcare, IT and retail. With over 72,000 clients in 150 countries, BSI is an organization whose standards inspire excellence across the globe.

To learn more, please visit **www.bsigroup.ca**

Comply, Grow, Protect

BSI's legacy of making excellence a habit™ has made us a leading global provider of services designed to protect and grow businesses of every size and in every sector. Our technical experts, global presence, and long history means we can provide clients around the world with an unsurpassed level of service and a unique product portfolio. These services are designed to ensure business processes are optimized and aligned with the corporate objectives:

- **Comply** with customer requirements, industry, and government regulations
- **Grow** and expand, develop new products, and penetrate new markets
- **Protect** the business, people, brand reputation, and secure what has been built
- Easily deliver critical business data to management, customers, regulators, and assessors, using real time scorecards and dashboards.

We enhance an organization's management system by understanding and helping to solve problems using our full suite of services — Training, Certification, and Business Improvement Software & Tools; we maintain that the sum is greater than the parts; and we know that the power of our portfolio, expertise, and passion can provide the gateway to excellence inside an organization.

BSI Training Solutions

BSI Training Solutions is committed to being your premier training service provider for your management system across all the markets. The markets we reach range across manufacturing, healthcare/medical device, aerospace, government, and financial — just to name a few. For each of these markets, we offer a comprehensive path to certification program beyond traditional training providers. Our training programs are tailored to the industry and provide a unique view into management systems. Some of the integrated modules that are available with our training elements include:

- Business imperatives to show the value of your training and auditing program
- How to maximize value out of your management system

This enables you to leave our training classes with both the book and practical knowledge around the standard.

Certified Courses

 Look for the Exemplar Global logo for courses that are recognized by Exemplar Global. Exemplar Global offers certification for Training Providers who deliver training and examination of Exemplar Global defined competencies as well as to those Training Providers who deliver training to meet the needs of specific industry sectors. **www.exemplarglobal.org**

 IRCA is an auditor training certification body. Over 50,000 students choose to complete IRCA-certified training courses every year in more than 100 countries. Currently there are over 90 IRCA-approved training organizations who between them present more than 5,000 certified courses each year. IRCA approved courses are indicated by the IRCA logo. **www.irca.org**

 The International HACCP Alliance's primary mission is to provide standardized educational programs which facilitate the implementation of farm-to-table HACCP systems to ensure safer meat, poultry, and food products. Look for the HACCP logo to find courses that meet HACCP requirements. **www.haccpalliance.org**

Entropy™ Software Solutions

BSI's Entropy™ Software is an integrated management tool, designed to simplify the processes of monitoring a facility's performance and evaluating audit reports. This provides your organization an efficient way to obtain accurate information and to provide stakeholders with the appropriate information to make important business decisions. **www.bsi-entropy.com**

Why Train with BSI

99% of students say they would recommend BSI. Here's why...

Experience and breadth of training: Training with a company that has unrivalled experience in standards-based management system and business improvement training.

Brand association: Choosing BSI for your training demonstrates to customers, competitors, suppliers, staff, and investors that your organization used industry-respected best practices where possible.

Choice of course style: At BSI, we can deliver training in a variety of ways, including online modules, distance learning certificates, scheduled open courses, as well as on-site courses at your locations.

Ease of booking: Speak to one of our customer service teams directly over the phone or simply book online via our website.

Quality course material: Receive practical tools, templates and checklists throughout your learning, as well as a certificate of achievement from a globally-recognized training provider.

Table of Contents

Our Training Delivery Options

BSI offers training in many different formats, allowing you to choose the one that suits you best.

ⓞ ON-SITE TRAINING

An On-Site Training course is one held at your own facility and is typically open only to your employees. Training students on site eliminates their travel expenses and additional time away from the office. On-site Training can be custom-tailored to your requirements.

Ⓟ PUBLIC TRAINING

A Public Training course takes place in an open setting and is available to anyone who registers. This type of training is a convenient low cost way to send a small number of employees to learn. Attendees are away from office distractions and often benefit from the exposure to people from other organizations. Lodging and travel costs are not included in the course fee.

ⓔ eLEARNING

eLearning is an innovative distance learning tool, where course content is delivered online.

Ⓦ WEBINARS

A webinar is an interactive multimedia presentation that allows participants to hear the instructor through a telephone conference call while following the presentation online.

Ⓒ CONNECTED LEARNING LIVE   NEW!

BSI Connected Learning Live is a live, online training that combines premier skills development technologies with our expert instructors to deliver an engaging, interactive learning experience to you, regardless of location.

performance   sustainability   risk

Recommended Training on the Path to Certification

STAGE 1
Introduction

- Read the standard
- Understand the intent and purpose of the standard

Courses:
- Understanding
- Requirements
- Executive Overview
- Management Briefing

STAGE 2
Implementation

- Review the organization against the standard requirements and create a plan to fill the gaps
- Select and train a project team
- Run systems, gather records and evidence

Courses:
- Implementing
- Quality Systems Documentation

STAGE 3
Preparation for Audits

- Implement all necessary actions to fill gaps
- Review implementation to see that it is robust and implement any necessary corrective actions
- Select and train a project team
- Perform internal audit

Courses:
- Internal Auditor
- Lead Auditor

STAGE 4
Certification

- Conformance audit
- Readiness review

Courses:
- Advanced Auditing Techniques
- Root Cause Analysis
- Auditing Workshops
- Failure Mode Effects Analysis

STAGE 5
Beyond Certification

- Promote certification
- Continuous improvement

Courses:
- Standard Update Courses
- Refresher Courses

BSI's Tailored Training Solutions

Studies show that investing in the right training improves profit margins and encourages higher motivation and morale of staff members. Our training courses are designed to provide the tools you and your staff need to learn and understand standards, and to manage audit programs for your management system. Learning the specifications and requirements for each standard relevant to your business will better ensure an effective system, allowing your organization to enhance efficiencies, improve performance, mitigate risks, and become better organized and prepared.

Visibility, Insight, Action.
BSI Action Manager

Experience our latest business improvement tool
powered by Entropy™ Software at **www.bsi-entropy.com/ActionManager**

eLearning and Webinars

Take self-paced and/or recorded webinars at your leisure. Our library collection of online courses includes a variety of topics and continues to grow. Prices are in CAD. For the latest offerings, visit: **www.bsigroup.ca/elearningcourses**

Entropy™ Software

Love Will Keep Us Together - getting the best value from your ISO Management System
Cost: Free; 1 hour; Recorded Webinar

How to manage your CAPA process, an introduction to Action Manager
Cost; Free;1Hour; Recorded Webinar

Learn how Piramal is transforming their QMS through the implementation of Technology
Cost: Free; 1 hour; Recorded Webinar

5 Ways to Improve your Internal Audit Process
Cost: Free; 1 hour; Recorded Webinar

Automating Your Internal ISO Audit Process
Cost: Free; 1 hour; Recorded Webinar

Automatiser votre Systeme de gestion d'Audit Interne ISO
Cost: Free; 1 hour; Recorded Webinar (French)

Entropy Go Beyond the Spreadsheet: 7 ways to use technology to drive continual improvement in your business
Cost: Free; 1 hour; Recorded Webinar

Entropy Go Beyond the Spreadsheet: 5 ways to use technology to accelerate your ISO 14001 environmental programs
Cost: Free; 1 hour; Recorded Webinar

Entropy Go Beyond the Spreadsheet: 5 ways to use technology to accelerate your OHSAS 18001 Safety Program
Cost: Free; 1 hour; Recorded Webinar

Entropy Go Beyond the Spreadsheet: 5 ways to use technology to drive quality excellence in your ISO 9001 program
Cost: Free; 1 hour; Recorded Webinar

Moving from Internal Audit to Internal Control
Cost: Free; 1 hour; Recorded Webinar

Quality ISO 9001

Risky Business: The importance of Risk Management in your organization
Cost: Free; 1hour; Recorded Webinar

Time for a Cool Change: ISO 9001:2015 Revision and Change Management
Cost: Free; 1hour; Recorded Webinar

Révision ISO 9001 :2015 – Vue d'ensemble
Cost: Free; 1hour; Recorded Webinar

BSI Day: Root Cause Analysis: Beyond the Ishikawa Fishbone
Cost: Free; 1 hour; Recorded Webinar

BSI Day: The fundamentals of Internal Auditing, 50 Shades of Grey
Cost: Free; 1 hour; Recorded Webinar

BSI Day: 5 most evil non-conformances and how to correct them
Cost: Free; 1 hour; Recorded Webinar

Essentials of ISO 9001:2008
Cost: $125; Self-paced; eLearning

Essentials of Root Cause Analysis
Cost: $95; 2 hours; eLearning

Integrate your Management System. Accelerate your performance.
Cost: Free; 1 hour; Recorded Webinar

Nuts and Bolts of ISO 9001
Cost: Free; 1 hour; Recorded Webinar

Pratiques essentielles pour ISO 9001
Cost: Free; 1 hour; Recorded Webinar (French)

Problem-Solving Tools and Techniques
Cost: $75; 1 hour; eLearning

Aerospace AS9100

Changes in AS9100C: The Differences Between SAE AS9100 Revisions B & C
Cost: $75; Self-paced; eLearning

Essentials of SAE AS9100 Revision C
Cost: $149; 3 hours; eLearning

IT Service Management ISO/IEC 20000

Overview of ISO/IEC 20000:2011 – IT Service Management Systems Lead Auditor Course
Cost: $75; Self-paced; eLearning

Environment ISO 14001

Spring has Sprung: ISO 14001:2015 Revisions are blooming
Cost: Free; 1hour; Recorded Webinar

Aspects and Impacts of ISO 14001:2004 – The 7 Benefits of Implementing on Environmental Management System
Cost: Free; 1 hour; Recorded Webinar

BSI Canada – Environmental Management System Recorded Webinar
Cost: Free; 1 hour; Recorded Webinar

Essentials of ISO 14001:2004
Cost: $149; 3 hours; eLearning

How to set Environmental Objectives to create long term Sustainability
Cost: Free; 1 hour; Recorded Webinar

Les aspects et impacts de la norme ISO 14001:2004
Cost: Free; 1 hour; Recorded Webinar (French)

Management l'environnemental
Cost: Free; 1 hour; Recorded Webinar (French)

Occupational Health and Safety OHSAS 18001

Love the one you're with - using OHSAS 18001 to keep your people safe
*Cost: Free; 1hour; Recorded Webinar*Basics of OHSAS 18001: Reducing risks
through an Occupational Health and Safety Management System
Cost: Free; 1 hour; Recorded Webinar

Essentials of OHSAS 18001:2007
Cost: $125; Self-paced; eLearning

How to identify and mitigate Occupational Health and Safety risk and hazards
Cost: Free; 1 hour; Recorded Webinar

Le fondement du standard OHSAS 18001 Santé et Sécurité au travail
Cost: Free; 1 hour; Recorded Webinar (French)

Making Sense of OHS Management: Foundation for a Better Workplace and Business Operation
Cost: Free; 1 hour; Recorded Webinar

Information Security ISO/IEC 27001

Certification for the Cloud is finally here
Cost: Free; 1 hour; Recorded Webinar

ISO/IEC 27001:2013 - What you need to know about the change
Cost: Free; 1 hour; Recorded Webinar

Supply Chain Management

eManifest and Supply Chain Security
Cost: Free; 1 hour; Recorded Webinar

Security Training and Threat Awareness in the Supply Chain
Cost: $175; Self-paced; eLearning

Medical Devices

Essentials of ISO 13485:2003
Cost: $125; Self-paced; eLearning

Japan Regulatory System: Pharmaceutical Affairs Law 2002
Cost: $99; Self-paced; Recorded Webinar

Overview of Animal Tissue Requirements
Cost: $99; Self-paced; eLearning

Overview of CE Marking for Medical Devices
Cost: $75; Self-paced; Recorded Webinar

Overview of CMDRs and CMDCAS
Cost: $75; Self-paced; Recorded Webinar

Overview of ISO 13485:2003
Cost: $75; Self-paced; Recorded Webinar

Overview of ISO 14971:2007: Application of Risk Management to Medical Devices
Cost: $75; Self-paced; Recorded Webinar

Overview of Version 5 Vigilance Guidelines
Cost: $99; 2 hours; Recorded Webinar

Business Continuity ISO 22301

Introducing ISO 22301: The new international standard for Business Continuity Management
Cost: Free; 1 hour; Recorded Webinar

Energy Management ISO 50001:2011

ISO 50001 Energy Management System, Introduction, and Federal Government Incentives
Cost: Free; 1 hour; Recorded Webinar

Content of this catalogue is subject to change by BSI without notice.

www.bsigroup.ca/training

1	Vancouver, BC	3	Edmonton, AB	5	Toronto, ON	7	Montréal, QC
2	Calgary, AB	4	Kitchener, ON	6	Ottawa, ON	8	Halifax, NS

Note: for 2015 we have scheduled some Public Training Classes to run in Quebec City , London, St. John, Regina and Winnipeg.

Standards and Publications

BSI offers a wide array of standards and publications including:

- Quality Management: ISO 9000 Series and guidance documents
- Environmental Management: ISO 14001
- Energy Management: ISO 50001
- Occupational Health and Safety: OHSAS 18001
- Integrated Management Systems: PAS 99
- Automotive: ISO/TS 16949

- IT Service Management: ISO/IEC 20000
- Information Security: ISO/IEC 27001
- Business Continuity Management: ISO 22301
- Risk Management: ISO 31000
- Medical Devices: ISO 13485, ISO 14971

Standards are now available in both electronic and hard copy format.

To find out more visit: **www.bsigroup.ca/standards**

performance   sustainability   risk

Training to become a Lead Auditor just got easier!

Training Provider & Examiner Certification Scheme (TPECS)
ISO 9001 • ISO 14001 • OHSAS 18001 • ISO/IEC 20000 • ISO/IEC 27001 • ISO 13485

Our 5-day courses have been improved and streamlined into a new 4-day format.

Exemplar Global

Description

TPECS is competency-based training certification and is designed to reflect contemporary and innovative learning and assessment (examination) practices, industry expectations and, above all, demonstrate that applicants achieve the level of knowledge competence required for Exemplar Global personnel certification.

BSI is a Exemplar Global Certified TPECS Provider for the following Competency Units:

ISO 9001 (QM, AU, TL)

ISO 14001 (EM, AU, TL)

OHSAS 18001 (OH, AU, TL)

ISO/IEC 20000 (IT, AU, TL)

ISO/IEC 27001 (IS, AU, TL)

ISO 13485 (MD, AU, TL)

How It Works

Exams are given at the end of each competency unit. Students who successfully complete any of our new 4-day Lead Auditor courses and pass the relevant exams receive a Certificate of Attainment for each Exemplar Global knowledge competency unit taken. Students who do not initially pass a competency exam are given an opportunity to retake the exam and are provided with a Certificate of Attendance.

Benefits
Valuing Both Your Time And Education
Less time out of the office and more time to implement your classroom learning.

• Reduced travel costs

• Exam retakes are available online, eliminating the need to return to the course site

Learn At Your Own Pace
Not only have we streamlined the class, you can even take classes at your own pace. Take 2 or 3 days at a time, or all 4 days at once to achieve your learning goals.

Expand Your Qualifications In Just 2 Days
Once you have achieved competency as Lead Auditor in any of our schemes, you only need 2 more days of a requirements course to obtain competency as Lead Auditor in any other area.

There is no need to repeat any other module.

For more information about our TPECS training courses, visit:
www.bsigroup.ca/TPECS

Lead Auditor Training

Internal Auditor Training

Pick one *of these* **2-day** *courses* - **Requirements**

ISO 9001 Quality Management Systems
REQUIREMENTS
QM: 2 Days

ISO 14001 Environmental Management Systems
REQUIREMENTS
EM: 2 Days

OHSAS 18001 Occupational Health and Safety Management Systems
REQUIREMENTS
OH: 2 Days

ISO/IEC 20000 IT Service Management Systems
REQUIREMENTS
IT: 2 Days

ISO/IEC 27001 Information Security Management Systems
REQUIREMENTS
ISMS: 2 Days

ISO 13485 Medical Devices
REQUIREMENTS
MD: 2 Days

Lessons applied to the management system chosen

• Understand management definitions, concepts, and guidelines
• Understand the purpose of the standard
• Understand the requirements of the standard
• Understand the process approach
• Auditing to requirements
• How to identify nonconformities
• Purpose and content of an audit report

+

Management Systems Auditing

AU: 1 Day

This module is intended for any individuals interested in conducting, managing, or participating in first-party (internal) audits, and Management System implementation team members. Students will gain the following competencies by completing this module:

• The principles and techniques of auditing a management system
• How to conduct a document review
• How to apply audit sampling
• How to practice effective audit communications
• Application of successful interviewing techniques
• How to take sufficient audit notes
• What is meant by audit follow-up

+

Leading Management Systems Audit Teams

TL: 1 Day

Upon successful completion of a 2-day Requirements module and the 1-day Internal Auditor module, students can take the final 1-day course to complete competency for Lead Auditor. Students will gain the following competencies by completing this module:

• Process of assigning objectives, scope, and criteria to an audit
• Audit planning
• How to conduct opening and closing meetings
• Importance of keeping to an audit timetable
• Successful communication practices with the auditee and audit team
• Issue resolution
• Audit report distribution

Quality Management

Quality Management Systems give you the framework you need to monitor and improve performance in any area you choose. ISO 9001:2008 is, by far, the world's most established quality framework. It sets the standard not just for Quality Management Systems, but Management Systems in general. ISO 9001:2008 is helping organizations in diverse industries to succeed through improved customer satisfaction and staff motivation. ISO 9001 is now under revision, with an updated version due to be available by the 4th quarter of 2015.

Understanding ISO/DIS 9001:2015

1 Day

BSI's "Understanding ISO/DIS 9001:2015" One Day training course imparts a general understanding of the changes to ISO 9001:2008 and how the ISO 9001:2015 requirements will impact your current management system. An experienced instructor explains the clauses of ISO/DIS 9001:2015, providing a basis for understanding the changes. Students learn by participating in 'hands-on' exercises and guided discussions. The presentation format allows for each participant to relate his or her current processes to the new requirements.

Understanding ISO 9001:2008

1 Day

This course provides a working knowledge of ISO 9001:2008 definitions, concepts, guidelines, and requirements. You will come away with knowledge of the ISO 9001:2008 process approach, the eight Quality Management principles, an understanding of management roles, and the benefits of a Quality Management System.

ISO 9001:2008 Requirements (TPECS)

Exemplar Global

2 Days

This competency-based 2-day course teaches a general understanding of the concepts of the ISO 9001:2008 standard and how the requirements impact the day-to-day operations of organizations in any industry. An experienced instructor explains the clauses of ISO 9001:2008 in detail, providing a base for understanding the Quality Management Principles and includes auditing the requirements of the standard. Students learn by participating in group exercises and in-depth discussions.

ISO 9001:2008 Internal Quality Systems Auditzor (TPECS)

Exemplar Global

3 Days

This course provides extensive knowledge of ISO 9001:2008 and ISO 19011:2011 definitions, concepts, guidelines, and requirements. It provides in depth coverage of an auditor's roles and responsibilities, the principles, practices, and types of audits, and the RABQSA's certification scheme. This course provides you with the tools you need to conduct all phases of an internal audit, including preparing and presenting effective audit reports

ISO 9001:2008 Lead Auditor (TPECS)

Exemplar Global

4 Days

This course provides a working knowledge of ISO 9001:2008 and ISO 19011:2011 definitions, concepts, guidelines, and requirements. You will gain confidence in managing each process of an audit program for a Quality Management System, from understanding auditor responsibilities to reporting audit results.

Implementing ISO 9001:2008

2 Days

This training course provides you with an understanding of the ISO 9000 series Quality Management definitions, concepts, guidelines, requirements, and purpose. You will learn the best practices for implementation of each clause of ISO 9001:2008 and how to build an efficient and effective Quality Management System. You will also learn how to prepare for an audit and plan for registration.

performance   sustainability   risk

Quality Management

Root Cause Analysis for Manufacturing ⓞ

2 Days

This course is designed specifically for organizations working within the manufacturing sector. The 2-day course is designed to provide a working understanding of the application of the 8D Problem Solving methodology in a manufacturing environment.

Improve your CAPA Process for Better Results Ⓟ ⓞ

1 Day

This one-day "Improve Your CAPA Process" course is designed to provide a working understanding of the application of three root cause analysis tools. Participants will review their own CAPA process and practice problem-solving methodologies in scenarios built around a case study. The mixture of tutorial and practical exercises is designed to allow attendees to return to their organizations with an updated CAPA process and play a creative and effective role in their CAPA activities.

Quality Systems Documentation ⓞ

2 Days

This introductory documentation course teaches the ins and outs of ISO 9001:2008 documentation, including how to identify required documents, write effective documents, explain the differences between documents and records, and understand document and record control requirements.

Register Early and Save!

Register 60 days or more before course start date to save.

www.bsigroup.ca/Training

performance   sustainability   risk

Integrated Management Systems

An Integrated Management System (IMS) is a Management System that integrates all of an organization's systems and processes into one complete framework, enabling an organization to work as a single unit with unified objectives. Companies today recognize the benefits of an Integrated Management System, which goes beyond quality and can combine all aspects of Quality, Environmental, Health & Safety and Risk.

Understanding an Integrated EMS and OHSMS

1 Day

This course teaches the principles and practices of effectively Integrating Management Systems and in accordance with the ISO 14000 series of standards and BS OHSAS 18001:2007. Experienced instructors assist participants with recognizing the differences and similarities in requirements between the two standards, as well as covering the basics of Environmental and Health and Safety Management. Participants will learn the steps of integration as it affects business processes, objectives, and risks and the impact the integration can have on the efficiency and effectiveness of the system.

ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 Integrated Internal Auditor

3 Days

This course teaches the principles and practices of effectively Integrating Management Systems and in accordance with the ISO 9000 series of standards, the ISO 14000 series of standards, and OHSAS 18001:2007.

ISO 9001:2008 and ISO 14001:2004 Integrated Internal Auditor

3 Days

This course teaches the principles and practices of effective management systems and process audits in accordance with the ISO 14000 series of standards, the ISO 9000 series of standards, and ISO 19011:2011, "Guidelines for Auditing Management Systems."

Implementing and Auditing an Integrated Management System

2 Days

This course teaches to leverage and combine two or more management system standards into one integrated management system (IMS) for an organization. Participants will learn the steps of integration as it affects business processes, objectives, and risks and the impact the integration can have on the efficiency and effectiveness of the system.

ISO 14001 and OHSAS 18001 Integrated Internal Auditor

3 Days

ISO 14001:2004, and OHSAS 18001:2007 Integrated Internal Auditor course teaches the principles and practices of effective management systems and process audits in accordance with the ISO 14000 series of standards, OHSAS 18001, and ISO 19011:2011, "Guidelines for Auditing Management Systems."

performance   sustainability   risk

Aerospace

Quality and reliability are critical values for the Aerospace industry. Quality Management Systems have been used in the Aerospace industry for many years. Efforts by members of the Aerospace industry to establish a single common Quality Management System has resulted in the AS series, which are used and supported by the world's leading Aerospace companies and throughout their supply chain partnerships.

Understanding SAE AS9100 Revision C

1 day

This course discusses the terms, definitions, concepts, and purpose of SAE AS9100. You will learn about its process approach, how to interpret the individual clauses of the standard, the factors that contribute to effective Quality Management Systems, and how the standard affects your organization.

SAE AS9100 Revision C
Internal Auditor

3 Days

This course provides a working understanding of the principles and requirements of effective auditing and the process approach of the AS9100 Quality Management series, giving hands-on training in managing an audit program.

SAE AS9100 Revision C
Lead Auditor

Exemplar Global

5 Days

This advanced course provides in-depth coverage of the principles and practices of the AS9100 series of standards. You will learn how SAE AS9100 Revision C relates to the requirements of the Civil Aviation Authority, Department of Defense, and National Space Agency. The course will provide you with a complete understanding of the auditing process, giving you the confidence and knowledge to manage and conduct an audit program.

Implementing SAE AS9100
Revision C

2 Days

This introductory course discusses the concepts needed to understand, develop, and implement an Aerospace-specific Quality Management System, providing you with key principles and guidance to implement the system and prepare an audit.

Stay up to date with BSI's Webinars and Events.

www.bsigroup.ca/events

Automotive

The global Automotive industry demands world-class levels of product quality, productivity, competitiveness and continual improvement. To achieve this, many vehicle manufacturers insist suppliers adhere to strict technical specifications laid out in a Quality Management System for suppliers to the automotive sector known as ISO/TS 16949. ISO/TS 16949 has been developed by the International Automotive Task Force (IATF) to encourage improvement in both the supply chain and the certification process.

ISO/TS 16949:2009 Internal Auditor

3 Days

BSI's ISO/TS 16949:2009 Internal Auditor course helps students understand and practice internal auditing for ISO/TS 16949. Students will gain the skills to create audit schedules, follow audit trails, and write nonconformance and audit reports. Experienced instructors lead students through case studies and audit simulations, and students gain a working knowledge of ISO 19011:2011, "Guidelines for Auditing Management Systems." The instructor-led lectures also help students understand the role of customer-specific requirements within the auditing process.

ISO 9001:2008 Lead Auditor Course with Emphasis on ISO/TS 16949:2009

5 Days

In this course, you will learn the ISO/TS 16949 and ISO 19011 definitions, concepts, guidelines, and principles, as well as how to interpret all clauses of the standard. In addition, you will learn customer-specific requirements for Ford, General Motors, and Chrysler, their relation to the standard, and how to manage the entire audit process.

Failure Mode and Effect Analysis (FMEA)

2 days

BSI's Failure Mode and Effect Analysis (FMEA) course is an attempt to delineate all possible failures and their effects on the system. The objective is to classify failures according to their effect. FMEA is a discipline that focuses upon design, whether it is of a product or a process, and this one day course provides a working understanding of the FMEA process, both for Design FMEA and Process FMEAs. Students will study practical problems, which are designed to highlight the important aspects of these techniques. The mixture of tutorial and practical exercises will allow attendees to return to their normal activities and play a creative and effective part in the FMEA process within their organization.

performance　sustainability　risk

IT Service Management

There are rising concerns that IT services, whether provided internally or outsourced, are not aligned with the needs of a business and its customers. One recognized solution is to use an IT Service Management System (ITSMS) based on ISO/IEC 20000-1:2011, the International standard for IT Service Management. Certification to this standard enables an organization to independently demonstrate to its customers that it meets best practices.

Understanding ISO/IEC 20000-1:2011

1 Day

This intensive 1-day course provides students with the necessary understanding of the ISO/IEC 20000-1:2011 requirements. The course also discusses the benefits of implementing an IT Service Management system and how conformity to ISO/IEC 20000-1:2011 will impact the day-to-day operations of IT personnel and the organization as a whole.

Requirements ISO/IEC 20000-1:2011 (TPECS)

2 Days

This competency-based 2-day course teaches a general understanding of the concepts of the ISO 20000-1:2011 standard and how it provides a framework for the adoption of an integrated process approach to effectively deliver information technology services to meet business and customer requirements. An experienced instructor explains the clauses of ISO 20000-1:2011, providing a base for understanding the process approach and includes auditing the requirements of the standard. Students learn by participating in group exercises and in-depth discussions.

ISO/IEC 20000-1:2011 Internal Auditor (TPECS)

3 Days

This competency-based 3-day course teaches a general understanding of the concepts of the ISO 20000-1:2011 standard and the principles and practices of effective internal audits in accordance with ISO 19011:2011, "Guidelines for Auditing Management Systems." Experienced instructors explain the clauses of ISO 20000-1:2011 and guide students through internal audits that are required for an Information Technology Service Management System based on ISO 20000-1:2011. Students gain necessary auditing skills through a balance of formal classroom tutorials, practical role-playing, group workshops, and open forum discussions.

ISO/IEC 20000-1:2011 Lead Auditor (TPECS)

4 Days

This competency-based 4-day course teaches a general understanding of the concepts of the ISO 20000-1:2011 standard and the principles and practices of leading Management Systems and process audits in accordance with 19011:2011, "Guidelines for Auditing Management Systems." Experienced instructors explain the clauses of ISO 20000-1:2011 and guide students through the entire audit process, from managing an audit program to reporting on audit results. Students gain necessary auditing skills through a balance of formal classroom tutorials, role playing, group workshops, and open forum discussions.

Implementing ISO/IEC 20000-1:2011

2 Days

This introductory course covers the basics of ISO/IEC 20000, including its requirements and best practice processes to implement each clause. This course provides the tools needed to develop, implement, and prepare an audit for an efficient and effective IT Service Management System.

performance   sustainability   risk

Environmental Management

Today, more than ever, environmental performance is a crucial issue for the success of any business. For many, the answer is an Environmental Management System (EMS), such as the internationally-accepted standard ISO 14001:2004. An Environmental Management System can reduce environmental impacts, reduce costs, improve efficiency and give you a competitive advantage. ISO 14001:2004 identifies how you can go about putting an effective EMS in place. The standard is designed to address the delicate balance between maintaining profitability while reducing environmental impact.

Understanding ISO 14001:2004

1 Day

This course is designed to provide students with a basic knowledge and a degree of comfort with ISO 14001:2004. Students gain a working understanding of key Environmental Management concepts, such as aspect and impact identification and setting objectives and targets.

ISO 14001:2004 Requirements (TPECS)

Exemplar Global

2 Days

This competency-based 2-day course is designed to provide students with a basic knowledge and a degree of comfort with ISO 14001:2004. Students gain a working understanding of key Environmental Management concepts, such as aspect and impact identification and setting objectives and targets.

ISO 14001:2004 Environmental Management Systems Internal Auditor (TPECS)

Exemplar Global

3 Days

This intensive internal auditor course provides a working knowledge of Environmental Management definitions, concepts, and guidelines, the purpose of the ISO 14000 series, and ISO 14001:2004's requirements and registration process, giving you confidence in managing an internal audit program.

ISO 14001:2004 Environmental Management Systems Lead Auditor (TPECS)

Exemplar Global

4 Days

This advanced lead auditor course provides a working knowledge of Environmental Management definitions, concepts, and guidelines, the purpose of the ISO 14000 series, and ISO 14001:2004's requirements and registration process, giving you confidence in managing each process of an audit program.

Implementing an Environmental Management System ISO 14001:2004

2 Days

This course discusses Environmental Management definitions, concepts, and guidelines, and the requirements and implementation stages for ISO 14001:2004, enabling you to write an effective environmental policy and to identify and plan for required resources to implement an Environmental Management System.

performance   sustainability   risk

Energy Management

Today, the global threat of energy shortages and rising costs, make effective energy management a crucial issue for the success of any business. For many, the answer is an Energy Management System (EnMS), a framework for the systematic management of energy. As well as enhancing energy efficiency, a third party certified Energy Management System can cut costs, cut carbon emissions, and enhance your reputation by demonstrating your commitment to sustainability. ISO 50001 will help you implement the processes necessary to understand their baseline energy usage, put in place action plans, targets and energy performance indicators for reducing consumption and identify, prioritise, and record opportunities for improving energy performance.

How to Improve the Energy Performance of Your Organization: An Introduction to ISO 50001:2011

1 Day

This one-day course provides a general overview of the concepts, requirements and benefits of using an Energy Management System based on the ISO 50001:2011 standard. An experienced instructor will discuss the requirements outlined in ISO 50001:2011 and explain how developing and systematically managing policies and procedures can improve energy efficiency, help to achieve targets, and reduce energy costs. Moreover, the course will highlight the value of integrating ISO 50001:2011 with other Management Systems, such as ISO 14001:2004.

Implementing an Energy Management System based on ISO 50001:2011

2 Days

Using a step-by-step process, this two-day course provides guidance on how to implement an ISO 50001:2011 Energy Management System (EnMS). The course enables organizations to establish the systems and processes necessary to improve energy performance, energy efficiency, and help reduce energy consumption and costs. A skilled instructor will review the requirements of the standard from an implementation perspective, while covering a step-by-step implementation approach. The course includes guidance on developing an implementation plan, creating necessary documentation, monitoring an energy management system and achieving continual improvement in energy performance. Hands-on exercises and a take-home tool kit will help you to learn effectively while also providing information that can be referenced during your organization's implementation process. The course will also discuss integrating ISO 50001:2011 with other Management Systems, such as ISO 14001:2004.

ISO 50001:2011 Energy Management System Lead Auditor

5 Days

The ISO 50001:2011 Lead Auditor Course provides you with the skill and knowledge to conduct and lead effective energy management system (EnMS) audits in accordance with the requirements of ISO 50001:2011 and ISO 19011:2011. The course explains the principles and practices of independent auditing for an EnMS, and guides participants through the entire audit process from managing an audit program to reporting on audit results. In addition, the course will discuss integrating ISO 50001 with other management systems, like ISO 14001.

performance   sustainability   risk   **15**

Occupational Health and Safety

Many organizations are implementing an Occupational Health and Safety Management System (OHSMS) as part of their risk management strategy to address changing legislation and to protect their workforce. An OHSMS promotes a safe and healthy working environment by providing a framework that allows your organization to consistently identify and control its health and safety risks to improve overall performance. OHSAS 18001:2007 is the internationally-recognized assessment specification for Occupational Health and Safety Management Systems (OHSMS).

Understanding OHSAS 18001:2007

1 Day

This course helps participants gain a better understanding of the best practices for Occupational Health and Safety (OHSAS). To provide students with the appropriate background, the course covers the basics of an Occupational Health and Safety Management System (OHSMS), the process approach, and management system documentation.

OHSAS 18001:2007
Requirements (TPECS)

2 Days

This competency-based 2-day course helps participant's gain a better understanding of the "best practices" for Occupational Health and Safety (OHSAS). To provide students with the appropriate background, the course covers the basics of an Occupational Health and Safety Management System (OHSMS), the process approach, and management system documentation. The course explains each requirement in BS OHSAS 18001:2007 and provides participants with the tools to objectively evaluate the applicability of the requirements in their industry.

OHSAS 18001:2007
Internal Auditor (TPECS)

3 Days

This intensive course gives you a working knowledge of planning and conducting an internal audit of an Occupational Health and Safety Management System, and the tools necessary to identify and record nonconformities..

OHSMS/OHSAS 18001:2007
Lead Auditor (TPECS)

4 Days

This intensive course provides advanced training on auditing an Occupational Health and Safety Management System. It discusses the principles of national and international legislation, risk assessment principles and approach, and policy development. You will learn the checking and corrective action processes, the value of management involvement, the on-site verification approach and techniques, how to measure the efficiency and effectiveness of a process, and to identify and record nonconformities.

Implementing OHSAS 18001:2007

2 Days

This course discusses the definitions, concepts, and guidelines of Occupational Health and Safety Management, the requirements of OHSAS 18001:2007, the risk assessment principles and approach, and Occupational Health and Safety legislation. You will learn how to identify hazards and risks and understand implementation stages, required documentation and records, and best practice implementation techniques.

performance   sustainability   risk

Food Safety

Food safety is a global concern and impacts both consumers and businesses in the food industry. ISO 22000:2005 is an International standard and defines the requirements for a Food Safety Management System covering all organizations in the food chain from "farm to fork." The standard combines generally recognized key elements to ensure food safety along the food chain including: interactive communication, system management, pre-requisite programs and HACCP plans, continual improvement, and updating of the food safety management system.

ISO 22000:2005 Internal Auditor

3 Days

This advanced course focuses on teaching students an effective approach for auditing Food Safety Management Systems. The primary objective of this training course is to instruct food safety auditors in the principles and practices specific to auditing for conformance with ISO 22000:2005, including planning and preparation of the audit, audit practices, and reporting audit findings.

ISO 22000:2005 Lead Auditor

5 Days

This advanced course provides a thorough understanding of the definitions, concepts, requirements, and guidelines of ISO 22000:2005, ISO/TS 22003, and ISO 19011, the HACCP principles based on Codex Alimentarius, and the national and international food safety legislation. Learn how to conduct all phases of an audit and to prepare and present effective audit reports.

Understanding Hazard Analysis Critical Control Point (HACCP)

1 Day

This introductory course discusses the basic concepts and the seven principles of HACCP, how HACCP relates to U.S. regulations for food safety, and how HACCP is integrated with formal Management Systems for the food industry. You will gain a firm understanding of the benefits of implementing an effective Food Safety Management System.

Advanced Hazard Analysis Critical Control Point (HACCP)

3 Days

This introductory course provides a working knowledge of the basic concepts, principles, and regulatory issues of HACCP and Good Manufacturing Practices. You will learn how HACCP is integrated with formal Management Systems for the food industry, how to identify and control hazards, and how to implement, establish, and maintain an effective HACCP plan.

performance   sustainability   risk   17

Business Continuity Management

Business Continuity is a serious issue for all organizations and its management should be an essential element of the entire business. Business Continuity Management (BCM) gives an organization the ability to maintain its critical operations during and following a disruption, as well as improving the speed at which it is able to establish its full functionality. Business Continuity Management can be the difference between success and failure.

Understanding ISO 22301

1 Day

This introductory Business Continuity course teaches you the basics and fundamentals of Business Continuity Management, enabling you to communicate the benefits and importance of Business Continuity to top management.

ISO 22301 Internal Auditor

3 Days

This Internal Auditor course assists participants in developing the skills and knowledge to conduct audits and self-assessments against the requirements of ISO 22301, Business Continuity Management.

ISO 22301 Lead Auditor

5 Days

This course teaches the fundamentals of a Business Continuity Management System. It provides you with knowledge and hands-on training to develop, implement, manage, and audit a Business Continuity Management System. This course teaches you how to evaluate audit findings, write succinct audit reports, and conduct opening, closing, and follow-up audit meetings..

Implementing ISO 22301

2 Days

This introductory Business Continuity course discusses the requirements, specifications, and best practice techniques of ISO 22301, the steps involved in the Business Continuity Management lifecycle, and how to implement a Business Continuity Management System.

Risk Management

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.

Understanding Risk Management ISO 31000:2009

1 Day

This course on understanding Risk Management will provide the foundation you need to start managing your organization's risks effectively. 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.

Implementing Risk Management ISO 31000:2009

2 Days

This course on implementing Risk Management will guide you through the development of a framework to effectively manage your organization's risks. Organizations that recognize the importance of managing risk can benefit from implementing a formal Risk Management System. Students will be able to apply the principles of Risk Management and implement a Risk Management framework and process suitable to the organization.

performance   sustainability   risk

Information Security

Information is critical to the operation and, in extreme cases, to the survival of an organization. ISO/IEC 27001:2013 is the only auditable International standard which defines the requirements for an Information Security Management System (ISMS). The standard is designed to ensure the selection of adequate and proportionate security controls, helping to protect information assets and give confidence to interested parties, including an organization's customers.

ISO/IEC 27001:2013 Understanding an Information Security Management System

2 Days

This course provides an overview of the latest techniques and examines issues surrounding Information Security Management System (ISMS).

Requirements ISO/IEC 27001:2013 Information Security Management System (TPECS)

2 Days

This competency-based 2-day course teaches a general understanding of the concepts of the ISO 27001:2013 standard and examines issues surrounding Information Security Management Systems. An experienced instructor explains the clauses of ISO 27001:2013, providing a base for understanding the OECD Principles and includes auditing the requirements of the standard. Students learn by participating in group exercises and in-depth discussions.

ISO/IEC 27001:2013 Information Security Internal Auditor (TPECS)

3 Days

This competency-based 3-day course teaches a general understanding of the concepts of the ISO 27001:2013 standard and the principles and practices of effective internal audits in accordance with ISO 19011:2011, "Guidelines for Auditing Management Systems." Experienced instructors explain the clauses of ISO 27001:2013 and guide students through internal audits that are required for an Information Security Management System based on ISO 27001:2013.

ISO/IEC 27001:2013 Information Security Management System Lead Auditor (TPECS)

4 Days

This competency-based 4-day course teaches a general understanding of the concepts of the ISO 27001:2013 standard and the principles and practices of leading Management Systems and process audits in accordance with ISO 19011:2011, "Guidelines for Auditing Management Systems." Experienced instructors explain the clauses of ISO 27001:2013 and guide students through the entire audit process, from managing an audit program to reporting on audit results. Students gain necessary auditing skills through a balance of formal classroom tutorials, role playing, group workshops, and open forum discussions.

ISO/IEC 27001:2013 Information Security Management System Implementation

2 Days

This intermediate course discusses the requirements and benefits of ISO/IEC 27001:2013. It provides the tools required to identify costs, resource information, and available Information Security controls. You will leave this course with a much-enhanced understanding of the certification process of ISO/IEC 27001:2013.

Cloud Security

Introduction to the Cloud Security and CSA Star Certification

1 Day

Learn what Cloud Computing is, how to secure it, and how a CSA STAR certified cloud service provider can give you the level of assurance you need to measure and demonstrate the robustness and performance of their cloud security operations.

Auditing Cloud Security for STAR Certification

1 Day

STAR certification 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 STAR certification maturity model.

Led by an experienced instructor, this one day course will help you learn how to audit cloud security for the STAR certification program and learn how to apply the maturity model when auditing a provider's security controls.

Advanced Cloud Security Auditing for CSA STAR Certification

2 Days

Learn how to conduct an audit to assess a cloud service provider's compliance with the Cloud Security Alliance (CSA) Cloud Controls Matrix (CCM). You'll also learn how to evaluate the maturity level of a cloud service provider's security controls and find out how CSA STAR certification recommendations are made.

Certified CSA STAR Auditor

2 Days

Led by an experienced trainer, this two day course will help you learn how to conduct an audit for STAR certification and will work through a detailed case study to teach you how to determine a rating for STAR certification.

You'll learn how to determine a maturity score and recommend a rating for STAR certification. You can only audit to the STAR certification scheme and recommend a rating once you have attended and passed this course.

Medical Devices

The medical device industry faces a complex global marketplace, affected by multiple regulatory systems, international and national standards and requirements. BSI offers a range of services for the medical device industry covering ISO 13485:2003, CMDCAS, Japan PAL, US FDA 510K Review, and CE Marking for Medical Devices and Pressure Equipment. CE Marking is mandated by New Approach Directives. Many products are covered by these directives, and to be placed on the market in the EU, some must bear CE Marking — it's a legal requirement.

Understanding ISO 13485:2003

1 Day

This introductory course teaches you how to interpret the clauses of ISO 13485:2003, the importance of management involvement in ISO 13485:2003 implementation, the proper use of PD CEN ISO/TR 14969, and the link between ISO 13485:2003 and Good Manufacturing Practices.

ISO 13485:2003 Requirements (TPECS)

2 Days

This competency-based 2-day course teaches a general understanding of the concepts of the ISO 13485:2003 standard and how the requirements impact the day-to-day operations of organizations in the Medical Device industry. The clauses of ISO 13485:2003 are explained in detail, providing a base for understanding the Medical Device Principles and includes auditing the requirements of the standard.

performance   sustainability   risk

Medical Devices

ISO 13485:2003 Internal Quality Systems Auditor (TPECS)

Exemplar Global **P** **O**

3 Days

This advanced course teaches you how to interpret the clauses of ISO 13485:2003 and apply the principles of PD CEN ISO/TR 14969, ISO 14974, and ISO 19011 to the auditing process of a Medical Device Quality Management System, and to plan, conduct, and report effective internal audits to ISO 13485:2003.

ISO 13485:2003 Lead Auditor (TPECS)

Exemplar Global **P** **O**

4 Days

This advanced course teaches Quality Management definitions, concepts, guidelines, and principles and how to interpret the clauses of ISO 13485:2003. You will learn to apply the principles of PD CEN ISO/TR 14969, ISO 14974, and ISO 19011 to the auditing process of a Medical Device Quality Management System, and to manage an audit program, prepare audit reports, and conduct audit follow-ups.

Implementing ISO 13485:2003

O

2 Days

This course discusses Quality Management definitions, concepts, guidelines, and best practices, providing students with a thorough understanding of ISO 13485:2003's process approach and clauses, the proper use of PD CEN ISO/TR 14969, the importance of management involvement, and how to prepare an audit of a Quality Management System.

Understanding ISO 14971:2007

P **O**

1 Day

This course is designed to provide participants with an understanding of the impact that ISO 14971:2007 has on the decision making process at medical device manufacturing firms. It helps medical device professionals gain an understanding of how ISO 14971:2007 can improve their business and risk management efforts
.

Overview of ISO 13485:2003, the CMDRs, the MDD, and JPAL

O

2 Days

This course provides an overview of the ISO 13485:2003 standard, including its intent and requirements, its relationship with and differences from CMDRs, the MDD, and JPAL, and the process involved in achieving ISO 13485:2003 registration. You will also learn about medical device regulations and directives in Canada, Europe, and Japan, the CE Marking process for the European market, and the process to import medical devices into Japan.

Medical Devices CE Marking

P **O**

3 Days

This course discusses the EU classification of medical devices, the European CE Marking approach, the quality assurance requirements for medical devices sold in Europe, and coming changes to the MDD. The course will enable you to recognize the role of standards, essential requirements, and labeling, and the value of post market surveillance and vigilance.

performance   sustainability   risk

Dates & Locations

The following pages list the dates, locations and prices of all the courses currently available for public training. Our schedule is continuously updated so if dates and locations you require are not available, please contact us for further details. All prices are listed in Canadian dollars unless otherwise specified. Please note that all of our public and instructor lead courses are subject to GST or HST.

If you don't see a course that you would like to enroll in, please contact us and we will gladly discuss other training options (including on-site training) with you.

Early Bird Discount

Register 60 days or more before course start date to receive up to $100 discount on Public Training courses.

Quality Management

Understanding ISO/DIS 9001:2015   1 day $495

1/16/15-1/16/15	Toronto, ON
1/23/15-1/23/15	Calgary, AB
1/23/15-1/23/15	Vancouver, BC
2/17/15-2/17/15	Toronto, ON
7/27/15-7/27/15	Toronto, ON

ISO 9001:2008 Internal Quality Systems Auditor (TPECS)   Exemplar Global   3 days $1,195

1/12/15-1/14/15	Ottawa, ON
1/19/15-1/21/15	Calgary, AB
1/19/15-1/21/15	Vancouver, BC
1/26/15-1/28/15	Winnipeg, MB
2/2/15-2/4/15	Quebec City FR
2/2/15-2/4/15	Toronto, ON
2/9/15-2/11/15	Edmonton, AB
2/23/15-2/25/15	Halifax, NS
2/23/15-2/25/15	Regina, SK
3/2/15-3/4/15	Edmonton, AB
3/2/15-3/4/15	Toronto, ON
3/16/15-3/18/15	Montréal, QC FR
3/16/15-3/18/15	Vancouver, BC
4/6/15-4/8/15	Moncton, NB
4/6/15-4/8/15	Ottawa, ON
4/6/15-4/8/15	St. Johns, NF
4/13/15-4/15/15	Calgary, AB
4/13/15-4/15/15	Kitchener, ON
4/27/15-4/29/15	Halifax, NS
4/27/15-4/29/15	Quebec City FR
5/4/15-5/6/15	Vancouver, BC
5/11/15-5/13/15	London, ON
5/25/15-5/27/15	Halifax, NS
5/25/15-5/27/15	Ottawa, ON
6/8/15-6/10/15	Toronto, ON
6/22/15-6/24/15	Halifax, NS
7/6/15-7/8/15	Calgary, AB

Quality Management

8/3/15-8/5/15	Montréal, QC FR
8/24/15-8/26/15	Vancouver, BC
8/31/15-9/2/15	Edmonton, AB
9/14/15-9/16/15	Montréal, QC FR
9/14/15-9/16/15	Ottawa, ON
9/14/15-9/16/15	Toronto, ON
9/21/15-9/23/15	Calgary, AB
9/21/15-9/23/15	Halifax, NS
9/28/15-9//30/15	Kitchener, ON
11/2/15-11/4/15	Ottawa, ON
11/16/15-11/18/15	Vancouver, BC
11/30/15-12/2/15	Edmonton, AB
12/7/15-12/9/15	Halifax, NS
12/7/15-12/9/15	Toronto, ON

ISO 9001:2008 Lead Auditor (TPECS)   Exemplar Global   4 days $1,795

1/12/15-1/15/15	Ottawa, ON
1/19/15-1/22/15	Calgary, AB
1/19/15-1/22/15	Vancouver, BC
1/26/15-1/29/15	Winnipeg, MB
2/2/15-2/5/15	Quebec City FR
2/2/15 - 2/6/15	Toronto, ON
2/9/15-2/12/15	Edmonton, AB
2/16/15-2/19/15	Halifax, NS
2/23/15-2/26/15	Regina, SK
3/2/15-3/6/15	Edmonton, AB
3/2/15-3/6/15	Toronto, ON
3/16/15-3/19/15	Montréal, QC FR
3/16/15-3/19/15	Vancouver, BC
4/6/15-4/9/15	Moncton, NB
4/6/15-4/9/15	Ottawa, ON
4/6/15-4/9/15	St. Johns, NF
4/13/15-4/16/15	Calgary, AB
4/13/15-4/16/15	Kitchener, ON
4/27/15-4/30/15	Halifax, NS

  Prices and dates subject to change without notice. Please go to www.bsigroup.ca/training for updates.

Quality Management

3/16/15-3/17/15	Montréal, QC **FR**
3/16/15-3/17/15	Vancouver, BC
4/6/15-4/7/15	Moncton, NB
4/6/15-4/7/15	Ottawa, ON
4/6/15-4/7/15	St. Johns, NF
4/13/15-4/14/15	Calgary, AB
4/13/15-4/14/15	Kitchener, ON
4/27/15-4/28/15	Halifax, NS
4/27/15-4/28/15	Quebec City **FR**
5/4/15-5/5/15	Vancouver, BC
5/11/15-5/12/15	London, ON
5/25/15-5/26/15	Halifax, NS
5/25/15-5/26/15	Ottawa, ON
6/8/15-6/9/15	Toronto, ON
6/22/15-6/23/15	Halifax, NS
7/6/15-7/7/15	Calgary, AB
8/3/15-8/4/15	Montréal, QC **FR**
8/24/15-8/25/15	Vancouver, BC
8/31/15-9/1/15	Edmonton, AB
9/14/15-9/15/15	Montréal, QC **FR**
9/14/15-9/15/15	Ottawa, ON
9/14/15-9/15/15	Toronto, ON
9/21/15-9/22/15	Calgary, AB
9/21/15-9/22/15	Halifax, NS
9/28/15-9/29/15	Kitchener, ON
11/2/15-11/3/15	Ottawa, ON
11/16/15-11/17/15	Vancouver, BC
11/30/15-12/1/15	Edmonton, AB
12/7/15-12/8/15	Halifax, NS
12/7/15-12/8/15	Toronto, ON

Improve your CAPA Process for Better Results

	1 day	$795

4/17/15-4/17/15	Calgary, AB
6/5/15-6/5/15	Edmonton, AB
6/25/15-6/25/15	Vancouver, BC

Integrated Management Systems

ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 Integrated Internal Auditor

	3 days	$1,195

2/2/15-2/4/15	Edmonton, AB
2/2/15-2/4/15	Regina, SK
3/2/15-3/4/15	Calgary, AB
4/20/15-4/22/15	Regina, SK
5/18/15-5/20/15	St. Johns, NF
5/20/15-5/22/15	Kitchener, ON
10/14/15-10/16/16	Toronto, ON
12/14/15-12/16/15	Calgary, AB

Quality Management

4/27/15-4/30/15	Quebec City **FR**
5/11/15-5/14/15	Montréal, QC **FR**
5/4/15-5/7/15	Vancouver, BC
5/11/15-5/14/15	London, ON
5/25/15-5/28/15	Halifax, NS
6/22/15-6/25/15	Ottawa, ON
6/8/15-6/11/15	Toronto, ON
6/22/15-6/25/15	Halifax, NS
7/6/15-7/9/15	Calgary, AB
8/3/15-8/6/15	Montréal, QC **FR**
8/24/15-8/27/15	Vancouver, BC
8/31/15-9/3/15	Edmonton, AB
9/14/15-9/17/15	Montréal, QC **FR**
9/14/15-9/17/15	Ottawa, ON
9/14/15-9/17/15	Toronto, ON
9/21/15-9/24/15	Calgary, AB
9/21/15-9/24/15	Halifax, NS
9/28/15-10/1/15	Kitchener, ON
11/2/15-11/5/15	Ottawa, ON
11/16/15-11/19/15	Vancouver, BC
11/30/15-12/3/15	Edmonton, AB
12/7/15-12/10/15	Halifax, NS
12/7/15-12/10/15	Toronto, ON

ISO 9001:2008 Requirements (TPECS)

Exemplar Global 2 days $895

1/12/15-1/13/15	Ottawa, ON
1/19/15-1/20/15	Calgary, AB
1/19/15-1/20/15	Vancouver, BC
1/26/15-1/27/15	Winnipeg, MB
2/2/15-2/3/15	Quebec City **FR**
2/2/15 - 2/3/15	Toronto, ON
2/9/15-2/10/15	Edmonton, AB
2/16/15-2/17/15	Halifax, NS
2/23/15-2/24/15	Regina, SK
3/2/15-3/3/15	Edmonton, AB
3/2/15-3/3/15	Toronto, ON

Aerospace

SAE AS9100 Revision C Internal Auditor
Exemplar Global — 3 days — $1,395

Date	Location
1/26/15-1/28/1515	Montréal, QC
4/27-4/29/15	Vancouver, BC
10/26/15-10/28/15	Toronto, ON

SAE AS9100 Revision C Lead Auditor
5 days — $2,195

Date	Location
3/16/15-3/20/15	Toronto, ON
4/6/15-4/10/15	Winnipeg, MB
5/25/15-5/30/15	Toronto, ON
9/28/15-10/2/15	Toronto, ON
10/5/15-10/9/15	Montréal, QC

IT Service Management

ISO/IEC 20000-1:2011 Internal Auditor (TPECS)
Exemplar Global — 3 days — $1,895

Date	Location
6/1/15-6/3/15	Ottawa, ON

ISO/IEC 20000-1:2011 Lead Auditor (TPECS)
Exemplar Global — 4 days — $2,495

Date	Location
6/1/15-6/4/15	Ottawa, ON

Requirements ISO/IEC 20000-1:2011 (TPECS)
Exemplar Global — 2 days — $1,295

Date	Location
6/1/15-6/2/15	Ottawa, ON

Automotive

ISO 9001:2008 Lead Auditor course with emphasis on IST/TS 16949:2009
Exemplar Global — 5 days — $1,895

Date	Location
3/16/15-3/20/15	Kitchener, ON
8/24/15-8/28/15	Kitchener, ON

ISO/TS 16949:2009 Internal Auditor
3 days — $1,295

Date	Location
4/27/15-4/29/15	Toronto, ON
10/26/15-10/28/15	Kitchener, ON
11/23/15-11/25/15	Kitchener, ON

Environmental Management

ISO 14001:2004 Environmental Management Systems Internal Auditor (TPECS)
Exemplar Global — 3 days — $1,195

Date	Location	
1/12/15-1/14/15	Toronto, ON	
1/26/15-1/28/15	Ottawa, ON	
2/23/15-2/25/15	Calgary, AB	
2/23/15-2/25/15	Vancouver, BC	
3/2/15-3/4/15	Montréal, QC	FR
3/23/15-3/25/15	Edmonton, AB	
5/11/15-5/13/15	Calgary, AB	
5/11/15-5/13/15	Winnipeg, MB	
7/6/15-7/8/15	Edmonton, AB	
7/13/15-7/15/15	Montréal, QC	FR
7/20/15-7/22/15	Toronto, ON	
7/27/15-7/29/15	London, ON	
7/27/15-7/29/15	Regina, SK	
8/10/15-8/12/15	Ottawa, ON	
8/31/15-9/2/15	Calgary, AB	
9/28/15-9/30/15	Vancouver, BC	
10/19/15-10/21/15	Montréal, QC	FR
10/19/15-10/21/15	Toronto, ON	
11/23/15-11/25/15	Edmonton, AB	
11/30/15-12/2/15	Calgary, AB	
11/30/15-12/2/15	Ottawa, ON	

ISO 14001:2004 Environmental Management Systems Lead Auditor (TPECS)
Exemplar Global — 4 days — $1,870

Date	Location	
1/12/15-1/15/15	Toronto, ON	
2/9/15-2/12/15	Montréal, QC	FR
2/23/15-2/26/15	Vancouver, BC	
3/23/15-3/26/15	Edmonton, AB	
5/11/15-5/14/15	Calgary, AB	
5/11/15-5/14/15	Winnipeg, MB	
5/11/15 - 5/14/15	Toronto, ON	
5/11/15-5/14/15	Ottawa, ON	
5/25/15-5/28/15	Montréal, QC	FR
7/6/15-7/9/15	Edmonton, AB	
7/13/15-7/16/15	Montréal, QC	FR
7/20/15-7/23/15	Toronto, ON	
7/27/15-7/30/15	London, ON	
7/27/15-7/30/15	Regina, SK	
8/10/15-8/13/15	Ottawa, ON	
8/31/15-9/3/15	Calgary, AB	
9/28/15-10/1/15	Vancouver, BC	
10/19/15-10/22/15	Montréal, QC	FR
10/19/15-10/22/15	Toronto, ON	
11/23/15-11/26/15	Edmonton, AB	
11/30/15-12/3/15	Calgary, AB	
11/30/15-12/3/15	Ottawa, ON	

Prices and dates subject to change without notice. Please go to www.bsigroup.ca/training for updates.

Environmental Management

ISO 14001:2004 Requirements (TPECS)
Exemplar Global · 2 days · $895

1/12/15-1/13/15	Toronto, ON
1/26/15-1/27/15	Ottawa, ON
2/23/15-2/24/15	Ottawa, ON
3/2/15-3/3/15	Montréal, QC **FR**
3/23/15-3/24/15	Edmonton, AB
3/23/15-3/24/15	Vancouver, BC
5/11/15-5/12/15	Calgary, AB
5/11/15-5/12/15	Toronto, ON
5/11/15-5/12/15	Winnipeg, MB
7/6/15-7/7/15	Edmonton, AB
7/13/15-7/14/15	Montréal, QC **FR**
7/20/15-7/21/15	Toronto, ON
7/27/15-7/28/15	London, ON
7/27/15-7/28/15	Regina, SK
8/10/15-8/11/15	Ottawa, ON
8/31/15-9/1/15	Calgary, AB
9/28/15-9/29/15	Vancouver, BC
10/19/15-10/20/15	Montréal, QC **FR**
10/19/15-10/20/15	Toronto, ON
11/23/15-11/24/15	Edmonton, AB
11/30/15-12/1/15	Calgary, AB
11/30/15-12/1/15	Ottawa, ON

Energy Management

How to Improve the Energy Performance of Your Organization: An Introduction to ISO 50001:2011
1 day · $695

6/15/15-6/15/15	Ottawa, ON

ISO 50001:2011 Energy Management System Lead Auditor
5 days · $2,495

4/13/15-4/17/15	Toronto, ON
10/5/15-10/9/15	Ottawa, ON

Occupational Health & Safety

OHSAS 18001:2007 Internal Auditor (TPECS)
Exemplar Global · 3 days · $1,195

1/19/15-1/21/15	Montréal, QC **FR**
1/19/15- 1/21/15	Toronto, ON
2/23/15-2/25/15	Calgary, AB
3/2/15-3/4/15	Kitchener, ON
3/16/15-3/18/15	Ottawa, ON
4/20/15-4/22/15	Montréal, QC **FR**
4/27/15-4/29/15	Edmonton, AB
6/1/15-6/3/15	Toronto, ON
6/8/15-6/10/15	Kitchener, ON
6/8/15-6/10/15	Vancouver, BC
6/15/15-6/17/15	Montréal, QC **FR**
7/20/15-7/22/15	Kitchener, ON

Occupational Health & Safety

8/3/15-8/5/15	Quebec City	**FR**
8/10/15-8/12/15	Calgary, AB	
9/28/15-9/30/15	Montréal, QC	**FR**
10/26/15-10/28/15	Edmonton, AB	
11/2/15-11/4/15	Toronto, ON	
11/16/15-11/18/15	Vancouver, BC	
12/7/15-12/9/15	Montréal, QC	**FR**

OHSAS 18001:2007 Lead Auditor (TPECS)
Exemplar Global · 4 days · $1,870

1/19/15-1/22/15	Montréal, QC	**FR**
1/19/15-1/22/15	Toronto, ON	
2/02/15-2/05/15	Vancouver, BC	
2/09/15-2/13/15	Toronto, ON	
2/23/15-2/26/15	Calgary, AB	
3/2/15-3/5/15	Kitchener, ON	
3/16/15-3/19/15	Ottawa, ON	
4/20/15-4/23/15	Montréal, QC	**FR**
4/27/15-4/30/15	Edmonton, AB	
6/01/15-6/04/15	Ottawa, ON	
6/1/15-6/4/15	Toronto, ON	
6/8/15-6/11/15	Kitchener, ON	
6/8/15-6/11/15	Vancouver, BC	
6/15/15-6/17/15	Montréal, QC	**FR**
7/20/15-7/23/15	Kitchener, ON	
8/3/15-8/6/15	Quebec City	**FR**
8/10/15-8/13/15	Calgary, AB	
9/28/15-10/1/15	Montréal, QC	**FR**
10/26/15-10/29/15	Edmonton, AB	
11/2/15-11/5/15	Toronto, ON	
11/16/15-11/19/15	Vancouver, BC	
12/7/15-12/10/15	Montréal, QC	**FR**

OHSAS 18001:2007 Requirements (TPECS)
Exemplar Global · 2 days · $895

1/19/15-1/20/15	Montréal, QC	**FR**
2/2/15-2/3/15	Toronto, ON	
2/23/15-2/24/15	Calgary, AB	
3/2/15-3/3/15	Kitchener, ON	
3/16/15-3/17/15	Ottawa, ON	
4/20/15-4/21/15	Montréal, QC	**FR**
4/27/15-4/28/15	Edmonton, AB	
6/1/15-6/2/15	Toronto, ON	
6/8/15-6/9/15	Kitchener, ON	
6/8/15-6/9/15	Vancouver, BC	
6/15/15-6/16/15	Montréal, QC	**FR**
7/20/15-7/21/15	Kitchener, ON	
8/3/15-8/4/15	Quebec City	**FR**
8/10/15-8/11/15	Calgary, AB	
9/28/15-9/29/15	Montréal, QC	**FR**
10/26/15-10/27/15	Edmonton, AB	
11/2/15-11/3/15	Toronto, ON	
11/16/15-11/17/15	Vancouver, BC	
12/7/15-12/8/15	Montréal, QC	**FR**

Food Safety

Advanced Hazard Analysis Critical Control Point (HACCP)
3 days $1,095

5/4/15-5/6/15	Toronto, ON

Medical Devices

ISO 13485:2003 Internal Quality Systems Auditor (TPECS)
Exemplar Global 3 days $1,395

1/26/15-1/28/15	Toronto, ON
2/16/15-2/18/15	Montréal, Quebec
3/23/15-3/25/15	Vancouver, BC
4/6/15-4/8/15	Toronto, ON
5/4/15-5/6/15	Montréal, Quebec
6/15/15-6/17/15	Toronto, ON
8/17/15-8/19/15	Toronto, ON
10/19/15-10/21/15	Vancouver, BC
12/14/15-12/16/15	Toronto, ON
12/14/15-12/16/15	Vancouver, BC

ISO 13485:2003 Lead Auditor (TPECS)
Exemplar Global 4 days $2,095

1/26/15-1/29/15	Toronto, ON
2/16/15-2/19/15	Montréal, Quebec
3/23/15-3/26/15	Vancouver, BC
4/6/15-4/19/15	Toronto, ON
5/4/15-5/7/15	Montréal, Quebec
6/15/15-6/18/15	Toronto, ON
8/17/15-8/20/15	Toronto, ON
10/19/15-10/22/15	Vancouver, BC
12/14/15-12/17/15	Toronto, ON
12/14/15-12/17/15	Vancouver, BC

ISO 13485:2003 Requirements (TPECS)
Exemplar Global 2 days $1,095

1/26/15-1/27/15	Toronto, ON
2/16/15-2/17/15	Montréal, Quebec
3/23/15-3/24/15	Vancouver, BC
4/6/15-4/7/15	Toronto, ON
5/4/15-5/5/15	Montréal, Quebec
6/15/15-6/16/15	Toronto, ON
8/17/15-8/18/15	Toronto, ON
10/19/15-10/20/15	Vancouver, BC
12/14/15-12/15/15	Toronto, ON
12/14/15-12/15/15	Vancouver, BC

Medical Devices CE Marking
3 days $2,495

2/23/15-2/25/15	Toronto, ON

Business Continuity Management

ISO 22301 Lead Auditor
5 days $2,495

4/13/15-4/17/15	Calgary, AB

Risk Management

Understanding Risk Management - ISO 31000:2009
1 day $695

2/20/15	Edmonton, AB

Information Security

ISO/IEC 27001:2013 Information Security Internal Auditor (TPECS)
Exemplar Global 3 days $1,895

1/19/15-1/21/15	Ottawa, ON
2/16/15-2/18/15	Vancouver, BC
6/22/15-6/24/15	Vancouver, BC
7/13/15-7/15/15	Ottawa, ON
8/31/15-9/2/15	Toronto, ON

ISO/IEC 27001:2013 Information Security Lead Auditor (TPECS)
Exemplar Global 4 days $2,495

1/19/15-1/22/15	Ottawa, ON
3/2/15-3/5/15	Vancouver, BC
6/22/15-6/25/15	Vancouver, BC
7/13/15-7/16/15	Ottawa, ON
8/31/15-9/3/15	Toronto, ON
8/31/15-9/3/15	Toronto, ON

Requirements ISO/IEC 27001:2013 Information Security Management System (TPECS)
Exemplar Global 2 days $1,295

1/19/15-1/20/15	Ottawa, ON
2/16/15-2/17/15	Vancouver, BC
6/22/15-6/23/15	Vancouver, BC
7/13/15-7/14/15	Ottawa, ON

Introduction to Cloud Security and CSA STAR Certification
$750

01/23/15-1/23/15	Vancouver, BC
3/6/15-3/6/15	Vancouver, BC
7/27/15-7/27/15	Toronto, ON

Customer Service

Information

To have one of our experts contact you about your Management System needs within 24 hours, please send us an email at **inquiry.canada@bsigroup.com** or call **1 800 862 6752**.

Payment

Payment for public course offerings is due upon registration. You may pay by credit card (VISA, MasterCard, or American Express) or cheque (payable to BSI). Course registration is not official until full payment is received. Prices listed in this catalogue are subject to change at any time.

Travel Arrangements

Lodging and travel costs are not included in the course fee. The individual attending the course must make their own travel arrangements. A block of rooms will be held, if possible, at a special rate under "BSI."

Cancellation/Transfer Policy

Payment will only be refunded if a cancellation notice is received at least 30 days prior to the start date of the course. You may transfer your registration to another course, as long as this request is received at least 15 days prior to the course start date. Replacements or substitutes for an existing registration are allowed up to and including the first day of the training course. In the unlikely event that BSI Canada Inc. must cancel a course or change a course location, liability is limited to the course fee. In such circumstances, the customer has the option of a full refund or transfer to an alternative available course.

Content of this catalogue is subject to change by BSI without notice. Therefore, it is not advised to book any nonrefundable travel accommodations until BSI formerly notifies that the course status has changed from "Scheduled" to "Confirmed".

Any questions?

Call: 1 800 862 6752

Customer Service hours: 8:30am – 5:30pm ET

performance   sustainability   risk

New at BSI

BSI is pleased to present our new services:

- ISO/DIS 9001:2015 Revision Classes
- Action Manager - CAPA (Corrective and Preventive Action) Management Tool
- Connected Learning Live – Online and Interactive Training Classes
- Cloud Security and STAR Certification
- New Online Chat and Refreshed LMS (Learning Management System)
- New and Updated eLearning and Free Recorded Webinars

BSI Events

Attend one of our upcoming events to find out more about the latest Management Systems developments and offerings. With events across Canada, find one near you by visiting:

www.bsigroup.ca/events

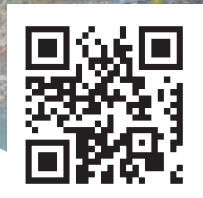## BSI Group Canada Inc.

Toronto Office

6205B Airport Road, Suite 414
Mississauga, ON L4V 1E3
T: 416 620 9991
TF: 1 800 862 6752
F: 416 620 9911

Ottawa Office

515 Legget Drive, Suite 110
Ottawa, ON K2K 3G4
T: 613 271 7007
TF: 1 800 862 6752
F: 613 271 9007

Montréal

1, Place Ville Marie, Suite 2001
Montréal, QC H3B 2C4
T: 514 940 1778
TF: 1 800 862 6752
F: 514 866 2115

English Training inquiries: inquiry.canada@bsigroup.com
French Training inquiries: demande.mscanada@bsigroup.com

www.bsigroup.ca/training

bsi.

BSI Group Canada Inc.
6205B Airport Road, Suite 414
Mississauga, Ontario L4V 1E3

...making excellence a habit.™