

ISO Revision Courses! See page 4.



# Staying On Track.

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

**bsi.**

...making excellence a habit.™

# About BSI

BSI is the business standards company that helps organizations all over the world make excellence a habit. For more than a century we have been challenging mediocrity and complacency to help embed excellence into the way people and products work. That means showing businesses how to improve performance, reduce risk and achieve sustainable growth. As a global leader in helping organizations improve, our clients range from high profile brands to small, local companies in 172 countries worldwide. In Canada, BSI provides Standards, Certification, Training and Compliance Tools to offer our clients a complete business improvement solution. Our Training classes are scheduled from coast to coast in Canada, and we provide both Public and Onsite Training options.

To learn more, please visit [www.bsigroup.ca](http://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](http://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](http://www.irca.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](http://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

ISO Timeline & Transition Courses	4
Connected Learning Live	7
Create your own timeline for Transition	8
Onsite Training	9
eLearning and Webinars	11
Entropy Software	12
Integrated Management Systems	13
Quality Management	14
Aerospace	16
Automotive	17
Environmental Management	18
Energy Management	19
Occupational Health and Safety	20
Food Safety	21
Standards and Publications	21
Business Continuity Management	22
Risk Management	22
Information Security	23
Cloud Security	24
Medical Devices	25
Course Dates and Locations	26

For dates, prices and locations, see pages 26 to 30

## 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

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.

**NEW!**





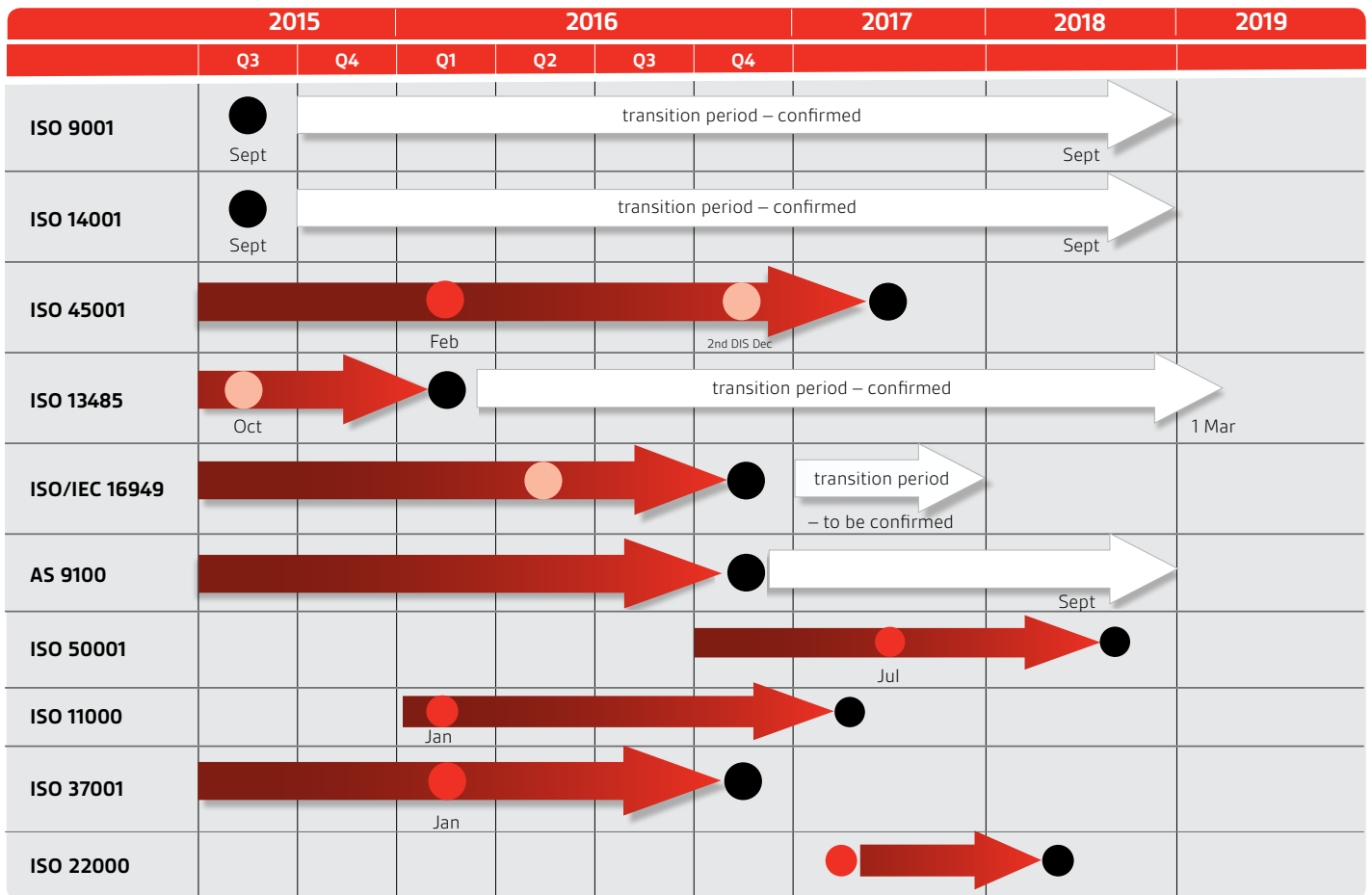
# New ISO 9001 & 14001 Transition Classes for 2016

ISO 9001 and ISO 14001 standards have undergone radical transformation, bringing questions and concerns over the new structure, revised documentation requirements, and a variety of other changes needed to meet standard conformance. There are new demands on management. Risk now takes center stage and must be considered throughout the organization.

BSI is uniquely positioned to lead you through the twist and turns of the revisions and the impact they may have on your business. We are offering several transition courses for both standards to help you begin your transition journey. Get started today!

## ISO Revisions Timeline

Below is a table which shows, at a glance, the timetable for the publication of revisions for all of the standards scheduled to be updated. ISO standard publication dates are subject to change and may often move as the process develops.



● Committee Draft (CD): Published

● Final Draft International Standard (FDIS): Expected to be published

● Draft International Standard (DIS): Published/Expected to be published

● International Standard published: Expected to be published

# ISO 9001:2015 Transition Courses

ISO Revisions



## Requirements and Internal Auditor of ISO 9001:2015



3 Days

This course will help you find out what you need to know about transitioning to the new ISO 9001:2015 Quality Management Systems (QMS) standard. You will discover more about the changes from ISO 9001:2008 to ISO 9001:2015 and how these will affect your organization so you can start putting transition arrangements in place.

## Requirements and Implementing of ISO 9001:2015



3 Days

This course will help you find out what you need to know about transitioning to the new ISO 9001:2015 Quality Management Systems (QMS) standard. You will discover more about the changes from ISO 9001:2008 to ISO 9001:2015 and how these will affect your organization so you can start putting transition arrangements in place.

## ISO 9001:2015 Senior Management Briefing



2 Hours

Understand the purpose of ISO 9001:2015 and the leadership responsibilities outlined in the standard. This executive session highlights the benefits of an effective QMS and introduces you to the key requirements of ISO 9001:2015

## Transition Course from ISO 9001:2008 to ISO 9001:2015



1 Day

Learn about the new ISO high level structure and the differences between ISO 9001:2008 and ISO 9001:2015. This comprehensive 1 day course introduces you to the new ISO high level structure for management system standards.

## ISO 9001:2015 Implementing Changes



2 Days

Discover how to apply the key changes to ISO 9001:2015 and develop a transition action plan. This training combines the 1-day 'ISO 9001:2015 Transition' course with an extra day of implementation activities.

## ISO 9001:2015 Auditor/Lead Auditor Transition (BSI)



2 Days

Learn how to audit the key changes to ISO 9001:2015. This course is ideal for existing auditors as it combines the 1-day 'ISO 9001:2015 Transition' course with an additional day of auditing activities.

## ISO 9001:2015 Implementation



2 Days

Develop the knowledge and skill required to implement an ISO 9001:2015 quality management system (QMS). Implementing a framework based on ISO 9001:2015 helps your business consistently deliver and drive continual improvement in your products and services.

## ISO 9001:2015 Requirements



1 Day

Obtain a detailed understanding of the key terms, definitions and requirements of ISO 9001:2015, and how the standard can help your organization to better meet customer needs. Gain a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure.

## ISO 9001:2015 Internal Auditor



2 Days

Learn how to audit the processes of an ISO 9001:2015 quality management system (QMS). Optimize your auditing skills with the internationally recognized ISO 9001:2015 and boost your internal audit capabilities.

## Deep Dive: A better understanding of the HLS and Risk



2 Days

BSI's "9001:2015 Deep Dive" course teaches a general understanding of the concepts of the ISO 9000 series of standards and how the high level structure format impacts the day-to-day operations of organizations in any industry. An experienced instructor explains the four in depth modules, adopting a process approach to the development of an ISO Management System Training Course (ISO 9001:2015), to help understand high level structures.

**Book your ISO Transition Training Now!**  
See pages 26-30 for Dates and Locations.

For dates, prices and locations, see pages 26 to 30



performance



sustainability



risk

# ISO 14001:2015 Transition Courses

ISO Revisions



## ISO 14001:2015 Requirements



1 Day

Obtain a detailed understanding of the key terms, definitions and requirements of ISO 14001:2015, and how the standard can help your organization to better meet its environmental obligations and commitments.

## ISO 14001:2015 Implementation



2 Days

Develop the knowledge and skill required to implement an ISO 14001:2015 environmental management system (EMS). Implementing a framework based on ISO 14001:2015 allows your organization to reduce environmental impacts and increase operating efficiency.

## Internal Auditor ISO 14001:2015



2 Days

Learn how to audit the processes of an ISO 14001:2015 environmental management system (EMS). Optimize your auditing skills in line with the internationally recognized ISO 14001:2015. This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 14001:2015.

## Transition Course from ISO 14001:2004 to ISO 14001:2015



1 Day

Learn about the new ISO high level structure and the differences between ISO 14001:2004 and ISO 14001:2015. This comprehensive 1 day course introduces you to the new ISO high level structure for management system standards and explores the changes between ISO 14001:2004 and ISO 14001:2015.

## ISO 14001:2015 Senior Management Briefing



2 Hours

Understand the purpose of ISO 14001:2015 and the leadership responsibilities outlined in the standard. This executive session highlights the benefits of an effective EMS and introduces you to the key requirements of ISO 14001:2015.

## ISO 14001:2015 Implementing Changes



2 Days

Discover how to apply the key changes to ISO 14001:2015 and develop a transition action plan. This training combines the 1-day 'ISO 14001:2015 Transition' course with an extra day of implementation activities. You'll learn how ISO 14001:2015 is different to ISO 14001:2004 and discover proven ways to effectively tackle the transition.

# Visibility, Insight, Action.

## BSI Action Manager

Experience our latest business improvement tool powered by Entropy™ Software at [www.bsigroup.ca](http://www.bsigroup.ca)



performance



sustainability



risk



**bsi.** connected learning **live**  
bringing the classroom to you

**Certified, Convenient, and Interactive, with no Travel Costs.**

**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. This is an ideal alternative to the typical classroom setting for professionals who do not have the budget or time for travel, or just prefer the convenience of attending a class online. We currently offer Connected Learning Live for ISO 9001:2008 TPECS courses and will be expanding to ISO 9001:2015, ISO 14001:2015, and ISO/IEC 27001.

Learn more at [www.bsigroup.com/connected-learning-us](http://www.bsigroup.com/connected-learning-us)

\*Connected Learning Live courses are spread across multiple days in 3 hour sessions, one session per day. Session durations could vary by 5 to 10 minutes depending on amount of class discussion.

- Requirements 5 days
- Internal Auditor 8 days
- Lead Auditor 10 days

"...there was still a personal feel to the class. The instructor was great and there was a lot of interaction between the students and teacher."

"I was astonished at how easy it was to interact with everyone during the training course. Everyone's pictures were clear and there were limited technical issues. Due to the small class size I really felt that I was able to learn and interact more with everyone involved."

"The structure was great in allowing one to see the standard as an auditor to better understand requirements and what our company requires to focus on to start the certification process."

For dates, prices and locations, see pages 26 to 30



performance



sustainability



risk

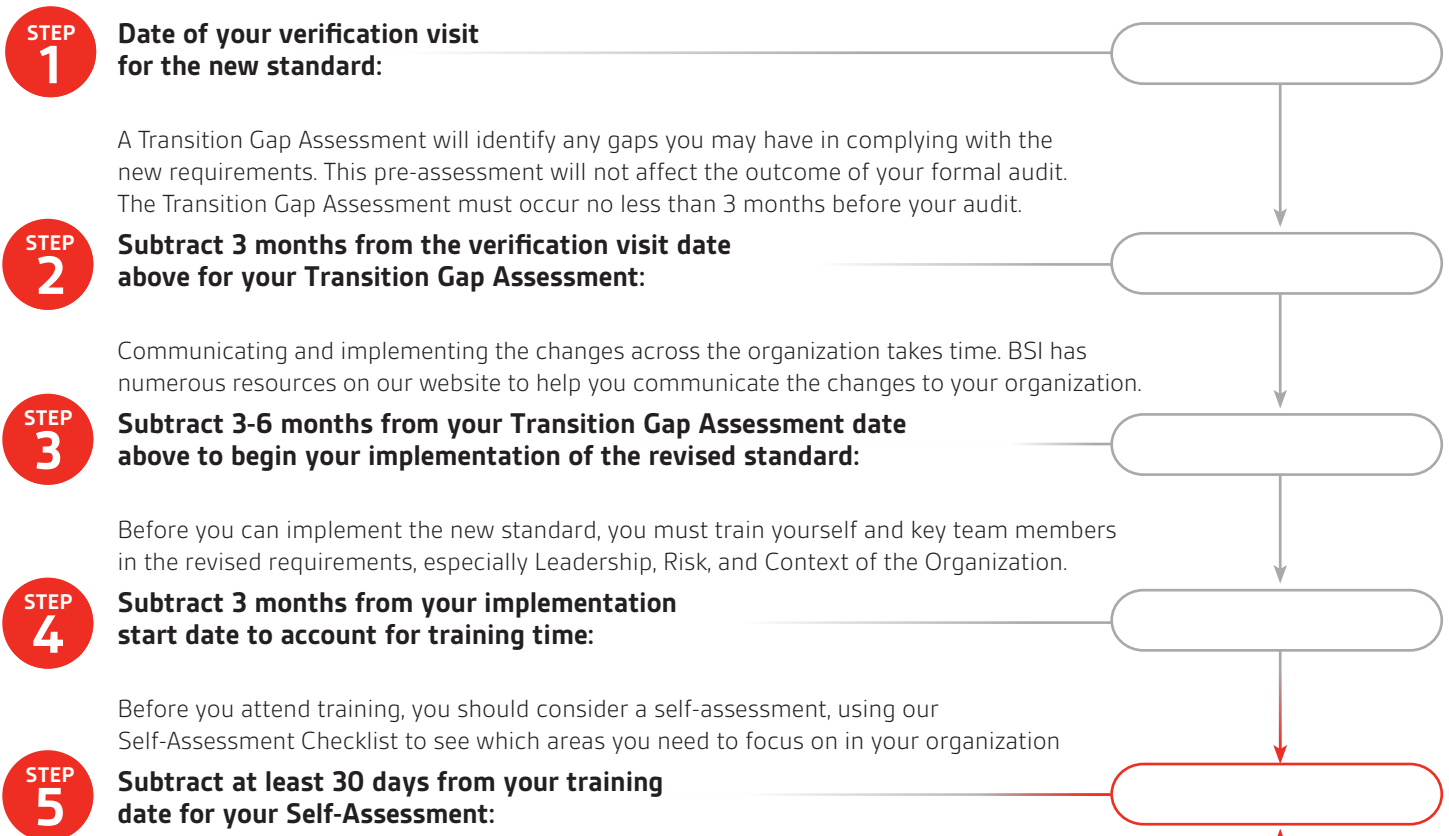




# ISO Revisions

## Create your own timeline for Transition

**Instructions:** Starting with the target date for your verification visit for the new standard and working backwards, allow time for a self-assessment, training, implementation, and a gap assessment to ensure your readiness.



The date in **STEP 5** is when you need to begin your transition to the revised standard. BSI has many resources to help you with your transition, every step of the way.







## On-site Training

### Why choose on-site training?

Our courses can be delivered at premises of your choice. We can tailor it to your organization, spending time focused on your objectives. This ensures that your people learn best practices suited to your own organization, in the setting where they will be using them. Our on-site courses are led by expert tutors who are skilled in both their subject matter and in the most effective ways for delegates to learn.

Programs are priced by the day rather than by the delegate, enabling you to make savings for groups, and you can save on the travel and accommodation expenses, too.

### Choose on-site training if:

- you want to train a group of people
- you want the training tailored to your organization and needs
- you want to reduce the level of risk to proprietary and confidential information
- you want to save money on travel and accommodation

### On-site training

Choose this course delivery and adapt it to match your needs or even create something completely customized to you. Whatever you want – you decide. Talk to us about on-site training today.

### Customer reviews...

“The course content was well organized and will provide a very good reference for the trainees to use in creating documents and preparing for the certification audit.”

“It was very comfortable to have the training in-house.”

“This class was great - very thorough - instructor was very knowledgeable with all the current changes to all the standards and more importantly patient.”

“This was one of the most engaging and interesting classes I have attended. I think the simulation part was great - it produced the most meaningful interaction with a small group dynamic.”

“This class worked well for me because no travel was involved.”

“Best content for any course I've ever participated in.”



# 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.



### 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](http://www.bsigroup.ca/TPECS)

Pick one of these 2-day courses - Requirements		Internal Auditor Training	Lead Auditor Training
<p><b>ISO 9001 Quality Management Systems</b> REQUIREMENTS QM: 2 Days</p> <p><b>ISO 14001 Environmental Management Systems</b> REQUIREMENTS EM: 2 Days</p> <p><b>OHSAS 18001 Occupational Health and Safety Management Systems</b> REQUIREMENTS OH: 2 Days</p> <p><b>ISO/IEC 20000 IT Service Management Systems</b> REQUIREMENTS IT: 2 Days</p> <p><b>ISO/IEC 27001 Information Security Management Systems</b> REQUIREMENTS ISMS: 2 Days</p> <p><b>ISO 13485 Medical Devices</b> REQUIREMENTS MD: 2 Days</p>	<p><b>Lessons applied to the management system chosen</b></p> <ul style="list-style-type: none"> <li>• Understand management definitions, concepts, and guidelines</li> <li>• Understand the purpose of the standard</li> <li>• Understand the requirements of the standard</li> <li>• Understand the process approach</li> <li>• Auditing to requirements</li> <li>• How to identify nonconformities</li> <li>• Purpose and content of an audit report</li> </ul>	<p><b>Management Systems Auditing</b></p> <p>AU: 1 Day</p> <p>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:</p> <ul style="list-style-type: none"> <li>• The principles and techniques of auditing a management system</li> <li>• How to conduct a document review</li> <li>• How to apply audit sampling</li> <li>• How to practice effective audit communications</li> <li>• Application of successful interviewing techniques</li> <li>• How to take sufficient audit notes</li> <li>• What is meant by audit follow-up</li> </ul>	<p><b>Leading Management Systems Audit Teams</b></p> <p>TL: 1 Day</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Process of assigning objectives, scope, and criteria to an audit</li> <li>• Audit planning</li> <li>• How to conduct opening and closing meetings</li> <li>• Importance of keeping to an audit timetable</li> <li>• Successful communication practices with the auditee and audit team</li> <li>• Issue resolution</li> <li>• Audit report distribution</li> </ul>



# 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](http://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; 1 hour; 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; 1 hour; Recorded Webinar*

**Time for a Cool Change: ISO 9001:2015 Revision and Change Management**

*Cost: Free; 1 hour; Recorded Webinar*

**Révision ISO 9001 :2015 – Vue d'ensemble**

*Cost: Free; 1 hour; 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; 1 hour; 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; 1 hour; 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: 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.*

For dates, prices and locations, see pages 26 to 30





**bsi.**

**entropy**<sup>™</sup>  
software

BSI's business improvement software helps companies build, manage, and maintain their management systems for increased visibility, risk reduction, better customer satisfaction, and overall organizational resiliency.

90%



Companies with a compliance platform in place experienced a 90% compliance audit success rate

87%



Of customers feel they benefit from Entropy

80%



Of customers see efficiency increase and costs decrease

50%



Reduction of management system implementation time

1 Day



Per week resource time saved

### Visibility

Companies have instant visibility of risks, opportunities, and conformance issues at all levels, at any time.

### Insight

All of your data is at your disposal in a framework that makes it easy to analyze and communicate, giving you complete confidence in the management of your system.

### Action

Transforms data into meaningful information so organizations can concentrate on analysis, decision making and driving continual improvement.





# 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. 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, ISO 14001 and BS OHSAS 18001 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.

## ISO 9001 and ISO 14001 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, "Guidelines for Auditing Management Systems."



# Quality Management

Quality Management Systems give you the framework you need to monitor and improve performance in any area you choose. ISO 9001 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 is helping organizations in diverse industries to succeed through improved customer satisfaction and staff motivation. ISO 9001:2015 was published in September 2015.

## Understanding ISO 9001:2015

1 Day

BSI's "Understanding ISO 9001:" One Day training course imparts a general understanding of the changes to ISO 9001 and how the ISO 9001:2015 requirements will impact your current management system. An experienced instructor explains the clauses of ISO 9001, 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.

## ISO 9001:2015 Requirements (TPECS)

2 Days

BSI's "ISO 9001 Requirements" competency-based 2-day course teaches a general understanding of the concepts of the ISO 9001 standard and how the requirements impact the day-to-day operations of organizations in any industry.

## ISO 9001:2015 Internal Quality Systems Auditor

3 Days

BSI's "ISO 9001 Internal Quality Systems Auditor" competency-based 3-day course teaches a general understanding of the concepts of the ISO 9001 standard and the principles and practices of effective internal audits in accordance with ISO 19011.

## ISO 9001:2015 Lead Auditor

4 Days

BSI's "ISO 9001 Lead Auditor" competency-based 4-day course teaches a general understanding of the concepts of the ISO 9001 standard and the principles and practices of leading management systems and process audits in accordance with ISO 19011.

## Understanding ISO 9001:2008

1 Day

This course provides a working knowledge of ISO 9001 definitions, concepts, guidelines, and requirements. You will come away with knowledge of the ISO 9001 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)

2 Days

This competency-based 2-day course teaches a general understanding of the concepts of the ISO 9001 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 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.



# Quality Management

## ISO 9001:2008 Internal Quality Systems Auditor (TPECS)



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)



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.

## 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.



# 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. **The revised AS9100 standard is expected to be published in Q4 2016.**

## 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

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.

## AS 9110 – Understanding

2 Days

This course is designed to provide a working understanding of the requirements for a quality management system based upon SAE AS9110. Students will gain an appreciation of terms, definitions and concepts of SAE AS9110 Rev B through workshops and group exercises intended to foster team-building.

## AS 9110 – Revision B Internal Auditor

3 Days

This course provides a working understanding of Requirements for Aviation Maintenance Organizations. Students will gain an understanding of the requirements of SAE AS 9110 and its inter-relationship with other elements of the AS 9100 family of standards. The course also addresses the requirements of ISO 19011-Guidelines for Auditing Management Systems and AS 9101 Revision E-Audit Requirements for Aviation, Space and Defense Organizations.







# 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. **The revised ISO/TS 16949 standard is expected to be published in Q4 2016.**

## 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.

# Register Early and Save!

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

[www.bsigroup.ca/Training](http://www.bsigroup.ca/Training)



For dates, prices and locations, see pages 26 to 30



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. An Environmental Management System can reduce environmental impacts, reduce costs, improve efficiency and give you a competitive advantage. ISO 14001 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. ISO 14001:2015 was published in September 2015

## ISO 14001:2015 Requirements (TPECS)



2 Days

BSI's "ISO 14001:2015 Requirements" competency-based 2-day course is designed to provide students with a basic knowledge and a degree of comfort with ISO 14001:2015. Students gain a working understanding of key environmental management concepts, such as aspect and impact identification and setting objectives and targets.

## ISO 14001:2015 Environmental Management Systems Internal Auditor (TPECS)



3 Days

BSI's "Environmental Management Systems Internal Auditor" competency-based 3-day course teaches the principles and practices of effective environmental management systems and process audits in accordance with the ISO 14000 series of standards and ISO 19011, "Guidelines on Auditing Management Systems".

## ISO 14001:2015 Environmental Management Systems Lead Auditor (TPECS)



4 Days

BSI's "ISO 14001:2015 Environmental Management Systems Lead Auditor" competency-based 4-day course teaches the principles and practices of effective environmental management systems (EMSs) and process audits in accordance with the ISO 14000 series of standards and ISO 19011, "Guidelines on Auditing Management Systems".

## Requirements and Implementing of ISO 14001:2015 Training Course\*

4 Days

This course will help you learn what you need to know about transitioning to the new ISO 14001:2015 Environmental Management System (EMS) standard. You will discover the latest changes and how these will affect your organization so you can start putting transition arrangements in place.

## Transition Course from ISO 14001:2004 to ISO 14001:2015\*

Are you already familiar with ISO 14001:2004 and want to find out about ISO 14001:2015? This comprehensive 1 day course introduces you to the new ISO high level structure for management system standards and explores the changes between ISO 14001:2004 and ISO 14001:2015.

ISO 14001:2004 TPECS courses will still be offered in 2016. For more information Please check [www.bsigroup.ca/training](http://www.bsigroup.ca/training)



# 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.







# 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). A new ISO standard, ISO 45001 on Occupational Health and Safety System Requirements, has been developed.

## 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). 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 how to measure the efficiency and effectiveness of a process, and to identify and record nonconformities.

## ISO/DIS 45001 Implementing Changes

1 day

Are you involved in migrating an Occupational Health and Safety Management System to ISO 45001? Learn what is needed when migrating from OHSAS 18001 to ISO 45001.

## ISO/DIS 45001 Migration

1 day

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

## ISO/DIS 45001 Seminar

3 hours

The world's first international Occupational Health and Safety (OH&S) Management System standard is currently being developed and will help your organization offer a safer and healthier workplace. Obtain an insight into the ISO 45001 development process and key perspectives that were considered. You'll learn common terms and definitions, emerging requirements, Annex SL and the new ISO high level structure that now applies to all new management system standards.

## ISO/DIS 45001 Senior Management Briefing

2 hours

Learn how to embed continual improvement at the heart of your organization through an ISO 45001 Occupational Health and Safety Management System. The new standard is an opportunity for organizations to align their strategic direction in line with international health and safety best practice.





# 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.

# 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](http://www.bsigroup.ca/standards)

For dates, prices and locations, see pages 26 to 30



# 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

# Access Denied

## 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



The need for more cost-effective storage and software solutions with mobile access has led to a rise in the adoption of cloud computing, and while cloud computing has opened up many new opportunities, it also presents a number of new security risks to company information. The Cloud Security Alliance (CSA) and BSI teamed up to develop STAR certification which incorporates ISO/IEC 27001 and cloud specific requirements. The scheme also encourages the adoption of cloud services by business, promoting greater transparency and allowing cloud service providers (CSPs) to provide stakeholders with confidence that controls are in place to secure data

## 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.



performance



sustainability



risk

# Medical Devices

The latest edition of ISO 13485, the internationally recognized quality management systems standard for the medical device industry with over 27,000 certificates globally, was published February 25, 2016. The standard supports the design of a quality management system that establishes and maintains the effectiveness of a manufacturer's processes to ensure the consistent design, development, production, installation, and delivery of medical devices, or related services, that are safe for their intended purpose. The new edition is applicable across the whole supply chain and seeks to address the entire lifecycle of a medical device.

## TPECS Courses

### ISO 13485:2016 Requirements (TPECS)



2 Days

This course teaches a general understanding of the concepts of the ISO 13485 standard and how the requirements impact the day-to-day operations of organizations in the Medical Device industry.

### ISO 13485:2016 Internal Auditor (TPECS)



3 Days

This course teaches you how to interpret the clauses of ISO 13485 and apply the principles of PD CEN ISO/TR 14969, ISO 14971, and ISO 19011 to the auditing process of a medical device QMS, and to plan, conduct, and report effective internal audits to ISO 13485.

### ISO 113485:2016 Lead Auditor (TPECS)



4 Days

This course teaches quality management definitions, concepts, guidelines, and principles as well as how to interpret the clauses of ISO 13485. You will learn to apply the principles of PD CEN ISO/TR 14969, ISO 14971, and ISO 19011 to the auditing process of a medical device QMS, and to manage an audit program, prepare audit reports, and conduct audit follow-ups.

## Transition Courses

### ISO 13485:2016 Transition

4 hours

This comprehensive course introduces you to the new requirements and explores the changes between ISO 13485:2003/EN 13485:2012 and the latest standard.

### ISO 13485:2016 Transition & Auditor Refresher

1 day

With greater attention on the organization's ability to meet applicable customer and regulatory requirements, the new ISO 13485:2016 focuses on the entire supply chain of the medical device industry, with added emphasis on risk management.

### ISO 13485:2016 Auditor Refresher

3 hours

This course will refresh your auditing techniques and help you prepare to audit against requirements.



## 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

##### ISO 9001:2008 Internal Quality Systems Auditor (TPECS)



3 days \$1,195

##### ISO 9001:2008 Lead Auditor (TPECS)



4 days \$1,795

##### ISO 9001:2008 Lead Auditor (TPECS)



4 days \$1,795

##### ISO 9001:2008 Requirements (TPECS)



2 days \$895

##### ISO 9001:2015 Internal Quality Systems Auditor (TPECS)



3 days \$1,195

7/11/16 - 7/13/16	Ottawa, ON
7/18/16 - 7/20/16	Halifax, NS
7/25/16 - 7/27/16	Regina, SK
7/25/16 - 7/27/16	Toronto, ON

#### Quality Management

8/1/16 - 8/3/16	Montréal, QC	FR
8/15/16 - 8/17/16	Edmonton, AB	
8/22/16 - 8/24/16	Toronto	
9/6/16 - 9/8/16	Ottawa, ON	
9/12/16 - 9/14/16	Calgary, AB	
9/12/16 - 9/14/16	Vancouver, BC	
9/19/16 - 9/21/16	Halifax, NS	
9/19/1 - 9/21/16	Montréal, QC	FR
9/19/16 - 9/21/16	Winnipeg, MB	
9/26/16 - 9/28/16	Kitchener, ON	
10/3/16 - 10/5/16	Toronto, ON	
10/11/16 - 10/13/16	Edmonton, AB	
10/11/16 - 10/13/16	St. John's, NL	
10/24/16 - 10/26/16	Regina, SK	
10/31/16 - 11/2/16	Ottawa, ON	
11/14/16 - 11/16/16	Vancouver, BC	
11/14/16 - 11/16/16	Montréal, QC	FR
11/21/16 - 11/23/16	Edmonton, AB	
11/21/16 - 11/23/16	Winnipeg, MB	
11/28/16 - 11/30/16	Toronto, ON	
12/5/16 - 12/7/16	Calgary, AB	
12/12/16 - 12/14/16	Halifax, NS	
12/12/16 - 12/14/16	London, ON	



## Quality Management

### ISO 9001:2015 Lead Auditor (TPECS)



4 days \$1,795

7/11/16 - 7/14/16	Ottawa, ON
7/18/16 - 7/21/16	Halifax, NS
7/25/16 - 7/28/16	Regina, SK
7/25/16 - 7/28/16	Toronto, ON
8/1/16 - 8/4/16	Montréal, QC
8/15/16 - 8/18/16	Edmonton, AB
8/22/16 - 8/25/16	Toronto
9/6/16 - 9/9/16	Ottawa, ON
9/12/16 - 9/15/16	Calgary, AB
9/12/16 - 9/15/16	Vancouver, BC
9/19/16 - 9/22/16	Halifax, NS
9/19/16 - 9/22/16	Montréal, QC
9/19/16 - 9/22/16	Winnipeg, MB
9/26/16 - 9/29/16	Kitchener, ON
10/3/16 - 10/6/16	Toronto, ON
10/11/16 - 10/14/16	Edmonton, AB
10/11/16 - 10/14/16	St. John's, NL
10/24/16 - 10/27/16	Regina, SK
10/31/16 - 11/3/16	Ottawa, ON
11/14/16 - 11/17/16	Vancouver, BC
11/21/16 - 11/24/16	Edmonton, AB
11/21/16 - 11/24/16	Winnipeg, MB
11/28/16 - 12/1/16	Toronto, ON
12/5/16 - 12/8/16	Calgary, AB
12/12/16 - 12/15/16	Halifax, NS
12/12/16 - 12/15/16	London, ON

FR

FR

### ISO 9001:2015 Requirements (TPECS)



2 days \$895

7/11/16 - 7/12/16	Ottawa, ON
7/18/16 - 7/19/16	Halifax, NS
7/25/16 - 7/26/16	Regina, SK
7/25/16 - 7/26/16	Toronto, ON
8/1/16 - 8/2/16	Montréal, QC
8/15/16 - 8/16/16	Edmonton, AB
8/22/16 - 8/23/16	Toronto
9/6/16 - 9/7/16	Ottawa, ON
9/12/16 - 9/13/16	Calgary, AB
9/12/16 - 9/13/16	Vancouver, BC
9/19/16 - 9/20/16	Halifax, NS
9/19/16 - 9/20/16	Montréal, QC
9/19/16 - 9/20/16	Winnipeg, MB
9/26/16 - 9/27/16	Kitchener, ON
10/3/16 - 10/4/16	Toronto, ON
10/11/16 - 10/12/16	Edmonton, AB
10/11/16 - 10/12/16	St. John's, NL
10/24/16 - 10/25/16	Regina, SK
10/31/16 - 11/1/16	Ottawa, ON
11/14/16 - 11/15/16	Montréal, QC
11/14/16 - 11/15/16	Vancouver, BC
11/21/16 - 11/22/16	Edmonton, AB
11/21/16 - 11/22/16	Winnipeg, MB

FR

FR

FR

## Quality Management

11/28/16 - 11/29/16	Toronto, ON
12/5/16 - 12/6/16	Calgary, AB
12/12/16 - 12/13/16	Halifax, NS
12/12/16 - 12/13/16	London, ON

### Requirements and Implementing of ISO 9001:2015\*

1 Day 1195

11/7/16	Toronto, ON
11/21/16	Kitchener, ON

### Transition Course from ISO 9001:2008 to ISO 9001:2015\*

1 Day \$595

7/8/16	Vancouver, BC
7/22/16	Kitchener, ON
8/12/16	Ottawa, ON

### Connected Learning Live Auditing Module (TPECS)

\$895

6/27/16 - 6/29/16	Live
7/25/16 - 7/27/16	Live

### Connected Learning Live ISO 9001:2015 Internal Auditor (TPECS)

\$1,395

7/11/16 - 7/27/16	Live
8/8/16 - 8/24/16	Live
9/5/16 - 9/21/16	Live
10/11/16 - 10/27/16	Live
11/14/16 - 11/30/16	Live

### Connected Learning Live ISO 9001:2015 Lead Auditor (TPECS)

\$1,895

7/11/16 - 17/29/16	Live
8/8/16 - 18/26/16	Live
9/5/16 - 19/23/16	Live
10/11/16 - 11/0/29/16	Live
11/14/16 - 11/2/16	Live

### Connected Learning Live ISO 9001:2015 Requirements (TPECS)

\$995

7/11/16 - 7/15/16	Live
8/8/16 - 8/12/16	Live
9/5/16 - 9/9/16	Live
10/11/16 - 10/15/16	Live
11/14/16 - 11/18/16	Live

## Risk Management

**Understanding Risk Management - ISO 31000:2009** 1 day \$795

**Risk Management Principles Approach to ISO 9001:2015** 1 day \$595

## Integrated Management Systems

**ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 Integrated Internal Auditor** 3 days \$1,195

The above classes are available as onsite only. Please call BSI for more details.

## Aerospace

**SAE AS9100 Revision C Internal Auditor** 3 days \$1,395

9/19/16 - 9/21/16 Toronto, ON

**SAE AS9100 Revision C Lead Auditor** 4 days \$2,195

6/27/16 - 7/1/16 Montréal, QC 

## IT Service Management

**ISO/IEC 20000-1:2011 Internal Auditor (TPECS)**  3 days \$1,895

**ISO/IEC 20000-1:2011 Lead Auditor (TPECS)**  4 days \$2,495

**Requirements ISO/IEC 20000-1:2011 (TPECS)**  2 days \$1,295

The above classes are available as onsite only. Please call BSI for more details.

## Automotive

**ISO 9001:2008 Lead Auditor course with emphasis on ISO/TS 16949:2009** 5 days \$1,895

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

10/3/16 - 10/5/16 London, ON  
12/5/16 - 12/7/16 Toronto, ON

The above classes are available as onsite only. Please call BSI for more details.

## Environmental Management

**ISO 14001:2004 Environmental Management Systems Internal Auditor (TPECS)**  3 days \$1,195

**ISO 14001:2004 Environmental Management Systems Lead Auditor (TPECS)**  4 days \$1,870

**ISO 14001:2004 Requirements (TPECS)**  2 days \$895

## Environmental Management

**ISO 14001:2015 Environmental Management Systems Internal Auditor (TPECS)**  3 Days \$1,195

7/11/16 - 7/13/16 Montréal, QC   
7/18/16 - 7/20/16 Toronto, ON  
7/25/16 - 7/27/16 London, ON  
7/25/16 - 7/27/16 Winnipeg, MB  
8/8/16 - 8/10/16 Halifax, NS  
8/8/16 - 8/10/16 Ottawa, ON  
8/15/16 - 8/17/16 Calgary, AB  
8/15/16 - 8/17/16 Kitchener, ON  
8/15/16 - 8/17/16 Vancouver, BC  
9/19/16 - 9/21/16 Edmonton, AB  
10/3/16 - 10/5/16 Ottawa, ON  
10/11/16 - 10/13/16 Regina, SK  
10/17/16 - 10/19/16 Toronto, ON  
10/24/16 - 10/26/16 Montréal, QC   
11/7/16 - 11/9/16 Vancouver, BC  
11/14/16 - 11/16/16 Edmonton, AB  
11/21/16 - 11/23/16 Calgary, AB  
11/28/16 - 11/30/16 Ottawa, ON  
12/5/16 - 12/7/16 Winnipeg, MB  
12/12/16 - 12/14/16 Kitchener, ON  
12/12/16 - 12/14/16 Toronto, ON  
12/12/16 - 12/14/16 Montréal, QC 

## Environmental Management

### ISO 14001:2015 Environmental Management Systems Lead Auditor (TPECS)



4 Days \$1,870

7/11/16 - 7/14/16	Montréal, QC	FR
7/18/16 - 7/21/16	Toronto, ON	
7/25/16 - 7/28/16	London, ON	
7/25/16 - 7/28/16	Winnipeg, MB	
8/8/16 - 8/11/16	Halifax, NS	
8/8/16 - 8/11/16	Ottawa, ON	
8/15/16 - 8/18/16	Calgary, AB	
8/15/16 - 8/18/16	Kitchener, ON	
8/15/16 - 8/18/16	Vancouver, BC	
9/19/16 - 9/22/16	Edmonton, AB	
10/3/16 - 10/6/16	Ottawa, ON	
10/11/16 - 10/14/16	Regina, SK	
10/17/16 - 10/20/16	Toronto, ON	
10/17/16 - 10/20/16	Vancouver, BC	
10/24/16 - 10/27/16	Montréal, QC	FR
11/7/16 - 11/10/16	Vancouver, BC	
11/14/16 - 11/17/16	Edmonton, AB	
11/21/16 - 11/24/16	Calgary, AB	
11/28/16 - 12/1/16	Ottawa, ON	
12/5/16 - 12/8/16	Winnipeg, MB	
12/12/16 - 12/15/16	Halifax, NS	
12/12/16 - 12/15/16	Kitchener, ON	
12/12/16 - 12/15/16	Montréal, QC	FR
12/12/16 - 12/15/16	Toronto, ON	

### ISO 14001:2015 Requirements (TPECS)



2 Days \$895

7/11/16 - 7/12/16	Montréal, QC	FR
7/18/16 - 7/19/16	Toronto, ON	
7/25/16 - 7/26/16	London, ON	
7/25/16 - 7/26/16	Winnipeg, MB	
8/8/16 - 8/9/16	Halifax, NS	
8/8/16 - 8/9/16	Ottawa, ON	
8/15/16 - 8/16/16	Calgary, AB	
8/15/16 - 8/16/16	Kitchener, ON	
8/15/16 - 8/16/16	Vancouver, BC	
9/19/16 - 9/20/16	Edmonton, AB	
10/3/16 - 10/4/16	Ottawa, ON	
10/11/16 - 10/12/16	Regina, SK	
10/17/16 - 10/18/16	Toronto, ON	
10/24/16 - 10/25/16	Montréal, QC	FR
11/7/16 - 11/8/16	Vancouver, BC	
11/14/16 - 11/15/16	Edmonton, AB	
1/21/16 - 11/22/16	Calgary, AB	
11/28/16 - 11/29/16	Ottawa, ON	
12/5/16 - 12/6/16	Winnipeg, MB	
12/12/16 - 12/13/16	Kitchener, ON	
12/12/16 - 12/13/16	Toronto, ON	
12/12/16 - 12/13/16	Montréal, QC	FR

## Environmental Management

### Requirements and Implementing of ISO 14001:2015

3 Days 1195

10/3/16 - 10/5/16	Vancouver, BC
10/17/16 - 10/19/16	Winnipeg, MB
11/14/16 - 11/16/16	Halifax, NS

## Energy Management

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

1 day \$695

10/17/16 - 10/21/16	Vancouver, BC
---------------------	---------------

### ISO 50001:2011 Energy Management System Lead Auditor

5 days \$2,495

The above classes are available as onsite only. Please call BSI for more details.

## Occupational Health & Safety

### OHSAS 18001:2007 Internal Auditor (TPECS)



3 days \$1,195

7/4/16 - 7/6/16	Vancouver, BC	
7/11/16 - 7/13/16	Ottawa, ON	
7/18/16 - 7/20/16	Kitchener, ON	
8/2/16 - 8/4/16	Edmonton, AB	
8/8/16 - 8/10/16	Calgary, AB	
8/22/16 - 8/24/16	Montréal, QC	FR
8/22/16 - 8/24/16	Winnipeg, MB	
9/26/16 - 9/28/16	Toronto, ON	
10/3/16 - 10/5/16	Vancouver, BC	
10/11/16 - 10/13/16	Edmonton, AB	
10/31/16 - 11/2/16	Toronto, ON	
11/7/16 - 11/9/16	Calgary, AB	
12/12/16 - 12/14/16	Ottawa, ON	

### OHSAS 18001:2007 Lead Auditor (TPECS)



4 days \$1,870

7/11/16 - 7/14/16	Ottawa, ON	
7/18/16 - 7/21/16	Kitchener, ON	
8/2/16 - 8/5/16	Edmonton, AB	
8/8/16 - 8/11/16	Calgary, AB	
8/22/16 - 8/25/16	Montréal, QC	FR
8/22/16 - 8/25/16	Winnipeg, MB	
9/26/16 - 9/29/16	Toronto, ON	
10/3/16 - 10/6/16	Vancouver, BC	
10/11/16 - 10/14/16	Edmonton, AB	
10/31/16 - 11/3/16	Toronto, ON	
11/7/16 - 11/10/16	Calgary, AB	
12/12/16 - 12/15/16	Ottawa, ON	



## Occupational Health & Safety

### OHSAS 18001:2007 Requirements (TPECS)

 **2 days \$895**

7/11/16 - 7/12/16	Ottawa, ON	
7/18/16 - 7/19/16	Kitchener, ON	
8/2/16 - 8/3/16	Edmonton, AB	
8/8/16 - 8/9/16	Calgary, AB	
8/22/16 - 8/23/16	Montréal, QC	FR
8/22/16 - 8/23/16	Winnipeg, MB	
9/26/16 - 9/27/16	Toronto, ON	
10/3/16 - 10/4/16	Vancouver, BC	
10/11/16 - 10/12/16	Edmonton, AB	
10/31/16 - 11/1/16	Toronto, ON	
11/7/16 - 11/8/16	Calgary, AB	
12/12/16 - 12/13/16	Ottawa, ON	

## Medical Devices

### ISO 13485:2003 Internal Auditor (TPECS)

 **3 days \$1,395**

8/15/16 - 8/17/16	Toronto, ON
-------------------	-------------

### ISO 13485:2003 Lead Auditor (TPECS)

 **4 days \$2,095**

8/15/16 - 8/18/16	Toronto, ON
-------------------	-------------

### ISO 13485:2003 Requirements (TPECS)

 **2 days \$1,095**

8/15/16 - 8/16/16	Toronto, ON
-------------------	-------------

### ISO 13485:2016 Internal Auditor (TPECS)

 **3 days \$1,395**

9/6/16 - 9/8/16	Montréal, QC	FR
9/6/16 - 9/8/16	Vancouver, BC	
10/17/16 - 10/19/16	Toronto, ON	
10/24/16 - 10/26/16	Calgary, AB	
12/5/16 - 12/7/16	Vancouver, BC	

### ISO 13485:2016 Lead Auditor (TPECS)

 **4 days \$2,095**

9/6/16 - 9/9/16	Montréal, QC	FR
9/6/16 - 9/9/16	Vancouver, BC	
10/17/16 - 10/20/16	Toronto, ON	
10/24/16 - 10/27/16	Calgary, AB	
12/5/16 - 12/8/16	Vancouver, BC	

## Medical Devices

### ISO 13485:2016 Requirements (TPECS)

 **2 days \$1,095**

9/6/16 - 9/7/16	Montréal, QC	FR
9/6/16 - 9/7/16	Vancouver, BC	
10/17/16 - 10/18/16	Toronto, ON	
10/24/16 - 10/25/16	Calgary, AB	
12/5/16 - 12/6/16	Vancouver, BC	

### Transition Course from 13485:2003 to 13485:2016

**1 day \$650**

8/19/16 - 8/19/16	Toronto, ON
10/24/16 - 10/24/16	Vancouver, BC
11/2/16 - 11/2/16	Toronto, ON

### Introduction to ISO:14971:2012 for Medical Devices

**\$1,200**

11/1/16 - 11/1/16	Toronto, ON
-------------------	-------------

## Business Continuity Management

### ISO 22301 Lead Auditor



**5 days \$2,495**

The above classes are available as onsite only. Please call BSI for more details.

## Information Security

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

 **3 days \$1,895**

8/22/16 - 8/24/16	Toronto, ON
9/26/16 - 9/28/16	Vancouver, BC

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

 **4 days \$2,495**

8/22/16 - 8/25/16	Toronto, ON
9/26/16 - 9/29/16	Vancouver, BC

### ISO/IEC 27001:2013 Requirements (TPECS)

 **2 days \$1,295**

8/22/16 - 8/23/16	Toronto, ON
9/26/16 - 9/27/16	Vancouver, BC



[www.bsigroup.ca/training](http://www.bsigroup.ca/training)

- |                 |                 |                |
|-----------------|-----------------|----------------|
| 1 Vancouver, BC | 4 Winnipeg, MB  | 7 Ottawa, ON   |
| 2 Calgary, AB   | 5 Kitchener, ON | 8 Montréal, QC |
| 3 Edmonton, AB  | 6 Toronto, ON   | 9 Halifax, NS  |

Note: for 2016 we have scheduled some Public Training Classes to run in Quebec City, London, St. John's, Regina and Winnipeg.

## 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](mailto: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.

## Any questions?

Call: **1 800 862 6752**  
Customer Service hours:  
**8:30am – 5:30pm ET**

*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".*

For dates, prices and locations, see pages 26 to 30



## New at BSI

- ISO 2016 Revisions Timeline
- ISO 13485:2016 New Classes
- ISO 9001:2015 & ISO 14001:2015 Classes
- Action Manager - CAPA (Corrective and Preventive Action) Management Tool
- Connected Learning Live – Online and Interactive Training Classes

## 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](http://www.bsigroup.ca/events)

Copyright © 2016 The British Standards Institution. *All Rights Reserved.*

## 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](mailto:inquiry.canada@bsigroup.com)

French Training inquiries: [demande.msCanada@bsigroup.com](mailto:demande.msCanada@bsigroup.com)

[www.bsigroup.ca/training](http://www.bsigroup.ca/training)

**bsi.**

### BSI Group Canada Inc.

6205B Airport Road, Suite 414  
Mississauga, Ontario L4V 1E3

...making excellence a habit.™