BSI Training Academy

ISO/IEC 20000 **Internal Auditor** training course

Essential information about the course

Level **1 2 3**

ISO/IEC 20000 is the internationally recognized best practice for a Service Management System (SMS), which helps organizations enhance their performance. So it's no surprise that companies invest in training their people to get the knowledge and skills to use ISO/IEC 20000 to develop resilience around their service management.

If you're new to auditing, or need to refresh your skills, then this course is for you. Most delegates already have a thorough understanding of ISO/IEC 20000, and now need to carry out internal audits in their organization.

This packed two-day course will enable you to prepare for and initiate an ISO/IEC 20000 internal audit and give you the vital skills to compile and distribute audit reports. Our highly experienced tutors will make sure that you walk away with the confidence to perform an effective audit to help your organization to continually deliver high quality services.

The course is structured to optimize your learning using our unique accelerated approach, which blends practical activities, group discussions and classroom learning.

Our course agenda

Day 1

- Overview of ISO/IEC 20000
- What is an audit?
- The auditor
- Managing an audit programme
- Audit activities

Day 2

- Conducting the audit
- Audit findings
- Audit reporting
- Audit follow-up
- Reflection and feedback

**Book today at
bsigroup.com/training**

"BSI really helped me understand the core fundamentals of conducting an effective internal audit and what to expect from an external audit. Our trainer was an expert in the field which really helped put our new found knowledge into perspective." Spotless, Australian-based facility services provider

bsi.

...making excellence a habit.™

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We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire the skills that will continue to be of use beyond the course.

Make sure this is the right course for you.

This course is for you if:

- You already have thorough knowledge of ISO/IEC 20000
- You need to carry out an internal audit in your organization
- Your knowledge of the internal audit process needs a refresh

What's the course like?

- Two days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Develop expertise to add value throughout the ISO/IEC 20000-1 internal audit process
- Confidently prepare for second and third party SMS audits
- Understand the guidelines of management system auditing according to ISO 19011:2011
- Develop professionally
- Network with likeminded peers

Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples to enhance your learning.

Training delivered at your site

This could be a convenient and cost-effective option, especially if you have multiple delegates. **Talk to one of our experts to find out more.**

Next steps with the BSI Academy

Want to learn more?
You may be interested in our ISO/IEC 20000 Lead Auditor course.

bsi.

Find out more.
Call: **+44 (0)345 086 9000**
Email: **training@bsigroup.com**
or visit: **bsigroup.com/training**