

GET TRAINED  
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ISO/DIS 45001:2016  
ISO 13485:2016



# BSI Training Academy

August 2016 - July 2017

[bsigroup.com/en-au/training](http://bsigroup.com/en-au/training)



By Royal Charter

bsi.

...making excellence a habit.™

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# Welcome to the BSI Training Academy

We understand business success starts with people. We've assessed thousands of businesses, so we can genuinely benchmark performance. We've also trained many auditors who carry out these assessments so we can take you from beginner to expert - quickly.

BSI is an industry thought leader in training to international compliance standards. Our training experts provide top quality training to organizations of all sizes and sectors. We're one of the world's leading providers of business improvement training, offering a range of solutions to keep your staff qualified and updated. In 2015, we trained 113,000 people globally and achieved a satisfaction rate of 99.5%.

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



# Why train with BSI?

## Great businesses need great people

Research shows that when an organization invests in training and development, they reap real rewards:

**83%** of people feel that staff are the key to maintaining a competitive edge\*



**45%** percent of staff say they'd feel more motivated if their organization invested in **skills training**\*



Businesses are **2.5 x more likely to fail** if they don't train their staff\*



Why training is important

Turn our experience into your expertise



We've shaped the **world's most adopted standards** including ISO 9001, ISO 14001 and ISO/IEC 27001



**99.5%** of our delegates would recommend us



In 2015 we trained **113,000** people, from SMEs to global organizations



BSI spend **195,000 days** with clients in a year, so we know what businesses want and understand their needs



Collectively, our tutors have over **250 years** experience working with management systems between them

\*Source: City of Bristol Benefits of Training article

# About BSI

## How BSI helps organizations embed excellence.

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, automotive, built environment, food, healthcare and ICT. With over 80,000 clients in 172 countries, BSI is an organization whose standards inspire excellence across the globe.

Since 1901, BSI has been helping organizations improve, capturing best practice and shaping the standards of excellence in product specification, business process and business potential.

BSI works with clients in all fields – ranging from some of the best-known global brands to government organizations, charities and SMEs. BSI's clients want to work with someone who understands the challenges their business is facing and has the skill to recognize where excellence can be achieved.



**80,000**

Customers worldwide



**Training**

In 2015, we provided training to 113,000 people worldwide



**10,000**

Industry experts dedicated to your success



**Standards**

ISO 9001 QMS which started life at BSI in 1979 as BS 5750, is the world's most successful business standard



**Certification**

100,000+ business locations certified by BSI globally. Our assessors score on average 9.25/10 in our Client Satisfaction Survey



**Product certification**

92% of the world's top 25 global medical device manufacturers trust BSI as their notified body

# Which course is right for me?

## 1 Understand

### Introduction courses:

#### Who should attend?

Ideal for new starters or those needing to gain a "refresher"

#### What will I learn?

An overview of your management system and the standard's requirements

## 2 Requirements and Implementation

### Requirements and Implementation courses:

#### Who should attend?

Those responsible for implementing, or have recently taken responsibility for a management system

#### What will I learn?

The requirements of a standard in the context of your company and how to take the lead in planning implementation

## 3 Prove it's working

### Internal Auditor courses:

#### Who should attend?

Those tasked with conducting internal audits or monitoring their management systems performance

#### What will I learn?

How to be better equipped to maintain compliance and how to manage and improve risks to your management system

**BSI's business improvement solutions** can help you in the initial and implementation stages of your journey by:

- Mapping out tasks, procedures and policies to consider when implementing a management system
- A single sharing portal allowing usability across your organization
- Ongoing management and maintenance of your management system

4

## Make excellence a habit

### Lead Auditor courses:

#### Who should attend?

Those tasked with conducting and leading management systems audits

#### What will I learn?

Gain the ability and confidence to conduct and lead effective audits, and how to manage audit teams and processes

### Certification:

- Assess your readiness for certification with a gap analysis day
- Maximize your certification with business improvement training and software tools



All our courses are available in-house

Call 1300 730 134

**BSI's business improvement solutions** will help you prepare for auditing and ongoing maintenance of your management system by:

- Documenting internal inspections and audits in one centralized hub
- Providing an effective tool to manage non-conformities
- Reduced administration by automating actions and tasks

# Our values

We deliver five star learning at first class venues. These are selected especially to make sure you learn in the best possible environment with great facilities and refreshments. This way you can focus on and maximize your learning experience.

99.5% of course delegates say they would recommend BSI.

Here are some of their reasons for doing so:

“Experience and breadth of training.”

“Excellent tutors.”

“Choice of course style.”

“Ease of booking.”

“Quality course material.”

“Reputable venues.”



# Making excellence a habit

How BSI helps organizations embed excellence



## Shape

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

## Share

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

## Embed

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

## Assess

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

## Support

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

# First class learning



By Royal Charter

The history of Royal Charters dates back to the 13th century and are granted by the British Monarch on the recommendation from the UK Privy Council. The original purpose of a Royal Charter was to create public or private corporations and to define their specific privileges and purpose.

## Our Royal Charter

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

The Royal Charter states our function as a standards body, as well as our ability to offer training, testing and certification services. The Charter also outlines aspects of how we are to be governed, such as; membership, the conduct of General Meetings and the composition of the Board.

## Our approach

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

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

## Our tutors

Turn our experience into your expertise with our industry leading professionals. Our tutors are recognized as leaders in their field, and have specialist subject experience having implemented the standards themselves. They are trained to understand and meet your different learning needs, and they have years of industry experience.

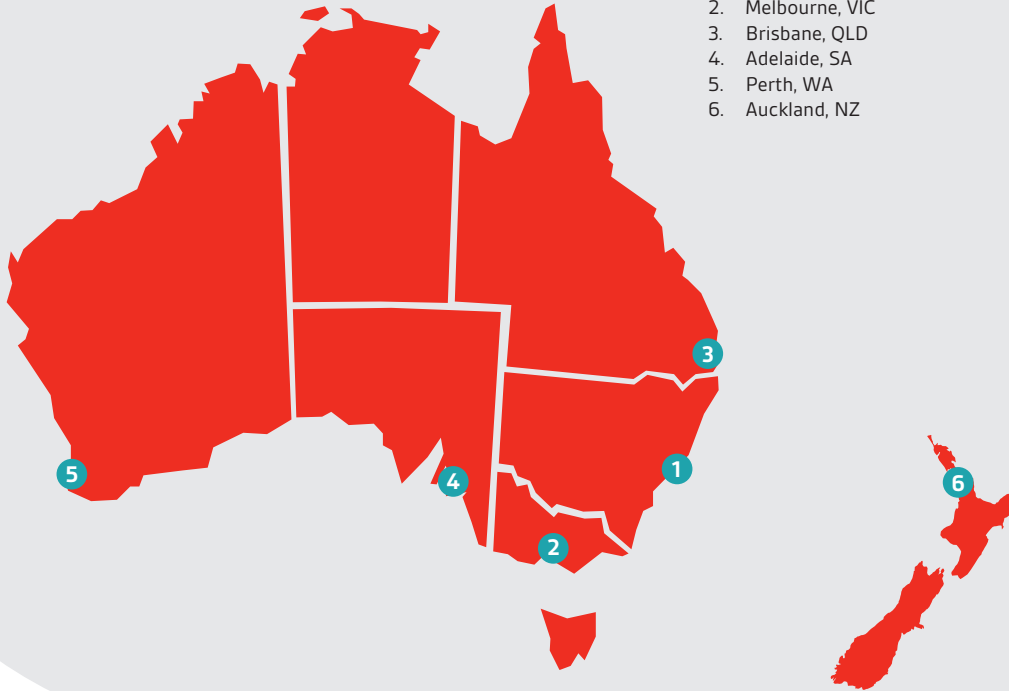
They know what is required in an audit – so they'll train you to meet it. They know the thinking behind the standard – so they can convey that knowledge to drive and inspire your people. It's one of the reasons why our courses have outstanding pass rates and why 99.5% of our course delegates would recommend us.

*"BSI really helped me understand the core fundamentals of conducting an effective internal audit and what to expect from an external audit. Our tutor was an expert in the field which really helped put our new found knowledge into perspective."*

Jenny Ly, Spotless

# Our Venues

1. Sydney, NSW
2. Melbourne, VIC
3. Brisbane, QLD
4. Adelaide, SA
5. Perth, WA
6. Auckland, NZ



# In-house training

## Designed for you

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

We will take the time to understand your organization's learning needs so that we can develop a tailored training solution that satisfies your business objectives. Working with you, we'll help to develop your people, improve processes and enhance your systems.

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

## National Recognition

As well as delivering both our diploma pathways as in-house solutions, our Management Systems Internal Auditor course can be delivered on your premises and have nationally recognized units of competence attached to it. Following the course your staff will just need to complete the additional self paced learning and assessment tasks to gain the following units of competence:



Participate in a  
Quality Audit  
BSBAUD402

Initiate a  
Quality Audit  
BSBAUD501

Report on a  
Quality Audit  
BSBAUD504

## Exclusive to in-house

All our courses and qualifications can be delivered on an in-house basis, but we also offer many courses exclusively in-house. These include Management Briefings.

### Management Briefings

Our half day and one day management briefings give a high level introduction to management systems and the benefits of using standards. Aimed at senior management or board level, the workshops provide an understanding of the strategic benefits of standards and how you can use management systems to achieve your goals.

"The course was very well received. It was well structured with an optimum mix of interesting activities to ensure learning."

Jay Nair, Bluescope Steel



## Benefits to you

### Embed your learning

Our aim is to do more than just deliver the course – we want to embed learning and ensure that your people gain long-term benefits from their training, so that you see the return in your investment in your people

### You're in control

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

### Flexibility

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

### Exclusivity

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

### Made to measure

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

### Cost savings

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

"The in-house ISO 14001 Lead Auditor training that BSI provided Barrick Australia Pacific with was very effective. The trainer was extremely knowledgeable and did an excellent job of engaging the participants by balancing theory with practical exercises and real-life examples. BSI was flexible and accommodating to Barrick's specific training requirements which resulted in delivery of a high quality, cost effective session."

Allison Brown,  
Barrick (Australia Pacific) Limited

# Diploma of Quality Auditing.\*

## BSB51615

Our new Diploma of Quality Auditing\* BSB51615 is designed for anyone who wants to build a career in auditing. You'll gain the skills to understand the entire audit process, report on feedback and facilitate continuous improvement. We'll give you the experience and assistance to take your audit skills to the highest standard. With a nationally recognized qualification you'll gain the recognition to take your career to the next level.



## How it works

To achieve the Diploma of Quality Auditing\* BSB51615 you just need to complete eight nationally recognized units of competence. Shown below are the units that we have chosen for our professional development pathway.

Attend a five day lead auditor training course in ISO 9001, ISO 14001, AS/NZS 4801 or Food Safety to gain the theory and practical skills to initiate and effectively lead the entire audit process. You'll be assigned a qualified assessor to provide feedback and guidance as you work through self paced learning and assessment tasks. These prove the practical application of the skills you learnt in the classroom

and contribute to seven of the eight associated RTO units of competence. Finally just attend our one day Audit Master Class course and learn how to take your audit skills to the next level. By submitting your final assessment you'll gain the final unit of competence required to make up the diploma. Once a BSI assessor has completed a final review of all your assessments and evidence you'll be awarded your Diploma of Quality Auditing BSB51615.

\*The term quality auditing refers to best practice auditing and is relevant for a range of management systems including ISO 9001, ISO 14001, OHS and Food Safety Management Systems.

Complete the assessments and receive the following nationally recognized units of competence:



## Our Flexible Approach

From the date of enrollment you have 12 months to complete the Diploma in full. Our flexible modular format means you can spread your training days out, attending the lead auditor course in a variety of ways - from sitting the five days in one, to taking the two day Requirements Course and then adding the Auditing and Team Leader Modules at a later stage. See [page 19](#) for further details on how our Lead Auditor courses work.

## Recognition of Prior Learning (RPL)

If you've already got significant industry experience and access to the evidence to prove it then we can assess your skills and knowledge through our Recognition of Prior Learning (RPL) pathway. This can remove the requirement of attending our formal training courses.

Speak to our training team on **1300 730 134** for more information.

## How to book

You can choose to book for the diploma in full or book for the modules separately. Just choose the Management System Lead Auditor course and the initial dates you'd like to attend from our catalogue and speak to our training team on **1300 730 134** to book. Start your journey to auditing expert today.

Booked together: **\$4,285 (GST exempt)**

A simple guide to the Diploma of Quality Auditing BSB51615 journey with BSI



# Quality Management.

## ISO 9001

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

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



## Introduction to: ISO 9001:2015

Understand the benefits ISO 9001 can bring to your organization and how you can use it to cut costs, boost efficiency and stay ahead of the competition.

Duration: 1 Day

In-house only

"We chose BSI for its professional expertise, the excellence of its trainers and its competitive pricing. In each instance BSI has been responsive to our needs and taken the time to familiarize itself with our operations. Our corporate experience with BSI has been both excellent and smooth, involving a minimum of fuss, and I have no hesitation in recommending them."

Jeremy Alam, Regional Learning Delivery Officer, NSW Defence Learning Branch

## ISO 9001:2015 Requirements

Our training experts help you understand the requirements of ISO 9001 and how to implement a system that can help you enhance your operational performance.

15-16	August 2016	Adelaide
15-16	August 2016	Perth
22-23	August 2016	Sydney
29-30	August 2016	Melbourne
05-09	September 2016	Brisbane
19-20	September 2016	Sydney
26-27	September 2016	Melbourne
10-11	October 2016	Brisbane
17-18	October 2016	Sydney
24-25	October 2016	Melbourne
14-15	November 2016	Sydney
21-22	November 2016	Melbourne
28-29	November 2016	Perth
12-13	December 2016	Sydney
19-20	December 2016	Melbourne
16-17	January 2017	Brisbane
16-17	January 2017	Melbourne
16-17	January 2017	Perth
16-17	January 2017	Sydney
06-07	February 2017	Adelaide
06-07	February 2017	Sydney
13-14	February 2017	Melbourne
06-07	March 2017	Sydney
20-21	March 2017	Melbourne
03-04	April 2017	Perth
03-04	April 2017	Sydney
01-05	May 2017	Melbourne
15-16	May 2017	Adelaide
22-23	May 2017	Sydney
29-30	May 2017	Melbourne
19-20	June 2017	Sydney
26-28	June 2017	Melbourne
17-18	July 2017	Sydney
24-25	July 2017	Melbourne

Duration: 2 Days

\$1,435 (GST exempt)





"The execution of our internal audit system has been greatly improved as a direct result of the training provided by BSI to our dedicated internal auditor. The improvements and detail we see in our internal audit reports illustrate the usefulness of the training and the ability to transfer the training into practice."

Amy Gormly, QARA Manager,  
Teleflex Medical Australia & New Zealand

## ISO 9001:2015 Transition and Implementing Changes

Our Transition and Implementing Changes training course will help you to understand the differences between the ISO 9001:2008 and ISO 9001:2015 standards. Our expert trainers will teach you how to effectively apply a transition plan in your organization and engage with top management effectively. So stay ahead of your competition and book this two-day training course today.

17-18	October 2016	Brisbane
24-25	November 2016	Sydney
31-01	November/December 2016	Melbourne
07-08	December 2016	Perth
23-24	January 2017	Melbourne
23-24	January 2017	Sydney
30-31	February 2017	Brisbane
08-09	February 2017	Melbourne
20-21	March 2017	Brisbane
20-21	March 2017	Perth
10-11	April 2017	Sydney
29-30	May 2017	Sydney
06-07	May 2017	Melbourne
13-14	May 2017	Perth
26-27	May 2017	Brisbane

**Duration: 2 Days**

**\$1,435 (inc GST)**



## ISO 9001:2015 Internal Auditor

Understand the requirements of ISO 9001 and then learn the skills to plan and execute internal audits. We'll take you from novice to expert quickly, using practical role playing and group workshops to guide you through the standard and the entire audit process.

15-18	August 2016	Perth
22-25	August 2016	Sydney
29-01	August/September 2016	Melbourne
05-08	September 2016	Brisbane
19-22	September 2016	Sydney
26-29	September 2016	Melbourne
10-13	October 2016	Brisbane
17-20	October 2016	Sydney
24-27	October 2016	Melbourne
14-17	November 2016	Sydney
21-24	November 2016	Melbourne
28-01	November/December 2016	Perth
12-15	December 2016	Sydney
19-22	December 2016	Melbourne
16-19	January 2017	Brisbane
16-19	January 2017	Melbourne
16-19	January 2017	Perth
16-19	January 2017	Sydney
06-09	February 2017	Adelaide
06-09	February 2017	Sydney
13-16	February 2017	Melbourne
06-09	March 2017	Sydney
20-23	March 2017	Melbourne
03-06	April 2017	Perth
03-06	April 2017	Sydney
01-04	May 2017	Melbourne
15-18	May 2017	Adelaide
22-25	May 2017	Sydney
29-01	May/June 2017	Melbourne
19-22	June 2017	Sydney
26-29	June 2017	Melbourne
17-20	June 2017	Sydney
24-27	June 2017	Melbourne

**Duration: 4 Days**

**\$2,585 (GST exempt)**

## ISO 9001:2015 Lead Auditor

Our expert trainers will guide you through ISO 9001 in detail and you'll learn what it takes to plan, conduct and report on an audit. Become confident in managing teams of auditors when conducting internal and third party audits.

15-19	August 2016	Perth
22-26	August 2016	Sydney
29-02	August/September 2016	Melbourne
05-08	September 2016	Brisbane
19-23	September 2016	Sydney
26-30	September 2016	Melbourne
10-14	October 2016	Brisbane
17-21	October 2016	Sydney
24-28	October 2016	Melbourne
14-18	October 2016	Sydney
21-25	November 2016	Melbourne
28-02	November/December 2016	Perth
12-16	December 2016	Sydney
19-23	December 2016	Melbourne
16-20	January 2017	Brisbane
16-20	January 2017	Melbourne
16-20	January 2017	Perth
16-20	January 2017	Sydney
06-10	February 2017	Adelaide
06-10	February 2017	Sydney
13-17	February 2017	Melbourne
06-10	March 2017	Sydney
20-24	March 2017	Melbourne
03-07	March 2017	Perth
03-07	March 2017	Sydney
01-05	May 2017	Melbourne
15-19	May 2017	Adelaide
22-26	May 2017	Sydney
29-02	May/June 2017	Melbourne
19-23	June 2017	Sydney
26-30	June 2017	Melbourne
17-21	July 2017	Sydney
24-28	July 2017	Melbourne

Duration: 5 Days      \$3,085 (GST exempt)

## Management Systems Internal Auditor

Designed for anyone who has already attended one of our two day Requirements courses. This course uses practical role playing and group workshops to guide you through planning and executing internal audits.

24-25	August 2016	Sydney
31-01	August/September 2016	Melbourne
07-08	September 2016	Brisbane
21-22	September 2016	Sydney
28-29	September 2016	Melbourne
12-13	October 2016	Brisbane
19-20	October 2016	Sydney
19-20	October 2016	Perth
26-27	October 2016	Melbourne
02-03	November 2016	Brisbane
16-17	November 2016	Sydney
23-24	November 2016	Melbourne
30-01	November/December 2016	Perth
07-08	December 2016	Brisbane
14-15	December 2016	Sydney
21-22	December 2016	Melbourne
18-19	January 2017	Brisbane
18-19	January 2017	Melbourne
18-19	January 2017	Perth
18-19	January 2017	Sydney
08-09	February 2017	Adelaide
08-09	February 2017	Sydney
15-16	February 2017	Brisbane
15-16	February 2017	Melbourne
15-16	February 2017	Perth
08-09	March 2017	Sydney
15-16	March 2017	Adelaide
22-23	March 2017	Melbourne
29-30	March 2017	Brisbane
05-06	April 2017	Perth
05-06	April 2017	Sydney
03-04	May 2017	Melbourne
10-11	May 2017	Adelaide
10-11	May 2017	Brisbane
17-18	May 2017	Adelaide
17-18	May 2017	Perth
24-25	May 2017	Sydney
31-01	May/June 2017	Melbourne
07-08	June 2017	Brisbane
21-22	June 2017	Sydney
28-29	June 2017	Melbourne
05-06	July 2017	Brisbane
12-13	July 2017	Perth
19-20	July 2017	Sydney
26-27	July 2017	Melbourne

Duration: 2 Days      \$1,435 (GST exempt)

## ISO 9001:2015 Senior Management Briefing

This executive session highlights the benefits of an effective QMS and introduces you to the key requirements of ISO 9001:2015. Through this, you'll gain a better understanding of both your organization's obligations and your personal responsibilities. Upon completion, you will be able to develop action plans for implementing key leadership activities.

Duration: Half-Day      In-house only

## ISO 9001:2015 Deep Dive

Learn to successfully tackle quality management within the context of your organization. Gain an in-depth understanding of four critical areas of ISO 9001:2015: Process Approach, Risk-based Thinking, External Provision and Leadership.

Duration: 2 Days      In-house only

"The Lead Auditor training I completed with BSI has equipped me with both the knowledge and practical skills to effectively meet the demands of my role."

Carmen Quintana, Manager Quality  
NSW West Region, Transfield Services Limited

## Did you know?

We trained 113,000 delegates globally in 2015



# Flexible Auditor and Lead Auditor Courses.

ISO 9001 • ISO 14001 • AS/NZS 4801 • ISO 22000

Our flexible courses allow you to become an auditor or lead auditor at your own pace.

### How it works

After attending one of our two day Requirements courses, you can upskill yourself with modules in Management Systems Auditing and Leading Audit Teams, either immediately or at a later date.

Exams are given at the end of each module and delegates who successfully complete the courses and pass the relevant exams receive a BSI Certificate of Attainment for each of the separate competency units taken.

### 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 taken electronically

### Learn at your own pace

Our flexible format gives you different attendance options. Achieve your learning goals with either one or three separate courses, or take all five days together.

### Expand your qualifications in just two days

Once you have achieved competency as Lead Auditor in any of our schemes, you only need two more days of a Requirements course to obtain competency as a Lead Auditor in another management system.

### Understand the standard with our two day Requirements courses:

ISO 9001 Quality - QM: 2 days  
 ISO 14001 Environmental - EM: 2 days  
 OH&S Management - OH: 2 days  
 Food Safety Management - FS: 2 days



### Learn to perform internal audits:

Management Systems Internal Auditor  
 AU: 2 day



### Learn how to lead audit teams:

Leading Audit Teams  
 TL: 1 day

# Asset Management.

## ISO 55001

If your organization has multiple assets at the heart of your business, you'll know that an efficient asset management strategy, should contribute to better operating results, performance and ultimately improve your bottom line.

ISO 55001 provides clear guidance on building an asset management system that brings strategy and day-to-day action together, allowing you to run a more efficient business.



## Fundamentals of ISO 55001

This interactive course starts with an overview of asset management, what it is and what it can do for an organization. It shares the latest thinking, processes, methods and tools in joined up management of any type of asset.

**Duration: 2 Days**

**In-house only**

## Key Elements of Auditing ISO 55001

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

05	October 2016	Melbourne
07	October 2016	Sydney
28	February 2017	Melbourne
09	May 2017	Sydney

**Duration: 1 Day**

**\$985 (inc GST)**

## ISO 55001 Requirements

The effective management of assets is becoming increasingly important to organizations and their interested parties. This comprehensive one day course explores in depth the organizational implications of the international standard for Asset Management, ISO 55001. The aim of this course is to explain the main requirements of ISO 55001 and its organizational benefits.

04	October 2016	Melbourne
06	October 2016	Sydney
27	February 2017	Melbourne
08	May 2017	Sydney

**Duration: 1 Day**

**\$935 (inc GST)**

"The training is an absolute necessity and well worth the time and money. Having auditors also deliver the training means you don't just understand the mechanics of the standards, you get an insight into interpretation of the standards, making it easier to apply them to your organization."

Kai Zauner-De Ville, External Accreditation Project Officer  
Centacare South West NSW

Your training journey to get the best out of your management system:

1

### Getting Started

Understand the Standard and it's benefits.

2

### Implementing

Use best practice tools to implement the Standard.

3

### Auditing

Develop your expertise to assess the effectiveness of your system and lead teams of auditors.

4

### Improving

Improving performance of your system and advancing your knowledge and skills with full qualifications.



## Audit Master Class

This one day intensive course is suitable for auditors of any discipline. The course will introduce you to a variety of auditing approaches and refresh and enhance your communication skills during audits. This course makes up part of the BSI Diploma of Quality Auditing BSB51615 – see pages 14-15 for further details.

Complete the assessment and receive the following nationally recognized units of competence:



Use complex workplace communication strategies  
PSPGEN054

26	August 2016	Sydney
02	September 2016	Melbourne
07	November 2016	Sydney
14	November 2016	Melbourne
21	November 2016	Brisbane
13	March 2017	Sydney
22	March 2017	Brisbane
22	March 2017	Melbourne

Duration: 1 Day

\$885 (GST exempt)

# Medical Devices.

## ISO 13485 & CE marking

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

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



## Introduction to: ISO 13485:2016

Compare ISO 13485, its requirements to ISO 9001 and the Food and Drug Administration's Quality System Regulation. Find ways you can increase efficiency and cost savings through quality management, while understanding how you can better meet customer and regulatory requirements.

**Duration: 1 Day** **In-house only**

## Implementing: ISO 13485:2016

Gain an introduction to the concepts needed to understand, develop, and implement a quality management system as outlined in ISO 13485. Work with our training experts to gain the skills to lead processes, develop policies and measure your progress towards ISO 13485 compliance while achieving and maintaining best practice quality management and gaining customer confidence.

05-06 September 2016 Sydney

**Duration: 2 Days** **\$1,985 (inc GST)**

## ISO 13485:2016 Transition and Auditor Refresher

Discover the latest requirements and explore the changes since ISO 13485:2003 and EN 13485:2012. You'll refresh your auditing techniques and be able to identify the gaps in your current Quality Management System (QMS).

25 October 2016 Sydney

26 October 2016 Sydney

**Duration: 1 Day** **\$1,435 (inc GST)**

## ISO 13485:2016 Clause by Clause

This two day course has been designed to provide an in depth understanding of ISO 13485. On completion of this training, participants will be able to apply their knowledge to the development of a ISO 13485 compliant quality management system and help maintain ongoing certification of their organization.

10-11	October 2016	Sydney
08-09	February 2017	Sydney
15-16	February 2017	Melbourne
05-06	June 2017	Sydney
07-08	June 2017	Melbourne

**Duration: 2 Days** **\$1,985 (inc GST)**

## Internal Auditor: ISO 13485:2016

Learn more about the responsibilities of an ISO 13485 auditor and how your business can maintain compliance, and get the most out of your certification. The course covers the entire audit process, giving you the skills to effectively plan, prepare and conduct an audit, and the confidence to report on audit results and lead corrective follow up actions.

01-02	November 2016	Adelaide
14-15	December 2016	Sydney
16-17	March 2017	Melbourne

**Duration: 2 Days** **\$1,985 (inc GST)**

## Lead Auditor: ISO 13485:2016

Review ISO 13485 and build on the principles of process auditing in accordance with quality management system standards. Work with our training experts to understand the entire audit process at the lead level from planning, to managing and reporting on audit results. Learn about the concepts of risk management (ISO 14971) and its integration with the audit approach.

26-30	September 2016	Sydney
03-07	July 2017	Sydney

**Duration: 5 Days** **\$4,835 (inc GST)**

## Introduction to: CE Marking

Gain an introduction to the Medical Device Directives (MDD, AIMDD, IVDD) and understand their background and key features. On completion of this course you'll be able to make informed decisions on meeting the requirements of medical device directives, identify the steps required to reduce the risks in the regulatory process and bring products to the EU market much quicker.

17	March 2017	Sydney
23	June 2017	Sydney

**Duration: 1 Day** **\$1,385 (inc GST)**

## Medical Devices CE Marking

Become confident in understanding the legal and operational aspects of European regulatory and standards principles to ensure your devices quickly meet safety quality standards. Learn how to identify risks and report product changes to ensure the quality and safety of your products.

**Duration: 3 Days** **In-house only**

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

Gain an introduction to the In Vitro Diagnostics Directive (IVDD) covering its background and key features. Understand the entire audit process so you can go on to develop IVD quality products, meet safety standards, gain EU market access and maintain compliance throughout the lifecycle of your products.

**Duration: 1 Day** **In-house only**

## Application of the In Vitro Diagnostics Directive

Learn about the In Vitro Diagnostic Directive regulatory and standards principles, so you can ensure you're manufacturing to regulatory requirements and developing safe and effective devices.

**Duration: 3 Days** **In-house only**

## Creating and Maintaining Compliant Technical Files and Design Dossiers

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

**Duration: 1 Day** **In-house only**

## Clinical Evaluation for Medical Devices

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

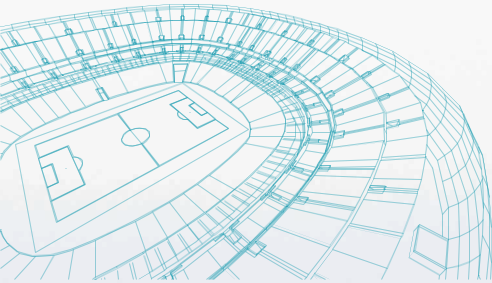
**Duration: 1 Day** **In-house only**



# Building Information Modeling.

## BIM

Building Information Modeling or BIM is all about collaboration in a common data environment. Some of the key benefits to gain from our training include developing faster and efficient processes, increased productivity, controlled costs and environmental data, and avoidance of rework costs.



## BIM Fundamentals

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

Duration: 2 Days

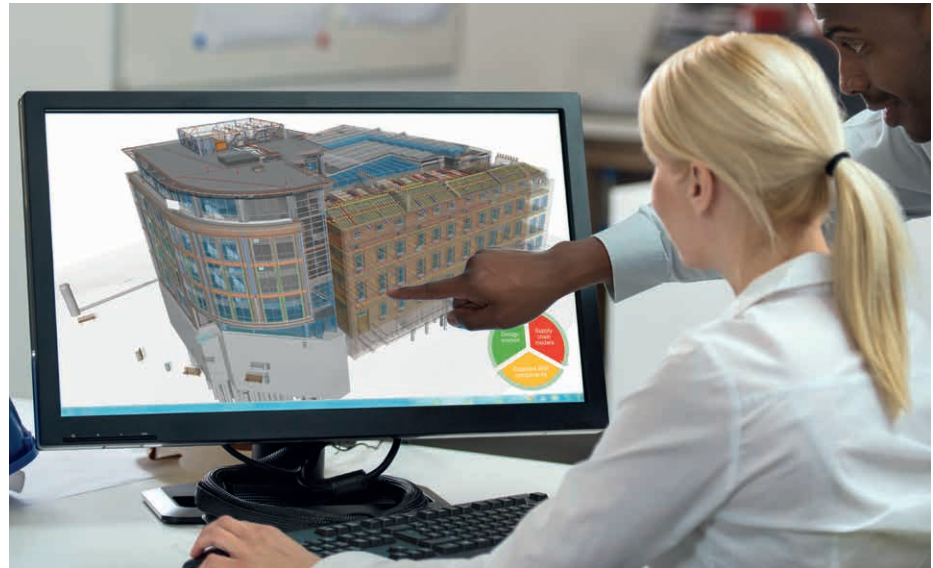
In-house only

## BIM Implementing

Develop the knowledge and skill required to implement Building Information Modeling (BIM) across your organization and supply chain. This course provides the knowledge and skills you need to successfully manage each step of your building project.

Duration: 1 Day

In-house only





“The course was extremely well structured and its interactive nature enabled participants to share and learn from individual experiences. The trainer was also extremely knowledgeable and capable of presenting the information in an enjoyable manner.”

Annie McClement, Hostworks



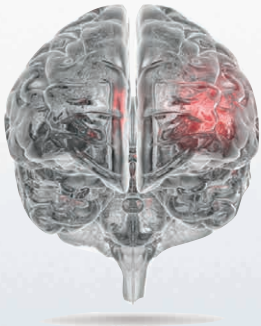
# Medical Devices Risk Management.

## ISO 14971

Our ISO 14971 Risk Management training is essential for all medical device manufacturers.

You will learn how to identify, evaluate and control risks associated with medical devices throughout the product life-cycle. We can help you implement a risk management framework to achieve ongoing compliance.

At the end of this training you will take away the tools to confidently manage risk to an international standard.



## Medical Devices Risk Management: ISO 14971

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

07 November 2016 Sydney

Duration: 1 Day \$1,385 (inc GST)

## Post Market Surveillance and Vigilance

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

Duration: 1 Day In-house only

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

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

Duration: 1 Day In-house only

### In-house Training

Discuss your product development in confidential surroundings by opting for tailored in-house training

# Business Continuity.

## ISO 22301

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

You'll learn how to put in place the necessary framework to protect critical business functions from the threats most likely to impact your organization, including damage to your premises, extreme weather conditions and IT system failure.



## Introduction to: ISO 22301

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

**Duration: 1 Day**

**In-house only**

## Implementing: ISO 22301

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

**Duration: 2 Days**

**In-house only**

## ISO 22301 Lead Implementer

Bring best-practice risk management to your organization with our ISO 22301 Lead Implementer training course. Learn how to establish a Business Continuity Management System (BCMS) within your organization and clarify roles and responsibilities during disruption.

**Duration: 5 Days**

**In-house only**

## Internal Auditor: ISO 22301

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

The course covers every part of the audit, giving you and your team the skills to plan, conduct and report on an audit, and the confidence to maintain certification.

**Duration: 2 Days**

**In-house only**

## Lead Auditor: ISO 22301

Learn how to lead a team to prepare for and conduct an independent audit of a Business Continuity Management System to the requirements of ISO 22301.

Our IRCA certified course will give you the confidence to plan and lead the entire audit process. Our trainers are the best in the business and can help you understand how to get the most out of your system.

**Duration: 5 Days**

**In-house only**

## Crisis and Incident Management

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

**Duration: 2 Days**

**In-house only**

# Information Security.

## ISO/IEC 27001

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

You'll learn how to measure and reduce information security risks, and understand the principles of setting up your own information security management systems to deliver customer confidence and reduce your exposure to the implications of breaches.



## Introduction to: ISO/IEC 27001

This comprehensive one-day course explores in depth all of the business implications of the international standard for ISO/IEC 27001 Information Security Management.

28	November 2016	Sydney
15	December 2016	Melbourne
15	May 2017	Sydney
22	May 2017	Melbourne

**Duration: 1 Day** **\$935 (inc GST)**

## Internal Auditor: ISO/IEC 27001

The course aims to provide guidance and practical experience in planning, executing, and reporting Information Security Management System audits.

**Duration: 2 Days** **In-house only**

## Lead Implementer: ISO/IEC 27001

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

28-02	November/December 2016	Sydney
05-09	December 2016	Melbourne
15-19	May 2017	Sydney
22-26	May 2017	Melbourne

**Duration: 5 Days** **\$3,685 (GST exempt)**



## Implementing: ISO/IEC 27001

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

28-30	November 2016	Sydney
05-07	December 2016	Sydney
15-17	May 2017	Sydney
22-24	May 2017	Melbourne

**Duration: 3 Days**

**\$2,485 (GST exempt)**

"I found the ISO/IEC 27001 Lead Auditor course offered immense benefit across multiple dimensions including course content, industry experience and auditing techniques. The course delivered by experienced trainers amplified this experience enabling participants to develop and enhance their auditing skills."

Michael Markarian  
Asia-Pacific Regional Quality Manager,  
Hewlett Packard

## Auditor/Lead Auditor: ISO/IEC 27001

Learn how to conduct and lead audits to enable successful management of an ISO/IEC 27001 management system. This globally recognized lead auditor qualification will equip you with the skills to manage threats and reduce risks to your management system through enhanced information security processes.

12-16	September 2016	Sydney
19-23	September 2016	Melbourne
13-17	February 2017	Sydney
20-24	February 2017	Melbourne
03-05	May 2017	Melbourne
10-12	May 2017	Adelaide
10-12	May 2017	Brisbane
17-19	May 2017	Adelaide
17-19	May 2017	Perth
24-26	May 2017	Sydney
31-02	May/June 2017	Melbourne
07-09	June 2017	Brisbane
21-23	June 2017	Sydney
28-30	June 2017	Melbourne
05-07	July 2017	Brisbane
12-14	July 2017	Perth
19-21	July 2017	Sydney
26-28	July 2017	Melbourne

**Duration: 5 Days**

**\$3,685 (GST exempt)**

## Top business continuity threats facing organizations\*:

**82%** cite cyber attacks as their biggest threat

**81%** state unplanned IT and telecommunications outages

**74%** state data breaches as the biggest threat to their business continuity

\* 2015 Horizon Scan research report

# Cloud Security.

## STAR Certification

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



## Introduction to the Cloud, Security and STAR Certification

This one day course will provide an insight into the fundamentals of cloud computing, its advantages and disadvantages, whilst providing an insight into how the CSA STAR certification model will work and how it can help you to decide if you wish to outsource your services to the cloud.

Duration: 1 Day

In-house only

## Auditing Cloud Security for STAR Certification

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

Duration: 2 Days

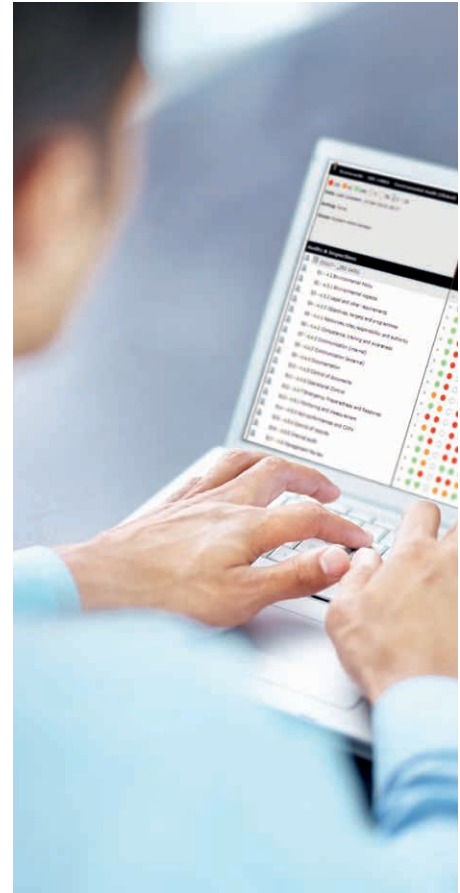
In-house only



Did you know?

64% of organizations believe the cloud provider has primary responsibility for protecting data.

Source: Thales & Ponemon Institute Study 2012





# Risk Management and Operational Planning.

Organizations that balance their risks effectively benefit from greater opportunities and simultaneously defend, protect and enhance their reputation, business and brand. Learn how to develop and implement operational plans to help you identify and manage business risk.

**Complete the formal assessments and receive the following nationally recognized units of competence:**



24-25 August 2016  
 31-01 August/September 2016  
 08-09 November 2016  
 15-16 November 2016  
 22-23 November 2016  
 14-15 March 2017  
 23-24 March 2017  
 23-24 March 2017

Sydney  
 Melbourne  
 Sydney  
 Melbourne  
 Brisbane  
 Sydney  
 Brisbane  
 Melbourne

**Duration: 2 Days**

**\$1,435 (GST exempt)**

## Nationally Recognized Diploma Pathways

Ensure your systems are running to the highest standard and give yourself the opportunity to progress your career with one of our nationally recognized diploma qualifications.

### Route to qualification:

- Complete a BSI Lead Auditor course
- Complete additional self-paced learning and assessment tasks
- Complete the Audit Master Class course for BSB51615 Diploma of Quality Auditing
- A qualified BSI assessor completes a final review of assessments and evidence documents

Read more on info on our website:  
[bsigroup.com/en-au/training](http://bsigroup.com/en-au/training)

# Food Safety and Quality.

Organizations involved in the food supply chain are responsible for sourcing and delivering safe food to the highest quality.

From understanding the principles and application of HACCP to implementing effective internal audit processes, we'll help you meet customer requirements and ensure your food products are in line with global food safety best practice.



## HACCP Requirements

Understand the principles of HACCP and how you can use them to develop a HACCP plan to identify, evaluate and control food safety hazards. Our food safety training experts guide you through the requirements of HACCP in full so you can implement a system that demonstrates your commitment to food safety and manages your risks effectively.

29-30	August 2016	Brisbane
05-06	September 2016	Perth
07-08	November 2016	Brisbane
14-15	November 2016	Melbourne
21-22	November 2016	Sydney
05-06	December 2016	Perth
23-24	January 2017	Brisbane
23-24	January 2017	Melbourne
23-24	January 2017	Sydney
27-28	February 2017	Sydney
06-07	March 2017	Melbourne
13-14	March 2017	Brisbane
01-02	May 2017	Brisbane
01-02	May 2017	Sydney
08-09	May 2017	Melbourne
26-27	June 2017	Sydney
03-04	July 2017	Melbourne
10-11	July 2017	Brisbane
17-18	July 2017	Perth
24-25	July 2017	Adelaide

**Duration: 2 Days** **\$1,435 (GST exempt)**

## HACCP Refresh

Update your knowledge and understanding of the Codex HACCP Principles. This one day course will keep you aware of the HACCP requirements and enables you to develop, review and modify a HACCP food safety plan.

31	August 2016	Brisbane
07	September 2016	Perth
09	November 2016	Brisbane
16	November 2016	Melbourne
23	November 2016	Sydney
07	December 2016	Perth
01	March 2017	Sydney
08	March 2017	Melbourne
15	March 2017	Brisbane
03	May 2017	Brisbane
03	May 2017	Sydney
10	May 2017	Melbourne
28	June 2017	Sydney
05	July 2017	Melbourne
12	July 2017	Brisbane
19	July 2017	Perth
26	July 2017	Adelaide

**Duration: 1 Day** **\$735 (GST exempt)**

"Our trainer's knowledge and experience as an auditor proved to be a real advantage. The course was very in-depth and interesting and challenged what we thought HACCP was all about."

Patrice Whitehouse  
Management Systems Manager  
Parmalat Australia Ltd



## Introduction to Food Safety Management Systems

Become familiar with ISO 22000 and understand how you can use it in your organization to produce safe, quality food products that meet specifications and customer requirements.

**Duration: 1 Day**

**In-house only**

## Food Safety Management Systems Requirements

Understand the requirements of a Food Safety Management System and gain the skills to implement a system to help you produce safe products and effectively identify and assess food safety hazards.

12-13	September 2016	Sydney
19-20	September 2016	Melbourne
26-27	September 2016	Brisbane
10-11	April 2017	Sydney
18-19	April 2017	Brisbane
18-19	April 2017	Melbourne

**Duration: 2 Days**

**\$1,435 (GST exempt)**

## Effective Food Safety Auditing

Move from compliance to value added audits with our new food industry specific auditing course. Implement effective internal audit processes that enable you to meet customer requirements and identify opportunities for continual improvement.

14-15	September 2016	Sydney
21-22	September 2016	Melbourne
28-29	September 2016	Brisbane
28-29	November 2016	Sydney
05-06	December 2016	Melbourne
12-13	December 2016	Brisbane
12-13	April 2017	Sydney
20-21	April 2017	Brisbane
20-21	April 2017	Melbourne

**Duration: 2 Days**

**\$1,435 (GST exempt)**

## Food Safety Management Systems Requirements and Effective Food Safety Auditing

Understand the requirements of a food safety management system and then learn how to plan, organize, conduct and follow up what a food safety audit in accordance with industry best practice.

12-15	September 2016	Sydney
19-22	September 2016	Melbourne
26-29	September 2016	Brisbane
10-13	April 2017	Sydney
18-21	April 2017	Brisbane
18-21	April 2017	Melbourne

**Duration: 4 Days**

**\$2,585 (GST exempt)**

"The trainers are extremely knowledgeable and the course is loaded with practical exercises and industry related examples. The course provided the participants with the tools and understanding they need in order to be a trained member of a HACCP team. It's always a pleasure working with BSI and we continue to look forward to our next in-house sessions."

Stacey Adams  
Regional Quality Manager  
Ridley AgriProducts Pty Ltd

## BRC 3rd Party Auditors - Issue 7

This course will ensure that prospective auditors to the BRC Global Standard for Food Safety (issue 7) have an in-depth and practical understanding of the format and requirements of the Standard, the protocol for the audit and actions following the audit.

The course will also focus on developing the soft skills identified in the Global Food Safety Initiative (GFSI) auditor competencies guide – the scheme developed by the GFSI to manage food safety auditor competencies underpinning all GFSI benchmarked standards.

**Duration: 2 Days**

**In-house only**

## BRC Auditor Conversion - Issue 6 to Issue 7

This course will provide you, as a BRC Issue 6 Auditor, with all of the skills you need to audit against BRC issue 7. This course will give you an in-depth look at the Issue 7 requirements and will highlight the differences between Issues 6 and 7.

**Duration: 2 Days**

**In-house only**

## Implementing the BRC Global Standard - Issue 7

This course, run by our expert food assessors, will teach you how to implement the BRC Standard in your organization. You'll learn about each of the clauses of Issue 7, and how you can use the methodology to keep your manufacturing processes safe.

**Duration: 1 Days**

**In-house only**

We're Australia's leading food safety certification provider, with extensive auditing capability to conduct integrated audits for a wide range of Food Safety standards across the entire food and beverage supply chain - including GFSI recognized standards.

Our service solution for food safety includes certification, training, assessment, and supply chain solutions - providing you and your customers assurance and enabling you to manage risk more effectively.



We deliver training across the entire Food Industry:

### Agri-food

We have a wide range of training courses to help you grow and farm your produce in a sustainable, safe and ethical manner.

### Food Manufacturing

From Good Manufacturing Practices to Allergen Management, we have the training solutions to help you ensure the food you manufacture is safe and high quality.

### Food Service

With our diverse range of Food Service training courses, we can train you to keep the food you serve safe and ensure that your reputation and brand is kept in-tact.

### Food Retail

We have a wide variety of training courses, tailored to all manner of retailers, to ensure that you can easily and effectively source your products and services to supermarkets and grocery stores.

### Logistics and Storage

It's vital that the food that you store and transport is handled and kept safely. We have a number of training packages to ensure the safe storage and transportation of food and food by-products.

### Wholesale/Export

It is imperative that you manage your liability and risk when brokering, exporting and importing goods. We have a number of training courses to help you mitigate risk and manage your supply chain.

## Allergen Management and VITAL Online



Understand how you can manage allergies in manufacturing and how you can use the VITAL tool to assess the potential impact of allergen cross-contact and present allergen advice consistently.

01	September 2016	Brisbane
08	September 2016	Perth
02	March 2017	Sydney
09	March 2017	Melbourne
16	March 2017	Brisbane
29	June 2017	Sydney
06	July 2017	Melbourne
13	July 2017	Brisbane
20	July 2017	Perth
27	July 2017	Adelaide

**Duration: 1 Day**

**\$685 (inc GST)**

## Food Handling, Hygiene and Good Manufacturing Practices

Based on global best practice, this course helps you and your staff to understand the potential risk of poor food handling and hygiene habits and how to implement the correct practices to reduce food contamination and associated illness.

Learn how to effectively review existing workplace Good Manufacturing Practices (GMP) to control the general hygiene and environmental conditions of your food operations.

**Duration: 1 Day**

**In-house only**

## Food Fraud Prevention - Implementing TACCP and VACCP

You'll learn methodologies for risk assessment, including TACCP (Threat Assessment Critical Control Point) and VACCP (Vulnerability Assessment Critical Control Point). You'll learn to protect the authenticity of your ingredients and products through a systematic risk assessment of your supply chain and business to identify where controls may be required to minimise and mitigate a food fraud.

**Duration: 1 Day**

**In-house only**

## Root Cause Analysis in the Food Industry

This course will give you and your organization the knowledge to conduct effective root cause analysis. You'll be taught to trace the origin of non-conformities and apply the most appropriate corrective and preventative actions to prevent recurrence.

**Duration: Half-day**

**In-house only**

## Effective Foreign Matter Management in the Food Industry

This course will provide you with a framework to identify the sources of foreign matter and determine appropriate controls to effectively prevent recurrence. You'll learn how to detect, prevent and deal with foreign matter such as glass, plastics, wood and metal.

**Duration: Half-day**

**In-house only**

# Occupational Health & Safety.

## AS/NZS 4801 & OHSAS 18001

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

Based on both the local standard AS/NZS 4801 and the globally recognized OHSAS 18001 standard, our training will help you to build customers, supplier and employee confidence and protect the people you work with everyday.



## Introduction to AS/NZS 4801

Gain an understanding of OHS management systems and how you can use them to create a safe and risk free work environment. Understand your organization's responsibility to workplace health and safety and ensure your work is being performed in line with safety legislation.

**Duration: 1 Day**

**In-house only**

## AS/NZS 4801 Requirements

Using a step-by-step process, this comprehensive course helps delegates understand the requirements of AS/NZS 4801 and OHSAS 18001. Find out what it takes to put an effective OHS management system in place and make sure you don't miss out on crucial tendering opportunities.

29-30	August 2016	Melbourne
05-06	September 2016	Brisbane
12-13	September 2016	Adelaide
19-20	September 2016	Sydney
17-10	October 2016	Perth
24-25	October 2016	Melbourne
14-15	November 2016	Sydney
05-06	December 2016	Brisbane
19-20	December 2016	Melbourne
06-07	February 2017	Sydney
13-14	February 2017	Brisbane
13-14	February 2017	Melbourne
13-14	February 2017	Perth
03-04	April 2017	Sydney
01-02	May 2017	Melbourne
08-09	May 2017	Adelaide
08-09	May 2017	Brisbane
19-20	June 2017	Sydney
26-27	June 2017	Melbourne

**Duration: 2 Days**

**\$1,435 (GST exempt)**

## ISO 45001 Revision Seminar

ISO 45001, ISO's new Occupational Health and Safety Management System standard designed to replace OHSAS 18001, will be published in 2016. Our three hour update seminar will provide your organization with the latest knowledge relating to changes, and you'll understand how the transition will be arranged. There are no formal prerequisites, so get ahead of everyone else and book a seminar with us today.

**Duration: 3 hours**

**In-house only**

## ISO/DIS 45001 Migration and Implementing Changes

Learn about the key changes between OHSAS 18001 and ISO/DIS 45001 so that you can prepare for the upcoming revision. 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.

01-02	March 2017	Brisbane
14-15	March 2017	Melbourne
27-28	March 2017	Perth
18-19	April 2017	Sydney

**Duration: 2 Days**

**\$1,385 (GST exempt)**



## Management Systems Internal Auditor

Designed for anyone who has already attended one of our two day Requirements courses. This course uses practical role playing and group workshops to guide you through planning and executing internal audits.

24-25	August 2016	Sydney
31-01	August/September 2016	Melbourne
07-08	September 2016	Brisbane
21-22	September 2016	Sydney
28-29	September 2016	Melbourne
12-13	October 2016	Brisbane
19-20	October 2016	Sydney
19-20	October 2016	Perth
26-27	October 2016	Melbourne
02-03	November 2016	Brisbane
16-17	November 2016	Sydney
23-24	November 2016	Melbourne
30-01	November/December 2016	Perth
07-08	December 2016	Brisbane
14-15	December 2016	Sydney
21-22	December 2016	Melbourne
18-19	January 2017	Brisbane
18-19	January 2017	Melbourne
18-19	January 2017	Perth
18-19	January 2017	Sydney
08-09	February 2017	Adelaide
08-09	February 2017	Sydney
15-16	February 2017	Brisbane
15-16	February 2017	Melbourne
15-16	February 2017	Perth
08-09	March 2017	Sydney
15-16	March 2017	Adelaide
22-23	March 2017	Melbourne
29-30	March 2017	Brisbane
05-06	April 2017	Perth
05-06	April 2017	Sydney
03-04	May 2017	Melbourne
10-11	May 2017	Adelaide
10-11	May 2017	Brisbane
17-18	May 2017	Adelaide
17-18	May 2017	Perth
24-25	May 2017	Sydney
31-01	May/June 2017	Melbourne
07-08	June 2017	Brisbane
21-22	June 2017	Sydney
28-29	June 2017	Melbourne
05-06	July 2017	Brisbane
12-13	July 2017	Perth
19-20	July 2017	Sydney
26-27	July 2017	Melbourne

Duration: 2 Days

\$1,435 (GST exempt)

## AS/NZS 4801 Internal Auditor

Understand the requirements and how to implement an Occupational/Workplace Health and Safety (OHS/WHS) management system in your business and then learn the skills to plan and execute internal audits. This course will take you from novice to expert quickly, using practical role playing and group workshops to guide you through the standard and the entire audit process.

29-01	August/September 2016	Melbourne
05-08	September 2016	Brisbane
19-22	September 2016	Sydney
17-20	October 2016	Perth
24-27	October 2016	Melbourne
14-17	November 2016	Sydney
05-08	December 2016	Brisbane
19-22	December 2016	Melbourne
06-09	February 2017	Sydney
13-16	February 2017	Brisbane
13-16	February 2017	Melbourne
13-16	February 2017	Perth
03-06	April 2017	Sydney
01-04	May 2017	Melbourne
08-11	May 2017	Adelaide
08-11	May 2017	Brisbane
19-22	June 2017	Sydney

Duration: 4 Days

\$2,585 (GST exempt)

## AS/NZS 4801 Lead Auditor

Familiarize yourself with the requirements of the standards before developing practical audit skills. Our expert trainers will guide you through AS/NZS 4801 and OHSAS 18001 in detail and you'll learn what it takes to plan, conduct and report on an audit. You'll also become confident in managing teams of auditors in your organization or as part of a third party audit.

29-02	August/September 2016	Melbourne
05-09	September 2016	Brisbane
19-23	September 2016	Sydney
17-21	October 2016	Perth
24-28	October 2016	Melbourne
14-18	November 2016	Sydney
05-09	December 2016	Brisbane
19-23	December 2016	Melbourne
06-10	February 2017	Sydney
13-17	February 2017	Brisbane
13-17	February 2017	Melbourne
13-17	February 2017	Perth
03-04	April 2017	Sydney
01-05	May 2017	Melbourne
08-12	May 2017	Adelaide
08-12	May 2017	Brisbane
19-23	June 2017	Sydney
26-30	June 2017	Melbourne

Duration: 5 Days

\$3,085 (GST exempt)

# Anti-Bribery.

## BS 10500

An Anti-Bribery Management System (ABMS), based on BS 10500, will provide your organization with a framework for prohibiting, preventing, detecting, reporting and dealing with any bribery that does occur. It takes into account the requirements of the UK Bribery Act 2010 and internationally recognized good practice.

Commercial organizations based in Australia could be liable for prosecution if they carry out business in UK, even if this is a minor part of their organization.

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



## Anti-Bribery Management System Requirements of BS 10500

Learn the concepts of anti-bribery including the key requirements and context of BS 10500 and understand the benefits of an ABMS.

**Duration: 1 Day**

**In-house only**

## Anti-Bribery Management System Implementing BS 10500

Learn how to implement an effective ABMS with practical exercises, group activities and class discussions.

**Duration: 1 Day**

**In-house only**

## Understanding Bribery and Effective Due Diligence

Learn about the nature and impact of bribery, its harm, the risk it poses to organizations and the methods used to identify risk through an effective assessment.

**Duration: 2 Days**

**In-house only**

## Anti-Bribery Management System Internal Auditor BS 10500

Learn the knowledge and skills required to undertake an internal audit against the requirements of BS 10500 for an ABMS.

**Duration: 2 Days**

**In-house only**

## Anti-Bribery Management System Lead Auditor BS 10500

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

**Duration: 5 Days**

**In-house only**



# BSI Action Manager.

Powered by the Entropy™ Platform, BSI Action Manager is suitable for managing internal and external audits. Automate all of your corrective action and preventative action (CAPA) findings and action plans in a fully-automated and controlled environment providing visibility and timely follow-up.



## Powered by Entropy™



- **Closeout of actions** - automated workflow from root cause analysis to close out of actions
- **Enhanced task management** - automatic notifications and escalations improve actions and task ownerships
- **Visibility into operations** - real-time data on actions and tasks, audit trail history, and version control
- **Resource and time optimization** - on time follow-up ensures effective controls are implemented with time cost savings
- **Effective compliance** - consistent format for corrective actions across people, departments and locations
- **Reporting, monitoring and dashboards** - simple to use dashboards make data analysis and decision making easier, while scorecards give a rapid visibility into problem areas, department or locations
- **Low cost, subscription pricing** - we make it even easier for companies to gain visibility into operational performance

Reduce costs | Maintain compliance | Analyze trends

# Road Traffic Safety Management.

## ISO 39001

Our Road Traffic Safety (RTS) Management training will help you to understand the agreed industry standard aimed at targeting the reduction of death and serious injury in road traffic incidents. The new standard urges organizations to demonstrate their commitment to the safety and welfare of employees and the general public to reduce road traffic risks.

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



## Introduction to: ISO 39001

Discover the key features and benefits of Road Traffic Safety (RTS) Management Systems and how it can help your organization reduce or eliminate road traffic accidents.

**Duration: 1 Day**

**In-house only**

## Internal Auditor: ISO 39001

Develop the knowledge and skills to conduct effective audits by using appropriate tools and techniques when auditing Road Traffic Safety (RTS) Management Systems. Ensure that you are consistently evaluating your RTS performance and that you are driving continual improvement.

**Duration: 2 Days**

**In-house only**

## Implementing: ISO 39001

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

**Duration: 2 Days**

**In-house only**

## Lead Auditor: ISO 39001

Gain the skills and knowledge to conduct and lead effective Road Traffic Safety (RTS) Management Systems audits to the requirements of ISO 39001. Using practical exercises, group activities and classroom discussions you'll learn how to manage a team to plan, conduct, report and follow up an audit.

**Duration: 5 Days**

**In-house only**

"The training team, administrative staff and BSI are always happy to help find a course or package that suits your needs. I keep coming back to BSI for my ISO training, as they consistently deliver interesting, well structured and well executed courses. I leave the course feeling confident I have met my learning objectives and clearly understood the topics to be able to effectively implement the subject matter into my organisation and share my knowledge with my team."

Kristine Lawler  
Quality Advisor  
Australian Maritime Safety Authority



# Energy Management.

## ISO 50001

Our ISO 50001 Energy Management Systems (EMS) training will help you understand how to use, develop and manage policies and procedures to improve your energy efficiency, achieve targets, and reduce costs.

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



## Introduction to: ISO 50001

This one day training course provides a sound introduction to ISO 50001 and its application to energy management systems. You will learn about the benefits of implementing and certifying to the standard, as well as getting a run-through about the ideas behind each of the clauses.

**Duration: 1 Day**

**In-house only**

## Implementing: ISO 50001

Using a step-by-step process, this two day course provides guidance on how to implement an ISO 50001 Energy Management System. Learn how to gain management buy-in, identify energy targets and prepare project plans.

**Duration: 2 Days**

**In-house only**



# Environmental Management.

## ISO 14001

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

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



## Introduction to: ISO 14001:2015

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

**Duration: 1 Day**

**In-house only**

## ISO 14001:2015 Requirements

Using a step-by-step process, this comprehensive course helps you understand the requirements of ISO 14001. Understand how you can use ISO 14001 to save your organization money and demonstrate to staff and customers that you are operating sustainably.

22-23	August 2016	Sydney
26-27	September 2016	Melbourne
17-18	October 2016	Sydney
31-01	October/November 2016	Brisbane
21-22	November 2016	Melbourne
12-13	December 2016	Sydney
06-07	March 2017	Sydney
13-14	March 2017	Adelaide
20-21	March 2017	Melbourne
27-28	March 2017	Brisbane
15-16	May 2017	Perth
22-23	May 2017	Sydney
29-30	May 2017	Melbourne
05-06	June 2017	Brisbane
03-04	July 2017	Brisbane
10-11	July 2017	Perth
17-18	July 2017	Sydney
24-25	July 2017	Melbourne

**Duration: 2 Days**

**\$1,425 (GST exempt)**

## ISO 14001:2015 Internal Auditor

Understand the requirements and how to implement ISO 14001 in your business and then learn the skills to plan and execute internal audits. This course will take you from novice to expert quickly, using practical role playing and group workshops to guide you through the standard and the entire audit process.

22-25	August 2016	Sydney
26-29	September 2016	Melbourne
17-20	October 2016	Sydney
31-03	October/November 2016	Brisbane
21-24	November 2016	Melbourne
12-15	December 2016	Sydney
06-09	March 2017	Sydney
13-16	March 2017	Adelaide
20-23	March 2017	Melbourne
27-30	March 2017	Brisbane
15-18	May 2017	Perth
22-25	May 2017	Sydney
29-01	May/June 2017	Melbourne
05-08	June 2017	Brisbane
03-07	July 2017	Brisbane
10-13	July 2017	Perth
17-20	July 2017	Sydney
24-28	July 2017	Melbourne

**Duration: 4 Days**

**\$2,585 (GST exempt)**

## ISO 14001:2015 Lead Auditor

Familiarize yourself with the requirements of the standard before developing practical audit skills. Our expert trainers will guide you through ISO 14001 in detail and you'll learn what it takes to plan, conduct and report on an audit. You'll also become confident in managing teams of auditors in your organization or as part of a third party audit.

22-26	August 2016	Sydney
26-30	September 2016	Melbourne
17-21	October 2016	Sydney
31-11	October/November 2016	Brisbane
21-25	November 2016	Melbourne
12-16	December 2016	Sydney
06-10	March 2017	Sydney
13-17	March 2017	Adelaide
20-24	March 2017	Melbourne
27-31	March 2017	Brisbane
15-19	May 2017	Perth
22-26	May 2017	Sydney
29-02	May/June 2017	Melbourne
05-09	June 2017	Brisbane
03-07	July 2017	Brisbane
10-14	July 2017	Perth
17-21	July 2017	Sydney
24-28	July 2017	Melbourne

**Duration: 5 Days**

**\$3,085 (GST exempt)**

## ISO 14001:2015 Transition and Implementing Changes



This course will help you to understand the differences between the ISO 14001:2004 and ISO 14001:2015 standards. Our expert trainers will teach you how to effectively apply a transition plan in your organization and engage with top management effectively. So stay ahead of your competition and book this two-day training course today.

19-20	October 2016	Brisbane
26-27	October 2016	Sydney
02-03	November 2016	Melbourne
09-10	November 2016	Perth
27-28	February 2017	Brisbane
14-15	March 2017	Melbourne
22-23	March 2017	Perth
12-13	April 2017	Sydney
31-01	May/June 2017	Sydney
08-09	June 2017	Melbourne
15-16	June 2017	Perth
28-29	June 2017	Brisbane

**Duration: 2 Days**

**\$1,435 (GST exempt)**

## ISO 14001:2015 Senior Management Briefing

This executive session highlights the benefits of an effective EMS and introduces you to the key requirements of ISO 14001:2015. Through this, you'll gain a better understanding of both your organization's obligations and your personal responsibilities. Upon completion, you will be able to develop action plans for implementing key leadership activities.

**Duration: Half-day**

**In-house only**

## ISO 14001:2015 Deep Dive

Learn to successfully tackle environmental management within the context of your organization. Gain an in-depth understanding of four critical areas of ISO 14001:2015: Lifecycle Perspective, Risk Associated with Threats and Opportunities, External Provision and Leadership.

**Duration: 2 Days**

**In-house only**

“Not only was the ISO 14001 Requirements Course highly informative, professionally and interactively delivered, but the entire registration process was efficient, straightforward coupled with clear instructions on getting to and from the training.”

Eva Ng, Senior Mechanical Design Engineer  
Respiratory Care Product Development - ResMed Limited

# Sustainable Events.

## ISO 20121

ISO 20121 lays out a management system that helps you improve the sustainability of your event. It has been designed to help you manage sustainability throughout the entire event management cycle.

Our climate is changing with potentially substantial implications for governments and industries. The events industry is no exception. Anyone involved in organizing and managing events needs to understand these trends, the implications on their businesses and then implement strategies to allow their business to respond in a more sustainable way. To help you understand and successfully implement ISO 20121 in your organization BSI have developed a suite of training courses.



## Introduction to ISO 20121

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

**Duration: 1 Day**

**In-house only**

## Implementing: ISO 20121

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

**Duration: 2 Days**

**In-house only**

## Internal Auditor: ISO 20121

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

**Duration: 2 Days**

**In-house only**

## Benefits of in-house training

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

“BSI’s Training Academy helped us understand Internal Auditing and how we can embed it within our organization. With the knowledge and expertise of their expert tutor we significantly improved our audit process.”

Nadine Belleair, ATSIHS – Mackay



# The certification process with BSI

10 steps to achieving certification to a management system.

## Step 1

### Buy the standard

To understand what is required from your organization and begin preparing for implementation, you'll need a copy of the standard.

## Step 2

### Contact us

We can discuss what you need and recommend the best services for you. We'll help you identify ways to improve your business performance. We'll then give you a proposal detailing the cost and time involved.

## Step 3

### The application

Completing the application is a formal recognition of your organization applying for certification with BSI.

## Step 4

### Make sure your staff have the necessary skills and tools to implement a management system

Our range of training courses will help your staff understand your objectives and the roles they will need to play. Our Business Improvement Solutions provides the tools that support management system implementation. Tools available help you effectively manage core areas of a management system including document control, issues and corrective actions, audit and findings and much more.

## Step 5

### Your assessment team is appointed

Your dedicated Customer Care Advisor will be in touch to talk you through the process. You will also be appointed a Client Manager with appropriate industry experience to ensure you are always getting the most from your certification.

## Step 6

### Gap Analysis to make sure you are on track

We can carry out an optional Gap Analysis - also called a pre-certification assessment. It looks at the existing processes and procedures that you have in place and compares these with the requirements of the standard. This will help you identify any omissions or weaknesses that need resolving before formal assessment.

## Step 7

### Assessment – Stage 1

At the Stage 1 assessment, the implementation and understanding of your management system is reviewed, and the planning for the remainder of the certification process is discussed.

## Step 8

### Assessment – Stage 2

This is the final assessment. Stage 2 confirms your management system is fully aligned to the standard and is fully operational within your organization. We'll evaluate the implementation and its effectiveness, and make a recommendation for your formal certification.

## Step 9

### Achieving your certificate

Celebrate your success internally and externally - Once you have certification, it's essential that you promote your achievement. Use your new BSI Assurance Mark as a valuable marketing tool to promote your certification, offering your company a competitive advantage.

## Step 10

### Make excellence a habit with BSI

Your Client Manager will visit you regularly to help you make sure you remain compliant, and support you in the continual improvement of your systems. We will communicate with you regularly to keep you updated with any events, training courses and products that could maximize the benefits of your management system.

# Next steps

Turn our experience into your expertise.

[bsigroup.com/en-au/training](https://bsigroup.com/en-au/training)

Speak to a training advisor

**1300 730 134**

[info.aus@bsigroup.com](mailto:info.aus@bsigroup.com)

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[info.aus@bsigroup.com](mailto:info.aus@bsigroup.com)  
[bsigroup.com/en-au/training](https://bsigroup.com/en-au/training)

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