

GET TRAINED  
NOW!

ISO 9001:2015,  
ISO 14001:2015 &  
ISO 45001:2016 Transition



# BSI Training Academy

Turning our experience into your expertise.



By Royal Charter

**bsi.**

...making excellence a habit.<sup>TM</sup>

# Contents

BSI Training Academy	3
Why train with BSI?	4
About BSI	5
Which course is right for me?	6
Our Venues	8
Benefits to you	9
CLIP Certified Professional Training	10
CAQP/ CRisP Certified Professional Training	11
CHIP/ CMDP / CPQP Certified Professional Training	12
Six Sigma	13
Quality Management/ ISO 9001	14
Automotive Quality Management/ ISO/TS 16949	15
Asset Management/ ISO 55001	16
IT Service Management/ ISO/IEC 20000	17
Medical Devices/ ISO 13485	18
Aerospace Management/ AS 9100	19
Integrated Management/ PAS 99	20
Telecom Management/ TL 9000	21
Complaint Management/ ISO 10002	22
Business Continuity/ ISO 22301	23
Information Security/ ISO 27001	24
Cloud Security/ STAR Certification	25
Risk Management/ ISO 31000	26
Occupational Health & Safety/ BS OHSAS 18001	27
HACCP & Food Safety/ ISO 22000/ FSSC 22000	28
Road Traffic Safety Management/ ISO 39001	29
Anti-bribery Management/ BS 10500	30
Environmental Management/ ISO 14001	31
Energy Management/ ISO 50001	32
Carbon Footprint Verification/ ISO 14064-1	33
Social Accountability/ SA 8000	34
Sustainable Events/ ISO 20121	35

## Covering Domains & Sectors

Food & Agriculture  
Banking Financial & Insurance  
IT & ITes  
Automotive  
Healthcare  
Built Environment  
Manufacturing  
Oil, Gas and Energy

Environmental Sustainability  
Business Risk & Resilience  
Business Performance

Your Journey to  
Professional Path!

# Welcome to the BSI Training Academy

Business success starts with people so it's common sense to invest in training people to enhance their skills and knowledge so they can be more effective in their jobs. The benefits of training will lead to more effective systems and process implementation, better quality products and services, greater productivity and improved staff retention.

BSI is an industry thought leader in training of international compliance standards. 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 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 maintain 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 the 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 182 countries, BSI is an organization whose standards inspire excellence across the globe.

Since 1901, BSI has been helping organizations improving, 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 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 112,000 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

All our courses are available in-house

Call at: + 84 8 3820 0066

Email at: [info.vietnam@bsigroup.com](mailto:info.vietnam@bsigroup.com)

4

## Personal Certification

### 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

### Personal Certification Courses:

Get certified by choosing your industry/sector  
Lead Implementer courses

Maximize your personal certification in your business by ensuring deep implementation of systems using capacity building programme

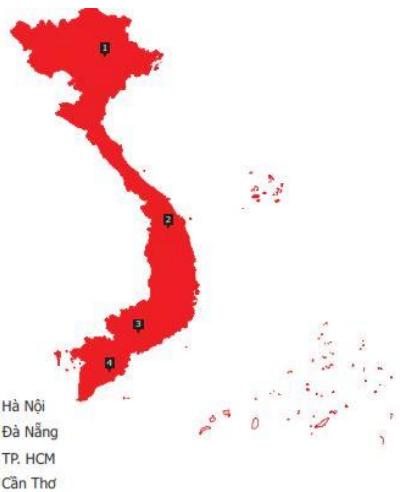
**BSI's business improvement solutions** will help you prepare for auditing and ongoing maintenance of your management system by:

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

# Our Venues

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

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



## Our Client Promise

At the BSI Training Academy, we will make sure you have an excellent learning experience that includes:

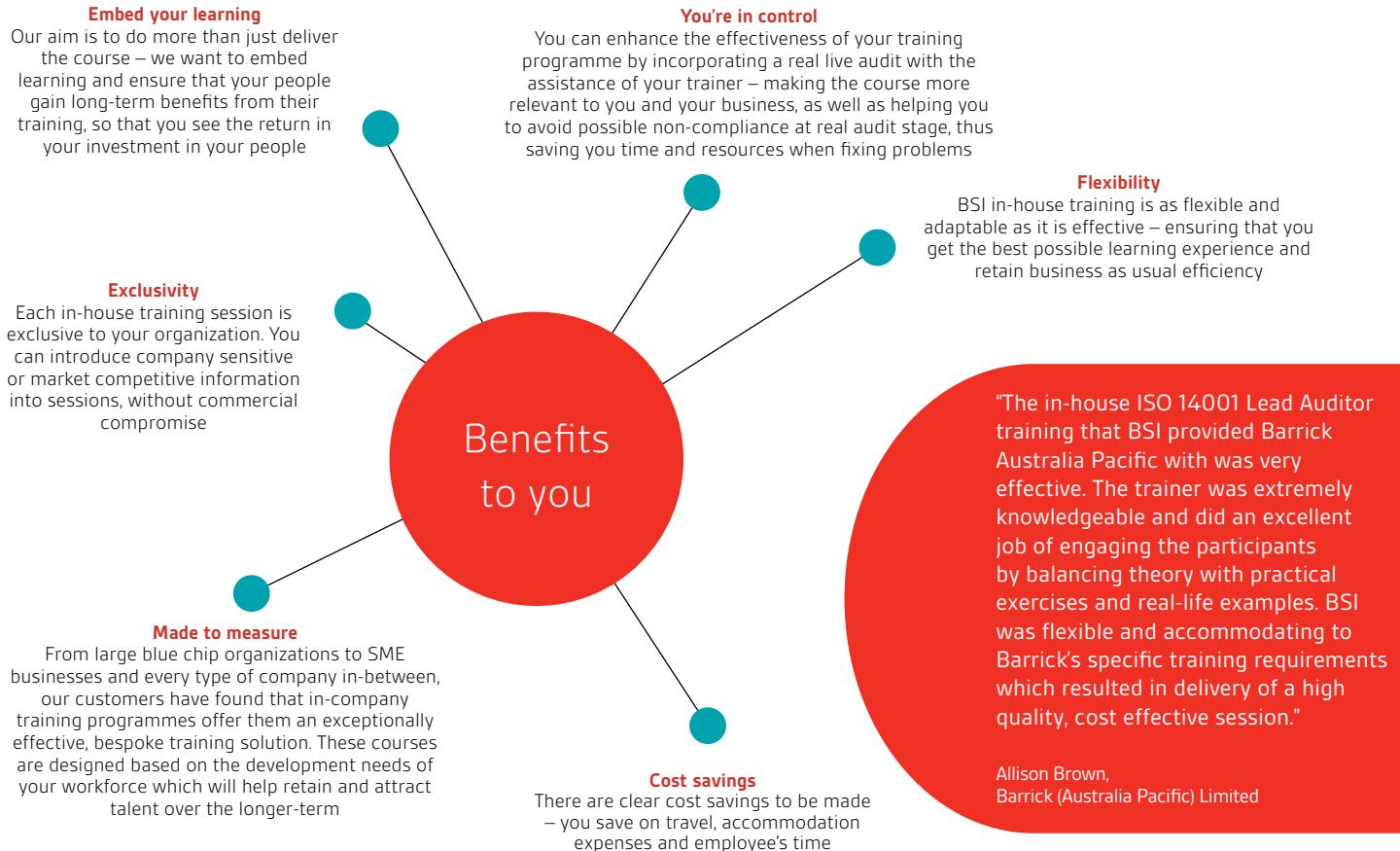
- An on-going relationship to ensure we understand and meet your continuing training needs
- A clear learning journey to embed the skills you need to develop and add value to your organization
- A best-in-class pre-course experience, including timely delivery of information so you arrive at your training fully prepared and ready to learn
- A state-of-the-art training experience using accelerated learning techniques with our expert tutors in convenient, enjoyable venues
- A recognized qualification to acknowledge your new expertise
- Opportunities to network with peers on the course and learn through shared experiences

1. Hà Nội

2. Đà Nẵng

3. TP. HCM

4. Cần Thơ



# Certified Professional.



## ISO 27001, ISO 22301, ISO 22000, ISO 50001

CLIP ( Certified Lead Implementer Professional ) is a personal certification programme focusing on providing in-depth implementation knowledge on various management systems. In this program we will help you develop your skills and understanding of the practicalities involved when setting up a typical management system framework that conforms with the standard. This includes learning how to set up policies, processes and procedures for your respective management system.

## ISO 27001:2013 CLIP Certification

By training with us you will gain an internationally recognized qualification that enables you to implement exceptional information security management standards in your organization. In becoming a lead implementer you can also set the highest standard of data protection tailored to your organization. You will also take away sound knowledge of ISO 27001, the ISMS framework, how best to apply this.

Duration: 5 Days

Public

## ISO 22301:2012 CLIP Certification

In this course, an expert instructor will use a step-by-step approach to guide you through the implementation process. The requirements of ISO 22301 will be tackled from an implementation perspective, and the areas that organizations traditionally find tricky focused upon.

Duration: 4 Days

Public

## ISO 50001:2011 CLIP Certification

Using a stepwise approach, this five-day course provides guidance on how to implement an effective ISO 50001 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. Work with our world-class energy trainers on our Certified Lead Implementer Professional Training Course to guide your organisation to take a systematic approach towards achieving continual improvement in energy management.

Duration: 5 Days

Public

## ISO 22000:2005 CLIP Certification

This 5 day course provides insight into the fundamentals of food safety requirements and its advantages. It provides an insight into how food safety concepts can help organization to understand the stake holders concern, and gain confidence about the quality and product safety.

Duration: 5 Days

Public

Did you know?

We trained 113,000 delegates globally in 2015

# Certified Professional.



## ISO/TS 16949 / Quality Core Tools



## ISO 31000 / ISO 22301

### ISO/TS 16949:2009 CAQP Certification

CAQP (Certified Automotive Quality professional) is a personal certification programme for Automotive Sector professionals focusing on providing in-depth implementation knowledge on Automotive quality management systems. In this program we will facilitate you to develop your skills and understand the practicalities involved when setting up a typical management system framework that conforms with the standard. This includes learning how to set up policies, processes and procedures and effectively deploy associated tools and techniques for your respective management system.

**Duration: 6 Days**

Public

#### Prerequisites

There are no formal prerequisites for this course. However the person who has 1 year of experience in Automotive Industry will be an added advantage..

### ISO 31000 / ISO 22301 CRisP Certification

CRisP (Certified Risk Professional) is a personal certification programme focused on providing in-depth implementation knowledge on ISO 31000 and ISO 22301 management systems. This course aims at equipping professionals with the knowledge and skills essential to build, operate and improve a risk management framework. It provides in-depth practical guidance about the principles, a structured approach to obtain measurable and repeatable results. The participants undergo numerous activities to demonstrate their learning of the concept and these activities are facilitated by an experienced trainer from relevant industry.

**Duration: 5 Days**

Public

#### Prerequisites

The course is aimed at personnel who have an understanding of management systems, process based approach and prior experience of working in a delivery or support function..

What will include in program?

- Online Directory of trained professional will be maintained on BSI website.
- Delegate training kit & relevant case studies
- BSI CAQP / CRisP life time certificate of attending/passing the examination
- A Trophy will be issued to all successful participants
- Refreshments & Lunch

# Certified Professional.



ISO / 9001, 18001, 14001, 27001, 15189,  
13485 and Record Maintenance System



CE Marking / Medical Devices / IVDs



CE Marking / Medical Devices / IVDs

## Certified CHIP Professional Course

This course focuses on how clinical pathways to treat the patients are developed and hence benefit patients and doctors, which lead to minimum stay in the hospital, no overlapping of investigation, result oriented treatment and established clinical parameters monitoring, evidenced based medicines, taking care of nosocomial infections and proper disposal of biomedical waste.

By training with us you will gain an internationally recognized qualification that enables you to implement the best possible quality, occupational health, environment, NABH best lab practices (NABL), storage of medical records in your organization as well latest knowledge in medico legal requirements pertaining to health care organizations.

Duration: 5 Days

Public

## Certified CMDP Professional Course

CMDP (Certified Medical Device Professional) is an integrated personal certification programme for Medical Device Professionals focused on providing indepth implementation knowledge on product certification for CE marking. In this program we will facilitate you to develop your skills and understand the practicalities involved in preparing the Technical File that conforms to the requirements of Medical Device Directives. This includes introduction on Clinical Evaluation, Risk Management, harmonised standards applicable for Medical Device Directive (93/42/EEC) & In-vitro Diagnostic Device Directive (98/79/EEC) and effective submission of Technical File for CE Marking the Medical Devices and IVDs.

Duration: 5 Days

Public

## Certified CPQP Professional Course

CPQP (Certified Pharmaceutical Quality Professional) is an integrated personal certification program for Pharmaceutical professional focused on in depth implementation knowledge and certification for Pharmaceutical industry. In this program we will facilitate you to develop your skills and understand the practicalities involved in preparing technical files as well operators & quality. We prepare them to face the critical world of pharma industry.

This course provides a comprehensive coverage of the essentials for pharmaceutical industry. The course will also cover introduction of regulatory compliance, risk analysis, and techniques used for mitigating the risk applicable for the pharmaceutical industry.

Duration: 4 Days

Public

Did you  
know?

We are serving 80,000  
clients worldwide

# Six Sigma Certification.

## Lean Six Sigma

BSI Lean Six Sigma Certification is an opportunity to prove that the skills you have developed through your training, your examination and the successful completion of a project(s) are rewarded through a qualification that will be recognised globally. BSI certification provides the confidence that existing and prospective employees have achieved a defined and tested level of expertise in the use of Lean Six Sigma. The following pages provide additional information to help you understand the commitment and preparation that will be required.



## Introduction to: Six Sigma

This introductory course provides a concise overview for executives and senior managers who evaluate operational and transactional performance & establish how your own Six Sigma framework will bring business benefits and help to gain the necessary skills.

Duration: 1 Day

In-house/Public

## Six Sigma Yellow Belt

The course aims to provide delegates with an understanding of the fundamentals of Six Sigma so that they can contribute to Green Belt projects and know how to apply basic tools within a DMAIC or Problem Solving process on a routine basis.

Duration: 4 Days

Public

## Six Sigma Green Belt

Six Sigma Green Belt participants receive an introduction to the tools and methods that are necessary to successfully participate in Problem Solving and DMAIC improvement projects in a manufacturing or transactional environment. These tools will be introduced by a mix of up-front teaching, and group exercises to ensure learning and knowledge retention. Training material is supplied in hard copy format for delegate use.

Duration: 5 Days

In-house/Public

## Lean Practitioner

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

Duration: 4 Days

In-house/Public

## Six Sigma Black Belt

The Black Belt learning enables delegates to run multi-function projects and to coach and mentor Green Belts in their organization. It provides a thorough exposure to the tools and methods necessary to lead Lean DMAIC improvement projects.

Duration: 15 Days ( 3 Modules)

Public

All BSI courses are available in-company

Through our SIX SIGMA courses BSI provides a comprehensive approach to growth by empowering people through continual development and by harnessing skills that can give your business greater productivity in the long-term.

# 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/Public

## 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.

Duration: 2 Days

In-house/Public

## 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.



IRCA Ref. Course No. (A17955)

Duration: 5 Days

Public

## 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.

Duration: 1 Day

In-house/Public

## 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 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.

Duration: 2 Days

In-house/Public

Did you know?

We have published 37,384 standards

# Automotive.

## ISO/TS 16949

The global automotive industry demands world class levels of product quality, productivity and competitiveness as well as continual improvement. To achieve this goal many vehicle manufacturers insist that suppliers are certified to the quality management standard for suppliers to the automotive sector, known as ISO/TS 16949.



## Introduction to: ISO/TS 16949

This introduction course provides delegates with an overview of the principles behind the quality management of automotive in the workplace and the requirements of ISO/TS 16949 standard.

**Duration: 1 Day**

In-house/Public

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## Quality Core Tools Awareness & Implementation

Awareness and Implementation of Quality Core tools training provides the understanding of the Core tools (APQP/ PPAP, SPC, MSA, FMEA). The participants will learn the core tools concepts, application and the relationship of the tools with ISO/TS 16949 standard requirement.

**Duration: 2 Days**

In-house/Public

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## 7 QC Tools

The 7 QC tools are fundamental for Continual Improvement. This course will show the participants the basics of teamwork and problem solving and how the 7 QC Tools are used in problem solving. The tools help to develop and sustain a strong customer focus and improve all processes by identifying rejects, determining causes, suggesting improvements, and establishing traceability of each process.

**Duration: 2 Days**

In-house/Public

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## ISO/TS 16949 Internal Auditor

This two-day training programme is delivered by faculty with extensive automotive background and time-tested auditing skills. This programme is designed so that ISO/TS 16949:2009 internal auditor(s) thoroughly understand their role and acquire the learning needed to perform effective audits in their respective organizations.

**Duration: 2 Days**

Public

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## ISO/TS 16949:2009 CAQP Certification



CAQP (Certified Automotive Quality professional) is a personal certification programme for

Automotive Sector professionals focused on providing in-depth implementation knowledge on automotive quality management systems. In this program we will facilitate you to develop your skills and understand the practicalities involved in setting up a typical management system framework that conforms with the standard. This includes learning of skills on how to set up policies, processes and procedures and effectively deploy associated tools and techniques for your respective management system.

**Duration: 6 Days**

In-house/Public

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# 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/Public

## 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.

Duration: 1 Day

In-house/Public

## 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.

Duration: 1 Day

In-house/Public

"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 Zauer-De Ville, External Accreditation Project Officer  
Centacare South West NSW

Why  
train with  
BSI?

99.5% of our delegates  
would recommend us

# IT Service Management.

## ISO/IEC 20000

IT Service Management gives your company a global competitive edge and with an ISO 20000 certified IT framework in place, you can be confident in cutting costs, improving efficiency and meeting your business targets

### ISO/IEC 20000 Introduction Training

This course is aimed at all levels within an organization who need an understanding of ISO/IEC 20000:2011 Parts 1 & 2 and the certification process.

Duration: 1 Day

In-house/Public

### ISO/IEC 20000 Internal Auditor Training

During the training, you will develop your auditing skill by taking part in practical exercises, role-playing activities and group workshops. You will also learn how to customize the internal audit framework to suit your organization, and that you can integrate ISO 20000-1:2011 audits with other management systems, such as ISO 9001:2008.

Duration: 2 Days

In-house/Public

### ISO/IEC 20000 Implementation Training

This practical three-day course provides key guidance to organizations that plan to improve the quality and cost effectiveness of their IT service delivery by implementing an IT service management system based on ISO/IEC 20000-1:2011.

Duration: 3 Days

In-house/Public

### ISO/IEC 20000 Lead Auditor Training

This Lead Auditor Course provides you with the knowledge and skill to conduct and lead effective internal and external ITSMs audits that comply with the requirements of ISO/IEC 20000-1:2011 and "Guidelines for Quality and/or Environmental Management Systems Auditing".

IRCA Ref. Course No. (A17452)

Duration: 5 Days

Public

Did you know?

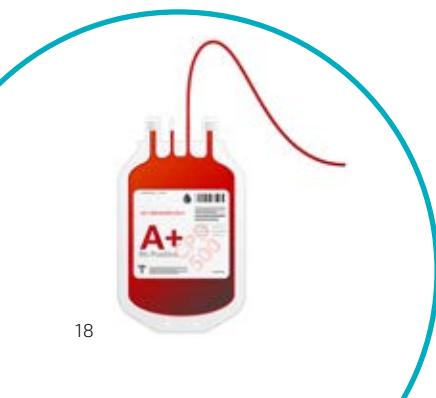
Customer satisfaction is at the forefront of efficient IT service management, business continuity is fundamental to the success of any business reliant on IT services. Take our IT Service Management Training Courses to achieve best practice and overall business continuity.

# 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

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/Public

## Implementing: ISO 13485

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.

**Duration: 2 Days**

In-house/Public

## Internal Auditor: ISO 13485

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.

**Duration: 2 Days**

In-house/Public

## 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/Public

## ISO 13485: 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.

**Duration: 2 Days**

In-house/Public

## Lead Auditor: ISO 13485

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.

IRCA Ref. Course No. (A17579)

**Duration: 5 Days**

Public

## 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.

**Duration: 1 Day**

In-house/Public

# Aerospace Management.

## AS 9100 Series

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



## AS 9100 Aerospace (Rev. C) Implementing Training

Ensure quality and reliability are at the core of your business with our AS9100 Implementation Training Course. Put in place effective quality management systems and achieve industry recognition as a trusted supplier.

Duration: 2 Days

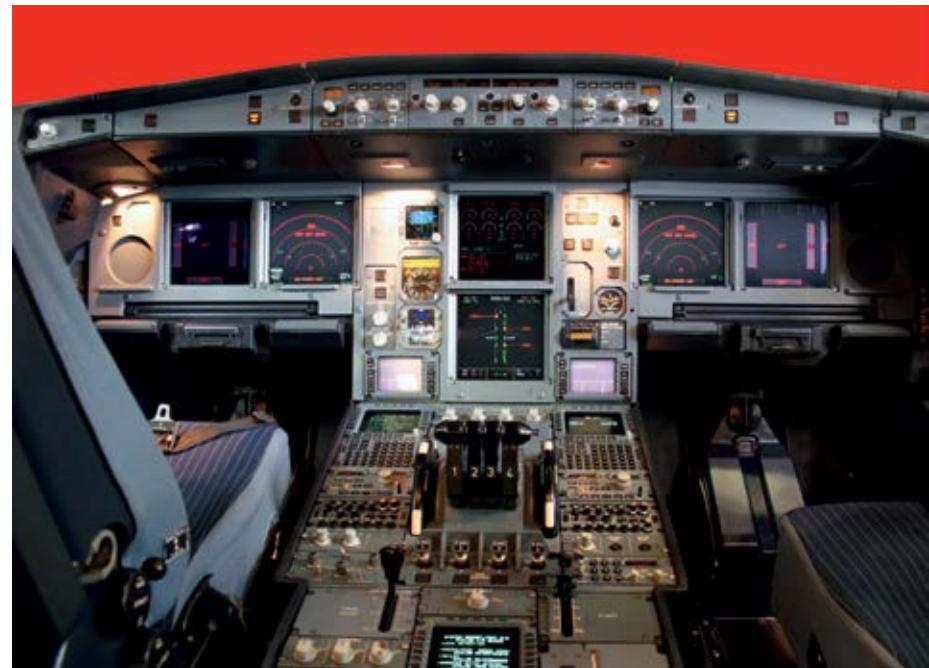
In-house/Public

## AS 9100 Aerospace (Rev. C) Internal Auditor Training

Don't let standards slip – take the lead in maintaining quality management systems with our Internal Auditing to AS9100 revision C training course and ensure your business is recognised as a trusted supplier.

Duration: 2 Days

In-house/Public



# Integrated Management.

## PAS 99

PAS 99 helps you to achieve the unity.

The PAS (Publicly Available Specification) is a way for organizations that already have a combination of formal management system standards (such as ISO 9001, ISO 14001, OHSAS 18001, ISO 27001 & ISO 20000) to create the framework for integrating these within a single system.

### PAS 99 Introduction Training

This introduction course provides delegates with an overview of the principles behind the Integrated management system in the workplace and the requirements of PAS 99 standard.

Duration: 1 Day

In-house/Public

### PAS 99 Internal Auditor Training

Integrated audits of management systems will have both common elements having similar requirements and system specific elements having unique requirements, which need specific skills. This program shall develop your skills for the same. This three days program shall enhance your skills in integrated audits.

Duration: 3 Days

In-house/Public

### PAS 99 Implementation Training

The business challenge today is to manage activities more holistically rather than the traditional approach of having ISO 9001, ISO 14001, BS OHSAS 18001 and other management systems as peripheral arrangements. The implementation training is a practical 3 days course provides guidance on implementing an IMS using PAS 99 standard.

Duration: 3 Days

In-house/Public

### IMS Internal Auditor Training

ISO 9001 + ISO 27001 + ISO/IEC 20000

The course aims to provide guidance and practical experience in planning, executing, and reporting Integrated Audits, on quality, Information security and IT service management standards AT ONE TIME, in every audit lifecycle.

Duration: 3 Days

In-house/Public

#### A typical Integrated Management System might include:

- ISO 9001 Quality Management System
- ISO 14001 Environmental Management System
- BS OHSAS 18001 Occupational Health and Safety
- ISO/IEC 27001 Information Security Management
- ISO 22000 Food Safety Management
- ISO/IEC 20000 IT Service Management

This list is not finite and the range of standards incorporated into the integrated management system may vary for more information, please contact us at [info.in@bsigroup.com](mailto:info.in@bsigroup.com)

# Telecom Management.

## TL 9000

BSI's "TL 9000 Requirements (R 5.5)" course is intended for quality professionals in Telecom Domain, be it Hardware, Software or Services, and aims to build their knowledge of TL9000 Requirements as per R5.0 Version of the Standard.

### TL 9000 Telecom Quality Management Requirements Training

BSI's "TL 9000 Requirements (R 5.5)" course is intended for professionals in Telecom Domain, be it Hardware, Software or Services, and aims to build their knowledge of TL9000 Requirements as per R5.5 Version of the Standard.

**Duration:** 2 Days

**Public**

### TL 9000 Telecom Quality Management Internal Auditor Training

BSI's "TL 9000 Internal Auditor" course is intended for professionals in Telecom Domain, be it Hardware, Software or Services, and aims to build their knowledge of TL9000 and to enable them to evaluate the effectiveness of the quality management system in their organization.

**Duration:** 3 Days

**In-house**

### TL 9000 Telecom Quality Management MR Training

BSI's "TL 9000 MR Course" is intended for professionals in Telecom Domain, be it Hardware, Software or Services, and aims to prepare individuals for performing the duties of Management Representative in a TL9000 Certified or Implemented Company.

**Duration:** 1 Day

**In-house**

### TL 9000 Telecom Quality Management Measurements Training

BSI's "TL 9000 Measurements (R 5.0)" course is intended for professionals in Telecom Domain, be it Hardware, Software or Services, and aims to build their knowledge of TL9000 Measurements as per R5.0 Version of the Standard.

**Duration:** 2 Days

**Public**

### TL 9000 Telecom Quality Management Systems Lead Auditor Course - QuEST Forum Accredited

This five-day intensive course on systems auditing equips participants to lead, plan, manage and implement an effective audit of a TL 9000 management system.



**Duration:** 5 Days

**Public**

Benchmarking for the Telecom Company's performance:

Telecom TL 9000 MR Course gives you a global competitive edge and with TL 9000 certified quality framework in place.

# Complaint Management.

## ISO 10002:2004

Manage customer complaints effectively and you'll have more chance of meeting their expectations as well. And you can quickly turn customer complaints into customer satisfaction instead – especially when you view complaints as an opportunity to improve what you do and how you do it. ISO 10002 can help you to achieve this whatever the size or nature of your business. The customer complaints management system is a basic but essential requirement for any business – especially businesses that want to become and remain successful.



## Customer Satisfaction/ Complaints

### Handling Management System Implementation Course

Our course will give delegates the skills and knowledge to discuss and implement a management system based on the requirements of ISO 10002:2004 standard and comprises formal classroom sessions and student participation.

Duration: 1 Day

In-house/Public

Why  
training  
with BSI?

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



# 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/Public**

## 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/Public**

## 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/Public**

## 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.

IRCA Ref. Course No. (A17456)

**Duration: 5 Days**

**Public only**

## Certified CLIP Professional

CLIP (Certified Lead Implementer Professional) is a personal certification programme focusing on providing in-depth implementation knowledge on ISO 22301 Business Continuity Management Systems. In this program we will help you develop your skills and understanding of the practicalities involved when setting up a Business continuity management system framework that conforms with ISO 22301.

**Duration: 5 Days**

**In-house/Public**



# 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 27001

Information security is critically important to both you and your customers. BSI has developed a comprehensive one-day non-residential course that explores in depth all of the business implications of the International Standard for Information Security Management.

**Duration: 1 Day**

**In-house only**

## Implementing: ISO 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.

**Duration: 2 Days**

**In-house/Public**

## ISO 22301 Lead Implementer

By training with us you will gain an internationally recognized qualification that enables you to implement exceptional information security management in your organization. In becoming a lead implementer you can also set the highest standard of data protection tailored to your organization. You will also take away sound knowledge of ISO 27001, the ISMS framework, how best to apply this.

**Duration: 5 Days**

**In-house/Public**

## Internal Auditor: ISO 27001

Just as important lack of security has the potential to impact upon revenues. The highly specialized skills and practical knowledge needed to assess an organizations capability in managing all aspects of information security is one that can be learnt.

**Duration: 2 Days**

**In-house/Public**

## Lead Auditor: ISO 27001

This five-day intensive course trains ISMS auditors to lead, plan, manage and implement an Audit. It also empowers them to give practical help and information to those who are working towards certification and also provides the knowledge and skill required to carry out 2nd party auditing (suppliers and subcontractors).

IRCA Ref. Course No. (A17287)

**Duration: 5 Days**

**Public**



## Certified CLIP Professional

CLIP (Certified Lead Implementer Professional) is a personal certification programme focused on providing in-depth implementation knowledge on ISO 27001 Information Security Management Systems. In this program we will help you to develop your skills and understand the practicalities involved in setting up an Information security management system framework that conforms with ISO/IEC 27001:2013.



**Duration: 5 Days**

**Public**

# 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/Public**

# Personal Information.

## BS 10012

BS 10012 is a British legal standard created to maintain the privacy of all sensitive personal information held by companies. It outlines how and when you may or may not use data and gives guidance on communicating with customers about their information.

## Lead Auditor to: BS 10012

This five-day intensive course prepares delegates for the qualification process for BS 10012 trains them to plan, manage and implement the audit. It also empowers them to give practical help and information to those who are working towards certification and also provides the knowledge and skill required to carry out 2nd party auditing (suppliers and subcontractors).

**Duration: 5 Days**

**In-house/Public**



# Risk Management.

## ISO 31000

Risk management is the identification, assessment and prioritization of risks (defined in ISO 31000 as the effect of uncertainty on objectives, whether positive or negative) followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events or to maximize the realization of opportunities.



## Introduction to: ISO 31000

This one day course on understanding risk management will provide the foundation you need to start managing your organization's risks effectively. After completion of this course, you will be able to describe the fundamentals, key principles and application of risk management to your organization.

**Duration:** 1 Day

**In-house only**

## Implementing: ISO 31000

BSI's Implementation ISO 31000 course provides participants the understanding of risk management concepts with practical tools and methods of implementing risk management. This implementation course is based on industry best practice of risk management as elaborated in ISO 31000: 2009.

**Duration:** 2 Days

**In-house/Public**

## Certified Risk Professional (CRisP)

CRisP (Certified Risk Professional) is a personal certification programme focused on providing in-depth implementation knowledge on ISO 31000 and ISO 22301 management systems. This course aims at equipping professionals with the knowledge and skills essential to build, operate and improve a risk management framework. It provides in-depth practical guidance about the principles, a structured approach to obtain measurable and repeatable results. The participants undergo numerous activities to demonstrate their learning of the concept and these activities are facilitated by an experienced trainer from relevant industry.

**Duration:** 5 Days

**Public**

## BRISK™ Workshop

### **Business Risk Assessment - Workshop**

Businesses all over the world have priorities based on their own position compared with the market. Attention is normally focused onto the areas that the company perceives to have a higher business risk. There is a danger of not realising which are the greatest risks and which of them must be focused upon by the organizations. In order to improve business decision making, Risk Management today is rapidly gaining acceptance and is helping organizations manage their businesses better.

This workshop is a facilitation of an organization's executive team who contribute their own experiences, ideas and thoughts to determine business risks and identify through a rating process those that the organization needs to prioritize and manage in order to run a successful, well managed and controlled business.

**Duration:** 1 Day

**In-house only**

### **The workshop covers:**

- Identify the business risks related to organization's objectives
- Evaluation of risk factors
- Evaluation of Controls on identified risks
- Comparing strength of controls with regard to risk and vulnerability

### **Benefits:**

- Holistic risk based management
- Systematic risk treatment by "Terminating, Testing, Transferring or Tolerating" the risk
- Setting best practice for managing the business

**BRISK™**

BRISK workshop is also available for information security risk assessment

# Occupational Health & Safety.

## BS OHSAS 18001/ ISO 45001

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.



## Introduction to BS OHSAS 18001

This introduction course provides delegates with an overview of the principles behind the management of health and safety in the workplace and the requirements of BS OHSAS 18001:2007.

**Duration:** 1 Day

**In-house only**

## Internal Auditor to BS OHSAS 18001

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

**Duration:** 2 Days

**In-house/Public**

## Implementation to BS OHSAS 18001

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

**Duration:** 2 Days

**In-house/Public**

The new  
**ISO 45001**  
standard will  
help

- Help your organization comply with legislation
- Improve productivity by improving work conditions
- Reduce the risk, cost and impact of workplace incidents or accidents

## Construction Safety Training

This "Construction Safety" course provides attendees with the techniques to undertake structured approach for carrying out Construction Safety referencing the requirements of BS OHSAS 18001:2007. The three-day course is structured to provide delegates with information regarding the skills and techniques to implement and report Construction Safety with respect to Occupational Health & Safety Management.

**Duration:** 3 Days

**In-house/Public**

## Behavior Based Safety Training

This "Behaviour Based Safety" course provides attendees with the techniques to undertake structured approach for effective implementation of behaviour based safety. The two-day course is structured to provide delegates with information regarding the skills and techniques to plan and implement behaviour based safety to improve OH&S performance.

**Duration:** 2 Days

**In-house/Public**

## Lead Auditor to BS OHSAS 18001

Learn how to plan, conduct and lead effective audits based on BS OHSAS 18001 to ensure best practice and compliance with health and safety legislation. This targeted training is built around the requirements of BS OHSAS 18001:2007 to help you gain and maintain certification.

IRCA Ref. Course No. (A17036)

**Duration:** 5 Days

**Public**

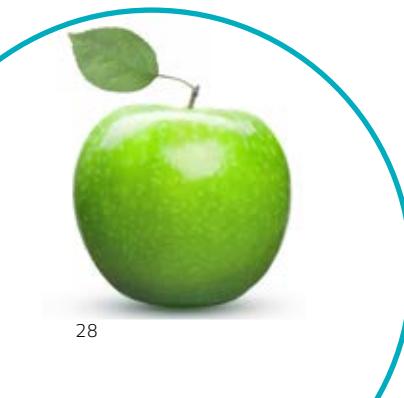


# HACCP & Food Safety.

## ISO 22000/ HACCP/ FSSC 22000

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.



### Introduction to ISO 22000

This one-day course will introduce you to this food safety management system standard and provides an excellent foundation to the more detailed two-day implementing and auditing course.

**Duration: 1 Day**

**In-house only**

### Internal Auditor to ISO 22000

This two-day course will enable you to interpret the requirements of this food safety standard so that you can implement the requirements when you return to your organization. This course will also give you the skills and techniques to measure the effectiveness of your food safety management system through audit.

**Duration: 2 Days**

**In-house/Public**

### HACCP Plan and Implementation

This three-day course has been designed to provide participants/students with the knowledge and process steps to enable them to effectively implement a HACCP system in line with the requirement and guidelines of HACCP principles. The course introduces the concepts needed to understand, develop, and implement a food safety management system based on HACCP.

**Duration: 3 Days**

**In-house/Public**

The new  
ISO 45001  
standard will  
help

- Help your organization comply with legislation
- Improve productivity by improving work conditions
- Reduce the risk, cost and impact of workplace incidents or accidents

### Implementation to ISO 22000

BSI's "Implementing a Food Safety Management System Based on ISO 22000:2005" two-day course has been designed to provide participants with the knowledge and process steps to enable them to effectively implement a food safety management system in line with the requirements for ISO 22000:2005 standard.

**Duration: 2 Days**

**In-house/Public**

### Certified CLIP Professional

Certified Lead Implementer Professional for Food Safety Management System aims to assure the authenticity of food



by minimizing the chance of a food borne illness through risk assessment of your organization, supply chain, process and product. In preparation for this, BSI decided to develop this course and to cater the demands of the food safety professional. This 5 day course provides insight into the fundamentals of food safety requirements and its advantages.

**Duration: 5 Days**

**Public**

### Lead Auditor to FSSC 22000

The aim of this course is to provide students with the knowledge and skills required to perform first, second and third-party audits of food safety management systems against ISO 22000 and FSSC in accordance with ISO 19011, ISO 17021, ISO 22003, and ISO TS 22002-1, as applicable. To satisfy the training requirements for initial certification as an IRCA Food Safety Auditor.



**Duration: 5 Days**

**Public**

# Road Traffic Safety.

## BS ISO 39001

Road Traffic Safety Management System (RTSMS), based on ISO 39001, can provide your organization with an international best-practice framework for identifying and managing road safety risks.



## Introduction to BS ISO 39001

This course will introduce the key concepts of Road Traffic Safety, explain the benefits of an RTSMS, and outline the requirements of ISO 39001. It is applicable to public and private organizations that interact with the road traffic system.

**Duration: 1 Day**

**In-house only**

## Internal Auditor to BS ISO 39001

This course will develop the knowledge and skills required to undertake a thorough audit of your RTSMS. Using practical exercises, group activities and class discussions, an experienced instructor will guide you through the principles and practice of auditing and their application in the auditing of Road Traffic Safety Management System.

**Duration: 2 Days**

**In-house/Public**

## Implementation to BS ISO 39001

This 2 day course an experienced instructor will guide you through an implementation of an effective RTSMS, using a combination of practical exercises, group activities and class discussions.

**Duration: 2 Days**

**In-house/Public**

**BS ISO  
39001:2012**

The world's first  
Road Traffic Safety  
Management  
Standard

## Lead Auditor to BS ISO 39001

This course will develop the knowledge and skills required to undertake an audit of an RTSMS as a lead auditor, emphasizing independent auditing principles and practices. Using practical exercises, group activities and classroom discussions, an experienced instructor will guide you through the entire audit process, including the principles and practice of auditing and their application in the auditing of ISO 39001 RTSMS.

**Duration: 5 Days**

**Public**



# Anti Bribery Management.

## BS 10500

BS 10500 provides an anti-bribery management system for organizations all over the world. It provides a way to meet the requirements of legislation such as the UK Anti-Bribery Act, etc. Whatever your location, Anti-bribery legislation is getting tougher and anti-bribery management is increasingly becoming business requirement.



## Senior Management Briefing

Executive ½ day briefing session providing an overview of the value of an Anti-Bribery Management System to the top management team and why one should be implemented in an organisation.

Duration: 1/2 Day

In-house only

## Introduction to BS 10500

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

Duration: 1 Day

In-house only

## Internal Auditor to BS 10500

This innovative, two-day course provides a solid foundation in all aspects of the audit process. Stage by stage delegates are taken through a structured programme that includes a balance of theory and practice. Using a combination of collaborative learning, and many practical activities, delegates will gain an understanding of the key activities for auditing.

Duration: 2 Days

In-house/Public

## Understanding Bribery & Effective Due Diligence

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

Duration: 2 Days

In-house/Public

## Implementation to BS 10500

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

Duration: 2 Days

In-house/Public

## Lead Auditor to 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

Public

**BS 10500  
Anti-Bribery  
Management**

Demonstrate your commitment to Anti-Bribery Management

# 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**

## Internal Auditor to 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. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

**Duration: 2 Days**

**In-house/Public**

## Implementing changes to ISO 14001:2015

Are you involved in transitioning an Environmental Management System (EMS) to ISO 14001:2015? If so, 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.

**Duration: 2 Days**

**In-house/Public**

## Transition to ISO 14001:2015

This 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. By attending, you'll be able to identify the gaps in your current Environmental Management System (EMS) and start planning your transition to the revised standard.

**Duration: 1 Day**

**In-house/Public**

## Implementation to ISO 14001:2015

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 14001:2015. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your EMS and achieve continual environmental improvement.

**Duration: 1 Day**

**In-house/Public**

## IRCA Certified ISO 14001:2015 Auditor Transition

This course is ideal for existing auditors, as not only will you learn about the new ISO high level structure and the key differences between ISO 14001:2004 and ISO 14001:2015, but you'll also get a chance to practice auditing to the main changes in ISO 14001:2015.

**Duration: 2 Days**

**Public**

## IRCA Certified ISO 14001:2015 Lead Auditor

Over 5 days, you'll gain the knowledge and skills required to undertake and lead a successful environmental management systems audit. Learn to describe the purpose of an ISO 14001:2015 EMS audit and how to satisfy third-party certification. You'll acquire the skills to plan, conduct, report and follow-up an EMS audit that establishes conformity and enhances environmental performance.

IRCA Ref. Course No. (A17714)

**Duration: 5 Days**

**Public**



# 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 workshop provides a general overview of the concepts, requirements and benefits to using an energy management system based on ISO 50001.

**Duration: 1 Day**

**In-house only**

## Internal Auditor to ISO 50001

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

**Duration: 2 Days**

**In-house/Public**

## Introduction & Implementation to ISO 50001

This 3-day course introduces Energy management system and provides guidance on how to implement an ISO 50001 energy management system (EnMS). The course enables organizations to understand, establish systems and processes necessary to improve energy performance, energy efficiency, and help reduce energy consumption and costs.

**Duration: 3 Days**

**In-house/Public**

## Lead Auditor to ISO 50001

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.



IRCA Ref. Course No. (A17583)

**Duration: 5 Days**

**Public**

## Awareness cum Internal Auditor to ISO 50001

BSI's "Energy Management System Internal Auditor" course provides participants with the skill set to evaluate, monitor and improve the effectiveness of an energy management system (EnMS) in their organization. Students will learn how an effective EnMS can help their organization improve energy efficiency, reduce costs, and lower greenhouse gas emissions.

**Duration: 3 Days**

**Public**



# Carbon Footprint Verification.

## ISO 14064

Climate change is a global issue which demands the attention of organizations, governments and individuals alike. Already, forward-thinking organizations have begun voluntarily declaring their GHG emissions for reasons such as risk management, cost reduction, brand protection, and attracting socially responsible investment. And in the process those organizations have prepared themselves for the GHG legislation of tomorrow.



## ISO 14064-1:2006 Awareness & Implementation Training

This two days course details principles and requirements for designing, developing, managing and reporting organization or company-level GHG inventories. It includes requirements for determining GHG emission boundaries.

Duration: 2 Days

In-house/Public

**PAS 2050/  
ISO 14064  
Carbon  
Footprint**

Demonstrate your commitment to carbon offset



# Social Accountability.

## SA 8000

Recently, many high profile multi-nationals have been implicated in scandals involving the use of child labour, discriminatory work practices or enforced labour within their supply chains.

Consumer pressure, NGO scrutiny and the media, amongst others, are all placing business under the microscope in terms of the management of Social Accountability issues and CSR.

## Introduction to SA 8000

Understanding the requirements of SA 8000 and implementing the same at workplace has ensured healthy relation between management and workers. Companies with strong Human Resource Policies, Companies who wish to be in business with global players and Companies who choose to have a formal recognition to their social accountability choose to have SA 8000 Certification.

**Duration: 2 Days**

**In-house only**

## Internal Auditor to SA 8000

A verifiable commitment to social accountability is a vital aspect of any business strategy, and it applies particularly in challenging times and markets..

**Duration: 2 Days**

**In-house/Public**

## Corporate Social Responsibility (CSR) and Governance

Corporate Social Responsibility (CSR) and governance are areas that no organization can afford to ignore. They are an integral part of best practice within all industry sectors. We offer a range of products and services that provide invaluable advice and insight into CSR, corporate governance and business ethics.

**Duration: 2 Days**

**In-house/Public**

The most widely recognized global standard for managing human rights in the workplace is Social Accountability International's SA 8000. It is the first auditable standard, suitable for organizations of all sizes anywhere in the world, and provides a framework for assuring all of your stakeholders that social accountability is being stewarded by your management.



All BSI courses are available In-house

# 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 to 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/Public

## Internal Auditor to 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/Public



## 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.

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