



Rise to Success

Beirut, Lebanon
Public Training Catalog | 2018

Public Training | In-House Training | Distance Learning

bsi.

...making excellence a habit.™



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Welcome to the BSI Training Academy

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 2016, we trained 105,000 people globally and achieved a satisfaction rate of 99.5%.

We help organizations make excellence a habit – all over the world. That's our business, enabling others to perform better. For more than a century our experts have been challenging mediocrity and complacency to help embed excellence into the way people and products work... to perform better, manage risk and achieve sustainable growth.

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.

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

Omar Rashid

General Manager
Training and Professional Services
BSI Middle East and Africa
omar.rashid@bsigroup.com



INVESTORS
IN PEOPLE

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performance



risk



sustainability

Organizational Resilience

Organizational Resilience is the ability of an organization to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions in order to survive and prosper.

Three essential elements of Organizational Resilience

BSI's model for Organizational Resilience can be segmented into three fundamental elements: product, process and people.

We work with organization around the globe to help them become more resilient by embedding habits of excellence in each of three elements

People:

An organization's people, culture and values determine business success. This includes how the company interacts with the environment, civil society and stakeholders on ethical and social responsibility issues.

Process:

Consistent, reliable, and robust processes are crucial for an organization to remain resilient. Business critical processes in areas such as, quality, health and safety, environmental management, business continuity management, and information security must be robust and compliant both within the organization and throughout its supply chain.

Product:

Organizations must understand how their products or services meets the needs of customers or clients and conform to regulatory requirements. A forward looking approach is required; truly resilient businesses innovate by creating new products and markets to stay ahead of competitors.



Operational Resilience

Delivers improvements across your products/ services and processes to meet the evolving needs of your customers as well as improving how you govern your business and value your people.



Information Resilience

Enhances your information security and protects your critical infrastructure from cyber security threats and information risks, so your stakeholders can trust that their sensitive data is secure.



Supply Chain Resilience

Protects your customers, your reputation, and your bottom line by ensuring you're using suppliers you can trust to help deliver safe products to market.



Why train with BSI

Great businesses need great people

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



*Source: City of Bristol Benefits of Training article



BSI Training Academy

Why Train with BSI

Because we've helped shape and develop many of the world's leading standards, our expert knowledge means a lot, and when you train with us you benefit from this expertise. We take the time to understand your company's learning needs to develop tailored training solutions that satisfy your business objectives.

Our Approach – Accelerated Learning

Our Accelerated Learning Approach is proven to fast-track learning and improve knowledge retention. Accelerated learning focuses on creating knowledge rather than consuming it.

Our Tutors

Our tutors are recognized as leaders in their field, offering a world-class learning experience. They are trained to understand and meet your different learning needs, and they have years of industry experience.

IRCA Certified Courses

IRCA is an auditor training certification body. Over 50,000 students choose to complete IRCA certified training courses every year in more than 100 countries. IRCA approved courses are indicated by the IRCA logo.



The BSI Certificate

Worldwide recognized certificates. A mark of expertise, quality and integrity.



Types of Training

BSI offers training in many different formats. Choose the medium that best suits your needs.

In-Company Training


An on-site training course is one held at your facility and is open only to your employees. Training students on-site eliminates travel expenses and additional time away from the office.

Public Training

A public training course takes place in a pre-determined, designated location and is available to anyone who registers. This type of training is a convenient, low-cost way to send a small number of employees to learn. Attendees are away from office distractions and benefit from interacting and networking with people from other organizations.

Distance Learning

Allows you to study at your own pace and whenever is convenient to you. It's cost effective and puts you in control of your learning.

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performance



risk



sustainability



Recommended path for training

1

Understand

Requirements courses:

Who should attend?

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

What will I learn?

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

2

Implement

Implementation courses:

Who should attend?

Those responsible for implementing or have recently taken responsibility for a management team

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 team

Lead Auditor courses:

Who should attend?

Those tasked with conducting and leading management system audits

What will I learn?

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

4

Make excellence a habit

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-company
Call **+971 4 336 4917**





In-Company Training

Why choose In-Company training?

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

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

Choose In-Company training if:

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

In-Company training

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

Request a quote by visiting our website bsigroup.ae/incompany or call us on **+971 4 336 4917**

Customer reviews...

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

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

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

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

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

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

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performance



risk



sustainability

BSI Certified Auditor/Lead Auditor

BSI Certified Auditor/Lead Auditor

The new BSI Certified Auditor/Lead Auditor qualification gives your employer or client complete confidence in you. It lets them know your auditing skills are not just solely based on your experience. They'll be reassured you are regularly evaluated by our leading independent auditing experts.



Step One: Take internal or lead auditor Training

You'll need to complete, or have already completed, internal auditor or lead auditor training. You will then begin to put your training into practice by undertaking management system audits

Step Two: Audit Packs

Send three completed audit packs which our tutors will check and review, looking for evidence of audit planning and effective reporting.

Step Three: Qualifying Review

The final stage is a half day qualifying review where one of our experienced tutors will carefully observe and evaluate your conduct of a live audit.

Benefits to you include:

- CV enhancer
- Detailed feedback on your audits
- Career development
- A professional qualification
- Membership card and use of logo

Continuation

To keep your Certified Auditor qualification, you will need to continue to demonstrate your auditing skills by providing us with three audit packs on an annual basis, and after three years conduct another qualifying review.

Distance Learning

Our distance learning courses give you the option to train for globally recognized qualifications without disrupting your work. Our tutors will support you throughout and make sure you excel in your chosen field.

BSI Diploma in Quality Management Systems

Ideal for those involved at a strategic or operational level in implementing a quality management system, this distance learning based qualification comprises of eleven modules of study, covering ISO 9001, the application of quality management principles and the process of system implementation.

USD 2,985 Excluding Local Taxes

BSI Certificate in Occupational Health and Safety Management Systems

This distance learning qualification consists of eight modules of study. It provides an understanding of the structure, requirements and tools needed to implement an occupational health and safety management system.

USD 2,985 Excluding Local Taxes

BSI Certificate in Environmental Management Systems

Consisting of six modules of study this distance learning qualification follows the guidelines defined in BS 8555 – a phased approach to Environmental Management System implementation. The course also covers the understanding and application of ISO 14001.

USD 2,985 Excluding Local Taxes

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Management Systems Requirements

(High Level Structure)

Ensure the compliance, effectiveness and maintenance of your management systems in line with the new HLS requirements. Organizations around the world recognize the value of using management systems (MS) to control business risk and contribute value. Utilizing the new unifying and agreed high level structure (HLS), BSI has developed many courses that explore the principles and requirements of the HLS, and its benefits to organizations.

Management Systems Auditee

This one day course will focus on the knowledge and awareness that employees need to have in order to fulfill the organization's and assessment objectives

MONTH	DAY	LOCATION
Feb	14	Beirut, Lebanon
Apr	11	Beirut, Lebanon
Jul	18	Beirut, Lebanon
Oct	17	Beirut, Lebanon

1 day **USD 755** Excluding Local Taxes

Management Systems Compliance and Effectiveness

This course will concentrate on the critical areas within the management systems that allow organizations to maintain better control on compliance.

MONTH	DAY	LOCATION
Feb	12-13	Beirut, Lebanon
Apr	9-10	Beirut, Lebanon
Jul	16-17	Beirut, Lebanon
Oct	15-16	Beirut, Lebanon

2 days **USD 1,285** Excluding Local Taxes

Management System Leadership Requirements

This course will focus on top management where their role and responsibilities is the key to having a strong and stable management system

MONTH	DAY	LOCATION
Feb	16	Beirut, Lebanon
Apr	13	Beirut, Lebanon
Jul	20	Beirut, Lebanon
Oct	19	Beirut, Lebanon

1 day **USD 755** Excluding Local Taxes

Management System: Organization's Context, Risks and Controls

An important tool for an organization to achieve its business aims is implementing an ISO management system. For an organization to realize the intended outcome of a management system it has to tailor the requirements to their context. Then establish & implement the necessary controls in order to achieve the objectives.

MONTH	DAY	LOCATION
Feb	15	Beirut, Lebanon
Apr	12	Beirut, Lebanon
Jul	19	Beirut, Lebanon
Oct	18	Beirut, Lebanon

1 day **USD 755** Excluding Local Taxes

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Quality Management

ISO 9001:2015

Our ISO 9001 training will provide you with an awareness of quality management systems, tools and techniques for implementation and how to audit against the requirements of the standard.

ISO 9001:2015 Lead Auditor IRCA Certified (A17955)



Gain the confidence to effectively audit a quality management system (QMS) in accordance with internationally recognized best practice techniques with this Five day course. Demonstrate your commitment to quality by transforming existing auditor skills to ISO 9001:2015. Consolidate your expertise with the latest developments and contribute to the continuous improvement of the business

MONTH	DAY	LOCATION
Feb	12-16	Beirut, Lebanon
Apr	9-13	Beirut, Lebanon
Jun	11-15	Beirut, Lebanon
Aug	6-10	Beirut, Lebanon
Oct	15-19	Beirut, Lebanon
Dec	10-14	Beirut, Lebanon

5 days **USD 2,000** Excluding Local Taxes

ISO 9001:2015 Transition and Implementing Changes

Ease your transition to ISO 9001:2015 by identifying the core changes to the new standard. Enhance your knowledge of the amended requirements and learn to develop an action plan that will assist the implementation of changes within your organization.

MONTH	DAY	LOCATION
Feb	19-20	Beirut, Lebanon
Apr	16-17	Beirut, Lebanon
Jun	18-19	Beirut, Lebanon
Aug	13-14	Beirut Lebanon

2 days **USD 800** Excluding Local Taxes

ISO 9001:2015 Auditor Transition IRCA Certified (A17863) - Upgrade



Demonstrate commitment to best practice by transforming existing auditor skills to ISO 9001:2015. Consolidate your expertise with the latest developments and drive efficiency in line with the new standard..


MONTH	DAY	LOCATION
Feb	21-22	Beirut, Lebanon
Apr	18-19	Beirut, Lebanon
Jun	20-21	Beirut, Lebanon
Aug	16-17	Beirut, Lebanon

2 days **USD 800** Excluding Local Taxes

Testimonial

“ The training was very absorbing with tutor using various trick making the training itself not boring. Training facilities and materials were very well organized. Having been through many trainings this one was the best and I enjoyed it very much. I'm glad to have the training done with BSI.”

Yalchin Nuraliyev, HSE Manger—Chad Weatherford Drilling International

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Anti-Bribery Management Systems



ISO 37001:2016

An anti-bribery management system (ABMS) will provide your organization with a framework for prohibiting, preventing, detecting, reporting and dealing with any bribery that does occur.

ISO 37001:2016 Anti-bribery Management System Senior Management

Gain an understanding of effective anti-bribery management, by using a systematic framework to identify bribery risk and implement controls to manage it.

MONTH	DAY	LOCATION
Jan	11-12	Beirut, Lebanon
Apr	5-6	Beirut, Lebanon
June	7-8	Beirut, Lebanon
Sept	18-19	Beirut, Lebanon
Dec	6-7	Beirut, Lebanon

2 days **USD 1,285** Excluding Local Taxes

ISO 37001:2016 Anti-bribery Management System Requirements

Gain an understanding of effective anti-bribery management, by using a systematic framework to identify bribery risk and implement controls to manage it.

MONTH	DAY	LOCATION
Jan	15	Beirut, Lebanon
Apr	9	Beirut, Lebanon
June	11	Beirut, Lebanon
Sept	24	Beirut, Lebanon
Dec	10	Beirut, Lebanon

1 day **USD 755** Excluding Local Taxes

ISO 37001:2016 Anti-bribery Management System Implementation

This course is aimed at assisting organizations implement an ISO 37001 ABMS, using a combination of practical exercises, toolkit, and class discussions.

MONTH	DAY	LOCATION
Jan	16-17	Beirut, Lebanon
Apr	10-11	Beirut, Lebanon
June	12-13	Beirut, Lebanon
Sept	25-26	Beirut, Lebanon
Dec	11-12	Beirut, Lebanon

2 days **USD 1,285** Excluding Local Taxes

ISO 37001:2016 Anti-bribery Management System Internal Auditor

This course provides guidance and practical experience in planning, executing and reporting an internal audit when monitoring the effectiveness and conformity of the Anti-bribery Management System ISO 37001.

MONTH	DAY	LOCATION
Jan	18-19	Beirut, Lebanon
Apr	12-13	Beirut, Lebanon
June	14-15	Beirut, Lebanon
Sept	27-28	Beirut, Lebanon
Dec	13-14	Beirut, Lebanon

2 days **USD 1,285** Excluding Local Taxes

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Risk Management

ISO 31000:2009

Organizations that manage risks effectively are more likely to protect themselves and succeed in growing their business. By implementing the principles and guidelines of BS ISO 31000 in your organisation, you'll be able to improve operational efficiency, governance and stakeholder confidence, while minimising losses.

ISO 31000 Understanding

Understanding risk management will provide the foundation you require to start managing your organization's risks effectively, and describe the fundamentals, key principles and application of risk management to your organization.

MONTH	DAY	LOCATION
Mar	5	Beirut, Lebanon
Jun	4	Beirut, Lebanon
Sep	10	Beirut, Lebanon
Nov	12	Beirut, Lebanon

1 day **USD 700** Excluding Local Taxes

ISO 31000 Principles and Guidelines

This two-day course on understanding and implementing a risk management framework based on the ISO/IEC 31000 standard will provide you with the knowledge and skill to effectively start managing your organization's risks.

MONTH	DAY	LOCATION
Mar	5-6	Beirut, Lebanon
Jun	4-5	Beirut, Lebanon
Sep	10-11	Beirut, Lebanon
Nov	12-13	Beirut, Lebanon

2 days **USD 1,400** Excluding Local Taxes

BSI Training Academy

Your journey to excellence starts with us...



80,000
customers worldwide



100,000+
business locations certified by BSI
globally



112,000
people trained last year



182
Countries

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SECURITY

Information Security

ISO/IEC 27001:2013

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.

ISO/IEC 27001:2013 Lead Implementer

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

MONTH	DAY	LOCATION
Jan	15-19	Beirut, Lebanon
Apr	9-14	Beirut, Lebanon
Jul	2-7	Beirut, Lebanon
Oct	1-5	Beirut, Lebanon

5 days **USD 2,500** Excluding Local Taxes

ISO/IEC 27001:2013 Auditor/Lead Auditor IRCA Certified (A17287)



This five-day intensive course trains ISMS auditors to lead, plan, manage and implement an Audit Plan. 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)

MONTH	DAY	LOCATION
Jan	22-26	Beirut, Lebanon
Apr	16-21	Beirut, Lebanon
Jul	9-14	Beirut, Lebanon
Oct	8-13	Beirut, Lebanon

5 days **USD 2,500** Excluding Local Taxes

We deliver training for the below courses:

- ISO/IEC 27004:2009** Information security management Measurement
- ISO/IEC 27005:2011** Information security risk management
- ISO/IEC 27014:2013** Information Technology Security Techniques - Governance of Information Security
- ISO/IEC TR 27015:2012** Information security management guidelines for financial services
- ISO 27799:2008** Health informatics — Information security management in health using ISO/IEC 27002
- ISO 19600:2014** Compliance management systems – Guidelines (Refer to Business Continuity)

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Business Continuity

ISO 22301:2012

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 staff not being able to make it into work in hazardous weather conditions, damage to your premises and IT system failure.

ISO 22301:2012 Lead Implementer

Learn how to establish a business continuity management system within your organization and clarify roles and responsibilities during disruption..

MONTH	DAY	LOCATION
Feb	12-16	Beirut, Lebanon
May	21-25	Beirut, Lebanon
Aug	6-10	Beirut, Lebanon
Nov	5-10	Beirut, Lebanon

5 days **USD 2,500** Excluding Local Taxes

ISO 22301:2012 Auditor/Lead Auditor IRCA Certified: (A17456)



Ensure excellence in business continuity management by leading independent audits, managing auditing teams at each stage of the audit process.

As an ISO 22301 lead auditor your findings can make sure business continuity management systems provide the capability to deal with disruptions to your organisation.

MONTH	DAY	LOCATION
Feb	19-23	Beirut, Lebanon
May	28-1	Beirut, Lebanon
Aug	13-17	Beirut, Lebanon
Nov	12-16	Beirut, Lebanon

5 days **USD 2,500** Excluding Local Taxes

We deliver training for the below courses:

- ISO 22317** Societal Security - Guidelines for business impact analysis
- ISO 22320:2011** Societal Security Emergency Management
- ISO 22398:2013** Societal Security Guidelines for Exercises
- IEC 31010:2009** Risk Management Risk Assessment techniques
- BS 65000:2014** Guidance on Organizational resilience
- ISO 19600:2014** Compliance Management Systems - Guidelines

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Occupational Health and Safety

ISO 45001

The world's first occupational health and safety international standard is currently being developed. It will help your organization provide a safe and healthy workplace for your workers and other people, prevent deaths, work-related injury and ill-health as well as continually improve OH&S performance. We offer different options to help you understand, migrate and implement ISO 45001.

ISO 45001 Implementation

This comprehensive course helps delegates understand how to implement requirements of ISO 45001 in organizations.

MONTH	DAY	LOCATION
Mar	8,9	Beirut, Lebanon
Jun	7-8	Beirut, Lebanon
Sep	13-14	Beirut, Lebanon
Dec	6-7	Beirut, Lebanon

5 days **USD 800** Excluding Local Taxes

ISO 45001 Lead Auditor Course

Learn how to conduct effective audits of the ISO 45001 for those who have a good understanding of health and safety

MONTH	DAY	LOCATION
Mar	12-16	Beirut, Lebanon
Jun	11-15	Beirut, Lebanon
Sep	17-21	Beirut, Lebanon
Dec	10-14	Beirut, Lebanon

5 days **USD 2,000** Excluding Local Taxes

OHSAS 18001:2007

Our BS OHSAS 18001 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.

Testimonial

“I would like to take this opportunity to thank all representative of BSI who made the process of this course smooth and efficient.”

Mohamed Abdulla Alsuraihi
Department of Economic Development


OHSAS 18001:2007 Auditor/Lead Auditor IRCA Certified (A17036)



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.

Mar	19-23	Beirut, Lebanon
Jun	18-22	Beirut, Lebanon
Sep	25-28	Beirut, Lebanon
Dec	17-21	Beirut, Lebanon

5 days **USD 2,000** Excluding Local Taxes

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Food Safety Management



ISO 22000

The growing number of national standards for food safety management has led to confusion. Consequently, there is a need for international harmonization and ISO aims to meet this need with ISO 22000. The standard intends to define the requirements for companies that desire to exceed the regulatory requirements for food safety.

FSSC 22000 Lead Auditor Course IRCA certified (A17416)



Gain the necessary knowledge and auditing skills to undertake, perform and lead first, second and third-party audits of Food Safety Management Systems against FSSC 22000.

MONTH	DAY	LOCATION
Feb	19-23	Beirut, Lebanon
May	14-18	Beirut, Lebanon
July	23-27	Beirut, Lebanon
Nov	12-16	Beirut, Lebanon

5 days **USD 2,500** Excluding Local Taxes

Testimonial

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

Kelly Rump
GAC Bunker Fuels Limited
(DMCC)



Need a course
but don't see
it here?

Call one of our training specialists at +974 40 29 9001 to discuss your training options.

We might be able to customize a course for you.

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performance



risk



sustainability

Environmental Management



ISO 14001:2015

The new standards are structured to ensure the management system is completely aligned with your organization's business strategies. Used as a business management tool, early transition allows you to embed healthy performance processes and start to see results earlier.

ISO 14001:2015 Lead Auditor IRCA Certified (A17903)



Over 5 days, you'll gain the knowledge and skills required to undertake and lead a successful environmental management systems audit.

MONTH	DAY	LOCATION
Jan	8-12	Beirut, Lebanon
Mar	5-9	Beirut, Lebanon
May	7-11	Beirut, Lebanon
Aug	6-10	Beirut, Lebanon
Oct	1-5	Beirut, Lebanon
Dec	10-14	Beirut, Lebanon

5 days **USD 2,000** Excluding Local Taxes

ISO 14001:2015 Transition and Implementing Changes

Enhance your knowledge of the amended requirements and learn to develop an action plan that will assist the implementation of changes within your organization.

MONTH	DAY	LOCATION
Jan	15-16	Beirut, Lebanon
Mar	12-13	Beirut, Lebanon
May	14-15	Beirut, Lebanon
Aug	13-14	Beirut, Lebanon

2 days **USD 800** Excluding Local Taxes

ISO 14001:2015 Auditor Transition IRCA certified (A17862) -Upgrade



Demonstrate commitment to best practice by transforming existing auditor skills to ISO 14001:2015. Consolidate your expertise with the latest developments and drive efficiency in line with the new standard.

MONTH	DAY	LOCATION
Jan	17-18	Beirut, Lebanon
Mar	14-15	Beirut, Lebanon
May	16-17	Beirut, Lebanon
Aug	16-17	Beirut, Lebanon

2 days **USD 800** Excluding Local Taxes

Testimonial

“I just want to thank you and the team for the profession manner in which the BSI team handled the training process. Through the various stages from enquiry to delivery of the actual training courses our team experienced an enjoyable interaction your team. We are extremely pleased with the work efforts of the training facilitator.”

Sarvasen Naicker, General Manager for SHERQ, Powertech





General Information

Get in touch with us!

Dubai +971 4 336 4917

Email: bsi.me@bsigroup.com

www.bsigroup.ae

Public Training Team:

Ms. Jemelyn Danao
Team Manager - MEA
+971 56 174 3133
Jemelyn.danao@bsigroup.com



Mr. Marvan Salas
Training Advisor
+971 4 336 4917
Marvan.Salas@bsigroup.com



Ms. Maria Lynel Agdeppa
Training Advisor
+971 4 336 4917
Maria.LynelAgdeppa@bsigroup.com



Terms & conditions

Payment:

Payment for public course offerings is due upon registration. You may pay by cheque or online payment (payable to BSI Management Systems) or bank transfer as per our invoice details. Course registration is not completed until payment has been received. Prices listed in this catalogue are subject to change at any time.

Travel Arrangements:

Lodging and travel costs are not included in the course fee. The individual attending the course must make their own travel arrangements. A block of rooms will be held if possible at a special rate under "BSI Management Systems" but only up to one month prior to a course date. After that date, the hotel may charge a higher rate consistent with their prevailing rate schedule. It is therefore important to book hotel rooms immediately as rooms may sell out quickly.

Course Confirmation:

- A confirmation letter of your registration on the course will only be sent to you when payment/LPO has been received by BSI.
- All courses are conducted in English unless otherwise Specified.
- Hard copies of course study materials shall only be sent upon advance request prior to the course after receiving the payment in BSI bank account.
- On receipt of the signed booking form, an invoice will be sent to you for immediate payment by Cheque, Bank transfer, or issue of Signed and Sealed LPO from your company. Please specify mode of payment.

Cancellation/Transfer Policy:

You may transfer to another training course up to 25 working days before the original course date. If you do, BSI will not make a refund for a cancellation of the original course and reserves the right to charge you for any increased costs. In order for BSI to manage its course diaries, you may transfer each of your courses once only. All cancellation must be in writing. If you (or your candidate) do not attend a training course, or you wish to cancel within 25 working days prior to the start of such course, then the full payment for the course is payable. BSI reserves the right to charge any costs up to the date of cancellation. BSI will not refund course fees if you cancel distance learning, blended learning or e-learning courses, no matter when cancellation is made. In the unlikely event and for unforeseen reasons, BSI has the right to change the training content, tutors, dates and training venue which will be informed to the delegates.

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

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About BSI

How BSI helps organizations embed excellence

BSI, by Royal Charter is the business standards company that helps organizations all over the world make excellence a habit through standards creation, system certification, supplier verification and training activities that help organizations manage risk, reduce costs and ensure sustainability.

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BSI Management Systems Limited
Suite 208, 2nd Floor
Sultan Business Centre
PO Box 26444
Dubai-UAE - UAE
T: +971 4 336 4917
F: +971 4 336 0309

BSI Management Systems Limited
Suite 1303, 13th Floor
Al Niyadi Building Airport Road
P.O. Box 129835 Abu Dhabi-UAE
T: +971 2 443 9660
F: +971 2 443 9664
ACTVET license number 320/2015

**British Standards Institution Group
Middle East LLC**
Office 4605, Level 46, Palm Tower B
West Bay, P.O. Box 27773
Doha - Qatar
T: +974 40 29 9001
F: +974 40 29 9002

BSI Group South Africa (Pty) Ltd
210 Amarand Avenue
Regus Business Park
Menlyn Maine, Waterkloof Ext 2
Pretoria 0181
South Africa
Tel: +27 (0)12 004 0277