



# Training

The key to your business success

**bsi.**

...making excellence a habit.™

As BSI helps to shape international standards, there's no one better to help train you and your team on how to implement management systems to make your business more secure, more successful and more resilient.

We are a leader in developing training courses that address today's sector challenges and help organizations meet tomorrow's opportunities. We can train your staff at all levels and help you maintain your focus as you strive for continual improvement.

## Why training your employees is an investment

A good training and development programme provides companies and their employees with benefits at the individual and organizational level.

- **Business Improvement**  
Business improvement requires change. Change requires building and developing internal capability that is supported by training and coaching. Employees who actively participate in the betterment of the company gain a sense of pride and accomplishment. This leads to a greater sense of belonging and fewer reasons to leave the organization. As a result, companies see improved products, processes, or services by reducing waste or increasing quality; improved productivity, accuracy or efficiency and this continuous effort drives a competitive advantage for organizations that get it right.
- **Increase your employees' satisfaction**  
Job satisfaction generally increases and self-esteem improves when employees better understand the workings of the company. Training can also enhance morale on the job and loyalty to the company. Workers who believe their company offers excellent training opportunities are generally less likely to leave their companies than employees with poor training opportunities. A study by IBM states 21% of new hires intend to stay at companies that do not offer training for their current jobs. However, it reveals that 62% of new hires intend to stay when training is provided\*.
- **Reduce turnover costs**  
Keeping well-trained employees pays off significantly for companies because the cost of employee turnover can be high.
- **Wellbeing at work**  
Employers have the potential to influence the wellbeing of their teams. Providing opportunities for development and ensuring that employees are fully equipped with the skills and tools that they need to meet job requirements are likely see improvements in the performance of their workplace.



# Why train with BSI?

Whether you are from a small to medium sized business or a large multinational organization, we have the experience to help you along your way. We work across a wide range of business sectors including aerospace, built environment, food, healthcare, and IT.

The challenges being faced by businesses include information security, food safety, risk management and workplace health and safety. We don't just train you to meet standards, we help you to understand it within the context of your organization, allowing you to implement continual improvement, help avoid incidents, reduce business risks and enhance efficiency.

We deliver over 230,000 audit days and train over 210,000 individuals every year. Thus, we have a deep understanding of the correlation between training and the successful implementation and maintenance of management systems and international standards/schemes.

Typically, there are four barriers to a successful management system:

- Lack of leadership commitment
- Lack of resources
- Overcomplicated system
- Lack of support from general staff

Choosing the right employees and the right time to undergo training is just as important as choosing which training to progress your system implementation journey.

Whether you are at the pre or post-implementation stage, or looking to maintain and improve your current system, BSI can help you every step of the way.

## Training pathway

	Pre-implementation training	Post-implementation training	System maintenance training
Senior management	Senior management briefing session		Briefing session to update leadership
Implementation team	Requirements and implementation training	Internal and lead auditor training	Requirements and auditor training for new and existing staff
General staff		Overview and introduction training	Overview training for new and existing staff

*“The course taught me a lot about the QM systems that are in use in Australia and around the world and also the importance of them. I will now be able to be more focused on improving QM in my workplace, which in turn will benefit the entire organization that I work for which I believe is vitally important.”*

**Joshua Roney,**  
Department of Defence

*“The execution of our internal audit system has been greatly improved as a direct result of the training provided by BSI to our dedicated internal auditor. The detail we see in our internal audit reports and the continuous improvements we can then implement illustrates the usefulness of the training and the ability to transfer the training into practise.”*

**Amy Gormly,**  
Teleflex Medical Australia & New Zealand



## Training delivered the way you want it

Training is rarely a one-off need. From every-day training needs to ongoing skills development and support, we provide business-wide training programmes. Depending on your requirements, we can deliver your training in a number of ways:

- **'Face to face' classroom training – public classroom or in-house**

We hold our courses across Australia and New Zealand. If you have training requirements across various sites, we'll be happy to arrange a delivery programme to suit your business' needs.

If you have a group of people to train, and a single location is practical, we can deliver training at your premises. This is especially relevant if you're engaging one of our business improvement training courses, like information security, where sensitive topics are explored. Alternatively, should you have multiple sites, this can also be delivered remotely via our Connect Learning Live virtual classroom training.

- **Connected Learning Live 'virtual classroom' training – online training for complete flexibility**

If you have people at various sites, you can choose a private 'virtual classroom' via Connected Learning Live. Your tutor will engage with delegates, share discussions and deliver high-quality, interactive learning online, regardless of location. Connected Learning Live puts you in control.

*"It was so convenient to do the HACCP Refresh training course from the farm and not wasting time travelling to town. So easy to use the online setup. The trainer was extremely professional and knowledgeable, interesting to listen to, stayed 100% relevant to the topic.*

*The session was the right length of time covering everything thoroughly, and there was plenty of opportunity for questions. Overall a very positive experience with no technical problems, a very good presenter, no time wasting, and so very convenient doing this via the laptop."*

**Anne Serato,**  
Southern Witlof Pty Ltd

Speak to one of our experts today  
or visit our website for more information.

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