Engage

Enable

Enhance

Empower

New courses available!
Check out our catalogue.

The Sky's the Limit

Build your career with BSI Training

Public Training l On-Site Training l eLearning l Virtual Training l Webinars l Workshops

bsi.

...making excellence a habit.™

About BSI

BSI is the business standards company that helps organizations all over the world make excellence a habit. For more than a century we have been challenging mediocrity and complacency to help embed excellence into the way people and products work. That means showing businesses how to improve performance, reduce risk and achieve sustainable growth. As a global leader in helping organizations improve, our clients range from high profile brands to small, local companies in 193 countries worldwide.

Experienced: the world first National Standards body founding member of ISO

Thought Leaders: Shaped world's most adopted standards including ISO 9001, ISO 14001, OHSAS 18001

Trusted: Royal Charter Company

By Royal Charter

Important facts about BSI:

- Formed in 1901
- World's first National Standards Body.
- Developed and shaped thousands of business improvement standards with most recently:
  - anti-bribery,
  - organizational governance,
  - asset management
  - smart cities,
  - nanotechnologies,
  - cell therapy
  - Building Information Modelling (BIM).

As a result of these strategic moves, and through more than a century of growth, BSI now delivers a comprehensive business services portfolio to clients, helping them raise their performance, enhance their competitiveness worldwide and become strong, resilient organizations. To learn more, please visit About BSI on ourwebsite: **www.bsigroup.ca**
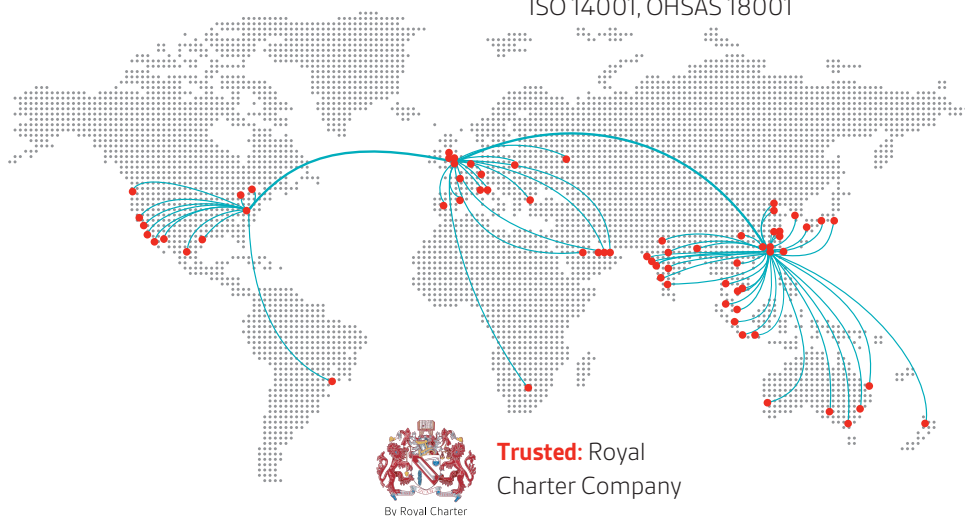
New to Certification?

Recommended Training Pathway

STAGE 1
Introduction

- Purchase and review the standard
- Understand the intent and purpose of the standard

Courses:
- Understanding
- Requirements
- Executive Overview
- Management Briefing
- Annex SL

STAGE 2
Implementation

- Review the organization against the standard's requirements and create a plan to fill the gaps
- Select and train a project team
- Run systems, gather records and evidence

Courses:
- Implementing
- Process Approach

STAGE 3
Preparation for Audits

- Implement all necessary actions to fill gaps
- Review implementation to see that it is robust and implement any necessary corrective actions
- Select and train a project team
- Perform internal audit

Courses:
- Internal Auditor
- Lead Auditor

STAGE 4
Certification

- Perform pre-assessment audit
- Conduct readiness review

Courses:
- Advanced Auditing Techniques
- Root Cause Analysis
- Auditing Workshops
- Failure Mode Effects Analysis

STAGE 5
Beyond Certification

- Promote certification
- Ensure continual improvement

Courses:
- Standard Update Courses
- Refresher Courses
- Auditor Transition

BSI can deliver these courses across various platforms. Here is an example of an on-site Training Pathway. Call a training representative to see how you can customize on-site training for your company's needs. 1 800 862 6752

Why training your employees is important

A good training and development program provide companies and their employees with benefits that make the cost and time a worthwhile investment.

Save costs and time
Training will improve your employees' performance. As a result, you will reduce your staff turnover, the costs associated to maintenance by reducing equipment breakdowns and the number of complaints coming from your customer

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 within a year of training than employees with poor training opportunities.

Reduce turnover costs
Keeping well-trained employees pays off significantly for companies because the cost of employee turnover can be high.

Why Train with BSI

98% of students say they would register for another BSI course. Here's why…

Thought Leadership: As the first national standards body, BSI has been at the forefront of driving best practice and business performance for over 100 years. BSI shaped the world's leading standards, including ISO 9001, ISO 14001, ISO/IEC 27001 and recently, ISO 45001. Our training courses reflect this leadership with our instructors utilizing the very latest learning techniques.

Expertise: BSI's instructors are industry veterans with years of experience in their fields, whether it's implementing a quality management system for a manufacturing plant, utilizing core tools in aerospace design, conducting a layered-process audit or complying to the latest information security regulations like the GDPR.

Brand association: Choosing BSI for your training demonstrates to customers, competitors, suppliers, staff and investors that your organization uses industry respected best practices.

Experience and depth of training: BSI has unrivaled experience in standards-based management system and business improvement training.

Quality course material: BSI provides practical tools, templates and checklists throughout your learning, as well as a certificate of achievement, from a globally recognized and certified training provider.

Choice of course style: At BSI, we can deliver training in a variety of ways, including online modules, public scheduled courses, as well as on-site courses.

Ease of booking: Our Training Solution Specialists can help you find the right course for your needs or you can simply book online via the BSI Learning Marketplace.

Our Value Proposition: Through the passion and expertise of our people, BSI embeds excellence in organizations across the globe to improve business performance and resilience.

Table of Contents

Certified Courses

BSI is the leading certified provider of North America's foremost business improvement and professional development courses. We are proud to be the exclusive provider of 2QR Complete Quality Management courses for professional development. We are one of the few training providers approved to deliver a variety of industry-specific training programs and are a leader in developing training courses that address today's sector challenges and help organizations meet tomorrow's opportunities.

PROBITAS AUTHENTICATION.

Probitas Authentication provides the service of authenticating Aerospace Quality Management System (AQMS) auditors against specific aerospace sector requirements. They also provide the service of conducting the review and approval of AQMS training course content against aerospace sector requirements. **www.sae-itc.org/probitas**

Exemplar Global

Look for the Exemplar Global logo for courses that are recognized by Exemplar Global. Exemplar Global offers certification for Training Providers who deliver training and examination of Exemplar Global defined competencies as well as to those Training Providers who deliver training to meet the needs of specific industry sectors. **www.exemplarglobal.org**

CQI | IRCA
APPROVED TRAINING PARTNER

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. Currently there are over 90 IRCA-approved training organizations who between them present more than 5,000 certified courses each year. IRCA approved courses are indicated by the IRCA logo. **www.irca.org**

CSA STAR CERTIFICATION

CSA STAR is the industry's most powerful program for security assurance in the cloud. As a recognized certification body, your organization will be able to conduct STAR audits and award STAR Certification. Look for the CSA STAR logo for courses recognized by the organization. **www.cloudsecurityalliance.org**

2QR

BSI partners with the Quality Management Institute to provide the online professional development program, "2QR: The Second Quality Revolution®" which helps to create a positive, responsive, engaged and productive work culture.

Types of Training

BSI offers training in many different formats. Choose the one that suits you best.

O ON-SITE TRAINING

An On-Site Training course is one held at your facility and is open only to your employees.

P PUBLIC TRAINING

A Public Training course takes place in a pre-determined, designated location and is available to anyone who registers.

e eLEARNING

eLearning is an innovative distance learning tool, where course content is delivered online.

W WEBINARS

A webinar is an interactive multimedia presentation that allows participants to hear the instructor while following the presentation online.

C CONNECTED LEARNING LIVE

BSI Connected Learning Live is a live, online training that combines premier skills development technologies with our expert instructors to deliver an engaging, interactive learning experience to you, regardless of location.

Knowledge Management

Knowledge within an organization is a valuable asset and important to achieving business excellence. Instantly knowing who in the organization has been trained, which sites are compliant and understanding the level of competence are all vital to creating a resilient business. BSI's Entropy Software Knowledge Management module provides instant visibility and easy access to record and understand your training compliance. Contact your account manager to learn more.

On-site Training

Why choose on-site training?

Our courses can be delivered at premises of your choice. We can tailor it to your organization, 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 on-site 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

On-site 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.

Call **1 800 862 6752** to speak with a sales representative and customize on-site training for your company.

(Customization might be limited due to potential conflict of interest - please contact your training representative for further information)

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."

performance   sustainability   risk

bsi. connected learning live
bringing the classroom to you

Certified, Convenient, and Interactive, with no Travel Costs.

BSI Connected Learning Live is a live, online training that combines premier skills development technologies with our expert instructors to deliver an engaging, interactive learning experience to you, regardless of location. This is an ideal alternative to the typical classroom setting for professionals who do not have the budget or time for travel, or just prefer the convenience of attending a class online.

Learn more at
www.bsigroup.com/connected-learning-ca

Connected Learning Live courses are spread across multiple days in 3 hour sessions, one session per day. Session durations could vary depending on amount of class discussion.

Various Connected Learning Live courses are available for multiple standards such as:

- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO/IEC 27001 Information Security
- ISO 45001 Occupational Health & Safety
- ISO 13485 Medical Devices
- CSA STAR Cloud Security
- IATF 16949 Automotive

Visit bsi.learncentral.com to access all the Connected learning live courses available.

"...there was still a personal feel to the class. The instructor was great and there was a lot of interaction between the students and teacher."

"I was astonished at how easy it was to interact with everyone during the training course. Everyone's pictures were clear and there were limited technical issues. Due to the small class size I really felt that I was able to learn and interact more with everyone involved."

"The structure was great in allowing one to see the standard as an auditor to better understand requirements and what our company requires to focus on to start the certification process."

performance   sustainability   risk

Training to become a Lead Auditor is more effective than ever!

Training Provider & Examiner Certification Scheme (TPECS)
ISO 9001 • ISO 14001 • ISO 45001 • ISO/IEC 20000 • ISO/IEC 27001 • ISO 13485

Our 5-day courses have been improved and streamlined into a new 4-day format.

Exemplar Global

Description

TPECS is competency-based training certification and is designed to reflect contemporary and innovative learning and assessment (examination) practices, industry expectations and, above all, demonstrate that applicants achieve the level of knowledge competence required for Exemplar Global personnel certification.

BSI is a Exemplar Global Certified TPECS Provider for the following Competency Units:

ISO 9001 (QM, AU, TL)

ISO 14001 (EM, AU, TL)

ISO 45001 (OH, AU, TL)

ISO/IEC 20000 (IT, AU, TL)

ISO/IEC 27001 (IS, AU, TL)

ISO 13485 (MD, AU, TL)

How It Works

Exams are given at the end of each competency unit. Students who successfully complete any of our new 4-day Lead Auditor courses and pass the relevant exams receive a Certificate of Attainment for each Exemplar Global knowledge competency unit taken. Students who do not initially pass a competency exam are given an opportunity to retake the exam and are provided with a Certificate of Attendance.

Benefits

Valuing Both Your Time And Education
Less time out of the office and more time to implement your classroom learning.

- Reduced travel costs
- Exam retakes are available online, eliminating the need to return to the course site

Learn At Your Own Pace
Not only have we streamlined the class, you can even take classes at your own pace. Take 2 or 3 days at a time, or all 4 days at once to achieve your learning goals.

Expand Your Qualifications In Just 2 Days
Once you have achieved competency as Lead Auditor in any of our schemes, you only need 2 more days of a requirements course to obtain competency as Lead Auditor in any other area.

There is no need to repeat any other module.

For more information about our TPECS training courses, visit:

bsi.learncentral.com/TPECS.aspx

	Internal Auditor Training	Lead Auditor Training

Pick one *of these **2-day** courses* - **Requirements**

ISO 9001 Quality Management Systems
REQUIREMENTS
QM: 2 Days

ISO 14001 Environmental Management Systems
REQUIREMENTS
EM: 2 Days

ISO 45001 Occupational Health and Safety Management Systems
REQUIREMENTS
OH: 2 Days

ISO/IEC 20000 IT Service Management Systems
REQUIREMENTS
IT: 2 Days

ISO/IEC 27001 Information Security Management Systems
REQUIREMENTS
ISMS: 2 Days

ISO 13485 Medical Devices
REQUIREMENTS
MD: 2 Days

Lessons applied to the management system chosen
- Understand management definitions, concepts, and guidelines
- Understand the purpose of the standard
- Understand the requirements of the standard
- Understand the process approach
- Auditing to requirements
- How to identify nonconformities
- Purpose and content of an audit report

+

Management Systems Auditing

AU: 1 Day

This module is intended for any individuals interested in conducting, managing, or participating in first-party (internal) audits, and Management System implementation team members. Students will gain the following competencies by completing this module:

- The principles and techniques of auditing a management system
- How to conduct a document review
- How to apply audit sampling
- How to practice effective audit communications
- Application of successful interviewing techniques
- How to take sufficient audit notes
- What is meant by audit follow-up

+

Leading Management Systems Audit Teams

TL: 1 Day

Upon successful completion of a 2-day Requirements module and the 1-day Internal Auditor module, students can take the final 1-day course to complete competency for Lead Auditor. Students will gain the following competencies by completing this module:

- Process of assigning objectives, scope, and criteria to an audit
- Audit planning
- How to conduct opening and closing meetings
- Importance of keeping to an audit timetable
- Successful communication practices with the auditee and audit team
- Issue resolution
- Audit report distribution

performance   sustainability   risk

Entropy™ Software

Your powerful business management solution that reduces the cost and effort needed to proactively manage risk, improve performance, accelerate compliance and help your business grow sustainably.

Composed of three core modules, it provides pre-configured templates and content across leading management system criteria and external regulatory requirements so you can effectively manage compliance, risk, incidents and related documents. A centralized system, you can access, track and share relevant information across your entire organization.

Used globally, by companies of all sizes, Entropy Software enables you to streamline critical processes that drive continual improvement across all areas of the business. Visit **bsigroup.com/entropy-ca** to download our product sheets and read more about how our Software can help your organization.

Knowledge Management
Stay in control of your knowledge assets
Knowledge within an organization is a valuable asset and important to achieving business excellence. Having this knowledge available in a format that is accurate and easily accessible, by the right people at the right time, can help build your resilience. You need to look beyond spreadsheets and traditional static file shares and adopt a company-wide view to increase efficiencies and improve decision-making.

Compliance Management
Increase transparency and control
Compliance is not only necessary for business success; it can help ensure organizational resilience. From internal procedures and external regulatory requirements to industry or international standards and codes of conduct, you need a robust approach. One that helps you keep customers happy, enables your employees to perform better, protects your organization and helps you achieve your goals.

Incident Management
Improve your Quality, Health, Safety and Environmental (QHSE) performance
Management of incidents and unplanned events have become a strategic issue that leaders can no longer ignore. In today's dynamic business world uncontrolled quality, environmental, health and safety risks can have catastrophic consequences for a company and their resilience. Plus complex compliance requirements make it a priority to proactively identify and monitor incidents to be more robust and drive performance.

BAP (BSI Assurance Portal)
Are you using the new BAP?
• 'Self Serve' assessment for planning and scheduling audits.

• Ability to manage and automate NCRs and CAPs.

• Basic benchmarking of your findings against BSI averages.

Find out more today!
Call BSI at 1-800-862-6752

performance   sustainability   risk

Quality Management

Quality Management Systems give you the framework you need to monitor and improve performance in any area you choose. ISO 9001 is, by far, the world's most established quality framework. It sets the standard not just for Quality Management Systems, but Management Systems in general. ISO 9001 is helping organizations in diverse industries to succeed through improved customer satisfaction and staff motivation. ISO 9001:2015 was published in September 2015.

ISO 9001:2015 Requirements (TPECS)

Exemplar Global **P** **O** **C**

2 Days

BSI's "ISO 9001 Requirements" competency-based 2-day course teaches a general understanding of the concepts of the ISO 9001 standard and how the requirements impact the day-to-day operations of organizations in any industry.

ISO 9001:2015 Internal Quality Systems Auditor (TPECS)

Exemplar Global **P** **O** **C**

3 Days

BSI's "ISO 9001 Internal Quality Systems Auditor" competency-based 3-day course teaches a general understanding of the concepts of the ISO 9001 standard and the principles and practices of effective internal audits in accordance with ISO 19011.

ISO 9001:2015 Lead Auditor (TPECS)

Exemplar Global **P** **O** **C**

4 Days

BSI's "ISO 9001 Lead Auditor" competency-based 4-day course teaches a general understanding of the concepts of the ISO 9001 standard and the principles and practices of leading management systems and process audits in accordance with ISO 19011.

ISO 9001: 2015 Lead Implementer **O**

5 Days

If you're new to ISO 9001 and need to take the lead on implementing a management system then this course is for you. You will learn the importance of a QMS and get the vital skills to interpret and implement the requirements, carry out a gap assessment, as well as gain awareness of management tools and techniques. The five-day course is packed with practical activities, group discussion and classroom learning to help you retain the knowledge to implement an effective management system. It includes an exam on the final day and upon successful completion you will be rewarded with the BSI ISO 9001 Lead Implementer qualification.

Deep Dive: A Better Understanding of the HLS and Risk **O**

2 Days

This course provides a deeper understanding of the most important concepts of ISO 9001:2015 (Control of externally provided processes, products and services, Auditing Leadership, Risk-based Thinking and Process Approach.

Control of Externally Provided Processes, Products and Services **O**

4 Hours

This course will teach you to be able to apply knowledge to establish criteria to evaluate, select, monitor and re-evaluate providers of processes, products and services. You will also be able to identify the potential impact of externally provided processes, products and services to determine the extent of the controls required.

Auditing Leadership to ISO 9001:2015 **O**

4 Hours

This course will enable you as an auditor to develop your skills when auditing leaders. You will identify the core requirements of ISO 9001:2015 with regard to the leadership team and their commitments to customer focus and process management.

Risk-Based Thinking with Annex SL **O**

4 Hours

This course will allow you to describe the fundamentals, key principles and application of risk management as it is referred to in 9001:2015 to your organization, serving as great tools and guidance for the new standard.

Quality Management

ISO 9001:2015 and the Process Approach

4 Hours

This course will help you identify the requirements of ISO 9001:2015 with regard to process risk management and identify the tools and techniques to implement a risk based approach within your management system.

ISO 9001:2015 Strategic Approach to risk-based thinking

2 Days

This course will help you to gain detailed knowledge of the risk-based thinking fundamentals and how to add value to your organization by adopting a strategic risk approach.

ISO 9001:2015 Implementing Changes

2 Days

Discover how to apply the key changes to ISO 9001:2015 and develop a transition action plan. This training combines the 1-day 'ISO 9001:2015 Transition' course with an extra day of implementation activities.

ISO 9001:2015 Implementation

2 Days

Develop the knowledge and skill required to implement an ISO 9001:2015 quality management system (QMS).Implementing a framework based on ISO 9001:2015 helps your business consistently deliver and drive continual improvement in your products and services.

ISO 9001:2015 Requirements

1 Day

Obtain a detailed understanding of the key terms, definitions and requirements of ISO 9001:2015, and how the standard can help your organization to better meet customer needs. Gain a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure.

ISO 9001:2015 Internal Auditor

2 Days

Learn how to audit the processes of an ISO 9001:2015 quality management system (QMS). Optimize your auditing skills with the internationally recognized ISO 9001:2015 and boost your internal audit capabilities.

ISO 9001:2015 Senior Management Briefing

2 Hours

This executive session highlights the benefits of an effective QMS and introduces you to the key requirements of ISO 9001:2015. 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.

Improve your CAPA Process for Better Results

1 Day

This one-day "Improve Your CAPA Process" course is designed to provide a working understanding of the application of three root cause analysis tools. Participants will review their own CAPA process and practice problem-solving methodologies in scenarios built around a case study. The mixture of tutorial and practical exercises is designed to allow attendees to return to their organizations with an updated CAPA process and play a creative and effective role in their CAPA activities.

Coming Soon

Essential Communication skills for Auditors

1 Day
NEW for 2019 courses.

Management System Audit Report Writing

1 Day
NEW for 2019 courses

ON-SITE TRAINING

performance   sustainability   risk

Aviation, Space & Defense

Quality and reliability are critical values for the Aerospace industry. Quality Management Systems have been used in the Aerospace industry for many years. Efforts by members of the Aerospace industry to establish a single common Quality Management System has resulted in the AS series, which are used and supported by the world's leading Aerospace companies and throughout their supply chain partnerships.

AS9100:2016 Rev D Lead Auditor

PROBITAS AUTHENTICATION. Ⓟ Ⓞ

5 Days

This advanced course provides in-depth coverage of the principles and practices of the AS9100 series of standards. You will learn how AS9100:2016 Revision D relates to the requirements of the industry standards. The course will provide you with a complete knowledge of the auditing process, giving you the confidence and knowledge to manage and conduct an audit program.

AS9100:2016 Rev D Internal Auditor Ⓟ Ⓞ

2 Days

This course provides a working understanding of the principles and requirements of effective auditing and the process approach of the AS9100 quality management series, giving hands-on training in managing an audit program.

AS9100:2016 Rev D Requirements Ⓟ Ⓞ

2 Days

This course is designed to provide a working understanding of the requirements for an Aerospace Quality Management System (AQMS) based upon AS9100:2016 Rev D.

Requirements AS9110:2016 Ⓟ Ⓞ

2 Days

This course will help you to learn how to apply root cause analysis and corrective action techniques consistent with expectations from the aviation, space and defence sector. You'll gain confidence in the use of methodologies such as the 8 Disciplines (8D).

Implementing AS9110:2016 Ⓟ Ⓞ

3 Days

Implementing a framework based on AS9110:2016 helps your business consistently deliver and drive continual improvement in your products and services. Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of AS9110:2016

Internal Auditor AS9110:2016 Ⓟ Ⓞ

2 Days

This course develops the necessary skills to assess and report on the conformance, and implementation of processes, based on AS9110:2016. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities..

Implementing AS9100:2016 Rev D Ⓞ

3 Days

Gain the required skills to conduct a base-line review of your organization's current position and implement the principles of 9100:2016. Using a step-by-step approach you'll learn how to develop an implementation plan, create necessary documentation, monitor your AQMS and achieve continual quality improvement.

Aerospace Problem Solving: Root Cause Analysis and Corrective Action Ⓞ

1 Day

This course will help you to learn how to apply root cause analysis and corrective action techniques consistent with expectations from the aviation, space and defence sector. You'll gain confidence in the use of methodologies such as the 8 Disciplines (8D).

Aerospace Statistical Process Control (SPC) Ⓞ

1 Day

This one-day course provides an overview of the aerospace methodology for the use of statistical techniques detailing the critical steps in the best use of statistical techniques to evaluate both attribute and variable data.

Aerospace First Article Inspection (FAI) Ⓞ

1 Day

AS9102 is a structured framework to plan and complete actions of the product realization cycle which are necessary to ensure quality product(s) are delivered on time, while satisfying cost performance targets. This one-day course provides an overview of the tools, procedures and reporting requirements specified in AS9102; detailing the phases FAI and the desired outcomes.

Aerospace Potential Failure Mode and Effects Analysis (FMEA) Ⓞ

1 Day

This one-day course provides an overview of the methodology used to develop and implement design and process FMEA; detailing the critical steps to identify and mitigate product and process risks.

Aerospace Measurement Systems Analysis (MSA) Ⓞ

1 Day

This one-day course provides an overview of the generic aerospace methodology for measurement systems analysis, as defined in AS13003. It also details the typical methods used to evaluate both variable and attribute measurement systems.

Ⓟ PUBLIC TRAINING   Ⓞ ON-SITE TRAINING

performance   sustainability   risk

Automotive

The global Automotive industry demands world-class levels of product quality, productivity, competitiveness and continual improvement. To achieve this, many vehicle manufacturers insist suppliers adhere to strict technical specifications laid out in a Quality Management System for suppliers to the automotive sector known as IATF 16949. IATF 16949 has been developed by the International Automotive Task Force (IATF) to encourage improvement in both the supply chain and the certification process.

ISO 9001:2015 Lead Auditor with Emphasis on IATF 16949:2016

Exemplar Global **P** **O** **C**

5 Days

This course begins with a review of IATF 16949:2016 and continues to teach the principles of process auditing in accordance with QMS standards and ISO 19011. In addition, the concepts and the rules for IATF recognition will be discussed. Through small group activities, audit role-plays, lively discussions and instructor-led lectures, students gain a thorough understanding of the principles of auditing programs for automotive manufacturing organizations.

IATF 16949:2016 Requirements **P** **O** **C**

2 Days

Our IATF 16949 requirements two-day training course is relevant for any size organization involved in the automotive supply chain. It provides an excellent introduction to the standard, and for those who wish to go on and develop their implementing and auditing skills, it is a great place from which you can start this journey. Our expert tutors will make sure you complete the course feeling confident that you can apply the knowledge as soon as you step back inside your organization. The course is structured to optimize your learning using our unique approach to accelerated learning, and it will consist of a blend of practical activities, group discussions and classroom learning.

IATF 16949:2016 Internal Auditor **P** **O** **C**

2 Days

This course helps students understand and practice internal auditing for IATF 16949:2016. Students will gain the skills to create audit schedules, follow audit trails, write a nonconformance and produce audit reports.

Potential Failure Mode and Effects Analysis (FMEA) **P** **O**

1 Day

This one-day course provides an overview both the of the methodology used to develop design and process FMEA is line with the methods specified in the Potential Failure Mode and Effects Analysis reference manual (Potential Failure Mode and Effect Analysis Fourth Edition); detailing the critical steps to identify and mitigate product and process risks.

Production Part Approval Process (PPAP) **O**

1 Day

This one-day course provides an overview of the Production Part Approval Process (PPAP), and the generic PPAP process requirements for production parts as defined in the Production Part Approval reference manual.

IATF Second Party Auditor **O**

1 Day

The automotive sector requires second party auditors to be competent in a number of key skills to enable organizations to support their supplier management approach. This course will enable you to contribute to your organization's supplier quality management system development program.

The supplier development program within an automotive organization is critical, and this course is aimed at conducting effective second-party audits that will be used to assess compliance to ISO 9001/IATF 16949, PFMEA, control plans, and assist with supplier risk assessment/ monitoring/development processes

IATF 16949:2016 Senior Management Briefing **O**

2 Hours

As a leader, your commitment and support is crucial to the success of your organization's Automotive Quality Management System (QMS). The purpose of this briefing is to help top managers identify and manage their responsibilities with regard to the standard, in particular the new and enhanced IATF 16949:2016 requirements.

IATF 16949:2016 AUTOFLICKS – An Introduction to the Revised Automotive Standard **e**

12 Hours

IATF 16949:2016 brings new requirements to the automotive sector. Understanding and implementing the required changes will be a challenge to most organizations. BSI presents a 12 part online video series that breaks down the changes as they directly impact organizations.

performance   sustainability   risk

Automotive

IATF 16949:2016: Effective application of the Automotive Core Tools ⓔ

? Days

IATF 16949:2016 places even more emphasis on employee and internal/second party auditor understanding of the relevant Automotive Core Tools, namely APQP, FMEA, MSA, SPC and PPAP.

The videos are suitable for anybody in an organization who uses or interfaces with any of the tools, including operators, supervisors, quality engineers, managers, and internal/second party auditors.

IATF 16949:2016 Understanding Core Tools for Internal Auditors Ⓞ

1 Day

This course develops the necessary knowledge and skills to ensure that you can assess and report on the effective implementation of core tools within your organization. You'll learn how to audit the core tools effectively, and give meaningful feedback through audit reporting and audit follow-up activities..

Statistical Process Control (SPC) Ⓞ

1 Day

This one-day course provides an overview of the methodology used to evaluate a process using statistical methods, and using this information to evaluate and take action on both the process and the output from the process.

Advanced Product Quality Planning (APQP) and Control Plan Methodology Ⓞ

1 Day

This one-day course provides an overview of the tools, procedures and reporting requirements specified in the Advanced Product Quality Planning and Control Plan reference manual (APQP and Control Plan Second Edition AIAG); detailing the critical steps in the Product Quality Planning Cycle and the role of the control plan(s)

Measurement Systems Analysis (MSA) Ⓞ

1 Day

This one-day course provides an overview of Measurement Systems Analysis (MSA), and the approaches used to analyse both attribute and variable measurements systems defined in the Measurement Systems Analysis reference manual.

Environmental Management

Today, more than ever, environmental performance is a crucial issue for the success of any business. For many, the answer is an Environmental Management System (EMS), such as the internationally-accepted standard ISO 14001. An Environmental Management System can reduce environmental impacts, reduce costs, improve efficiency and give you a competitive advantage. ISO 14001 identifies how you can go about putting an effective EMS in place. The standard is designed to address the delicate balance between maintaining profitability while reducing environmental impact. ISO 14001:2015 was published in September 2015

ISO 14001:2015 Requirements (TPECS)

2 Days

BSI's "ISO 14001:2015 Requirements" competency-based 2-day course is designed to provide students with a basic knowledge and a degree of comfort with ISO 14001:2015. Students gain a working understanding of key environmental management concepts, such as aspect and impact identification and setting objectives and targets.

ISO 14001:2015 Environmental Management Systems Internal Auditor (TPECS)

3 Days

BSI's "Environmental Management Systems Internal Auditor" competency-based 3-day course teaches the principles and practices of effective environmental management systems and process audits in accordance with the ISO 14000 series of standards and ISO 19011, "Guidelines for Auditing Management Systems".

ISO 14001:2015 Environmental Management Systems Lead Auditor (TPECS)

4 Days

BSI's "ISO 14001:2015 Environmental Management Systems Lead Auditor" competency-based 4-day course teaches the principles and practices of effective environmental management systems (EMSs) and process audits in accordance with the ISO 14000 series of standards and ISO 19011, "Guidelines for Auditing Management Systems".

Requirements and Internal Auditor of ISO 14001:2015

3 Days

Building on your knowledge acquired through the requirements, this course will help you develop the skills to audit against the changing landscape of ISO 14001:2015.

Implementing an EMS

2 Days

This course provides students with the knowledge to implement and manage an environmental management system (EMS) appropriate to the needs of their organizations. Students gain the necessary tools and skills to help them successfully develop the key processes, controls and documentation for an effective EMS.

ISO 14001:2015 Risks and Opportunities

4 Hours

This half-day workshop enables individuals who are implementing and auditing ISO 14001:2015 to identify the requirements with regard to process risk management and review methods to identify risks and apply effective controls.

ISO 14001:2015 the Lifecycle Perspective

4 Hours

This half-day workshop will help you identify the ISO 14001:2015 requirements for the management of product and service lifecycle, including design, influence and control of internal and outsourced processes, and end of life treatment to enable environmental performance improvement.

Auditing Leadership to ISO 14001:2015

4 Hours

This half-day workshop will enable you as an auditor to develop the skills of leaders. You will identify the core requirements of ISO 14001:2015 with regard to the leadership team and their commitments to environmental impact improvement.

ISO 14001:2015 Senior Management Briefing

2 Hours

Understand the purpose of ISO 14001:2015 and the leadership responsibilities outlined in the standard. This executive session highlights the benefits of an effective EMS and introduces you to the key requirements of ISO 14001:2015.

performance   sustainability   risk

Energy Management

Today, the global threat of energy shortages and rising costs, make effective energy management a crucial issue for the success of any business. For many, the answer is an Energy Management System (EnMS), a framework for the systematic management of energy. As well as enhancing energy efficiency, a third party certified Energy Management System can cut costs, cut carbon emissions, and enhance your reputation by demonstrating your commitment to sustainability. ISO 50001 will help you implement the processes necessary to understand their baseline energy usage, put in place action plans, targets and energy performance indicators for reducing consumption and identify, prioritise, and record opportunities for improving energy performance.

Energy Management System Auditor/ Lead Auditor

5 Days

This course explains the principles and practices of independent auditing for an EnMS and guides participants through the entire audit process. Gain the necessary auditing skills through a balance of formal classroom tutorials, practical role-playing, group workshops and open forum discussions. In addition, the course will discuss integrating ISO 50001 with other management systems, like ISO 14001.

Implementing: ISO 50001:2018

2 Days

Using a step-by-step process, this course provides guidance on understanding the requirements of the standard as well as how to implement an effective ISO 50001 EnMS.

ISO 50001:2018 Requirements

1 Day

This course will help you to gain an understanding of effective energy management in an organization by providing a systematic approach to achieve continual improvement of energy performance.

ISO 50001:2018 Senior Management Briefing

3 Hours

Our ISO 50001:2018 Senior Management Briefing helps business leaders understand how they will be involved and the commitment required supporting an effective implementation

Internal Auditor: ISO 50001:2018

2 Days

This course will guide you through the elements of an energy management internal audit based on ISO 50001 and ISO 19011.

P PUBLIC TRAINING **O** ON-SITE TRAINING

performance sustainability risk

15

Occupational Health & Safety

ISO 45001:2018, the first global Occupational Health and Safety (OHS) management system standard, was published on March 12, 2018.

ISO 45001 replaces the widely implemented BS OHSAS 18001 and organizations currently certified to BS OHSAS 18001 will need to migrate to ISO 45001 within three years of the new standard's publication.

ISO 45001 :2018 Requirements (TPECS)

2 Days

This competency-based 2-day course helps participants gain a better understanding of the "best practices" for Occupational Health and Safety (OHSAS). The course explains each requirement in ISO 45001 and provides participants with the tools to objectively evaluate the applicability of the requirements in their industry.

ISO 45001 :2018 Internal Auditor (TPECS)

3 Days

This intensive course gives you a working knowledge of planning and conducting an internal audit of an Occupational Health and Safety Management System, and the tools necessary to identify and record nonconformities..

ISO 45001 :2018 Lead Auditor (TPECS)

4 Days

This intensive course provides advanced training on auditing an Occupational Health and Safety Management System. It discusses the principles of national and international legislation, risk assessment principles and approach, and policy development. You will learn how to measure the efficiency and effectiveness of a process, and to identify and record nonconformities

ISO 45001 :2018 Lead Implementer

5 Days

This training combines our ISO 45001 requirements and implementation courses, with an additional 2 days of content with examination. This will provide you with: An in depth understanding of the standard; the best practice methods to implement the standard within your organization; and ensure its effectiveness by teaching you management skills such as leadership, effective delegation, problem solving and motivation.

Implementing changes between OHSAS 18001:2007 and ISO 45001 :2018

1 Day

Are you involved in migrating an Occupational Health and Safety Management System to ISO 45001? Learn what is needed when migrating from OHSAS 18001:2007 to ISO 45001. Delegates will already need to be familiar with the differences in requirements between OHSAS 18001:2007 and ISO 45001 by attending either our ISO/DIS 45001 seminars or our migration training courses.

ISO 45001 :2018 Migration

1 Day

Are you already familiar with OHSAS 18001:2007 and want to find out about ISO 45001? This course introduces you to the new ISO high level structure for management system standards and explores the differences between OHSAS 18001:2007 and ISO 45001. By attending, you'll be able to identify the gaps in your current Occupational Health and Safety (OH&S) Management System and start planning your migration to the new standard.

ISO 45001 :2018 Seminar

3 Hours

Learn how to embed continual improvement at the heart of your organization through an ISO 45001 Occupational Health and Safety Management System. The new standard is an opportunity for organizations to align their strategic direction in line with international health and safety best practice.

ISO 45001 :2018 Migration: Senior (Top) Management Briefing

2 Hours

As a leader, your commitment and support is crucial to the success of your organization's Occupational Health and Safety Management System (OH&S MS). This executive session highlights the differences in top management leadership and commitment requirements between OHSAS 18001 & ISO 45001. 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.

performance   sustainability   risk

Integrated Management Systems

An Integrated Management System (IMS) is a Management System that integrates all of an organization's systems and processes into one complete framework, enabling an organization to work as a single unit with unified objectives. Companies today recognize the benefits of an Integrated Management System, which goes beyond quality and can combine all aspects of Quality, Environmental, Health & Safety and Risk.

Contact BSI for more information.

ISO 14001:2015 and ISO 45001:2018 Requirements

1 Day

This course will help you to embed continual improvement at the heart of your organization through an integrated management system for ISO 14001 and ISO 45001. You'll gain a thorough understanding of the ISO standardized high level structure and apply the key concepts and principles of the standards to existing processes within your organization.

ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Requirements

1 Day

The aim of this course is to gain an understanding of the Quality, Environmental and Health and Safety standards, looking at their correspondence and interface. You'll learn how these standards can further business success using continual improvement through the methodologies identified in the standards framework.

ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Internal Auditor

3 Days

BSI's "ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 Integrated Internal Auditor Course" aims to provide guidance and practical experience in planning, executing, reporting and audit follow-up of a combined internal audit, when monitoring the effectiveness and conformity of Quality, Environmental and OH&S Management Systems (ISO 9001, ISO 14001 and ISO 45001). Additionally this course will explain the guidelines of management system auditing according to ISO 19011:2018, as well as describe the application of these guidelines to auditing ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Integrated Management Implementation

3 Days

The course is designed to equip learners with the knowledge and skills to enable them to implement ISO 9001, ISO 14001 and ISO 45001 in an organization. It provides the foundation upon which they can build their experience and develop their competence.

Integrated Management Systems (IMS): Implementation

2 Days

Organizations pursue improving their existing management systems can do so by integrating the existing ones. This course introduces delegates to discover the benefits of streamlining and simplifying all their standards frameworks to achieve greater transparency across their business.

ISO 14001:2015 and ISO 45001:2018 Integrated Internal Auditing

2 Days

This course will provide guidance and practical experience in planning, executing, reporting and audit follow up when undertaking an integrated internal audit for ISO 14001:2015 and ISO 45001:2018.

ON-SITE TRAINING

performance   sustainability   risk

Integrated Management Systems

New for 2019

**ISO 14001:2015 and
ISO 45001:2018 Requirements**

Exemplar Global **P** **O**

2 Days

**ISO 14001:2015 and
ISO 45001:2018 Internal Auditor**

Exemplar Global **P** **O**

3 Days

**ISO 14001:2015 and
ISO 45001:2018 Lead Auditor**

Exemplar Global **P** **O**

4 Days

**ISO/IEC 27001 with an emphasis
for the Automotive Sector** **O**

**ISO/IEC 27001 with an emphasis
on the Aerospace Sector** **O**

ISO 45001 :2018 for the Automotive Sector **O**

ISO 45001 :2018 for the Aerospace Sector **O**

ISO 14001 :2015 for the Automotive Sector **O**

ISO 14001 :2015 for the Aerospace Sector **O**

ISO 14001:2015 and ISO 45001:2018 Requirements **C**

ISO 14001:2015 and ISO 45001:2018 Internal Auditor **C**

ISO 14001:2015 and ISO 45001:2018 Lead Auditor **C**

performance   sustainability   risk

Information Security

Information is critical to the operation and, in extreme cases, to the survival of an organization. ISO/IEC 27001:2013 is the only auditable International standard which defines the requirements for an Information Security Management System (ISMS). The standard is designed to ensure the selection of adequate and proportionate security controls, helping to protect information assets and give confidence to interested parties, including an organization's customers.

ISO/IEC 27001 Requirements (TPECS)

2 Days

This course teaches a general understanding of the concepts of the ISO/IEC 27001 standard. An experienced instructor explains the requirements of ISO/IEC 27001 in detail, its relationship with ISO/IEC 27002, provides a basis for understanding the interpretations of the clauses and examines issues surrounding an ISMS.

ISO/IEC 27001 Internal Auditor (TPECS)

3 Days

This course teaches a general understanding of the concepts of the ISO/IEC 27001:2013 standard and the principles and practices of effective internal audits in accordance with ISO 19011, "Guidelines on Auditing Management Systems." Experienced instructors explain the clauses of ISO/IEC 27001:2013 in detail and guide students through internal audits required for an ISMS based on ISO/IEC 27001:2013.

ISO/IEC 27001 Lead Auditor (TPECS)

4 Days

This course teaches a general understanding of the principles and practices of leading management system audit teams and process based audits in accordance with ISO 19011. Participants learn the clauses of ISO/IEC 27001 in detail and the entire audit process, from managing an audit program and assessing the ISMS, to reporting on audit results.

NIST Cybersecurity Framework Implementation Training Course

2 Days

By attending this two-day course, you'll understand how to use the NIST Cybersecurity Framework to assist your organization to prevent, detect and respond to cyber-attacks. You'll learn how to apply a 7 step approach to implement the Framework and continuously improve your cybersecurity practices.

General Data Protection Regulation (GDPR) Implementation

2 Days

You'll get practical guidance on integrating requirements into current practices where appropriate as well as learn ways to ensure that suitable levels of protection are applied to fulfil compliance requirements, which can often reduce costs. You'll learn what evidence and reporting are required by the regulation, as well as how to align this with your existing governance processes to ensure that GDPR compliance is maintained as part of business as usual.

How to Maintain and Audit General Data Protection Regulation (GDPR) Compliance

1 Day

You'll gain an overview on how to assess, maintain and audit your organization's compliance with the GDPR requirements. Plus you'll learn how to engage the whole organization in business as usual data protection practices to mitigate the risk of fines and help protect your reputation.

General Data Protection Regulation (GDPR): Foundation Level

1 Day

This one day course covers the foundation level requirements of the new GDPR regulations. The course will cover the requirements, policies, background and principles of the regulations and will enable delegates to understand its application to their organization

ISO/IEC 27001 Lead Implementer

5 Days

As a lead implementer, you can set the highest standard of data protection tailored to your organization. In this course, you will learn how to scope the requirements of your ISMS, build a framework for your organization-specific ISMS and determine security risks and impacts.

(P) PUBLIC TRAINING   (O) ON-SITE TRAINING   (C) CONNECTED LEARNING LIVE

performance   sustainability   risk

Information Security

Implementing ISO/IEC 27001

2 Days

This course discusses the requirements and benefits of ISO/IEC 27001. It provides the tools required to identify costs, resource information and available information security controls. You will leave this course with a much-enhanced understanding of the certification process of ISO/IEC 27001.

ISO/IEC 27002 Information Security Controls implementation
NEW

2 Days

By attending this two-day course you'll learn about the relationship between ISO/IEC 27001 and ISO/IEC 27002, as well as how to design, implement, and improve information security controls based on risk identification and treatment. Most delegates on this course have already attended our ISO/IEC 27001 Requirements course.

ISO/IEC 27005:2011 Information Security Risk Management
NEW

2 Days

This course aims to provide you with clear and practical guidance on the framework and steps involved to identify, analyse and manage information security risks. It will help you to review your existing risk treatments and controls, and ensure they are appropriate to manage and reduce the identified risks . This will give you the confidence to get the most effective allocation of resources in place to address information security issues for your organization.

ISO/IEC 27032:2012 Guidelines for Cybersecurity
NEW

2 Days

Building on the concepts and framework specified in ISO/IEC 27001, the best practice guidance and techniques in ISO/IEC 27032 help you to manage and respond to cybersecurity issues. This course will provide you with knowledge on ISO/IEC 27032 so you can understand, prepare for, detect, respond to and monitor issues related to cybersecurity for your organization.

Risk Management

Risk Management is a systematic framework and process for maximizing those areas where outcomes can be controlled while minimizing those that cannot be predicted and over which control cannot be exercised.

ISO 31000:2018 Introduction
NEW

1 Day

As a proven methodology, risk management provides a systematic framework and process for maximizing areas where outcomes can be controlled, while minimizing the impact when the outcome cannot be predicted. BSI's one-day training course will enable you to understand risk management, learn about ISO 31000 and get the foundation you need to start managing your organization's risks effectively.

ISO 31000:2018 Implementation
NEW

3 Days

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 31000:2018. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, develop your risk management process, and achieve continual improvement.

ON-SITE TRAINING

www.bsigroup.ca/training | 1 800 862 6752

performance   sustainability   risk

IT Service Management

ISO/IEC 20000-1 is an IT service management system (SMS) standard. It specifies service provider requirements to plan, establish, implement, operate, monitor, review, maintain and improve a SMS to fulfill agreed service requirements.

This course is designed to equip learners with the knowledge and skills to enable them to appreciate and understand the requirements of ISO/IEC 20000-1 in an organization. An experienced instructor explains the requirements, while hands-on exercises and take-home material provide the foundation upon which delegates can build their experience and develop their competence.

ISO/IEC 20000-1:2018 Requirements (TPECS)

2 Days

This course teaches a general understanding of the concepts of the ISO 20000-1 standard and how it provides a framework for the adoption of an integrated process approach to effectively deliver IT services to meet business and customer requirements. An experienced instructor explains the clauses of ISO 20000-1 in detail, providing a base for understanding the process approach and includes auditing the requirements of IEC the standard. Students learn by participating in group exercises and in-depth discussions.

ISO/IEC 20000-1:2018 Internal Auditor (TPECS)

3 Days

This course provides the skills needed to understand ISO/IEC 20000-1 requirements, the implementation and certification processes, an auditor's roles and responsibilities, and the principles, practices, and types of audits. You will learn how to effectively deliver managed IT services to meet business and customer requirements in accordance with ISO/IEC 20000-1.

ISO/IEC 20000-1:2018 Lead Auditor (TPECS)

4 Days

This lead auditor course teaches the requirements of ISO/IEC 20000-1, giving you the knowledge and skills you need to interpret the standard in the context of an audit process. You will learn to understand the purpose, content and interrelationship of each part of the standard. Completion of this course will enable you to conduct and lead effective audits through the entire audit process, from managing an audit program to reporting on audit results.

Transition ISO/IEC 20000-1:2018

1 Day

This course will help you to learn about the new ISO high level structure, the differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018 and how to prepare for transition.

Implementing ISO/IEC 20000-1:2018

2 Days

This introductory course covers the basics of ISO/IEC 20000-1, including its requirements and best practice processes to implement each clause. This course provides the tools needed to develop, implement and prepare an audit for an efficient and effective ITSMS.

P PUBLIC TRAINING   O ON-SITE TRAINING

performance   sustainability   risk

Cloud Security

The need for more cost-effective storage and software solutions with mobile access has led to a rise in the adoption of cloud computing, and while cloud computing has opened up many new opportunities, it also presents a number of new security risks to company information. The Cloud Security Alliance (CSA) and BSI teamed up to develop STAR certification which incorporates ISO/IEC 27001 and cloud specific requirements. The scheme also encourages the adoption of cloud services by business, promoting greater transparency and allowing cloud service providers (CSPs) to provide stakeholders with confidence that controls are in place to secure data

Certified CSA STAR Auditor

2 Days

Led by an experienced trainer, this course will help you learn how to conduct a third party audit for STAR Certification and will work through a detailed case study to teach you how to determine a STAR Certification.

You'll learn how to determine a maturity score and recommend a rating for STAR Certification. You can only audit to the STAR Certification scheme and recommend a rating once you have attended and passed this course. At¬tendees will be certified with CSA Star Certification.

Auditing Cloud Security for STAR Certification

1 Day

STAR Certification gives CSPs the ability to prove that their registra-tion to the CSA's Security, Trust and Assurance Registry (STAR) has been independently assessed against the new STAR Certification maturity model.

Led by an experienced instructor, this one day course will help you learn how to audit cloud security for the STAR Certification program and learn how to apply the maturity model when auditing a provider's security controls.

Advanced Auditing for CSA Star Certification

2 Days

Learn how to conduct a first and second party audit to assess a CSP's compliance with the CSA's Cloud Controls Matrix (CCM). You'll also learn how to evaluate the maturity level of a cloud service provider's security controls and find out how CSA STAR Certification recommendations are made.

ISO 27017:2015 Information Security Introduction to the Cloud Security and CSA Star Certification

1 Day

Learn what Cloud Computing is, how to secure it, and how a CSA STAR Certified CSP can give you the level of assurance you need to measure and demonstrate the robustness and performance of their cloud security operations.

Controls for Cloud Services

2 Days

Alongside an ISO/IEC 27001 Information Security Management System (ISMS), ISO/IEC 27017 helps you manage the confidentiality, integrity and availability of your business information or information entrusted to you by others. This course helps you clearly identify who is responsible to manage the different security risks and ensure the appropriate cloud security controls are in place so you can maintain a resilient ISMS.

Protection of Personally Identifiable Information (PII) in Public Clouds (ISO/IEC 27018:2014)

1 Day

The protection of PII from both internal and external threats is a major concern for every organization, irrespective of size or market sector. The course will help to ensure that the appropriate information security controls are in place for protecting PII processed by cloud service providers under contract to their customers.

P PUBLIC TRAINING **O** ON-SITE TRAINING **C** CONNECTED LEARNING LIVE

performance   sustainability   risk

Business Continuity Management

Business Continuity is a serious issue for all organizations and its management should be an essential element of the entire business. Business Continuity Management (BCM) gives an organization the ability to maintain its critical operations during and following a disruption, as well as improving the speed at which it is able to establish its full functionality. Business Continuity Management can be the difference between success and failure.

BCMS Auditor/Lead Auditor (ISO 22301)

5 Days

This course teaches the fundamentals of a BCM system and the requirements for ISO 22301. It provides you with knowledge and hands-on training to develop, implement, manage and audit a BCM system. This course teaches you how to evaluate audit findings, write succinct audit reports and conduct opening, closing and follow-up audit meetings.

Introduction to ISO 22301

1 Day

This introductory business continuity course teaches you the basics and fundamentals of BCM, enabling you to communicate the benefits and importance of business continuity to top management.

Implementing ISO 22301

2 Days

This introductory business continuity course discusses the requirements, specifications and best practice techniques of ISO 22301, the steps involved in the BCM lifecycle and how to implement a BCM system.

ISO 22301 Lead Implementer

5 Days

As a lead implementer, you can bring BCM best practice to your organization. With ISO 22301, you can identify and protect business critical functions, as well as build resilience and capability to continue operating during unexpected events. You will also learn how to meet ISO 22301 requirements plus design, plan and implement your own BCM system.

ISO 22301 Internal Auditor

2 Days

This course assists participants in developing the skills and knowledge to conduct audits and self-assessments against the requirements of ISO 22301.

Business Impact Analysis (BIA)

1 Day

Business Impact Analysis is a fundamental practice that, when undertaken correctly, can effectively establish the framework for resilience and continuity arrangements in an organization. The process can provide other benefits by informing management to consider succession planning, supply chain strategies and avoid single points of failure. This course is a combination of presentations as well as individual and group activities designed to establish and cement a practical understanding of the elements of comprehensive Business Impact Analysis. This will enable delegates to undertake their own analysis, and potentially shape management decisions that lead to improved organizational resilience and continuity.

Food Safety

Food safety is a global concern and impacts both consumers and businesses in the food industry. ISO 22000:2018 is an International standard and defines the requirements for a Food Safety Management System covering all organizations in the food chain from "farm to fork." The standard combines generally recognized key elements to ensure food safety along the food chain including: interactive communication, system management, pre-requisite programs and HACCP plans, continual improvement, and updating of the food safety management system.

Implementing a Food Safety Management System based on ISO 22000:2018 Ⓟ Ⓞ

2 Days

This course will provide participants with the knowledge and process steps to enable them to effectively implement a FSMS in line with the requirements for ISO 22000:2018 certification.

HACCP plan and Implementation ISO 22000:2018 Ⓟ Ⓞ

2 Days

Foodborne illness caused by microorganisms is a large and growing public health problem. [WHO, 2013]

Organizations around the world recognize the value of effective management of food safety hazards through the use of Hazard Analysis and Critical Control Point (HACCP) systems. A HACCP based food safety plan is a tool to set priorities for interventions, to comply with relevant legislations, customer requirements and control business risks.

In order to develop, implement and maintain a well-developed, practical and robust HACCP based food safety plan, it is essential to have the relevant skills and knowledge - this course is an ideal solution to establishing that requirement.

By successfully completing this HACCP Plan and Implementation course, delegates will have demonstrated knowledge and basic skills to develop a HACCP based food safety plan and to oversee its implementation and monitoring.

ISO 22000:2018 Requirements Ⓟ Ⓞ

2 Days

Understand the requirements of a FSMS and gain the skills to implement a system to help produce safe products and effectively identify and assess food safety hazards.

ISO 22000:2018 Internal Auditor Ⓟ Ⓞ

3 Days

This course teaches the principles and practices of effective FSMS process audits in accordance with the ISO 22000 series of standards and ISO 19011.

ISO 22000:2018 Lead Implementer Training Course Ⓞ

5 Days

This will provide you with an in-depth understanding of the standard; the best practice methods to implement the standard within your organization; and ensure its effectiveness by teaching you management skills such as; leadership, effective delegation, problem solving and motivation.

Ⓟ PUBLIC TRAINING   Ⓞ ON-SITE TRAINING

CQI and IRCA Certified ISO 22000:2018 Lead Auditor (Food Safety Management System) Ⓞ

CQI | IRCA APPROVED TRAINING PARTNER

5 Days

Over five days, you'll gain the knowledge and skills required to undertake and lead a successful food safety management systems audit; using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up.

Implementing SQF Systems Edition 8 Ⓞ

2 Days

This course aims to increase understanding of the new code, the ability to differentiate between food safety management and quality management. Implementing SQF Code Edition 8 is ideal for those intending to implement the SQF Quality Code or update their current quality system to Edition 8.

Good Manufacturing Practice Ⓞ

Half-day course

In order for a food safety management system to be effective, it is essential that HACCP be supported by good manufacturing practices (GMP) that control the general hygiene and environmental conditions in a food operation. The GMP described in this course are accepted requirements for prerequisites as defined in the CODEX Alimentarius General Principle of Food Hygiene.

Root Cause Analysis for the Food Industry Ⓞ

Half-day course

This course will provide delegates with a framework to implement root cause analysis and provides two commonly used methodologies to identify root cause.

Coming Soon

Preventing Food Fraud (VACCP) Ⓞ

1 Day

Food Defence (TACCP & PAS96) Ⓞ

1 Day

performance   sustainability   risk

Medical Devices

The latest edition of ISO 13485, the internationally recognized quality management systems standard for the medical device industry with over 27,000 certificates globally, was published February 25, 2016. The standard supports the design of a quality management system that establishes and maintains the effectiveness of a manufacturer's processes to ensure the consistent design, development, production, installation, and delivery of medical devices, or related services, that are safe for their intended purpose. The new edition is applicable across the whole supply chain and seeks to address the entire lifecycle of a medical device.

ISO 13485:2016 Requirements (TPECS)

Exemplar Global **P** **O** **C**

2 Days

This course teaches a general understanding of the concepts of the ISO 13485 standard and how the requirements impact the day-to-day operations of organizations in the Medical Device industry.

ISO 13485:2016 Internal Auditor (TPECS)

Exemplar Global **P** **O** **C**

3 Days

This course teaches you how to interpret the clauses of ISO 13485 and apply the principles of PD CEN ISO/TR 14969, ISO 14971, and ISO 19011 to the auditing process of a medical device QMS, and to plan, conduct, and report effective internal auditsto ISO 13485.

ISO 13485:2016 Lead Auditor (TPECS)

Exemplar Global **P** **O** **C**

4 Days

This course teaches quality management definitions, concepts, guidelines, and principles as well as how to interpret the clauses of ISO 13485. You will learn to apply the principles of PD CEN ISO/TR 14969, ISO 14971, and ISO 19011 to the auditing process of a medical device QMS, and to manage an audit program, prepare audit reports, and conduct audit follow-ups.

ISO 13485:2016 Transition & Auditor Refresher   **P** **O**

1 Day

With greater attention on the organization's ability to meet applicable customer and regulatory requirements, the new ISO 13485:2016 focuses on the entire supply chain of the medical device industry, with added emphasis on risk management.

Requirements of the Medical Device Regulation for CE Marking   **P** **O**

1 Day

This course will help you to learn about the key requirements, concepts, and the overall process for CE marking under the Medical Devices Regulation (MDR). The CE mark gives access to a market with 500+million people.

Implementation of Medical Device Regulation for CE Marking   **P** **O**

3 Days

This course aims to offer guidance on implementation of the requirements stipulated in the MDR. It focusses on enabling you to draw up a clear concept or project plan, and how to integrate the requirements into your business and your documentation.

Medical Device Single Audit Program (MDSAP): Fundamentals and Readiness   **P** **O**

2 Days

Our Medical Device Single Audit Program (MDSAP) two day training course is relevant for any size organization selling medical devices into the participating territories. It will prepare you to host a MDSAP audit and allow you to determine if your own internal Quality Management System (QMS) processes are consistent with the requirements of the MDSAP audit model for the jurisdictions where your products are marketed.

IVD Directive to IVD Regulation Transition   **O** **NEW**

1 Day

There are significant changes in the European legislation applicable to IVDs. The IVD Regulation has replaced the IVD Directive, which will impose new requirements on manufacturers and other economic operators. By attending this course, you'll discover the new requirements and how these will affect your organization.

Process Validation for the Medical Device Industry Concepts and Awareness   **O** **NEW**

1 Day

BSI's "Process Validation for the Medical Device Industry Concepts and Awareness " one day training course has been designed to give manufacturers an awareness of quality requirements regarding validation and the nature of "special processes". Learn the generally accepted principles of validation, and understand installation, operational, and process qualification so you can apply them to your business.

Performance Evaluation (P/E) and Clinical Evidence for IVDs   **O**

1 Day

This course has been designed to enable participants to understand what Performance Evaluation term means, how Performance Evaluation fits into IVD product development and future IVD Regulation (IVDR) requirements.

P PUBLIC TRAINING **O** ON-SITE TRAINING **C** CONNECTED LEARNING LIVE

performance   sustainability   risk

Medical Devices

Medical Device Single Audit Program (MDSAP) Overview ⊙

1 Day

The course provides a high-level review of the MDSAP Program, providing a base for understanding the fundamentals of this new type of audit.

Post-Market Surveillance and Vigilance ⊙ ⓔ

1 Day

This course covers post-market surveillance, including clinical follow-up and complaint and vigilance handling impacts all aspects of the QMS. Proactive and reactive sources of information are a regulatory requirement to be incorporated in your post-market surveillance procedures and are applicable to all products.

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

1 Day

This course has been designed to provide manufacturers with the knowledge and skills to interpret the requirements of the drug consultation process for devices containing ancillary medicinal substances. It focuses on determination of the applicable European legislation for borderline products and provides insight into further information and guidance related to the distinction between medical devices and medicinal products. This course also examines devices incorporating derivatives of human blood or plasma.

Medical Devices Utilizing Materials of Animal Origin: Practical Guidance in the Legislative Approval Process ⊙

1 Day

This course has been designed to provide manufacturers with the knowledge and skills to interpret the regulatory requirements relating to materials of animal origin, including those for which a Transmissible Spongiform Encephalopathy (TSE) risk is expected.

Clinical Evaluation for Medical Devices ⊙

1 Day

This course is designed to support manufacturers by confirming the information necessary to demonstrate clinical safety and performance of their product in accordance with the requirements of the European Medical Devices Directive (MDD) and the Active Implantable Medical Devices Directive (AIMDD).

Introduction to Risk Management for Medical Devices - Key concepts and requirements ⊙

1 Day

This course is designed to provide participants with an understanding of the impact that ISO 14971 has on the decision making process at medical device manufacturing firms. This one-day training course helps medical device professionals gain an understanding of how ISO 14971 can improve their business and risk management efforts. Participants will also understand how ISO 14971 applies to ISO 13485.

Introduction to ISO 13485:2016 ⊙

1 Day

This introductory course teaches you how to interpret the clauses of ISO 13485, the importance of management involvement in ISO 13485 implementation, the proper use of PD CEN ISO/TR 14969, and the link between ISO 13485 and Good Manufacturing Practices (GMP).

Implementing ISO 13485:2016 ⊙

2 Days

This course discusses quality management definitions, concepts, guidelines and best practices, providing students with a thorough understanding of ISO 13485's process approach and clauses, the proper use of PD CEN ISO/TR 14969, the importance of management involvement and how to prepare an audit of a QMS.

Requirements of the In Vitro Diagnostic Regulation ⊙

1 Day

The In Vitro Diagnostic Regulation details the requirements which manufacturers have to meet to sell In Vitro Diagnostic devices in the European Union. It replaces the In Vitro Diagnostic Directive. This course introduces you to the key requirements of the IVDR. IVDs will now be classified according to their risk using a new rule-based system.

Implementation of the In Vitro Diagnostic Device Regulation for CE Marking ⊙

3 Days

This course will help you to implement the requirements of the European In Vitro Diagnostic Device Regulation (IVDR 2017/746) to obtain and maintain the CE mark for your product. Gain confidence with the IVD classification rules and the conformity assessment routes.

ISO 13485:2016 Transition ⊙

4 Hours

This comprehensive course introduces you to the new requirements and explores the changes between ISO 13485:2003/EN 13485:2012 and the latest standard.

ISO 13485 Senior Management Briefing ⊙

1 Day

The focus of this course is on helping senior management transition their system from ISO 13485:2003 to ISO 13485:2016. Managers will gain a better understanding of their organization's obligations and develop action plans for managing the transition.

⊙ ON-SITE TRAINING   ⓔ eLEARNING

performance   sustainability   risk

www.bsigroup.ca/training

1	Vancouver, BC	4	Regina, SK	7	Kitchener, ON	10	Montréal, QC
2	Calgary, AB	5	Saskatoon, SK	8	Toronto, ON	11	Halifax, NS
3	Edmonton, AB	6	Winnipeg, MB	9	Ottawa, ON		

Note: for 2019 we have scheduled some Public Training Classes to run in Quebec City, London, St. John's, Regina and Winnipeg.

Customer Service

Information

To have one of our experts contact you about your Management System needs within 24 hours, please send us an email at **inquiry.mscanada@bsigroup.com** or call **1 800 862 6752**.

Payment

Payment for public course offerings is due upon registration. You may pay by credit card (VISA, MasterCard, or American Express) or cheque (payable to BSI). Course registration is not official until full payment is 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."

Cancellation/Transfer Policy

Payment will only be refunded if a cancellation notice is received at least 30 days prior to the start date of the course. You may transfer your registration to another course, as long as this request is received at least 15 days prior to the course start date. Replacements or substitutes for an existing registration are allowed up to and including the first day of the training course. In the unlikely event that BSI Canada Inc. must cancel a course or change a course location, liability is limited to the course fee. In such circumstances, the customer has the option of a full refund or transfer to an alternative available course.

Foreign Travelers

If you are a course attendee traveling from abroad and you require a visa, please remain fully cognizant of our course cancellation policy. Refunds are not automatically granted if you are unable to obtain a visa..

Content of this catalogue is subject to change by BSI without notice. Therefore, it is not advised to book any nonrefundable travel accommodations until BSI formerly notifies that the course status has changed from "Scheduled" to "Confirmed".

Any questions?

Call: 1 800 862 6752
Customer Service hours:
8:30am – 5:30pm ET

performance   sustainability   risk

New at BSI

- IATF 16949
- Autoflix online courses (IATF 16949)
- Core Tools training courses
- BAP (BSI Assurance Portal)
- ISO 45001 training courses
- ISO 22000:2018 Food Safety Classes
- ISO/IEC 27002 & ISO/IEC 27032:2012 training courses
- AS 9100:2016 Classes

- ISO 13485:2016 New Medical Device Classes
- Connected Learning Live – Online and Interactive Training Classes
- ISO 50001 Energy Management
- ISO 31000:2018 Risk Management
- Integrated Management Systems Training Classes
- General Data Protection Regulation Courses
- New Cloud Security classes
- Business Continuity Management

BSI Events

Attend one of our upcoming events to find out more about the latest Management Systems developments and offerings. With events across Canada, find one near you by visiting:

www.bsigroup.ca/events

BSI Group Canada Inc.

www.bsigroup.ca/training

bsi.

...making excellence a habit.™