

1,830 delegates trained last year
39 inspirational tutors
3 venues in Vietnam
BSI Training Academy



BSI Training Academy Course Portfolio

Vietnam | 2020

Public Training • In-house Training • Distance Learning

bsi.



By Royal Charter

Welcome to the BSI Training Academy



Chris Wright

Commercial Training Director
BSI Training Academy

At the BSI Training Academy, our focus is on helping clients embed knowledge and skills so they can add more value to their organizations and their CVs.

We offer one of the widest ranges of standards-related training in the UK from meeting medical devices regulation to managing your energy effectively. But we don't just train you to meet standards – we help you to understand how to embed them into your organization.

When you train with us, you get the full benefit of our expert knowledge. We know what an auditor is looking for and ensure we train you to meet their requirements. We know the thinking behind the standard – so we embed this in our courses to drive and inspire your people.

Our team of highly trained tutors bring with them a wealth of practical industry expertise and specialist knowledge, many of them with multiple professional qualifications.

Last year we trained update to over 12,000 delegates across the UK and Ireland, but we treat each delegate as an individual, recognizing their own unique learning objectives.

No matter where you are on your journey towards embedding excellence, we hope you choose BSI to take care of your learning needs.

New for 2020

Auditor qualifications – put a mark of trust on your skills

At BSI we want to help you enhance your professional profile and increase the opportunity for career development.

By becoming a qualified auditor you will develop auditor skills by understanding process improvement tools, demonstrating to your employer and clients that you can identify opportunities for improvement.


Our learning pathway will validate your learning with examinable results, earning you industry recognized auditor qualification badges at each stage of the journey.

Enterprise training solutions – build a resilient culture

Working directly in partnership with you, we identify all your training needs and deliver a long-term organizational competency training programme to meet your strategic objectives.

Together we will identify skills and knowledge gaps within your organization to develop a personalised training solution, helping make your organization more resilient in the process.

We will focus on ensuring you achieve your training business needs – now and in the future.

Follow us on   



Why train with BSI?

Great businesses rely on 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



performance



risk



sustainability



BSI Training Academy

Why train with BSI?

We are the UK's largest training and certification body, who have helped shape many of the world's leading standards from ISO 9001 to ISO/IEC 27001.

We take the time to understand your company's learning needs to develop 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. You'll participate in activity-based learning and have the opportunity to share your learning experience with peers from other companies which will help embed your learning.

Our tutors

Our tutors are recognized as experts in their field, offering a world-class learning experience that our delegates rate as first class. They are trained to understand and meet your different learning needs, have years of practical industry experience, as well as deep subject matter knowledge.

Your BSI certificate

On successful completion, you'll receive a certificate that's recognized worldwide. A BSI Training Academy certificate is a mark of expertise, quality and integrity.



Types of training

BSI offers training in many different formats.

In-house training

An in-house training course is one held at your premises and is open only to your employees. Training in-house eliminates travel expenses and additional time away from the office. It also keeps your content and discussions confidential.



Public training

Our public training courses take place in 16 convenient locations across the UK and Ireland. Attendees are away from office distractions and benefit from interacting and networking with people from other organizations.

Connected Learning Live

If you're looking for a live training experience, but you don't have the time to travel, you'll soon be able to experience a virtual classroom at your desk.

If you think you may need training in a different format then please contact us to discuss what alternative options we have available.

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Recommended learning pathway

1

Understand

Requirements courses:

Who should attend?

Ideal for new starters or if you need a "refresher"

What will I learn?

An overview of your management system and the requirements of the associated ISO standard

Please note: our course fees do not include a copy of the ISO standard.

Even at this introductory level, you'll need to have a good working knowledge of the ISO standard you're training for, so it's a good idea to do pre-course preparation if you need to brush up on your understanding

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 system's 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 learn 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

5

Continual improvement

Enhance your skills and improve your business processes with our qualifications and business improvement portfolio



performance



risk



sustainability



Why choose in-house training?

Our courses can be delivered in-house at a location of your choice. This ensures that your people learn best practices suited to your own organization.

Our in-house courses are led by experienced tutors who are skilled in both their subject matter and in the most effective ways for delegates to learn.

Choose in-house training if you want:

- to train a group of people
- the training structured to the needs of your organization
- to reduce the level of risk to proprietary and confidential information
- to save money on travel and accommodation
- to save money if training larger numbers of training delegates

Some of the things our delegates have said in the past year

“Our trainer was fantastic, he made the course very interesting and relevant, and answered all questions very well”

“Very professional and informative training session”

“Really glad I attended the course and I certainly gained everything I wanted”

“Excellent course delivery, thought it would be very dry but far from it”

“The tutor was excellent and provided insights into effective auditing methods from his extensive background in industry and consultation”

Request a quote by visiting our website bsigroup.com/en-VN or call us on **84 28 3820 0066**

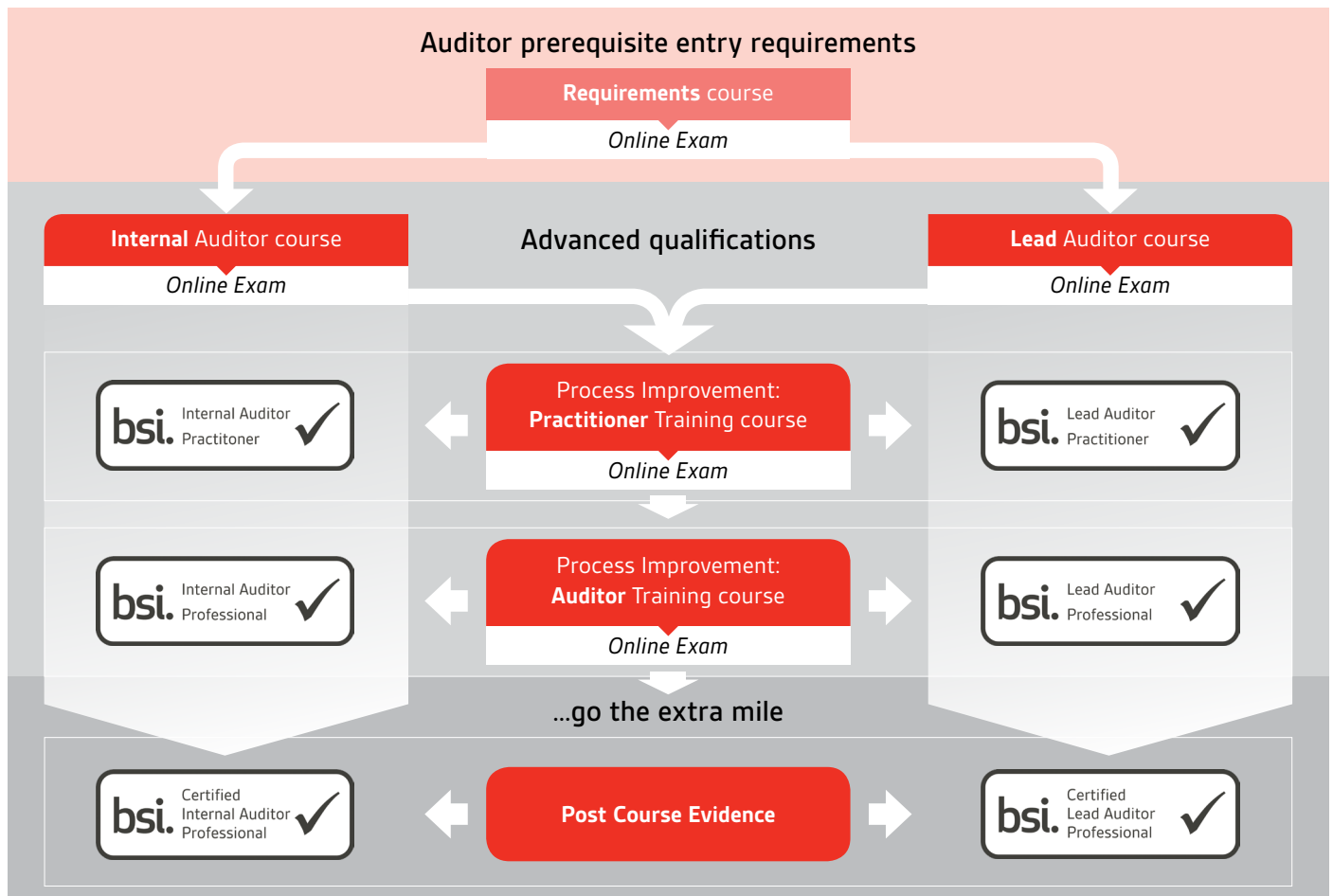


A qualification from BSI will demonstrate to your employer and customers that your knowledge has been validated. We've helped shape and develop many of the world's leading standards. Our expert knowledge means that when you train with us, you benefit from this expertise – and with a BSI qualification, you can prove this.

Auditor qualification

By first understanding the requirements of the standard, you can then opt for an internal or lead auditor route, depending on whether you'll be leading a team of auditors. After completing your standards-specific auditing course, you can attend our two process improvement training modules. These are our practitioner and auditor courses which help

to identify opportunities and gain an industry-recognized badge of distinction: BSI Auditor Practitioner and BSI Auditor Professional. Completing our online exams after each stage of the qualification will validate your learning. The final stage, for those who'd like to go the extra mile, is to submit post-course evidence to become a BSI Certified Auditor Professional.



An auditor qualification is available for any standard where we offer online exams.





Online exams

BSI courses now come with an added bonus – you can opt to have your learning validated against assessment criteria including an end-of-course examination. The opportunity to gain a Certificate of Achievement allows you to not only validate your skills and expertise but improve your professional profile and employability.

This is available for anyone who attends our requirements, implementation and internal auditor training courses for:

- Quality (ISO 9001)
- Environmental (ISO 14001)
- Information Security (ISO/IEC 27001)
- Medical Devices (ISO 13485)
- Occupational Health and Safety (ISO 45001)

This will become available for more training courses throughout 2020, please call us on **0345 080 9000** to find out more.

Distance learning



BSI Diploma in Quality Management Systems

Ideal if you're involved at a strategic or operational level in implementing a quality management system, this distance learning qualification comprises 11 modules of study covering ISO 9001, the application of quality management principles and the process of system implementation.

Who should attend?

This distance learning quality management training course has been designed for everyone that would benefit from a broad understanding of what ISO 9001 is, how it will impact on their role and the benefits that should be seen from adopting its principles.

How will I benefit?

- Enhance your career development
- Contributes towards CPD
- Achieve a professionally recognized BSI qualification
- Help your organization improve its performance and customer satisfaction
- Provides an introduction into quality management systems
- Feedback from BSI's expert tutors





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. Having an internationally recognized Quality Management System (QMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge.

ISO 9001:2015 Requirements

This course will give you a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Duration 1 day

ISO 9001:2015 Implementation

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 9001:2015. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your QMS and achieve continual quality improvement.

Duration 2 days

ISO 9001:2015 Requirements and implementation

This course combines the Requirements and Implementation courses together in a 3-day block

Duration 3 days

ISO 9001:2015 Lead Implementer

This course combines the ISO 9001 Requirements and Implementing courses, with an additional focus on leadership and management, followed by an exam. This will provide you with an in depth understanding of the standard; the best practice methods to implement the standard within your organization and ensuring its effectiveness by teaching soft skills such as leadership, management, effective delegation, problem solving and motivation.

Duration 5 days

ISO 9001:2015 Internal Auditor

Optimize your auditing skills with the internationally recognized ISO 9001:2015 and boost your internal auditing capabilities. Gain confidence in planning and performing an effective audit, as well as reporting and taking corrective action where necessary.

Duration 2 days

ISO 9001:2015 Requirements and Internal Auditor

This course combines the Requirements and Internal Auditor courses together in a 3-day block

Duration 3 days

ISO 9001:2015 Lead Auditor

Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up. You'll gain the knowledge and skills required to undertake and lead a successful management systems audit. You'll sit a 2-hour exam to test your knowledge and understanding.

Duration 5 days

We also offer an IRCA Certified version of this course (ISO 9001:2015 Lead Auditor (A17955)). You'll sit a 2-hour exam to test your knowledge and understanding, and on successful completion, you'll meet the requirements for IRCA certification.

Once you've successfully completed Internal or Lead Auditor training, you can follow our [BSI Auditor Qualification pathway](#).



Quality Management



ISO 9001:2015

In-house training

ISO 9001:2015 Senior Management Briefing

This 2-hour BSI workshop has been designed to enable Senior Management teams to identify the core requirements of ISO 9001:2015, with regard to the Leadership Team and their commitments. It's ideal for members of a Senior Management Team who operate an ISO 9001 management system, those wishing to improve their business through the application of the leadership activities and those who want to improve strategic decision-making around certification.

Duration 3 hours

Introduction to ISO 9001, ISO 14001 and ISO 45001

This fast-paced combined management training course helps you to evaluate the importance of Quality, Environmental and Health and Safety standards and certification. You'll learn how these standards can bring business success by using continual improvement through the methodologies identified in the standards framework.

Duration 1 day

Internal Auditor for ISO 9001, ISO 14001 and ISO 45001

This combined management training course will determine the tools and techniques to undertake integrated internal audits to ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018. An internal audit allows you to assess your organization's management system in detail, giving you the confidence that your framework remains effective and compliant, helping you to continually improve the way your business operates.

Duration 3 days

BSI Diploma in Quality Management

This diploma centres around guidance in ISO 9000:2015 covering Fundamentals and Vocabulary, and ISO 9001:2015 Requirements for a Quality Management System. The diploma is aimed at beginners, and for those who have experience but wish to widen their knowledge and expertise.

Coming soon

ISO 9001:2015 Strategic Approach to Risk-Based Thinking

Develop an understanding of risk in the context of ISO HLS (high level structure) management system standards. You'll learn about the elements of risk-based thinking in ISO 9001:2015, quality management and undertake a deep dive into common theories. You'll observe a practical method for establishing, implementing and maintaining processes for risks and opportunities.

Duration 1 day

Testimonial

“ I found the course very useful and it was led by a very knowledgeable tutor. I have been involved with the BSI for the past 10 years and they are truly the benchmark for not just the accreditation but also for the delivery of service. ”

Recent ISO 9001 BSI Training Delegate





Environmental Management



ISO 14001:2015

Environmental management is no longer a moral choice but a business necessity. An ISO 14001:2015 Environmental Management System helps you drive sustainable growth, stimulate innovation and gain access to new markets.

ISO 14001:2015 Requirements

Obtain a detailed understanding of the key terms, definitions and requirements of ISO 14001:2015 Environmental Management System (EMS) and how the standard can help your organization to better meet its environmental obligations and commitments.

Duration 1 day

ISO 14001:2015 Implementation

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

Duration 2 days

ISO 14001:2015 Requirements and Implementation

This course combines the Requirements and Implementation courses together in a 3-day block.

Duration 3 days

ISO 14001:2015 Lead Implementer

This course combines the Requirements and Implementing courses with an additional focus on leadership and management, followed by an exam. This will provide you with an in depth understanding of the standard. We'll teach you the best practice methods to implement the standard within your organization and show you how to ensure its effectiveness using management skills such as leadership, effective delegation, problem solving and motivation.

Duration 5 days

ISO 14001:2015 Internal Auditor

Optimize your auditing skills in line with the internationally recognized ISO 14001:2015 and boost your internal audit capabilities. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days

ISO 14001:2015 Requirements and Internal Auditor

This course combines the Requirements and Internal Auditor courses together in a 3-day block.

Duration 3 days

ISO 14001:2015 Lead Auditor

Develop the knowledge and skill required to conduct a full audit of an organization's EMS to ISO 14001. A 2-hour exam will test your knowledge and understanding.

Duration 5 days

We also offer an IRCA Certified version of this course (ISO 14001:2015 Lead Auditor (A17903)). You'll sit a 2-hour exam to test your knowledge and understanding, and on successful completion, you'll meet the requirements for IRCA certification.

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.



In-house training

ISO 14001:2015 Strategic Approach to Risk-Based Thinking

Learn about the element of risk-based thinking in ISO 14001:2015, environmental management. You'll undertake a deep dive into common theories and observe a practical method for establishing, implementing and maintaining processes for risks and opportunities.

Duration 1 day

ISO 14001:2015 Senior Management Briefing

Designed to suit your specific business needs, this ISO 14001 EMS Briefing will help you understand how you can achieve the highest environmental standards.



performance



risk



sustainability

Occupational Health and Safety



ISO 45001:2018

Whatever the size or nature of your organization, quality occupational health and safety training is vital to success – first-class internal processes are reflected in quality customer service delivery. Work with us to gain ISO 45001 and NEBOSH qualifications and gain the confidence and competencies to eliminate occupational and health risks to all stakeholders.

ISO 45001:2018 Requirements

Identify the structure and requirements of an effective management system, and what this means for you. Gain a thorough understanding of the history and what this means for you. Gain a thorough understanding of the history and development of ISO 45001, key terms, definitions, and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Duration 1 day

ISO 45001:2018 Implementation

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 45001. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your OH&S MS.

Duration 2 days

ISO 45001:2018 Requirements and Implementation

This training course combines our ISO 45001 Requirements and Implementation courses.

Duration 3 days

ISO 45001:2018 Lead Implementer

This course combines our ISO 45001 Requirements and Implementation courses, with additional content on leadership, finishing with an examination. This will provide you with the necessary skills and tools to lead the implementation of an Occupational Health and Safety Management System.

Duration 5 days

ISO 45001:2018 Internal Auditor

An internal audit is an essential element to an effective OH&S MS, and by attending this course you will benefit by learning and developing the skills to help improve your organization's OH&S performance. You'll develop the necessary skills to assess and report on the conformance and implementation of processes based on ISO 45001. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days

ISO 45001:2018 Requirements and Internal Auditing

This course combines the Requirements and Internal Auditor courses together in a 3-day block.

Duration 3 days

ISO 45001:2018 Lead Auditor

This course teaches the fundamental auditing principles and practices in conformance with national and international accepted norms and regulations relating to OH&S requirements. By attending, you will gain the necessary auditing skills through activity-based learning, and practical auditing experience with coaching, group workshops and open forum discussions.

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our [BSI Auditor Qualification pathway](#).



BS OHSAS 18001:2007 courses are still available until the end of the migration period. Please enquire for further details.



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Occupational Health and Safety

ISO 45001:2018

Migration training

ISO 45001:2018 Migration

You should be familiar with the requirements of OHSAS 18001:2007 and will benefit from reading the ISO 45001 standard before attending the course. Learn about the new ISO high level structure and the envisaged differences between OHSAS 18001:2007 and ISO 45001:2018.

Duration 1 day

ISO 45001:2018 Implementing Changes

You should already be familiar with the differences in requirements between OHSAS 18001:2007 and ISO 45001 by attending our ISO 45001 Migration course. Discover how to implement the key envisaged requirement differences between OHSAS 18001:2007 and ISO 45001:2018 and develop a migration action plan.

Duration 1 day

Combined Migration and Implementing Changes 2 day course available

ISO 45001:2018 Auditor Migration Training Course

Are you an OHSAS 18001:2007 Internal or Lead Auditor who wants to develop the expertise to audit an ISO 45001 Occupational Health and Safety Management System (OHS)? This course will focus on auditing activities so you learn to apply this practically in order to build your ISO 45001 auditing skill.

Duration 1 day

Combined Migration and Auditor Migration 2 day course available

In-house training

ISO 45001 Senior Management Briefing

An introduction to ISO 45001 and its reasons for developments/benefits, specifically for senior (top) managers, with the identification and discussion of ISO 45001 prescribed top management leadership and commitment requirements.

Duration 2 hours

ISO 45001 Migration: Senior Management Briefing

This executive sessions highlights the differences in top management leadership and commitment requirements between OHSAS 18001 and ISO 45001. You'll gain a better understanding of both your organization's obligations and your personal responsibilities. Upon completion, you will be able to develop action plans for implementing key leadership activities.

Duration 2 hours

ISO 45001:2018 Strategic Approach to Risk-Based Thinking

Learn to address the element of risk-based thinking in the ISO 45001:2018 standard. This course provides a deep dive into the theories of risk, and a practical method to establishing, implementing and maintaining a process for risks and opportunities. Understanding risk-based thinking is crucial so that actions required can be integrated into the organization's processes for them to function as an effective coherent system.

Duration 1 day





Medical Devices



ISO 13485 and ISO 14971

Our ISO 13485 quality management training will help you to understand the QMS requirements for medical devices, so you can ensure that you maintain compliance. By attending training on ISO 14971 you can understand how to improve your business through risk management efforts and understand how ISO 14971 applies to ISO 13485.

ISO 13485

Introduction to ISO 13485:2016

This course has been designed to provide an insight into the use of ISO 13485:2016 as the basis for a quality management system implemented by medical device manufacturers.

Duration 1 day

ISO 13485:2016 Clause by Clause

This course has been designed to provide an in depth understanding of ISO 13485:2016 by reviewing the requirements of each clause in turn, allowing you to maintain a compliant QMS.

Duration 2 days

Implementing ISO 13485:2016

This course has been designed to provide you with the knowledge and process steps to enable you to effectively implement a quality management system in line with the requirements for ISO 13485:2016. The course introduces the concepts needed to understand, develop and implement a quality management system.

Duration 2 days

ISO 13485:2016 Internal Auditor

This intensive course is intended for medical device quality professionals aiming to build on their knowledge of ISO 13485:2016 and evaluate the effectiveness of the quality management system in their organization.

Duration 2 days

In-house training

ISO 13485:2016 Senior Management Briefing

As a leader, your commitment and support is crucial to the success of your organization's ISO 13485:2016 Medical Devices Quality Management System (QMS). This interactive briefing, delivered online, highlights your responsibilities in terms of leadership and commitment.

Duration 2 hours

ISO 13485:2016 Lead Auditor

This course teaches the key principles and practices of effective quality management system audits in accordance with ISO 13485:2016 and ISO 19011, "Guidelines for auditing management systems". Participants will gain the knowledge and skills to plan, conduct, report and follow up a QMS audit that establishes conformity and enhances overall organizational performance. .

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.



ISO 14971

Introduction to Risk Management for Medical Devices

This course helps medical device professionals gain an understanding of how ISO 14971 can improve their business and risk management efforts. You'll also understand how ISO 14971 applies to ISO 13485. The training includes exercises, and you'll have the chance to ask questions about ISO 14971 and risk management, so you can apply what you learn to your organization.

Duration 1 day



performance



risk



sustainability



CE Marking, MDR and IVDR

We understand the challenges of meeting regulatory requirements and maintaining quality management systems. Our tutors are active practitioners in their fields, with years of relevant experience and therefore they will be able to help you improve your knowledge of CE Marking, MDR and IVDR as appropriate to your needs.

Medical Devices Regulation

Medical Devices Directive (MDD) to Medical Devices Regulation (MDR) Transition training

The Medical Devices Regulation (EU 2017/745) has replaced the Medical Devices Directive (93/42/EEC) as the legislation detailing the requirements that manufacturers have to meet to place medical devices on the market in the European Union.

Our one day training course has been designed to introduce medical device manufacturers and other economic operators in the supply chain to the key changes to requirements for CE marking following the publication of the new Medical Devices Regulation (MDR).

Duration 1 day

Requirements of the Medical Device Regulation for CE Marking Training Course

Learn about the key requirements, concepts, and the overall process for CE marking under the Medical Devices Regulation (MDR).

Duration 1 day

Implementation of Medical Device Regulation for CE Marking Training Course

Learn best practice for assembling Technical Documentation and QMS when placing Medical Devices (MD) on the European Union market. The course will also review the requirements of, and relationship between, the legal manufacturer, subcontractors/suppliers, notified bodies, and economic operators) according to their obligations by MDR.

Duration 3 days

Technical Documentation for the MDR

Understand the key requirements for technical documentation for medical devices, in line with the European MDR. Manufacturers will better understand regulatory requirements and Notified Body expectations, learning to create robust technical documentation to demonstrate compliance to the MDR.

Duration 1 day

Clinical Evaluation for Medical Devices

This course will help you determine if a clinical trial is required, prepare a clinical evaluation report and determine the requirements for post-market clinical follow-up and post-market surveillance to support continuing compliance.

Duration 1 day





Medical Devices



CE Marking, MDR and IVDR

In Vitro Diagnostic Regulation

IVD Directive to IVD Regulation (IVDR) Transition training course

There are significant changes in the European legislation applicable to IVDs. The IVDR (In Vitro Diagnostic Regulation) (EU 2017/746) has replaced the IVD Directive (98/79/EC), and will impose new requirements on manufacturers and other Economic Operators.

Our one day training course has been designed to introduce IVD manufacturers and other Economic Operators in the supply chain to the key changes to requirements for CE marking following the publication of the new IVD Regulation (IVDR).

Duration 1 day

Requirements of the In Vitro Diagnostic Regulation Training Course

Learn about the key requirements of the new In Vitro Diagnostic Regulation (IVDR EU 2017/746), published in Spring 2017 with a five year transition period. The Regulation will affect all In Vitro Diagnostic device manufacturers, importers, distributors and EU Representatives.

Duration 1 day

Specialist training

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

This course will prepare you to host a MDSAP audit and allow you to determine if your own internal QMS processes are consistent with the requirements of the MDSAP audit mode for the jurisdictions where your products are marketed.

Duration 2 days

Implementation of the In Vitro Diagnostic Device Regulation for CE Marking Training Course

To help 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.

Duration 3 days

Technical Documentation for In Vitro Diagnostic Devices

Technical documentation includes the collation of supporting information about your IVD Device and is a required part of conformity assessments and CE Marking. This course enables greater understanding of the key requirements for technical documentation for IVDs, in line with the IVDR requirements in Europe. Learn how to assemble this and other types of required information so you can CE Mark your device in Europe.

Duration 1 day

Performance Evaluation and Clinical Evidence for In Vitro Diagnostic Devices

This course will enable a greater understanding of performance evaluation for IVD Devices under the IVDR, looking at how this performance fits into the product development lifecycle and IVDR requirements for clinical evidence.

Duration 1 day

CE Marking with Software

This course will help you understand how directives apply to your organizations' software, how software is classified and how to achieve and maintain a CE mark. Learn the steps to define, classify, develop and test your medical device software, which is important to keeping your product marketable.

Duration 1 day



performance



risk



sustainability



Asset Management

ISO 55001:2014

Our experts can help you to understand and audit an Asset Management System, enabling you to better manage financial, physical or organizational assets. This could lead to better operating results, performance and improve your bottom line.

Fundamentals of Asset Management

This interactive course will provide an overview of asset management, what it is and what it can do for your organization. It shares the latest thinking, processes, methods and tools in joined up management of any asset. If you have an interest in or responsibility for physical or other assets, risk management, resourcing operations, technical services, quality management or organizational development, you'll find this course beneficial.

Duration 2 days

Asset Management: Requirements of ISO 55001:2014

You'll explore in depth the organizational implications of the international standard for asset management (ISO 55001:2014). The course aim is to explain the main requirements of ISO 55001:2014 and its organizational benefits.

Duration 1 day

Key Elements of Auditing ISO 55001:2014

This course provides a solid foundation in key aspects of the audit process. You'll be taken through a structured programme including a balance of theory and practice using a combination of collaborative learning and practical activities. Key guidance will be given and practical experience in planning, executing, and reporting asset management system audits.

If you coordinate internal audit activities or lead management systems audits against ISO 55001, you'll find this course useful. Should you wish to refresh your asset management audit skills then this course may be of interest.

Duration 1 day



All of our courses are available in-house
Call **84 28 3820 0066**
Email **info.vietnam@bsigroup.com**





Facilities Management

ISO 41001:2018

In a globally-competitive environment, Facility Management (FM) organizations and providers need to communicate among themselves and with interested parties using common principles, concepts and terms, including the assessment and measurement of performance. The adoption of a facility management system (FMS) is intended to enable an organization to improve its FM performance and to manage its FM risks. Delivery of practical and precise FM raises the standard of care and increase levels of quality, thereby stimulating organizational maturity and competition.

ISO 41001:2018 Requirements

This training course provides the basis for a common interpretation and understanding of facility management systems and the ways in which it can benefit organizations of all kinds. Obtain detailed knowledge of the key terms, definitions and requirements of ISO 41001:2018 and find out how the standard can help your organization to better assess and measure facility management.

Duration 1 day

ISO 41001:2018 Implementation

This course will equip you with the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 41001. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FMS. You'll follow a typical framework for implementing an FMS based on ISO 41001:2018.

Duration 2 days

ISO 41001:2018 Internal Auditor

An internal audit is an essential element to an effective FMS, and by attending this course you will benefit by learning and developing the skills to help improve your organization's FM performance. This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 41001. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.

Duration 2 days



Collaborative Business Relationships

ISO 44001:2017

Collaborative Business Relationship Management Systems can deliver a wide range of benefits to enhance competitiveness and performance. ISO 44001 has evolved into an international standard to help organizations, large and small in both public and private sectors, to build and develop effective competitive business relationships based upon a collaborative approach.

Introduction to ISO 44001:2017

You'll gain an insight to the key requirements encompassed within the ISO 44001 standard, and start to address the fundamental objectives of a structured approach to collaborative working. If you already use BS 11000, it will provide you with an understanding of the new requirements within ISO 44001.

Duration 1 day

Implementing ISO 44001:2017

Our experienced trainers keep this course practical, giving you relevant knowledge to achieve the ISO 44001 collaborative relationship management system. Your learning is based around industry best practice outlined in the standard. Find out how to challenge and innovate to get the best out of partnerships and deliver real benefits – achieve greater efficiency by sharing skills and resources and reducing cost and risk.

Duration 2 days

Internal Auditor ISO 44001 :2017

This course develops the necessary skills to assess, audit and report on the conformance and implementation of processes based on ISO 44001. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days

In-house training

Senior Management Briefing ISO 44001:2017

As a leader, your commitment and support is crucial to the success of your organization's Collaborative Business Relationships (CBR). This 3-hour executive session highlights the benefits of an effective CBR and introduces you to the key requirements of ISO 44001:2017. Through this, you'll gain a better understanding of both your organization's obligations and your personal responsibilities. Upon completion, you'll be able to develop action plans for implementing key leadership activities.

ISO 44001:2017 Collaborative Leaders Course

This training course will give you the confidence and knowledge to be a Collaborative Leader. As ISO 44001 has become increasingly adopted, a significant need has been identified for organizations to develop internal champions / facilitators to lead and support implementation programmes. These individuals will need the knowledge and skills so that organizations gain real value from the adoption of the standard.

Duration 4 days

Managing Cultures and Behaviours in Collaborative Business Relationships

The foundation for robust and effective collaboration relies on both the operating processes and the interactions of the parties involved. This course focuses on providing insight to the impacts that cultures and behaviours have on performance and how to identify, monitor, measure and address both positive and negative behaviours.

Duration 2 days

Contracts and Collaboration ISO 44001:2017

This course focuses on assessing the appropriate form of contract model from Alliance agreements through to individual collaborative contracts and the integration of concepts such as relational contracting.

Duration 2 days





Aerospace Management



AS 9100 and AS 9110

Having an internationally recognized Aerospace Quality Management System (AQMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge.

BS EN 9100:2018 Requirements (AS 9100 Rev D)

You'll gain a thorough understanding of the history and development of 9100:2018, key terms, definitions, integration and the alignment to the ISO standardized high level structure.

Duration 2 days

BS EN 9100:2018 Implementation (AS 9100 Rev D)

Develop the knowledge and skill required to implement a 9100:2018 Aerospace Quality Management System (AQMS). You'll learn how to plan, implement, maintain, supervise and audit a BS EN 9100:2018 AQMS.

Duration 3 days

In-house training

BS EN 9100:2018 Senior Management Briefing (AS 9100 Rev D)

As a leader, your commitment and support are crucial to the success of your organization's AQMS. This interactive briefing has been designed around the requirements of the standard and highlights your responsibilities in terms of leadership and commitment.

Duration 2 hours

BS EN 9100:2018 Internal Auditor (AS 9100 Rev D)

Optimize your auditing skills with the internationally recognized 9100:2018 and boost your internal audit capabilities. Gain confidence in planning and performing an effective audit, as well as reporting and assessing corrective action where necessary.

Duration 2 days

AS/EN/JISQ 9100:2016 Aerospace Lead Auditor Probitas Authentication (AS 9100 Rev D)

Using a step-by-step approach, the course commences with establishing a foundation of knowledge in both Aerospace QMS and lead auditing requirements appropriate to the Aviation, Space and Defence (ASD) industries.

Duration 5 days





Aerospace Management



AS 9100 and AS 9110

In-house training

BS EN 9110:2018 Requirements (AS 9110 Rev C)

BS EN 9110:2018 is the aerospace quality management standard that has been developed specifically for aerospace Maintenance Repair and Overhaul (MRO) organizations whether on contract or permanent basis.

Duration 2 days

BS EN 9110:2018 Implementation (AS 9110 Rev C)

Develop the knowledge and skill required to implement a 9110:2018 Aerospace Quality Management System (AQMS). You'll learn how to plan, implement, maintain and supervise a BS EN 9110:2018 AQMS.

Duration 3 days

Specialist training

Process Improvement: Auditor – Core Tools (Aerospace)

Auditors with AS 9100/9110/9120 and aerospace core tools knowledge attending this course can develop and expand current knowledge and skills for auditing and adopting core tools. Learn advanced auditing concepts and methodologies to go deeper in determining whether an organization has an effective AQMS and appropriately implemented applicable core aerospace tools.

Duration 2 days

BS EN 9110:2018 Internal Auditor (AS 9110 Rev C)

This course develops the necessary skills to assess and report on the conformance, and implementation of processes, based on BS EN 9110:2018. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days

We also offer a range of specialist training courses including:

- Advanced Product Quality Planning (APQP) and Production Part Approval Process (PPAP)
- Potential Failure Mode and Effect Analysis (FMEA)
- Measurement Systems Analysis (MSA)
- Statistical Process Control (SPC)
- Aerospace Problem Solving (Root Cause Analysis and Corrective Action Training Course)
- First Article Inspection (FAI)





Automotive Management



IATF 16949:2016

IATF 16949:2016 is the global technical specification and quality management standard for the automotive industry. It outlines everything you need to know about achieving best practice when designing, developing, manufacturing, installing or servicing automotive products. Our experts can help you to understand and audit IATF 16949:2016 with our training courses.

IATF 16949:2016 Requirements

This course will help you identify key requirements, and the structure of an effective Automotive QMS and what this means for you. Gain a thorough understanding of the history and development of IATF 16949:2016, key terms, definitions, integration and the alignment to the ISO standardized high level structure. You'll learn to interpret the key concepts and principles of the standard.

Duration 2 days

IATF 16949:2016 Implementation

Develop the knowledge and skill required to implement an IATF 16949:2016 Automotive Quality Management System (AuQMS). Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of IATF 16949:2016. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your AuQMS and achieve continual quality improvement.

Duration 3 days

IATF 16949:2016 Internal Auditor

This course develops the necessary skills to assess and report on the conformance, and the effective implementation of processes, based on IATF 16949. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities. Gain confidence in planning and performing an effective audit; as well as reporting and assessing corrective action where necessary.

Duration 2 days

IATF 16949:2016 Second-Party Auditor

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 programme.

Duration 1 day

IATF 1649:2016 Lead Auditor

Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up. Over 5 days, you'll gain the knowledge and skills required to undertake and lead a successful management systems audit. Learn to describe the purpose of an ISO 9001:2015/IATF 16949:2016 AuQMS audit and satisfy third-party certification.

Duration 5 days

We also offer a range of specialist training courses including:

- Understanding core tools for internal auditors
- Advanced Product Quality Planning (APQP) and Control Plan Methodology
- Potential Failure Mode and Effects Analysis (FMEA)
- Measurement Systems Analysis (MSA)
- Product Part Approval Process (PPAP)
- Statistical Process Control (SPC)

In-house training

IATF 16949:2016 Senior Management Briefing

This executive session highlights the benefits of an effective Automotive QMS and introduces you to the key requirements of IATF 16949:2016. Upon completion, you'll be able to develop action plans for implementing key leadership activities.

Duration 3 hours





Automotive Management



FMEA

AIAG and VDA Failure Mode and Effects Analysis (FMEA) – What's Changed

You'll need to already understand the previous AIAG FMEA 4th Edition to attend this course and learn about the major changes to FMEA as a result of the new AIAG VDA FMEA 7 step approach. This course will provide an overview of the new methodology used to develop both design and process FMEA in line with the methods specified in the AIAG VDA Failure Mode and Effects Analysis FMEA Handbook Edition.

Duration 1 day

AIAG and VDA Process Failure Mode and Effects Analysis (PFMEA)

You'll need to already understand the previous AIAG FMEA 4th Edition, and then you can learn how to develop a PFMEA in line with the new AIAG VDA FMEA 7 Step Approach. This course will provide you with a hands-on approach to developing a PFMEA using the new methodology in line with the methods specified in the AIAG VDA Failure Mode and Effects Analysis FMEA Handbook Edition 1. The course takes you through the new 7 step approach and you'll have the opportunity to practice with a case study.

Duration 2 days

AIAG and VDA DFMEA

Coming soon.

Duration 2 days





Building Information Modelling

BIM

Building Information Modelling' is about ensuring teams have the relevant knowledge and capabilities to achieve best practice. All our courses are aligned to the Government's definition of BIM Level 2 and you'll learn how to effectively manage information across all stages of your construction projects'

BIM Fundamentals

Improve awareness and learn the basic BIM principles. You'll learn BIM concepts and how the UK is building its capability and approach to deliver 'BIM Level 2'. You'll be introduced to the more detailed BSI courses which focus on specific aspects of ISO 19650 and the UK PAS 1192 series.

Duration 2 days

BIM Strategic Implementation

If you're implementing BIM into the organization, you'll learn best practice and begin to understand the business case and other benefits of BIM to your organization, clients/stakeholders and supply chains. You'll also learn to develop detailed implementation plans.

Duration 1 day

BIM Masterclasses

BIM ISO 19650 Part 2: Project Delivery

For anyone implementing BIM on projects - clients, information managers and team leaders – you'll develop a detailed understanding of ISO 19650-2. Learn how information requirements and information delivery plans are developed, and the different functions and tasks involved in projects, including UK BIM implementation.

Duration 1 day

BIM PAS 1192 Part 3: Asset Management

Learn how information requirements are developed.

Duration 1 day

BIM BS 1192 Part 4: Handover Information Exchange

Obtain the benefits of the UK use of COBie as the digital information exchange between design/supply chain and the client/operator. You'll be introduced to BS 1192, collaborative working, along with the importance of clear Asset Information Requirements and a checkable digital Plan of Work.

Duration 1 day

BIM PAS 1192 Part 5: Security and BIM

This course will help you engage with the security implications arising from BIM Levels 1 and 2. The course will guide you through the contents of PAS 1192-5 and how security impacts their roles (client, asset owner, designer, contractor, facilities manager, etc.).

Duration 1 day

BIM PAS 1192 Part 6: Health and Safety

This course will help you obtain the benefits of structured health and safety information and its digital information exchange amongst design/supply chain and the client/operator.

Duration 1 day

BIM: Digital Built Britain, BIM Level 3, IoT and SmartCities Training Course

This course is aimed at giving those tasked with developing institutional/commercial BIM strategies and approaches, insight into the possibilities and opportunities beyond the current BIM Level 2 implementation.

Duration 1 day

In-house training

BIM Strategic Understanding: Senior Management Briefing

This course will help delegates in implementing the benefits of digitization, lean and collaborative approaches on the delivery and use of built assets.

Duration 3 hours



Auditing skills



Auditing is a fundamental requirement for all management system standards. It helps to confirm conformity, as well as to verify the suitability and effectiveness of the system and find risks and opportunities. An ineffective audit can mean severe consequences; resulting in process failure, customer dissatisfaction and regulatory non-compliance. The below training courses complement our standards-based internal or lead auditor courses, enabling you to enhance your auditing capabilities in different ways.

In-house training

Advancing your Audit Skills

This course is aimed at auditors of any discipline and is designed to refresh and enhance existing auditing skills and techniques. You'll learn about different audit types, audit process and enhance your skills to improve the audit experience and focus on business improvement.

Duration 1 day

Auditing Techniques and Approaches

This course will develop the necessary skills for best practice auditing techniques and approaches, increasing your confidence when conducting audit activities. You will learn about assessing and reporting on the conformance and implementation of organizational processes forming a management system. You will boost your internal audit capabilities and optimise your skills when auditing in line with ISO 19011.

Duration 1 day

Process Auditing

Efficient and effective processes are essential to every business and with this course you can learn the process approach from both an implementation and assessment viewpoint of auditing. This will extend your auditing skills and add value to your organization as you learn to confidently analyse how processes interact, report on your findings and highlight areas where corrective action is needed – contributing to continual improvement.

Duration 2 days

Management System Audit Report Writing

An important aspect of auditing is reporting the findings, which should contribute towards management actions and continual improvement plans. Many auditors find writing a clear and accurate report challenging. This course will give you the confidence, skills and techniques to write an effective and accurate management system audit report.

Duration 1 day



Organizational Resilience

An organizational resilience approach will encourage you to look beyond risk management towards a more holistic view of your business health and success. A resilient organization should not only survive over the long term, but flourish and pass the test of time. Our suite of organizational resilience training courses will help you, as a manager or senior leader, to build the principles of resilience into your business.

Foundations of Organizational Resilience

Are you a manager with an interest in the long term success of your business? If so, this two-day course will enable you to explore the key factors that are critical to building resilience into your organization.

The principles of this course are underpinned by published standards including Organizational Resilience (BS 65000) which was developed in consultation with industry leaders. Drawing together a vast wealth of expertise and knowledge, the course will challenge you to look at four key themes – leadership, people, processes and products – to understand where and how you can continually strive for excellence.

Duration 2 days

Senior Level Organizational Resilience Workshop

Do you lead your organization and make decisions that affect the future wellbeing of the business both in good and bad times? This facilitated workshop will inform you of the very latest management thinking and equip you with tools to apply and build resilience into your organization. It combines new research findings on the topic of resilience, innovative management tools and best practise to address challenging issues or deal with uncertainty.

BSI's Benchmark Tool, used to create the world's first Organizational Resilience Index, is incorporated as a key part of the workshop. It will give you a unique insight into the perception of your organization, the alignment of your team, where the organization potentially needs to focus and next steps.

Duration 1 day facilitated workshop

BSI Cranfield Open Program Workshop

Are you a senior executive, director or in a senior leadership position? Do you find that you're challenged with real-world business issues and looking to build and strengthen a more resilient organization that is agile, aligned, and future-proofed? Our participants are already good at what they do. They lead teams, they influence the culture and they get results. This program enables them to understand and further enhance their impact on the future direction of their organization to grow, survive and prosper.

BSI, the business improvement company, and Cranfield School of Management provide a two day facilitated workshop enabling senior leaders to develop a new approach and improved leadership mind set. You will identify the behaviours necessary to create a resilient organization and tackle real-world challenges using a blended approach of academic research alongside your own job related experience.

Duration 2 days facilitated workshop





Risk Management

ISO 31000:2018

ISO 31000 is the international standard for risk management. By providing comprehensive principles and guidelines, this standard helps organizations with their risk analysis and risk assessments.

Whether you work in a public, private or community enterprise, you can benefit from ISO 31000, because it applies to most business activities including planning, management operations and communication processes. Whilst all organizations manage risk to some extent, the best-practice recommendations of this international standard were developed to improve management techniques and ensure safety and security in the workplace at all times.

ISO 31000:2018 Introduction

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.

Duration 1 day

ISO 31000:2018 Implementation

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.

Duration 2 days

Risk in Medical Devices

Introduction to Risk Management for Medical Devices

This course helps medical device professionals gain an understanding of how ISO 14971 can improve their business and risk management efforts. You'll also understand how ISO 14971 applies to ISO 13485. The training includes exercises, and you'll have the chance to ask questions about ISO 14971 and risk management, so you can apply what you learn to your organization.

Duration 1 day



All of our courses are available in-house
Call **84 28 3820 0066**
Email **info.vietnam@bsigroup.com**





Information Security

ISO/IEC 27001:2013

Our ISO/IEC 27001 training courses follow a structure to help you familiarize yourself with the standard, understand how to implement an ISMS, and how to audit it. We also have courses for individuals and lead auditors handling the transition from the previous version of the standard, ISO/IEC 27001:2005 to the current version, ISO/IEC 27001:2013.

Requirements of ISO/IEC 27001:2013

Our expert tutors will explain the requirements of ISO/IEC 27001:2013 to help you understand how it could apply to your organization and the potential benefits of adopting it.

Duration 1 day

Implementing ISO/IEC 27001:2013

You should already have a good understanding of the requirements of the current standard. Our tutors will tap into your knowledge to develop your skill and understanding of the practicalities involved when setting up a typical management system framework that conforms with ISO/IEC 27001:2013.

Duration 3 days

Lead Implementer ISO/IEC 27001:2013

We'll teach you how to set up an ISMS that conforms to ISO/IEC 27001:2013 in an organization. You'll focus on developing your project management ability to lead a team with the implementation of an ISMS in your business.

Duration 5 days

Internal Auditor ISO/IEC 27001:2013

You'll learn how to plan, execute and report on an audit of an ISMS in an organization assessing its conformance with ISO/IEC 27001:2013. You should already have a good understanding of the requirements of the current standard, and our tutors will expand on your existing knowledge to help you develop the specialized skill and expertise to conduct an internal audit.

Duration 2 days

ISO 27001:2013 Requirements and Internal Auditing

This course combines the Requirements and Internal Auditor courses together in a 3-day block.

Duration 3 days

Lead Auditor ISO/IEC 27001:2013

We'll teach you how to lead, plan, execute and report on an audit of an ISMS in an organization assessing its conformance with ISO/IEC 27001:2013. To attend this course, you should already have knowledge of the key Plan-Do-Check-Act (PDCA) cycle within management systems. You should also have knowledge of Information Security Management principles, concepts, and specifically the requirements of ISO/IEC 27001:2013.

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our [BSI Auditor Qualification pathway](#).



Testimonial

“ This was an excellent course delivered in a highly professional manner and exceeded my expectations on the subject matter. I will be looking to implement what I have learned within my business. ”

Recent ISO 27001 BSI Training Delegate



Information Security



Today, in this highly interconnected world, protecting information is increasingly important. Organizations need to ensure they secure personal records and commercially sensitive information from business risk and vulnerabilities. With our range of information security training courses we can help you get the knowledge and skills you need to build resilience around your information security management.

BCS Practitioner Certificate in Information Risk Management

You will excel in information risk management with this BCS qualification developed especially for IT security professionals. The Practitioner Certificate in Information Risk Management (PCiIRM) provides thorough guidance on building a business focused ISMS strategy.

Duration 5 days

BCS Certificate in Information Security Management Principles

Fulfil your potential with a BCS Certificate in Information Security Management Principles (CiISMP). Work with our BCS (formerly ISEB) experts to gain vital knowledge of delivering effective information security management. Designed for information security professionals, the CiISMP course will help you define your business case for information security through better risk assessment and management.

Duration 5 days

ISO/IEC 27005:2018 Information Security Risk Management

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.

Duration 2 days

In-house training

ISO/IEC 27001:2013 Information Security Management Briefing

Have confidence in your Information Security Management Systems with our in-house ISO 27001 Information Security Management Briefing. This briefing is available in-house only, please contact us to discuss how we can help.

Duration 3 hours

ISO/IEC 27002:2013 Information Security Controls Implementation Training Course

This course aims to assist organizations to implement commonly accepted information security controls, either as part of an ISO/IEC 27001 information security management system (ISMS) or as a standalone activity through the use of ISO/IEC 27002.

Duration 1 day





Cloud Security



Introduction to Cloud Security and CSA STAR Certification

This provides insight into the fundamentals of cloud computing, its advantages and disadvantages. It provides an insight into how CSA STAR certification can help you decide whether to outsource your services to a cloud service provider, by giving you confidence that the cloud service provider has been independently assessed by an external certification body.

Duration 1 day

Auditing Cloud Security for STAR Certification

Led by an experienced tutor, this course will help you learn how to audit cloud security for the STAR certification programme and learn how to apply the maturity model when auditing a provider's security controls.

Duration 1 day

Advanced Cloud Security Auditing for CSA STAR Certification

Led by an experienced tutor, this advanced course commences with the 'Auditing Cloud Security for CSA STAR Certification' programme before concentrating on how a CSA STAR rating is determined using a detailed case study.

Duration 2 days

Certified STAR Auditor

Led by an experienced tutor, this two day course will help you learn how to conduct an audit for STAR certification and will work through a detailed case study to teach you how to determine a rating for STAR certification. To successfully complete this course, you will need to pass an examination.

Duration 2 days

Information Security Controls for Cloud Services ISO/IEC 27017:2015

Learn how to recognize and select the appropriate ISO/IEC 27017:2015 controls to manage cloud service risks, as identified in your ISO/IEC 27001 Information Security Management System (ISMS) risk assessment.

Duration 2 days

Protection of Personally Identifiable Information (PII) In Public Clouds ISO/IEC 27018:2019

This course is aimed at assisting cloud service providers and their customers understand the additional guidance and controls contained within ISO/IEC 27018. The additional controls will enable providers and their customers to comply with any applicable legislation and regulations and better protect information when processing PII in the Cloud.

Duration 1 day



performance



risk



sustainability



Data Protection



ISO/IEC 27701 training

ISO/IEC 27701:2019 Requirements

Understand how ISO/IEC 27701 can extend your ISO/IEC 27001 information security management system (ISMS) to include requirements for protecting personally identifiable information (PII) and provide a framework for a privacy information management system (PIMS).

Duration 1 day

ISO/IEC 27701:2019 Implementation

This course will help you to provide a typical framework for extending your ISO/IEC 27001 information security management system (ISMS) including the more specific requirements and guidance for protecting your organization's personally identifiable information (PII), together constituting a privacy information management system (PIMS).

Duration 2 days

ISO/IEC 27701:2019 Internal Auditor

As a qualified auditor, learn to effectively audit the policies, processes and procedures that your organization has implemented in order to meet the requirements of ISO/IEC 27701:2019, and as defined in your organization's privacy information management system (PIMS).

Duration 1 day

BS 10012 training

BS 10012:2017 (PIMS) Requirements

Gain understanding of an effective Personal Information Management System within an organization by providing a systematic approach to achieving its continual protection and safeguarding.

Duration 1 day

BS 10012:2017 (PIMS) Implementation

This standard provides mandatory guidelines to help you select, implement and manage information security controls, taking into account the risk environment. This course will provide a framework for implementing a personal information management system based on BS 10012.

Duration 3 days

BS 10012:2017 (PIMS) Internal Auditor

Learn to effectively audit the policies, processes and procedures that your organization has implemented. You'll be able to validate that they meet the requirements of a Personal Information Management System (PIMS) to BS 10012:2017.

Duration 1 day

In-house training

ISO/IEC 27032:2012 Guidelines for Cybersecurity

This course aims to ensure that you understand the information security risks when operating in the cyberspace, along with the common controls and techniques designed to help prevent and manage those risks appropriately and effectively.

Duration 2 days

BS 10012:2017 Senior Management Briefing

This executive session highlights the benefits of an effective PIMS and introduces you to the key requirements of BS 10012:2017. Through this, you'll gain a better understanding of both your organization's obligations and your personal responsibilities.

Duration 3 hours



Cybersecurity and Information Resilience



With our wealth of practical expertise in the fields of information security, data protection, privacy management and cloud security, our training can help you both enhance your career and build information resilience within your organization. Take advantage of our subject matter experts and thought leaders as they train, guide and prepare you to become certified in these specialized areas.

Privacy and data protection training

Data Protection and Privacy Foundations (GDPR)



A one day foundation, non-technical course for both technical and general management interested in learning about GDPR and compliance around the regulation.

Duration 1 day

Data Protection and Privacy Implementer/Self-Assessor (GDPR)



This two day training is aimed at stakeholders within organizations who are accountable for ensuring compliance with the GDPR. This course will position attendees to start a self-assessment exercise of their own organization.

Duration 2 days

Certified Information Privacy Professional Europe (CIPP|E)



The course examines industry best practices in privacy compliance concepts of data protection and trans-border data flows. The CIPP/E covers critical topics like the EU-U.S. Privacy Shield and the GDPR.

Duration 2 days

Certified Information Privacy Manager (CIPM)



The CIPM equips you with the ability to develop, implement, and measure a privacy program framework while utilizing the privacy operational lifecycle: access, protect, sustain, and respond.

Duration 2 days

Certified Information Privacy Technologist (CIPT)



This is a two day course that will give you the knowledge to build your organization's data protection structures from the ground up. This course focuses on critical data protection concepts to ensure you become a leading professional in information security.

Duration 2 days

Certified Data Protection Officer (CDPO)



This course enables you to develop the necessary knowledge, skills and competence to effectively implement and manage a compliance framework with regard to the protection of personal data.

Duration 4 days



performance



risk



sustainability

Cybersecurity and Information Resilience



Information security courses

NIS Directive Fundamentals



This one-day theory-based course has been designed by BSI's industry leading cybersecurity consultants with the ultimate goal of providing candidates with an understanding of the NIS Directive.

Duration 1 day

Certified Information Security Manager (CISM)



This four day training is based on the ISACA framework, which has five domain areas that relate to the role of a CISM. You will gain the knowledge to develop and manage a resilient information security program.

Duration 4 days

Certificate of Cloud Security Knowledge (CCSK)



Gain the skills to identify security threats and best practices for securing the cloud. You'll learn how to assess, build, and secure a cloud infrastructure through a series of hands-on practical exercises.

Duration 3 days

Certified Information Systems Auditor (CISA)



During this four day course you'll learn about the five domain areas that relate to the role of a CISA based on the ISACA framework.

Duration 4 days

Certified Lead SCADA Security Professional



By attending this course you'll gain the knowledge and skills to advise on, or manage, risks related to SCADA environments and systems as a qualified professional.

Duration 5 days

Certified Information Systems Security Professional (CISSP)



If you're building a career in information security then CISSP is the must-have qualification to help you progress. This course will prepare you with the knowledge and skills to complete the CISSP exam.

Duration 5 days

Certified in Information Security Management Principal (CISMP)



This five day course and associated qualification provides the foundation of knowledge necessary for individuals who have information security responsibilities as part of their day-to-day role, or who are thinking of moving into an information security function.

Duration 5 days

Certified Cloud Security Professional (CCSP)



If you're building a career in cloud security, then the CCSP is the must-have qualification to help you progress. This training course will provide you with the knowledge and skills required for the CCSP exam.

Duration 5 days

Certified Ethical Hacker (C|EH)



On this five day course you will learn ethical hacking and network security skills along with a new and exclusive crash course in data protection and privacy foundations module.

Duration 5 days



performance



risk



sustainability

Service Management



ISO/IEC 20000-1:2018

ISO/IEC 20000-1 is ideal for any service provider, large or small, who wants to provide assurance in the quality of the services they deliver. It's commonly used for IT services, facilities management and business services to help ensure effective and resilient services in today's changing service delivery environment. Internationally recognized, ISO/IEC 20000-1 is the best practice framework for a service management system that helps you to provide a consistent, reliable service.

ISO/IEC 20000-1:2018 Requirements

You'll learn about the ISO/IEC 20000-1 requirements and how to interpret and apply the key concepts and principles of the standard to existing processes within your organization. This course will help anyone involved in defining, planning, auditing, implementing or managing a service management system (SMS) based on ISO/IEC 20000-1:2018.

Duration 1 day

ISO/IEC 20000-1:2018 Implementation

By attending this course you'll discover how to implement an SMS based on ISO/IEC 20000-1:2018. Using a step-by-step approach with the aid of a toolkit, you'll learn how to develop an implementation plan, create necessary documentation and implement your SMS. You'll follow a typical framework for implementing an SMS based on ISO/IEC 20000-1:2018.

Duration 2 days

ISO/IEC 20000-1:2018 Lead Implementer

This course combines the ISO/IEC 20000-1:2018 Requirements and Implementing courses, with an additional focus on leadership and management, followed by an exam. This will provide you with an in depth understanding of the standard; the best practice methods to implement the standard within your organization and ensuring its effectiveness by teaching soft skills such as leadership, management, effective delegation, problem solving and motivation.

Duration 5 days

ISO/IEC 20000-1:2018 Internal Auditor

An internal audit is an essential element of an effective SMS, and by attending this course you'll develop the auditing skills to help improve your organization's SMS performance. You'll learn how to assess and report on the conformity and effectiveness of an SMS based on ISO/IEC 20000-1:2018. You'll also gain the skills to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days

ISO/IEC 20000-1:2018 Lead Auditor

Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up in accordance with ISO 19011. You'll gain the knowledge and skills to undertake and effectively lead a successful service management systems audit and drive improvement. You'll sit a 2 hour exam to test your knowledge and understanding.

Duration 5 days



Service Management



ISO/IEC 20000-1:2018

Transition training

ISO/IEC 20000-1:2018 Transition

If you are familiar with ISO/IEC 20000-1:2011 and interested in finding out more about the changes for the updated standard, then this course will help you identify the gaps in your current SMS. Learn about the changes to the standard now its aligned to the ISO high level structure and how to prepare for transition.

Duration 1 day

ISO/IEC 20000-1:2018 Auditor Transition

If you've already learnt how ISO/IEC 20000-1:2018 differs and are an ISO/IEC 20000-1:2011 Internal or Lead Auditor wanting the expertise to audit to the revised ISO/IEC 20000-1 SMS standard, then this course is for you. You will learn how to audit the key differences between the standards.

Duration 1 day

ISO/IEC 20000-1:2018 Implementing Changes

Learn what is needed when transitioning a SMS from ISO/IEC 20000-1:2011 to ISO/IEC 20000-1:2018 so your organization can respond to changing service management trends and deliver a valuable service. Discover how to implement the key differences in requirements between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018, and develop a transition action plan.

Duration 1 day

In-house training

ISO/IEC 20000-1:2018 Senior Management Briefing

As a business leader, your commitment and support are crucial to the success of your organization's SMS. This senior management briefing will help you to identify, discuss and understand the leadership requirements of information technology – service management, as described in ISO/IEC 20000-1:2018. It will give you a better understanding of both your organization's obligations and your personal responsibilities. It will enable you to develop action plans for implementing key leadership activities.

Duration 2 hours

ISO/IEC 20000-1:2018 Senior Management Transition Briefing

As a business leader, your commitment and support are crucial to the success of your organization's SMS. This senior management briefing highlights the differences in top management leadership and commitment requirements between ISO/IEC 20000-1:2011 and ISO 20000-1:2018. Through this you'll gain a better understanding of both your organization's obligations and your personal responsibilities. It will enable you to develop action plans for implementing key leadership activities.

Duration 2 hours





Business Continuity

ISO 22301:2019

The impact of disasters on business can be substantial, regardless of the size of your organization. ISO 22301, the standard for Business Continuity, is suitable for complex, global organizations – but it's just as relevant for smaller organizations too. ISO 22301 provides an international best practice framework for identifying potential threats, evaluating their impact and developing capability to minimize the impact of disruption.

ISO 22301:2019 Requirements

Understand effective business continuity management in an organization by providing a systematic approach to achieving its operation and continual improvement. An ISO 22301 framework can help you operate and maintain processes, capabilities and response structures for ensuring the organization will survive disruptions and provide assurance to your stakeholders.

Duration 1 day

ISO 22301:2019 Implementation

ISO 22301 will provide a framework for maintaining and improving compliance with business continuity requirements and good practice. Learn how to establish a business continuity management system within your organization, clarifying roles and responsibilities during disruption. You'll identify and protect business critical functions, building resilience and capability to continue operating during unexpected events.

Duration 3 days

ISO 22301:2019 Lead Implementer

This course is our 3 day implementation course with additional content on leadership, finishing with an examination. This will provide you with the necessary skills and tools to lead the implementation of a Business Continuity Management System.

Duration 5 days

ISO 22301:2019 Internal Auditor

Gain guidance and practical experience in planning, executing, reporting and following up an internal audit, when monitoring the effectiveness and conformity of a business continuity management system to ISO 22301:2019.

Duration 2 days

ISO 22301:2019 Requirements and Internal Auditing

This course combines the Requirements and Internal Auditor courses together in a 3-day block.

Duration 3 days

ISO 22301:2019 Lead Auditor

Learn the knowledge and skills required to perform first, second and third-party audits of business continuity management system against ISO 22301, in accordance with ISO 19011 and ISO/IEC 17021, as applicable.

Duration 5 days

In-house training

ISO 22301:2019 Senior Management Briefing

Prepare for the unexpected with our in-house ISO 22301 Senior Management Briefing. Our trainers will show you how ISO 22301:2019 can be achieved step by step – outlining your own role and responsibilities in ensuring business critical functions can operate in challenging circumstances.

Duration 3 hours





Business Continuity

General BCM practices

Business Continuity Foundation

Take the first steps towards protecting your business in times of crisis. Our qualified BCM experts deliver a comprehensive introduction to BCM best practice.

Duration 3 days

Developing and Managing Business Continuity Exercises

Alongside practical exercises, the tutors will guide you through a test scenario. The course is endorsed by the Emergency Planning Society and is delivered by the Continuity Shop.

Duration 2 days

CBCI Certification Course

This course teaches you the methods, techniques and approaches used by business continuity professionals worldwide to develop, implement and maintain an effective Business Continuity Management (BCM) programme. This course includes the coveted CBCI Certification exam.

Duration 5 days

BCS Practitioner Certificate in Business Continuity Management (PCBCM)

This course covers the BCS Practitioner Certificate in Business Continuity Management. The course closely follows the approaches recommended in ISO 22301.

The course will enable delegates to confidently sit the BCS "Practitioner Certificate in Business Continuity Management" examination.

Duration 5 days

Business Continuity Basics

You'll be given an overview of the principles, terminology and practice of Business Continuity Management, based on the Business Continuity Institute's Good Practice Guidelines. Learn about the language, concepts and tools which are important and understand the need for continuity planning.

Duration 1 day

In-house training

Crisis Management

This course explores sudden onset and slow onset crises caused by internal and external issues as well as methods for determining risk to use as a basis for crisis management plans. You'll learn about the key elements of crisis management, how to formulate a crisis management plan and how to relate the plan to other continuity plans.

Duration 1 day

Business Impact Analysis (BIA)

This course will enable you to undertake your own analysis and potentially shape management decisions that lead to improved organizational resilience and continuity.

Duration 1 day

Business Continuity Plans (BCP) Principles and Practices

Explore the role a BCP plays in aligning the resilience requirements for uninterruptable services and the measures that need to be in place for an organization to restore its business after an unexpected disruption.

Duration 1 day

Testimonial

“The BCM system is a great reassurance. It has enabled us to make plans to mitigate problems quickly if they occur— for example, to identify a second water supply and provide electricity back-up – things we wouldn't have done otherwise.”

Andy Drummond, Lettergold Plastics Ltd, UK engineering company





Food and Drink



FSSC 22000 training

FSSC 22000 is the management system standard for food safety (FSMS) that is aligned to internationally recognized best practice, and through ISO 22000:2018 as its basis, makes use of the ISO high level structure. FSSC 22000 helps organizations to provide safe food by proactively improving their FSMS performance.

FSSC 22000 v5 Understanding

You'll learn about the requirements of an effective FSMS based on FSSC 22000. Gain a thorough insight into FSMS and the key concepts and structure of FSSC 22000, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Duration 1 day

FSSC 22000 v5 Implementation

You will gain the required skills to conduct a baseline review of your organization's current position and implement the key principles of FSSC 22000 using a typical framework. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FSMS Plan.

Duration 2 days

FSSC 22000 v5 Internal Auditor

Building on an understanding of FSSC 22000 and the key principles of an FSMS, this course develops the necessary skills to assess and report on the conformance and implementation of processes based on FSSC 22000. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.

Duration 3 days

FSSC 22000 v5 Lead Auditor

Gain the knowledge and skills required to perform first, second and third-party audits of FSSC 22000 FSMS in accordance with ISO 19011, ISO 17021 and ISO/TS 22003. You'll learn to plan, conduct, report on and follow up a successful FSSC 22000 version 5 FSMS audit. Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up according to best practice techniques.

Duration 5 days

FSSC 22000 v5 Implementing Changes

All certified FSSC 22000 organizations shall be audited against version 5 between 1 January and 31 December 2020. This course will assist and provide you with the information needed to carry out an effective transition to the new requirements whilst giving you a thorough understanding of the changes to the standard, including the new ISO high level structure (HLS). Discover how to apply the key changes to FSSC 22000 version 5 and develop a transition action plan.

Duration 1 day

BRCGS training

BRCGS training courses are specifically focused on the Global Standards since 2000. Developed with the Standard Managers and in line with new issues of the Standards, BRCGS training courses provide you with the most up-to-date information:

- Global Standard for Food Safety Issue 7 to 8: Conversion for Auditors
- Global Standard for Food Safety Issue 7 to 8: Conversion for Sites
- Global Standard for Food Safety Issue 8: Sites
- Global Standard for Food Safety Issue 8: Lead Auditor
- Global Standard for Packaging Materials Issue 5 to 6: Conversion for Auditors
- Global Standard for Packaging Materials Issue 5 to 6: Conversion for Sites
- Global Standard for Packaging Materials Issue 6: Auditors
- Global Standard for Packaging Materials Issue 6: Sites
- Global Standard for Agents and Brokers Issue 2: Understanding the Requirements for Sites
- Global Standard for Storage and Distribution Issue 3: Understanding the Requirements



Food and Drink



ISO 22000 training

The ISO 22000:2018 gives food safety professionals and other interested parties an opportunity to understand the changes being made to this transitioning standard.

ISO 22000:2018 Requirements

Identify the structure and requirements of an effective management system, and what this means for you. Gain a thorough insight into food safety management systems and the key concepts and structure of ISO 22000, key terms, definitions and the ISO standardized high level structure.

Duration 1 day

ISO 22000:2018 Implementation

In this course you will gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 22000. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FSMS Plan.

Duration 2 days

ISO 22000:2018 Lead Implementer

This training combines our ISO 22000 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.

Duration 5 days

ISO 22000:2018 Internal Auditor

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 22000. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.

Duration 2 days

CQI/IRCA Certified ISO 22000:2018 Lead Auditor

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. Learn to describe the purpose of a ISO22000 audit and satisfy third party certification as well as grasp the key principles and practices of effective food safety management system audits in accordance with ISO 22000:2018.

Duration 5 days

ISO 22000:2018 Transition

Learn about the new ISO high level structure and the differences between ISO 22000:2005 and ISO 22000:2018

Duration 1 day

ISO 22000:2018 CQI/IRCA Certified Auditor Transition

Learn the key differences between ISO 22000:2005 and ISO 22000:2018 so that CQI/IRCA qualified auditors can upgrade their skillset to align with the new standard.

Duration 2 days

ISO 22000:2018 Senior Management Briefing

This executive session highlights the differences in top management leadership and commitment requirements in ISO 22000:2018. Through this, you'll gain a better understanding of both your organization's obligations and your personal responsibilities.

Duration 2 hours

ISO 22000:2018 Strategic Approach to Risk-Based Thinking

You'll learn about the context of the organization and how you can apply risk-based thinking as you plan, develop, audit and maintain your FSMS. You'll learn what is involved in determining the issues and requirements that can impact on the strategic planning of your FSMS.

Duration 1 day

Specialist training

- HACCP Refresh
- HACCP Plans and GMP Implementation
- Effective Food Labelling Verification Processes
- Food Recall Plans
- PAS 96:2017 Food Defence (TACCP) Guidance
- BSI Catering Food Safety Certification
- Effective Food Safety Auditing





Anti-Bribery



ISO 37001:2016

ISO 37001 is the international standard designed to help organizations implement an anti-bribery management system. It specifies a series of measures your organization can implement to help prevent, detect and address bribery.

Designed to be integrated into your organization's existing management processes and controls, ISO 37001 also follows the common ISO structure for management system standards, for easy integration with ISO 9001 for example.

In-house training

Requirements of ISO 37001:2016

This course introduces the concepts of anti-bribery, explains the benefits of an ABMS and the key requirements and context of ISO 37001:2016. It's applicable to all organizations including the public, private and voluntary / not-for-profit sectors.

Duration 1 day

Implementing ISO 37001:2016

This course will guide you through the implementation of an ISO 37001 ABMS using a combination of practical exercises and class discussions. You will also receive a take-home reference toolkit containing essential documents and information you can reference and use during your organization's implementation process.

Duration 2 days

ISO 37001:2016 Internal Auditor

This innovative course provides a solid foundation in all aspects of the audit process. You will be taken through a structured programme stage by stage that includes a balance of theory and practice. Using a combination of collaborative, accelerated learning and practical activities you will gain an understanding of the key activities for auditing.

Duration 2 days

Understanding Bribery and Effective Due Diligence

This two-day course focuses on the operational and technical challenges faced in understanding bribery and effective due diligence. Delegates attending this course will gain an understanding of the nature and impact of bribery, the harm it can do, the risk it poses to organizations and the methods used to identify risk through an effective assessment.

Duration 2 days

ISO 37001:2016 Anti-bribery Management System Senior Management Briefing

Led by an experienced BSI tutor, this course will provide a senior management briefing of anti-bribery, and an awareness of the International Standard for anti-bribery management systems (ABMS).



Energy Management



ISO 50001:2018

Effective energy management isn't just good for business, it's also becoming a requirement. And the best way to achieve it is with ISO 50001. The international standard outlines energy management practices that are considered to be the best, globally. Energy management experts from more than 60 countries developed the standard and now we can help you tap into that expertise, every day, to help you save energy, cut costs and meet environmental requirements.

Looking for ESOS training? The courses below will teach you how to audit your energy use. ISO 50001:2018 is a great way to meet your ESOS obligations whilst also receiving additional benefits.

ISO 50001:2018 Requirements

You'll learn about ISO 50001, common terms and definitions in the standard, as well as the key concepts and requirements related to ISO 50001:2018 Energy Management Systems (EnMS).

Duration 1 day

ISO 50001:2018 Implementation

Facilitated discussions will draw insights and experiences, bringing to life the concepts for designing, implementing and maintaining an ISO 50001 energy management system. This will help you maximise what you learned in the course in your workplace.

Duration 2 days

ISO 50001:2018 Requirements and Implementation

This course combines the Requirements and Implementation courses together in a 3-day block.

Duration 3 days

ISO 50001:2018 Lead Implementer

On completion of this training you will have the knowledge of ISO 50001 requirements and methods for its implementation, and the skills to effectively lead, manage and delegate activities to ensure the effective implementation of ISO 50001 within your organization.

Duration 5 days

ISO 50001:2018 Internal Auditor

You will learn the fundamentals of planning, conducting and reporting on an internal ISO 50001:2018 audit. You will also gain an appreciation of verifying improvements in energy performance, and in assessing the effectiveness of an energy management system.

Duration 2 days

ISO 50001:2018 Lead Auditor

You will gain the knowledge and skills required to undertake and lead successful EnMS audits in accordance with internationally recognized best practice techniques. You'll learn to plan, conduct, report and follow-up on an EnMS audit.

Duration 5 days

In-house training

ISO 50001:2018 Senior Management Briefing

This briefing helps business leaders understand how they'll be involved and the commitment required supporting effective implementation.

Duration 3 hours

Transition training

ISO 50001:2018 Transition

Find out about the changes with the updated standard. Learn the ISO high level structure for management system standards and how to identify gaps in your current EnMS, starting to plan your transition to the revised standard.

Duration 1 day

ISO 50001:2018 Auditor Transition

If you're an ISO 50001:2011 auditor who wants to develop the expertise to audit an ISO 50001:2018 EnMS; you'll have already learnt the differences between the standards. This course will focus on auditing activities so you can learn to apply this practically in order to build your ISO 50001:2018 auditing skill.

Duration 1 day



What is Lean Six Sigma?

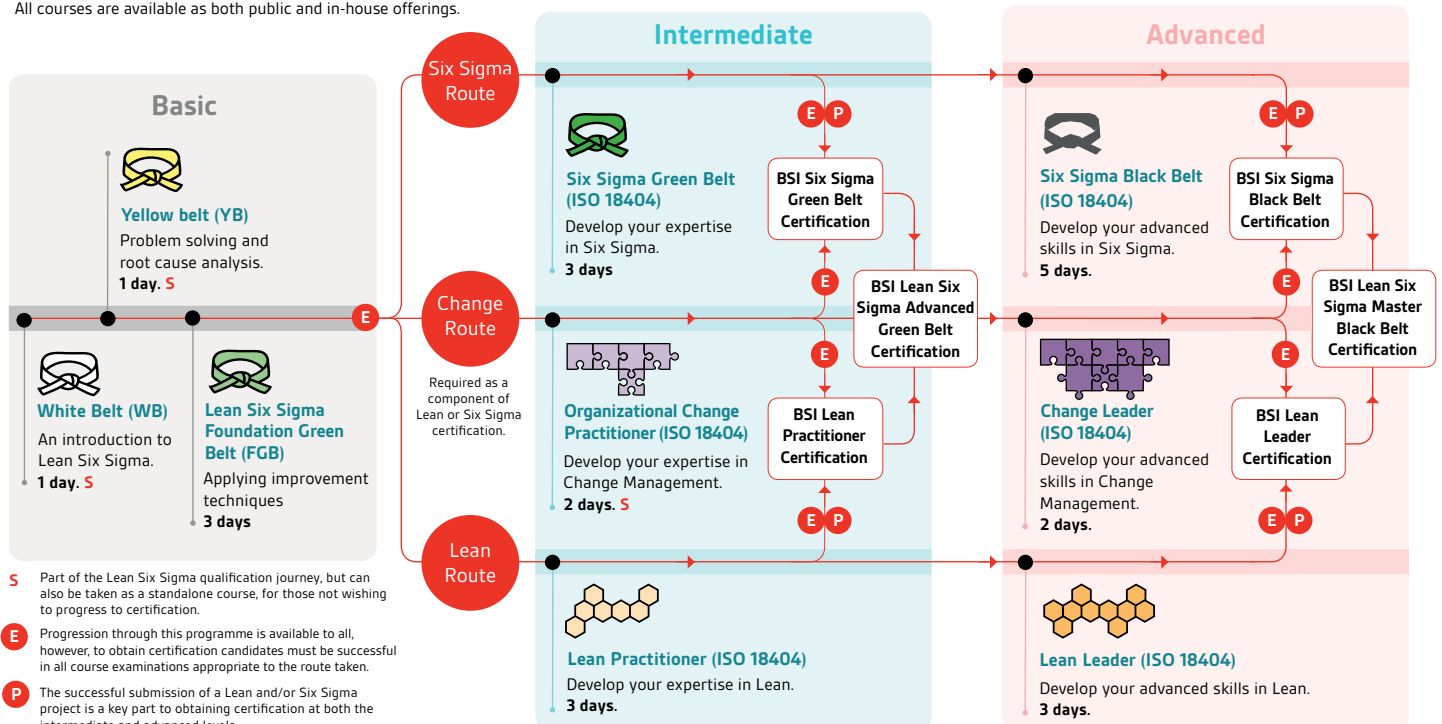
Lean Six Sigma is a two-staged approach which drives continual improvement in organizations and strives towards greater than 99% efficiency:

- Lean refers to maximizing customer value and minimizing the areas of waste in processes; creating enhanced customer satisfaction and less wasted resources
 - Six Sigma is the ongoing effort to continually reduce product and process variation through a defined project approach
- Combined, the two approaches can result in benefits including reduced costs, retained business, improved staff morale and increased customer satisfaction.

BSI Lean Six Sigma Journey

Lean Six Sigma Training Courses

All courses are available as both public and in-house offerings.





Basic Courses

Lean Six Sigma White Belt: Introduction to Lean Six Sigma

This workshop will discuss the history of Lean Six Sigma, as well as how the ideas, methods, tools, programme structures and roles can help organizations to meet their objectives. Following this course delegates will have a good basic knowledge of Lean Six Sigma and will have taken a first step towards becoming a practitioner or sponsor of organizational change.

Duration 1 day

Lean Six Sigma Yellow Belt: Structured Problem Solving

The '8 step approach' combined with the '7 basic tools' provides an efficient, simple to use, and effective approach to organizational problem solving. This course will provide first-hand experience of the approach and tools of problem solving, root cause analysis, and implementing corrective actions (a requirement of standards such as ISO 9001:2015).

Duration 1 day

Lean Six Sigma Foundation Green Belt: Continual Improvement

The Six Sigma DMAIC approach when combined with Lean methods and tools provides an efficient, simple to use, and effective approach to continual improvement. This course will provide first-hand experience of the approaches and the tools of Lean and Six Sigma that are used to affect continual improvement (a goal for most organizations and a requirement of standards such as ISO 9001:2015).

Duration 3 days

We offer these basic Lean Six Sigma courses together in 2 day or 5 day blocks.

Six Sigma Route

Six Sigma is an organizational approach to continual improvement which focuses on minimizing variability of key process outcomes.

Six Sigma route: Six Sigma Green Belt (ISO 18404)

This course utilizes Minitab 19 software and will discuss, demonstrate and guide you through the use of powerful Six Sigma Green Belt analytical and technical tools that can then be applied to the operational improvement projects that you are undertaking.

Duration 3 days

Six Sigma route: Six Sigma Black Belt (ISO 18404)

Building on the Six Sigma Green Belt skillset this course utilizes Minitab 19 software and will discuss, demonstrate and guide you through the use of powerful Six Sigma Black Belt analytical and technical tools that can then be applied to the operational improvement projects that you are undertaking.

Duration 5 days

Change Route

The change management approach when combined with Lean Six Sigma methods and tools provides a full, simple to use, tool set and effective approach to project work and continual improvement within the workplace.

Change route: Organizational Change Practitioner (ISO 18404)

This course will provide first-hand experience of the approaches and tools of change management that are used to affect continual improvement (a goal for most organizations and a requirement of standards such as ISO 9001:2015).

Duration 2 days

Change route: Organizational Change Leader (ISO 18404)

This course will provide first-hand experience of the approaches and the tools used when leading a programme of effective organizational change (a recurring goal for most organizations and a requirement of standards such as ISO 9001:2015).

Duration 2 days

Lean Route

Lean methods provide a simple and effective approach to identifying and removing waste in processes thereby increasing the speed, efficiency and effectiveness of an organizations operations.

Lean route: Lean Practitioner (ISO 18404) Training Course

This course will provide first-hand experience of the approaches and tools of Lean that are used to affect continual improvement (a goal for most organizations and a requirement of standards such as ISO 9001:2015).

Duration 3 days

Lean route: Lean Leader (ISO 18404) Training Course

This Lean Leader course provides advanced Lean tools to enable Lean Leaders to lead large scale Lean Transformations within a business unit or across organizations.

Duration 3 days





Process and business improvement

Effective and efficient processes are one of the most important factors in business today. For some organizations, adopting an improvement methodology such as Lean Six Sigma may be too detailed, time consuming or unsuitable for your processes. These courses aim to fill this gap, helping you to understand alternative process and business improvement techniques.

Process Improvement: Practitioner

You will gain first-hand experience of the approaches and tools necessary for effective process improvement, learning efficient, simple-to-use and logical approaches to organizational problem solving and process improvement. Although the case study adopts a quality perspective, it can be understood from all disciplines and therefore the tools and techniques covered during the course are applicable to any process. By developing your knowledge and skill in this important area, you will be able to deploy a framework that works effectively for your organization.

Duration 3 days

Process Improvement: Auditor

Internal or lead auditors who have attended the Process Improvement Practitioner course (or equivalent) can attend this course to extend current auditing skills by focusing specifically on how to assess and report process improvement within an organization.

Gain the knowledge and develop the necessary skills for auditing process improvement activities, covering reactive, incremental and stepped change improvements. You will audit a comprehensive case study from a quality perspective, with the auditing methods covered in the course applying to any discipline.

Duration 2 days

Process Improvement: Professional

If you've attended the Process Improvement Practitioner course (or equivalent) then this course will help you gain confidence in applying more advanced process improvement and change management tools, approaches and techniques. Develop the skills necessary to manage the 'leadership' of a process improvement activity within an organization. Although the case study adopts a quality perspective, it can be understood from all disciplines and therefore the tools and techniques covered during the course are applicable to any process.

Duration 2 days



These standalone courses also form an important part of our standards-based auditor qualifications, which focus on process improvement. Find out more about our qualifications learning pathway and how you can enhance your auditing skills and earn industry recognized BSI badges of distinction.



Process and business improvement



In-house training

Process Mapping Toolbox towards Excellence

Learn the purpose of process mapping, the various approaches for daily operation and process improvement, and how to apply process mapping effectively in your organization. For any successful organization to sustain their business results in an ever-changing, customer focused and quality driven business environment, process mapping is a pre-requisite for day-to-day operations and overall business improvement

Duration 2 days

Statistical Process Control

The best decisions are made by collecting and interpreting facts and data. SPC has an important role within continual process improvement, providing sound information upon which to make decisions. It allows process performance tracking on a real-time basis, allowing for corrective actions to be taken before failure occurs.

Duration 2 days

Failure Mode and Effects Analysis (FMEA)

Prevention is always better than cure. FMEA is a systematic method of identifying and investigating potential design or process weaknesses. This course introduces FMEA, understanding it's purpose, background and benefits. You will be guided through how to implement FMEA within your organization and where is best to apply it.

Duration 1 day

Structured Problem Solving

Simple tools being used in conjunction with a systematic and structured problem solving process can solve company problems and improve the quality of goods and services. It is key to make sure that the problem cannot recur by understanding the root cause of the problem and implementing controls which prevent recurrence. The application of the tools taught on this course within a problem solving roadmap will result in problems being solved permanently.

Duration 2 days

Fundamentals of Acceptance Sampling

An acceptance sampling method allows continuous control of the quality of products. It involves testing a batch of samples to determine if the proportion of units having a particular attribute exceeds a given percentage, and are thereby accepted or rejected. This course will provide introductory guidance on the different types of acceptance sampling plans/quality tools and their benefits.

Duration 1 day

The Art of Effective Customer Complaints

Customer complaint handling skills are among the most valuable skill sets for any employee who deals with customers. This one-day training course aims to instil the art of customer complaint handling, and help to build customer loyalty to your business. Identifying and resolving customer complaints using the appropriate techniques can turn your customer into a loyal one – and can turn the complaint into a business opportunity.

Duration 1 day

Developing and Managing Key Performance Indicators (KPIs)

A performance management process sets the platform for rewarding excellence by aligning departmental and individual accomplishments with the organization's mission and vision. This course incorporates balanced scorecard and performance management (KPI's) concepts, giving you an understanding from setting strategies to developing teams/function objectives and KPI's for individual appraisal.

Duration 2 days





Get in touch

For BSI Training Academy courses in Vietnam

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Email info.vietnam@bsigroup.com

Follow us on   

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 are subject to change at any time.

Travel Arrangements:

Accommodation and travel costs are not included in the course fee. The individual attending the course must make their own travel arrangements. Accommodation can be arranged for all venues excluding London directly through your BSI Training Account Manager.

Course Confirmation:

- A confirmation email of your registration for the training course will be sent upon signing the training booking agreement
- Hard copies of the materials will be provided on the training course.

Cancellation/Transfer Policy:

Delegates may transfer their registration for one course to another course up to 21 working days prior to the original course date. Once a delegate has transferred no refunds can be made for the cancellation of either course. Only one transfer by any delegate may be made.

If you cancel a Training Course: – all cancellations must be made no later than 25 working days before the start of the relevant Training Course. We will only accept cancellations that are made in writing. If a delegate fails to attend a Training Course,

or a cancellation is sought within the 25 working days prior to the start of such course, full payment will be required.

Refund Policy: if the refund is approved, it will be made through the original mode of payment only. No refunds shall be given for the cancellation of Distance Learning, Blended Learning and E-learning courses no matter when cancellation is notified to us.

If we cancel a Training Course, or change course content: – we reserve the right to cancel a Training Course at any time, without incurring any additional liability. In such circumstances, we will offer alternative dates, a full refund or a credit note.

Coming soon



We're introducing new standards and new courses all the time. Here are some of the new training courses that will be launching soon, but we're also open to suggestions. If you're looking for training to a particular standard, or would like to combine elements of one course with another, talk to us and we'll do our best to find a solution.

Automotive	Design FMEA
Aerospace	AS 9120 Requirements AS 9120 Implementing AS 9120 Internal Auditor
Medical	IVDR Post-Market Surveillance MDR Post-Market Surveillance Process Validation
Anti-bribery	ISO 37001 Lead Auditor
Asset management	ISO 55001 Lead Auditor
Qualification	Various topics



Need a course
but don't see
it here?



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