



# ISO 20121 – Internal Auditor - International



Your partner  
in progress



## Course descriptive

An effective ESMS (Event Sustainability Management System) audit is essential for addressing customer challenges and unlocking significant benefits. This course provides a robust framework for ensuring sustainability management practices into every stage of an event's lifecycle.

Internal auditing of an ESMS will help to achieve a number of key benefits, including:

- Assessing social risks and opportunities associated with events.
- Addressing human rights and governance considerations.
- Embedding core values of sustainable development into event planning.
- Evaluating economic impacts and promoting environmental protection and efficiencies.
- Improving sustainability across venues, contractors, accommodation providers, and outsourced processes.

You'll grasp the key principles and practices of effective ESMS audits in accordance with ISO 20121 and ISO 19011 "Guidelines for auditing management systems". Using a step-by-step approach, you'll be guided through the internal audit process from initiation to follow-up. During this one-day course you'll gain the knowledge and skills required to undertake a successful event sustainability management system internal audit. Enhance your auditing expertise in alignment with ISO 20121, the globally recognized standard for event sustainability management, and advance your ability to deliver actionable insights for more sustainable and impactful events.

## Pedagogical objectives

This course will help you:

- Recognize areas your Certification Body (CB) will be generally looking for to comply with generic internal auditing requirements in management system standards. This will include the meanings and intentions of certification criteria and associated theories, methodologies, techniques or tools
- Prepare, conduct and follow-up on ISO 20121 audit activities
- Identify and apply the benefits and requirements of an ISO 20121 audit
- Gain the skills to assess an organization's capability to manage its ESMS
- Write factual audit reports



## Skills to be acquired

You will learn to explain:

The application of guidelines of management system auditing according to ISO 19011 in conjunction with the application of these guidelines to auditing against ISO 20121

You will have the skills to:

- Initiate the audit
- Prepare audit activities
- Conduct audit activities
- Prepare and distribute the audit report
- Complete the audit
- Audit follow-up

## Targeted audience

Anyone with the need to conduct an internal audit of an organization's ISO 20121 ESMS.

## Duration

1 day – 7 hours

## Pedagogical, technical and framing means

Course materials including:

- Introduction to the training, detailed program and security assignments
- Course presentation, theory and activities/ role plays
- Answers to the activities
- Videos
- Additional documents, distributed during the sessions, to use for the activities
- Attendance sheet to be signed



## Prerequisites

Please note that this course is aimed at personnel who already have knowledge and understanding of ISO 20121:2024 event sustainability management systems, and knowledge of management system auditing principles and practice, as outlined in ISO 19011:2018.

Delegates are expected to have the following prior knowledge:

### **a) Management systems**

The Plan, Do, Check, Act (PDCA) cycle

The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review, and continual improvement

### **b) The Harmonized structure**

The Harmonized approach

### **c) Event sustainability management – covering social, economic and environmental impacts.**

The intended outcomes of an event sustainability management system:

Enhancement of event sustainability performance

Fulfilment of compliance obligations

Achievement of event sustainability objectives

### **d) ISO 20121**

Knowledge of the requirements of ISO 20121:2024 and the commonly used event sustainability management terms and definitions, as given in ISO 20121:2024

### **e) ISO 19011**

Knowledge of the areas your Certification Body (CB) will be generally looking for to comply with generic internal auditing requirements in Management System Standards. This will include the meanings and intentions of certification criteria and associated theories, methodologies, techniques or tools.

## Assessment specifics

- Questionnaire to assess the knowledge at the end of the training
- Customer survey



## What is included?

- Course materials, provided electronically
- Letter of attestation
- Official certificate

## Agenda – Day 1

Time	Subject
09:00	Benefits to you, welcome and introductions
	Course aims, objectives and structure
	Event Sustainability Management Systems – Intended outcome(s)/result(s)
	ISO 20121:2024 componenets overview (refresh)
	Need for internal audit
	Initiating the audit
	Preparing audit activities
	Preparing the audit plan (example)
	Sampling
	Checklist preparation
	Conductin the audit activités
	Documenting nonconformities
	Preparing and distributing the audit report
	Conducting audit follow-up
17:30	Course review and final questions

\*These training modules are eligible to the subsidizing by the public institutions in France (OPCO).

\*\*Each delegate receives a training convention after the enrollment.

\*\*\*Please note that for the public sessions, you have until 48h before the start of the course to confirm your enrollment. For the in-house sessions, the deadline would be of two weeks prior to the start of the course.

\*\*\*\*Should you be in a disabled situation, please contact us and indicate what details should be taken into account.

You can contact us on [training.france@bsigroup.com](mailto:training.france@bsigroup.com) or **01 89 79 00 40**.