

# Management Systems

**Service Quality Centre Pte Ltd** UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

**80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607**

 **+65 6376 0777**

 **learning@sqcentre.com**

 **www.sqcentre.com**



# MANAGEMENT SYSTEMS

ISO 9001:2015 Quality Management System  
 ISO 14001:2015 Environment Management System  
 ISO 45001:2018 Occupational Health and Safety Management System



Contact Number: +65 6376 0777 | Email Address: learning@sqcentre.com

## ISO 9001:2015 Quality Management System

	Course Duration (hrs)	Fee (\$\$) Excl GST	Nett Fee (\$\$) Incl GST
<ul style="list-style-type: none"> <li>ISO 9001:2015 Internal Auditor ISO9001-IA90-02 Mar 28 - 29   Jun 27 - 28   Sep 26 - 27</li> </ul>	Classroom-based learning*	16	\$ 700.00 \$ 749.00
<b>In-Company Training</b>			
<ul style="list-style-type: none"> <li>ISO 9001:2015 Awareness and Understanding ISO9001-AU90-01</li> </ul>	Classroom-based learning*	8	\$ 400.00 \$ 428.00
<ul style="list-style-type: none"> <li>ISO 9001:2015 Lead Auditor ISO9001-LA90-03</li> </ul>	Classroom-based learning*	24	\$ 1,050.00 \$ 1,123.50

Contact Number: +65 6376 0777 | Email Address: learning@sqcentre.com

## ISO 14001:2015 Environment Management System

	Course Duration (hrs)	Fee (\$\$) Excl GST	Nett Fee (\$\$) Incl GST
<b>In-Company Training</b>			
<ul style="list-style-type: none"> <li>ISO 14001:2015 Awareness / Transition ISO14001-AT14-01</li> </ul>	Classroom-based learning*	7	\$ 380.00 \$ 406.60
<ul style="list-style-type: none"> <li>ISO 14001:2015 Implementation Process ISO14001-DI14-02</li> </ul>	Classroom-based learning*	7	\$ 450.00 \$ 481.50
<ul style="list-style-type: none"> <li>ISO 14001:2015 Internal Auditor ISO14001-IA14-03</li> </ul>	Classroom-based learning*	14	\$ 650.00 \$ 695.50

Contact Number: +65 6376 0777 | Email Address: learning@sqcentre.com

## ISO 45001:2018 Occupational Health and Safety Management System

	Course Duration (hrs)	Fee (\$\$) Excl GST	Nett Fee (\$\$) Incl GST
<b>In-Company Training</b>			
<ul style="list-style-type: none"> <li>ISO 45001:2018 Awareness ISO45001-OHSA-01</li> </ul>	Classroom-based learning*	7	\$ 380.00 \$ 406.60
<ul style="list-style-type: none"> <li>ISO 45001:2018 Developing and Implementing ISO45001-DI45-02</li> </ul>	Classroom-based learning*	14	\$ 560.00 \$ 599.20
<ul style="list-style-type: none"> <li>ISO 45001:2018 Internal Auditor ISO45001-IA45-03</li> </ul>	Classroom-based learning*	14	\$ 650.00 \$ 695.50
<ul style="list-style-type: none"> <li>Workplace Safety and Health Committee Members ISO45001-WSHC-I-01</li> </ul>	Classroom-based learning*	8	\$ 235.00 \$ 251.45

\* Classroom-based training will be conducted through virtual classroom until further notice. Terms and conditions apply.

# Management Systems

ISO 9001:2015 Quality Management System

**Service Quality Centre Pte Ltd** UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

**80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607**

**+65 6376 0777**

**learning@sqcentre.com**

**www.sqcentre.com**



## Classroom-based learning

ISO9001-IA90-02

## ISO 9001:2015 Internal Auditor (16 hrs)

This course prepares participant to take on the role of an internal quality management system auditor. It seeks to provide knowledge and skills for auditing the organisation's quality management system. The knowledge acquired will enable participant to implement an internal audit programme that will help to contribute to the conformance and continuous improvement of the quality management system.

### Key Benefits

- Understand the framework of ISO 9001
- Understand the role of an internal quality management system auditor
- Learn how to plan, conduct and report an internal quality management system audit

### Course Contents

- ISO 9001 awareness and understanding
- ISO 19011 introduction to auditing
- Process approach and PDCA cycle
- Role of an internal quality management system auditor
- Audit objective, audit scope and audit criteria
- Pre-audit activities, preparing audit programme and audit checklist
- On-site audit activities, audit methods and audit evidence
- Post-audit activities, preparing audit report and audit follow-up

### Learning Methodology

- Participants will learn through lectures, group discussions, group activities, class exercises and role plays.

### Who Should Attend

- This course is suitable for internal auditors and practitioners who are responsible for auditing an organisation's quality management system.

### Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

In-Company Training

ISO9001-AU90-01

## ISO 9001:2015 Awareness and Understanding (8 hrs)

This course will provide an overview of the high level structure, risk-based thinking, organisational context, leadership, planning, operation, support, performance evaluation and improvement as set out in the International Standard. It will raise awareness and understanding of the main requirements that an organisation will need to undertake.

### Key Benefits

- Understand the high level structure of management systems
- Understand the main requirements of ISO 9001

### Course Contents

- Quality management principles
- Concept and terminology
- 'Annex SL' framework
- Process approach
- PDCA cycle
- ISO 9001 main requirements
- Risk-based thinking
- Audit and certification

### Learning Methodology

- Participants will learn through lectures, group discussions and class exercises.

### Who Should Attend

- This course is suitable for practitioners, management representatives and auditors who are keen on learning the main requirements of ISO 9001, especially those who are responsible for implementing or auditing the quality management system.

### Course Details

- Duration: 1 day (8 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

In-Company Training

ISO9001-LA90-03

## ISO 9001:2015 Lead Auditor (24 hrs)

This course provides participants with knowledge and skills to perform audits of quality management systems. It seeks to provide knowledge to gather, analyse and interpret information to assess conformity in different settings to identify improvement.

### Key Benefits

- Understand the framework of ISO 9001
- Understand the business benefits of improving quality management system performance
- Understand the roles of quality management system auditor and audit team leader
- Acquire skills to plan, conduct and report a quality management system audit
- Manage challenging audit situations competently

### Course Contents

- ISO 9001 awareness and understanding
- ISO 19011 introduction to auditing
- Process approach and PDCA cycle
- Roles of quality management system auditor and audit team leader
- First-party, second-party and third-party audits
- Audit objective, audit scope, audit criteria, audit frequency and audit methods
- Pre-audit activities, on-site audit activities and post-audit activities
- Document review and preparing audit checklist
- Planning and conducting a quality management system audit
- Audit reporting, corrective action and following up the audit

### Learning Methodology

- Interactive class activities, group discussions, case studies, role plays and simulated exercises are used to enhance the learning process.

### Who Should Attend

- This course is suitable for auditors and practitioners who wish to acquire competence as lead auditors or audit team leaders.

### Course Details

- Duration: 3 days (24 hrs)
- Time: 9:00am to 6:00pm

# Management Systems

## ISO 14001:2015 Environment Management System

**Service Quality Centre Pte Ltd** UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

**80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607**

 **+65 6376 0777**

 **learning@sqcentre.com**

 **www.sqcentre.com**



Classroom-based learning

In-Company Training

ISO14001-AT14-01

## ISO 14001:2015 Awareness / Transition (7 hrs)

This course provides participants with knowledge information relating to ISO 14001:2015 Environment Management System (EMS) requirements.

### Key Benefits

- Understand the new ISO high level structure for management system standards
- Explores the changes between ISO 14001:2004 and ISO 14001:2015
- Learn to identify gaps in the current EMS and start planning conversion to the revised standard

### Course Contents

- Overview of ISO 14001:2015 and ISO 14001:2004
- Explain the key changes between ISO 14001:2004 and ISO 14001:2015
- Describe the new requirements relating to organisational context, leadership, planning and support
- Appreciate the significance of a risk-based approach
- Learn what needs to be revised in the current EMS

### Learning Methodology

- Participants will learn through lectures, group discussions, and class exercises.

### Who Should Attend

- Top management, managers, practitioners and staff who are keen on learning the main changes and are responsible for maintaining the EMS in accordance with ISO 14001:2015.
- Those who are involved in implementing or auditing ISO 9001, ISO 14001 and / or OHSAS 18001 management systems.

### Prerequisite

- This course assumes that participants have basic understanding of ISO 14001:2004 standard.

### Course Details

- Duration: 1 day (7 hrs)
- Time: 9:00am to 5:00pm



Classroom-based learning

In-Company Training

ISO14001-DI14-02

## ISO 14001:2015 Implementation Process (7 hrs)

The objective of the course is to provide the road map from planning to certification for ISO 14001:2015. It is intended to ensure that participants understand the core requirements of ISO 14001 as well as its implementation and the supporting resources needed to ensure its success.

### Key Benefits

- Understand the context and requirements of the environment management system
- Acquire practical knowledge and information to develop and implement an environment management system to conform to ISO 14001:2015

### Course Contents

- Overview of ISO 14001 Environmental Management System
- Terminology and structure of ISO 14001:2015
- Identification of scope, organisational context and environmental issues
- Evaluation of the significance of environmental impacts
- Formulation of environmental policy, objectives and action plans
- Compliance obligations associated with ISO 14001
- Documentation and implementation of procedures
- Preparation for certification

### Learning Methodology

- Participants will learn through a unique blend of role plays and individual / group exercises.

### Who Should Attend

- This course is suitable for personnel who are responsible for documenting, implementing, and improving the organisation's environment management system.

### Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm

Classroom-based learning

In-Company Training

ISO14001-IA14-03

## ISO 14001:2015 Internal Auditor (14 hrs)

The course provides knowledge and practical skills required for auditing environment management systems in line with the requirements of ISO 14001:2015.

### Key Benefits

- Focus on environmental issues, aspects, impacts and compliance obligations
- Introduction to environmental auditing process
- Methodology for internal audit preparation, execution and reporting

### Course Contents

- Review of ISO 14001:2015 requirements
- Understanding environmental issues, aspects, impacts and their significance
- Roles and responsibilities of internal auditors
- Defining the audit scope, frequency and methodologies
- Risk-based thinking in auditing
- Carrying out documentation review, interview and site inspection
- Preparation of audit reports
- Practical exercises

### Learning Methodology

- Participants will learn through a unique blend of role plays, individual / group exercises and written tests.

### Who Should Attend

- This course is suitable for internal auditors implementing environment management systems and / or certified to ISO 14001.

### Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm

# Management Systems

ISO 45001:2018

Occupational Health and Safety Management System

Classroom-based learning

In-Company Training

ISO45001-OHSA-01

## ISO 45001:2018 Awareness (7 hrs)

ISO 45001 helps organisations by providing a framework to improve occupational health and safety performance, reduce workplace risks, and create better and safer working conditions. This awareness training course provides a basic understanding of the ISO 45001 Occupational Health and Safety (OH&S) Management System requirements and explores the main changes between OHSAS 18001 and ISO 45001.

### Key Benefits

- Understand the basic requirements and structure of ISO 45001
- Explore the main changes between OHSAS 18001 and ISO 45001
- Gain knowledge to assist in the preparation for transition and certification

### Course Contents

- Structure and overview
  - 'Annex SL' high level structure
  - Overview of ISO 45001 OH&S management system
  - Benefits of OH&S management system
  - Terminology related to ISO 45001
  - Main clauses of ISO 45001
- Transition from OHSAS 18001 to ISO 45001
  - Main changes between OHSAS 18001 and ISO 45001
  - OHSAS 18001 and ISO 45001 mapping table
- Preparation for transition and certification
  - Documented information
  - Transition timeline
  - Certification

### Learning Methodology

- Participants will learn through lectures, group discussions, and exercises.

### Who Should Attend

- This course is suitable for those who are keen on learning the main changes, transitioning to ISO 45001, and involved in the planning and implementing of an occupational health and safety management system.

### ■ Prerequisite

- This course assumes participants are familiar with the OHSAS 18001:2007.

### Course Details

- Duration: 1 day (7 hrs)
- Time: 9:00am to 5:00pm

Classroom-based learning

In-Company Training

ISO45001-DI45-02

## ISO 45001:2018 Developing and Implementing (14 hrs)

This 2-Day training course aims to provide guidance in developing and implementing an occupational health and safety (OH&S) management system according to ISO 45001 standard. It is intended to ensure that the participants understand the main requirements of ISO 45001 to provide safe and healthy workplaces by preventing work-related injury and ill health as well as improving OH&S performance.

### Key Benefits

- Understand the high level structure of management systems
- Learn about the requirements of ISO 45001
- Acquire knowledge to develop and implement an OH&S management system

### Course Contents

- 'Annex SL' high level structure
- Overview of ISO 45001 OH&S management system
- Benefits of OH&S management system
- Terminology related to ISO 45001
- Understanding ISO 45001 requirements
- Setting OH&S policy and objectives
- Hazard identification and risk assessment
- Documented information and implementation of an OH&S management system
- Audits and reviews
- Preparing for certification

### Learning Methodology

- Participants will learn through lectures, group discussions, and exercises.

### Who Should Attend

- This course is useful for those who are keen on learning the ISO 45001 standard and those with responsibilities for developing and implementing OH&S management systems.

### Prerequisite

- This course assumes participants are familiar with the OHSAS 18001:2007.

### Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm

Classroom-based learning

In-Company Training

ISO45001-IA45-03

## ISO 45001:2018 Internal Auditor (14 hrs)

This 2-Day training course provides the knowledge and skills for auditing occupational health and safety (OH&S) management systems according to ISO 45001 standard. It is intended to prepare participants to take on the role of a new internal OH&S management system auditor and contribute to the conformance and improvement of the management system.

### Key Benefits

- Understand the role of an internal OH&S auditor
- Learn about the internal audit process
- Gain knowledge and skills to plan and conduct an internal audit

### Course Contents

- Overview of ISO 45001 OH&S management system
- Introduction to internal auditing
- Roles of internal audit
- Internal audit objective, scope and criteria
- Pre-audit activities
  - Preparing an audit programme, document review and audit checklists
- On-site audit activities
  - Meetings, audit methods and audit evidence
- Post audit activities
  - Preparing an internal audit report, corrective action and audit follow-up

### Learning Methodology

- Participants will learn through lectures, group discussions, group activities, class exercises, and role plays.

### Who Should Attend

- This course is suitable for internal auditors who are responsible for auditing an organisation's OH&S management system.
- **Prerequisite**
  - This course assumes that participants have a basic understanding of ISO 45001.

### Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm

Classroom-based learning

In-Company Training

ISO45001-WSHC-I-01

## Workplace Safety and Health Committee Members (8 hrs)

The objective of this course is to provide inputs to the roles and functions of a Workplace Safety and Health (WSH) committee and to provide methods to increase its efficiency to contribute towards better health and safety performance.

### Key Benefits

- Obtain a better understanding of the roles and functions as part of a WSH committee
- Understand how to make the WSH committee work effectively

### Course Contents

- WSH Act and related legislations
- Benefits of WSH committee
- Formation of WSH committee
- Function of WSH committee
- Prepare and organise meeting
- Common problems faced in WSH committee and the possible solutions
- How to make WSH committee work effectively
- Manage members who create problems
- Follow-up actions by committee

### Learning Methodology

- Participants will learn through a unique blend of lectures, role plays, case studies as well as group exercises.

### Who Should Attend

- This course is suitable for safety committee chairman, secretaries, members, WSH officers, engineers, technical officers, WSH inspectors, and subcontractor representatives.

### Course Details

- Duration: 1 day (8 hrs)
- Time: 9:00am to 6:00pm