



# TRAINING ACADEMY

## OVERVIEW 2020



---

BECAUSE KNOWLEDGE MATTER

**DQS**

MANAGEMENT  
SYSTEMS  
SOLUTIONS

+27 11 787 0060

dqs@dqs.co.za

[www.dqsacademy.co.za](http://www.dqsacademy.co.za)



**TRAINING  
ACADEMY**



DQS Training Academy  
President Fouche Drive,  
Boskruin Office Park,  
Building no 5,  
Randburg, Johannesburg  
South Africa

Tel: +27 11 787 0060  
Fax: +27 11 787 0115  
Toll free: ZA 0801 000 539  
Email: [elarning@dqs.co.za](mailto:elarning@dqs.co.za)  
Email: [dqs@dqs.co.za](mailto:dqs@dqs.co.za)  
Email: [academy@dqs.co.za](mailto:academy@dqs.co.za)

PO Box 672  
Randburg  
2125



More than a decade ago, the DQS Training Academy was initially established to act as an incubator of auditors-in-training, to prepare them for the very stringent application process of becoming a globally recognised DQS Auditor through DQS Holding in Germany. Awareness, Implementation and Auditing Training courses in various international ISO standards were typically offered by Lead Auditors, with a solid knowledge and background in the Auditing of the relevant management systems.

Over the years, the Academy has come into its own and is now managed as a totally separate entity, to ensure impartiality of its activities from those of the Certification Body and to pursue accreditation of its skills programmes and courses through the various accreditation bodies in South Africa. Whereas the Academy still benefits from the knowledge and know-how of international auditors acting as Subject Matter Experts, and by aligning course content to international best practice; experienced Facilitators under the leadership of Sue van Vuuren (National Training Manager), provides a local flavour to internationally recognised content and courses.

The DQS Training Academy has established a reputation of being an excellent provider of ISO and related management system public, onsite and online training courses. In addition to course-specific local accreditations and endorsements, all public Auditing Courses are globally recognised by The International Certification Network (IQNet) and after passing a 5-day Auditing Course at the Academy, students may register themselves on the IQNet database as a recognised professional. Some of the most popular and highly-in-demand courses currently on offer include 1-day Awareness; 3-day Implementation and 5-day Auditing Courses in International standards

## INTERNATIONAL AND LOCAL ACCREDITATION THROUGH OUR NETWORK OF LEARNING INSTITUTIONS

REGISTRATION AS A RECOGNISED PROFESSIONAL WITH IQNET



### DQS AT YOUR SERVICE





# TRAINING ACADEMY

**The DQS Training Academy is an international and nationally accredited training provider that offers comprehensive international standards “ISO” training courses in the disciplines of Quality, Health, Safety, Environment, Food and Risk Management and IT management that cover every aspect related to the intent, implementation and auditing of a management system and processes.**

Our experienced trainers will provide you with an understanding of formal management system standards (e.g. ISO 9001:2015; ISO 14001:2015, ISO 45001:2018, IATF 16949:2016, ISO 22000, FSSC 22000, BRC, IFS, ISO 37001, ISO 22301, GMP, HACCP, (IMS) integrated management systems) and many more.

With over 20 years' experience delivering industry-leading business and international standards training programs to the global and local markets, DQS Training Academy is ideally positioned to provide expert training in management system standards.

All our courses are targeted at three consecutive levels:

- **Awareness** - designed to develop your understanding of a management system
- **Implementation** - for those responsible for the implementation of the management system
- **Internal Auditor/ Lead Auditor** - for those responsible for the auditing of the management system



## Quality Management System

ISO 9001:2015 - Introduction/Awareness  
ISO 9001:2015 - Facilitation/Implementation  
ISO 9001:2015 - Internal Auditor  
ISO 9001:2015 - Lead Auditor Practical

## Environmental Management System

ISO 14001:2015 - Introduction/Awareness  
ISO 14001:2015 - Facilitation/Implementation  
ISO 14001:2015 - Internal Auditor  
ISO 14001:2015 - Lead Auditor Practical

## Occupational Safety & Health Management System

ISO 45001:2018 - Introduction/Awareness  
ISO 45001:2018 - Facilitation/Implementation  
ISO 45001:2018 - Internal Auditor  
ISO 45001:2018 - Lead Auditor Practical

## Risk Management System

ISO 31000:2018 - Introduction/Awareness  
ISO 31000:2018 - Facilitation/Implementation  
ISO 31000:2018 - Internal Auditor  
ISO 31000:2018 - Lead Auditor Practical

## Asset Management System

ISO 55001:2014 - Introduction/Awareness  
ISO 55001:2014 - Facilitation/Implementation  
ISO 55001:2014 - Internal Auditor  
ISO 55001:2014 - Lead Auditor Practical

## Anti-Bribery Management System

ISO 37001:2016 - Introduction/Awareness  
ISO 37001:2016 - Facilitation/Implementation  
ISO 37001:2016 - Internal Auditor  
ISO 37001:2016 - Lead Auditor Practical

## Integrated Management System

IMS - Awareness  
IMS - Facilitation/Implementation  
IMS - Internal Auditor  
IMS - Lead Auditor Practical

## Food Safety Management System

ISO 22000:2018 - Awareness  
ISO 22000:2018 - Facilitation/Implementation  
ISO 22000:2018 - Internal Auditor

## Food Safety Management System

FSSC 22000 - Awareness  
FSSC 22000 - Facilitation/Implementation  
FSSC 22000 - Internal Auditor

## Hazard Analysis Critical Control Point

HACCP - Awareness  
HACCP - Facilitation/Implementation  
HACCP - Internal Auditor  
HACCP - Lead Auditor Auditor

## Sustainable Procurement Management System

ISO 20400:2017 - Introduction/Awareness  
ISO 20400:2017 - Facilitation/Implementation  
ISO 20400:2017 - Internal Auditor  
ISO 20400:2017 - Lead Auditor Practical

## Compliance Management

ISO 19600:2014 - Awareness  
ISO 19600:2014 - Facilitation/Implementation  
ISO 19600:2014 - Internal Auditor  
ISO 19600:2014 - Lead Auditor Practical

## Supply Chain Security Management System

ISO 28001:2007 - Awareness

ISO 28001:2007 - Facilitation/Implementation

ISO 28001:2007 - Internal Auditor

ISO 28001:2007 - Lead Auditor Practical

## Business Continuity Management System

ISO 22301:2019 - Awareness

ISO 22301:2019 - Facilitation/Implementation

ISO 22301:2019 - Internal Auditor

ISO 22301:2019 - Lead Auditor Practical

## Information Security Management System

ISO 27001:2013 - Awareness

ISO 27001:2013 - Facilitation/Implementation

ISO 27001:2013- Internal Auditor

ISO 27001:2013- Lead Auditor Practical

# Health, Safety, Environment and Quality Training Courses

### General SHEQ Training Modules

- General Health Safety Environment and Quality
- Behavioural Principles and Behavioural Change
- System Auditing Techniques
- Fundamentals of Risk Assessment
- Construction Safety and Health
- Incident Investigation RCAT
- Safety Representative
- Principles of Ergonomics
- Working at Heights, Scaffolding and Fall Protection
- Critical Parts, Components, Process Systems
- Permit Systems/ Confined Space Entry
- Permit Systems/ Lock out Tag Out
- Planned Job Observation
- Stacking and Storage
- Inspections Systems
- Job Safety Analysis
- Group Communication
- Ethics in the workplace
- and many more.....

### Specialised Risk Assessment & Analysis Modules

- Asset Management Principles and Applications
- FMECA/ Failure Mode and Effects Criticality Analysis
- HIRA/ Hazard Identification and Risk Assessment
- SWIFT/ Structured What If Techniques
- HAZOP/ Hazard and Operability Study
- Bow Tie Risk Assessment/ Analysis
- Baseline Risk Assessment
- Hazard Identification
- HACCP
- and many more .....





- ISO 9001:2015 Quality Management Systems Requirements with Guidance
- ISO 9001:2015 Executive Overview (Leadership Extract)
- ISO 14001:2015 Environmental Management Systems Requirements with Guidance
- ISO 45001:2018 Occupational Health and Safety Management Systems Requirements with Guidance
- ISO 22000:2018 Food Safety Management Systems Requirements with Guidance
- ISO 50001:2018 Energy Management Systems Requirements with Guidance
- ISO 19600:2014 Compliance Management Systems Requirements with Guidance
- ISO 37001:2016 Anti-Bribery Management Systems Requirements with Guidance
- ISO 19011:2018 Auditing Management Systems with Guidance
- ISO 31000:2018 Risk Management Principles and Guidelines
- ISO 27001:2013 Information Security Management Systems Requirements with Guidance
- ISO 22301:2018 Business Continuity Management Systems Requirements with Guidance
- Integrated Management Systems (IMS) Awareness
- Data Protection and Information Security Executive Training (GDPR, POPIA)
- SA Legal Liability for Site Managers, Engineers and Supervisors
- Root Cause Analysis (RCA) with Guidance
- HIRA (Hazard Identification and Risk Assessment)

### Credits towards DQS XPERT Sustainable SHEQ Risk Management Diploma:

- Risk Management Activism Factors
- Causes and Consequences of Incidents
- Managing Risk Exposures as part of Integrated Risk Management
- Managing Legal Risk Exposures
- Basic Risk Assessment
- Measuring and Monitoring Risk Control
- Inspections for Incident Prevention and Cost Control
- Introduction to SHEQ Management
- Developing workplace rules and personal protective equipment systems
- Emergency planning and preparedness
- Effective SHEQ communication skills
- Introduction to industrial hygiene management
- Managing critical tasks
- Incident investigation and root cause analysis
- Developing and managing teams
- Company safety culture and change management
- Risk System development and implementation

## Life/Soft Skills Courses (closing the gap)

### All courses carry credits towards DQS XPERT SUPERVISORS AND MANAGERS DIPLOMA

- Budgets and Financial Reports
- Coaching and Mentoring
- Conducting Annual Employee Reviews
- Developing New Managers
- Employee Motivation
- Facilitation Skills
- Knowledge Management
- Leadership and Influence
- Lean Process and Six Sigma
- Manager Management
- Middle Manager
- Office Politics for Managers
- Performance Management
- Self Leadership
- Supervising Others
- Team Building through Chemistry
- Virtual Team Building and Management

### All courses carry credits towards DQS XPERT WORKPLACE ESSENTIALS DIPLOMA

- Appreciative Inquiry
- Business Acumen
- Business Ethics
- Business Etiquette
- Change Management
- Civility in the Workplace
- Conflict Resolution
- Customer Service
- Customer Support
- Cyber Security
- Delivering Constructive Criticism
- Developing Corporate Behaviour
- Handling a difficult customer
- Networking outside the Company
- Networking within the Company
- Risk Assessment and Management
- Safety in the Workplace
- Team Building for Managers
- Teamwork and Team Building

# Life/Soft Skills Courses (closing the gap)

## All courses carry credits towards DQS XPERT OFFICE ADMINISTRATION DIPLOMA

- Administrative Office Procedures
- Administration Support
- Archiving and Record Management
- Basic Bookkeeping
- Business Writing
- Collaborative Business Writing
- Executive and Personal Assistants
- Meeting Management
- Organizational Skills
- Social Media in the workplace
- Supply Chain Management

## All courses carry credits towards DQS XPERT CAREER DEVELOPMENT DIPLOMA

- Assertiveness and Self Confidence
- Communication Strategies
- Creative problem solving
- Developing Creativity
- Digital Citizenship
- Entrepreneurship
- Interpersonal Skills
- mLearning Essentials
- Negotiation Skills
- Personal Branding
- Project Management
- Telework and Telecommuting
- The Cloud and Business
- Ten Soft Skills You Need
- Time Management
- Women in Leadership

## All courses carry credits towards DQS XPERT HUMAN RESOURCES BASICS DIPLOMA

- Business Succession Planning
- Contract Management
- Crisis Management
- Developing a Lunch and Learn
- Employee Onboarding
- Employee Recruitment
- Employee Termination Processes
- Generation Gaps
- Health and Wellness at Work
- Hiring Strategies
- Human Resource Management
- Measuring Results from Training
- Millennial Onboarding
- Talent Management
- Train the Trainer
- Universal Safety Practices
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

## All courses carry credits towards DQS XPERT PERSONAL DEVELOPMENT DIPLOMA

- Adult Learning: Mental Skills
- Adult Learning: Physical Skills
- Anger Management
- Attention Management
- Being A Likeable Boss
- Critical thinking
- Emotional Intelligence
- Goal Setting and Getting things done
- Improving Mindfulness
- Improving Self-Awareness
- Increasing your happiness
- Job Search Skills
- Life Coaching Essentials
- Managing Personal Finances
- Managing Workplace Anxiety
- Personal Productivity
- Public Speaking
- Social Intelligence
- Social Learning
- Stress Management
- Taking Initiative
- Work Life Balance

## All courses carry credits towards DQS XPERT MARKETING AND SALES DIPLOMA

- Body Language Basics
- Call Centre Training
- Coaching Salespeople
- Contact Centre Training
- Creating a Great Webinar
- Employee Recognition
- Event Planning
- High Performance Teams Inside the Company
- High Performance Teams Remote Workforce
- In Person Sales
- Internet Marketing Fundamentals
- Marketing Basics
- Media and Public Relations
- Motivating Your Sales Team
- Multi-Level Marketing
- Overcoming Sales Objections
- Presentation Skills
- Proposal Writing
- Prospection and Lead Generation
- Sales Fundamentals
- Serving in Leadership
- Social Media Marketing
- Telephone Etiquette
- Top 10 Sales Secrets
- Trade Show Staff Training



## OFF-THE-SHELF eLEARNING COURSES

### RAPID DEPLOYMENT WITH **PRE-BUILT COURSES**

- Ready-to-deploy soft skills, focused and/or short eLearning courses
- No need for internal development resources
- Save cost and time, pay per user per course\*
- Content by Subject Matter Experts (verification and QC process)
- SCORM Compliance
- HTML 5/ responsive - multiple devices
- Developed in popular eLearning authoring tools
- Customisation and branding available on request

*\* When courses are custom-developed for clients, development is charged at a once-off price with no annual fees and discounted rates for course updates.*



**Updated Course and Price  
List provided separately**

*Allow us to assist you in your journey towards business excellence.*

# THE LEARNING JOURNEY PLATFORM



**DQS XPERT**  
BRINGING OUT THE EXPERT IN YOU

DQS Xpert e-learning portal is cloud based and mobilise a world-class LMS and the value proposition to our clients is that they can take advantage on 12 year of innovation, development and subject matter experts.

Deploy an eLearning portal in your company / University / Training institution with 172 online and blended training courses and growing. Add your own courses or let us assist in creating these courses for you.

It works a bit like a vending machine. We customize the branding to your expectation. The Certificates is internationally recognized and can be co branded



Employees, students, post graduates and interested parties could purchase, or use coupons to get access to the training courses online, print user guides and training material where needed. Complete online or offline quizzes, tests on exams and upload supportive evidence where needed. Download certificate of completion, attendance, and competence where applicable.

Talk to us about a partnership  
Contact: Colette@dqs.co.za



**DQS XPERT**

BRINGING OUT THE EXPERT IN YOU

This certificate is awarded to

**Name Surname**

7810085126082

for successfully completing the

**ISO 17021-1:2015**

(Conformity assessment -- Requirements for bodies providing audit and certification of management systems -- Part 1: Requirements)

Online course (100% pass mark)

**November 5, 2019**

#### Course topics:

Scope: Normative references: Terms and definitions: Principles (General, Impartiality, Competence, Responsibility, Openness, Confidentiality, Responsiveness to complaints, Risk-based approach); General requirements (Legal and contractual matters, Management of impartiality, Liability and financing); Structural requirements (Organizational structure and top management, Operational control, Resource requirements, Competence of personnel, Personnel involved in the certification activities, Use of individual external auditors and external technical experts, Personnel records, Outsourcing); Information requirements (Public information, Certification documents, Reference to certification and use of marks, Confidentiality, Information exchange between a certification body and its clients); Process requirements (Pre-certification activities, Planning audits, Initial certification, Conducting audits, Certification decision, Maintaining certification, Appeals, Complaints, Client records); Management system requirements for certification bodies (Options; Option A: General management system requirements, Option B: Management system requirements in accordance with ISO 9001)

Course Duration: 24 hours



GAE  
Global Assessment Excellence

**IONet**  
INTERNATIONAL IDENTIFICATION NETWORK



Certificate Registration No:

MU6PAU6MYG

Issued in: Randburg, South Africa

Issued by: DQS SA

*Bridan O'Donnell*  
Bridan O'Donnell

Technical Assessor (DQS SA)

Certificate system-generated after concluding all activities and passing all assessments with a 100% pass rate.



# THE FUTURE OF STANDARDS, ROLES AND RESPONSIBILITIES, ACCOUNTABILITIES AND COMPLIANCE

The processes of management systems ( quality, safety, environment, purchasing, maintenance, etc.) need to be established, implemented, controlled, and improved for an organization to consistently deliver products and services that satisfy its customers. To ensure this happens, each process should have an owner named.

To understand the term “process owner”, we need to look into the definition of a process. A Process is a set of interrelated or interacting activities which transforms inputs into outputs. The inputs of a process are the outputs from other processes. And, processes are planned and carried out under controlled conditions to add value.

A Process Owner is a person who is given the responsibility and authority for managing a particular process. Most organizations find it useful to appoint individual process owners and define their responsibilities as ensuring the implementation, maintenance, and improvement of their specific process and its interactions with other processes.

Process owners should ensure the following activities are completed:

- Define a process that can be easily subjected to audit
- Describe its links and interactions with other processes
- Identify its documentation and training requirements
- Issue and maintain any procedures and instructions
- Implement processes consistent with the quality policy
- Make available necessary resources and information
- Operate and control an effective and efficient process
- Resolve any problems and prevent their recurrence
- Communicate process changes to the process users
- Define and manage interfaces with other processes
- Communicate input requirements to internal suppliers
- Meet the output requirements of internal customers
- Analyze performance data and set quality objectives
- Track progress against process performance targets
- Communicate with process users to identify issues
- Identify risks and opportunities with current process
- Investigate and propose process improvements

Process owners can use the Plan-Do-Check-Act methodology to improve their processes: 1) planning what to do and how to do it, 2) doing what was planned, 3) checking the results to see if things happened according to plan, and 4) acting to improve the process the next cycle.





**HAVE CONFIDENCE IN A TRAINING ORGANISATION** with 20 years' experience delivering industry leading business and ISO standards training programs to the global industry.



**BENEFIT FROM THE EXTENSIVE KNOWLEDGE** of our dedicated team of specialist training professionals – all experts in their field and Accredited International Auditors.



**BENEFIT FROM DQS ACADEMY'S** training philosophy that concentrates on developing practical, applicable skills and competencies related to international standards.



**CHOOSE FROM A RANGE** of flexible delivery methods including face to face public training courses, tailored in-house programs, e-learning and Blended Learning.

---

**Get registered Internationally as a Recognised Professional with IQNET**





German Awards  
for Excellence 2016





## PRODUCTS & SERVICES

### In-house training

Competent Trainers facilitate courses at your premises to a group of 10 or more learners. The DQS Training Academy can also customise courses based on your own content.

### Public courses

Public courses are offered in Africa and at DQS South Africa venues in Randburg, Cape Town, Durban, Port Elizabeth and Richards Bay. Go to our website [www.dqsacademy.co.za](http://www.dqsacademy.co.za) for our updated Training Schedule, to make an on-line booking for one of our courses, and to see our monthly special offers. Public courses include: Transition training, Awareness, Facilitation/Implementation, Internal Auditor, Lead Auditor courses.

### eSolutions

Technology solutions, including auditing self-assessments (DQS CFS Self Declaration Certification), SHEQX Electronic Management Systems, and DQS Auditor software based on professional auditing protocols.

Industry-specific eLearning courses on [elearning.dqstrainingacademy.co.za](http://elearning.dqstrainingacademy.co.za)

Off-the-shelf soft skills and short courses

Customised Client eLearning Portals

Instructional design, storyboarding, scripting

eLearning development

Interactivity, audio, animations

Our customers say:

**“DQS Academy Courses are of exceptional quality.  
Highly recommended.”**

.....





# TRAINING ACADEMY



*" There is a value difference between competent and proficient: While both refer to knowing a skill, competency can refer to the bare minimum required for acceptability. Proficiency carries with it a level of mastery that is above the minimum. "Competent" lives in an either/or framework "*

# ISO – INTERNATIONAL ORGANISATION FOR STANDARDISATION

## INTERNATIONAL STANDARDS MODULES

### Awareness/ Facilitation/ Implementation/ Auditing

- ISO 9001:2015 Quality Management
- ISO 14001:2015 Environmental Management
- OHSAS 18001/ ISO 45001 Occupational Health And Safety
- ISO 22000:2018 Food Safety Management
- ISO 31000/ ISO 31010 Enterprise Risk Management
- ISO 50001 Energy Management
- ISO 55001 Asset Management
- ISO 22301 Business Continuity Management
- FSSC 22000 Food Safety System Certification
- ISO 39001 Road Traffic Safety Management
- ISO 37001 Anti Bribery Management
- ISO 27001 Information Security Management
- ISO 22716 (GMP) Good Manufacturing Practice
- ISO 28001 Supply Chain Security
- Ethical Trade Auditing
- and many more.....



### Specialised Risk Assessment & Analysis Modules

- Asset Management Principles and Applications
- FMECA/ Failure Mode and Effects Criticality Analysis
- HIRA/ Hazard Identification and Risk Assessment
- SWIFT/ Structured What If Techniques
- HAZOP/ Hazard and Operability Study
- Bow T ie Risk Assessment/ Analysis
- Baseline Risk Assessment
- Hazard Identification
- HACCP
- and many more .....

### General Training Modules

- General Health Safety Environment and Quality
- Behavioural Principles and Behavioural Change
- System Auditing Techniques
- Fundamentals of Risk Assessment
- Construction Safety and Health
- Incident Investigation RCAT
- Safety Representative
- Principles of Ergonomics
- Working at Heights, Scaffolding and Fall Protection
- Critical Parts, Components, Process Systems
- Permit Systems/ Confined Space Entry
- Permit Systems/ Lock out Tag Out
- Planned Job Observation
- Stacking and Storage
- Inspections Systems
- Job Safety Analysis
- Group Communication
- Ethics in the workplace
- and many more.....



## What our students have to say about their learning experience at DQS Academy

"I believe I got value for money, even more. The facilitator has great knowledge and understands the subject, and is more than willing to assist. I left the training very informed, I had truly learned a lot and am scheduled for another training session."

.....

"The subject presenter's knowledge was excellent. She went the extra mile to make us understand the subject better."

.....

"The instructions given by the trainer was of high standard. Training was interactive and use of different material and supplementary material given by email. Trainer demonstrated a passion for training, which is making a huge difference! Duration of session allowed for optimal performance of course goers"

.....

"The training material was very clear and relevant. The instructor also conveyed the training well with realistic examples"

.....

"Great facilitators that presented the course in a very simplistic manner - knowledge made easy"

"The instructions given by the trainer was of high standard. Training was interactive and use of different material and supplementary material given by email. Trainer demonstrated a passion for training, which is making a huge difference! Duration of session allowed for optimal performance of course goers"

.....

"Great environment for learning and facilitator was very knowledgeable and made it very interesting!"

.....

"DQS courses are very informative and presenters have in-depth knowledge of the subject. Presenters conduct themselves professionally."

.....

"Booking training was easy, the staff was friendly. The facilitator knows her content. The environment is conducive to learning and the food very nice. It was very really worth attending."

.....

"The facilitator made the course easy and enjoyable, even though it was my first time attending Lead auditor training, I was able to follow and understand without hassle"







**TRAINING  
ACADEMY**

**Notes:**





# TRAINING ACADEMY

---

**BECAUSE KNOWLEDGE MATTER**

---

**DQS**

President Fouche Drive  
Boskruin Office Park  
Building no 5  
Randburg, South Africa

+27 11 787 0060

dqs@dqs.co.za

www.dqsacademy.co.za