COURSE OVERVIEW HE1420

ISO 9001 & ISO 19011 - Audit of the Management System (HSE&Q) & Quality, Environment, Health and Occupational Safety

Course Title

ISO 9001 & ISO 19011 - Audit of the Management System (HSE&Q) & Quality, Environment, Health and Occupational Safety



Course Date/Venue

Session 1: January 25-29, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE or Online Virtual Training

Session 2: August 16-20, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE or Online Virtual Training

Course Reference

HE1420



Course Duration/Credits

Five days/3.0 CEUs/3.0 PDHs

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of ISO 9001 & ISO 19011 - Audit of the Management System (HSE&Q) & Quality, Environment, Health and Occupational Safety. It covers the management systems, ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018; the management systems (IMS – QHSE) and guidelines for auditing management systems in accordance with ISO 19011:2018; the clause-by-clause interpretation of ISO 9001:2015, ISO 14001 & 45001; and the audit program management (ISO 19011 clause 5).





Further, the course will also discuss the audit planning and preparation, audit team selection and competence and risk-based thinking in audit planning; opening the meeting and the communication protocols, audit evidence, data collection techniques and process auditing techniques (QHSE processes); identifying and recording audit findings; the auditor behavior and professional ethics; summarizing audit results and presenting nonconformities and opportunities for improvement; and finalizing audit documentation.

During this interactive course, participants will learn the audit report preparation and structure, root cause analysis and corrective action and nonconformity management; the follow-up audits and continuous improvement, internal auditor performance evaluation and auditing integrated management systems (IMS); the audit results to management reviews; the performance indicators and trend analysis, strategic corrective actions and decisions and documenting continual improvement results; monitoring and measuring audit outcomes, update audit procedures and plans; and the use digital audit tools and software.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on ISO 9001 & ISO 19011 - audit of the management system (HSE&Q) and quality, environment, health and occupational safety
- Discuss the management systems including ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018
- Integrate management systems (IMS – QHSE) and explain the guidelines for auditing management systems in accordance with ISO 19011:2018
- Review clause-by-clause interpretation of ISO 9001:2015, ISO 14001 & 45001 and audit program management (ISO 19011 clause 5)
- Carryout audit planning and preparation, audit team selection and competence and risk-based thinking in audit planning
- Apply opening meeting and communication protocols, audit evidence and data collection techniques and process auditing techniques (QHSE processes)
- Identify and record audit findings, implement auditor behavior and professional ethics, summarize audit results, present nonconformities and opportunities for improvement and finalize audit documentation
- Apply audit report preparation and structure, root cause analysis and corrective action and nonconformity management
- Employ follow-up audits and continuous improvement, internal auditor performance evaluation and auditing integrated management systems (IMS)
- Link audit results to management reviews and apply performance indicators and trend analysis, strategic corrective actions and decisions and documenting continual improvement results
- Monitor and measure audit outcomes and update audit procedures and plans

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of on ISO 9001 & ISO 19011 - audit of the management system (HSE&Q) & quality, environment, health and occupational safety for HSE officers, HSE engineers, HSE supervisors, quality assurance (QA) personnel, quality control (QC) personnel, IMS (integrated management system) coordinators, environmental engineers / specialists, compliance officers, internal auditors, audit team leaders / members, process / operations supervisors, department managers and section heads, risk management personnel, documentation and records controllers and other technical staff.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Virtual Training (If Applicable)

If this course is delivered online as a Virtual Training, the following limitations will be applicable:-

Certificates	Only soft copy certificates will be issued to participants through Haward's Portal. This includes Wallet Card Certificates if applicable
Training Materials	Only soft copy Training Materials (PDF format) will be issued to participant through the Virtual Training Platform
Training Methodology	80% of the program will be theory and 20% will be practical sessions, exercises, case studies, simulators or videos
Training Program	The training will be for 4 hours per day starting at 0930 and ending at 1330
H-STK Smart Training Kit	Not Applicable
Hands-on Practical Workshops	Not Applicable
Site Visit	Not Applicable
Simulators	Only software simulators will be used in the virtual courses. Hardware simulators are not applicable and will not be used in Virtual Training

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)
Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations
Haward's certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee
F2F Classroom: US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Online Virtual: US$ 2,750 per Delegate + **VAT**.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Peter Christian is an **International Expert** in **Safety**, **Health**, **Environmental** and **Quality** with over **30 years** of practical and industrial experience in **NEBOSH** International General Certificate in Occupational Health & **Safety**, **Lifting & Rigging Equipment HAZOP**, **HAZWOPER**, **HAZMAT**, **HAZCOM**, **PHA** (**Process Hazard Analysis**), **FMEA**, **HAZID**, **ISO 14001**, **OHSAS 18001**, **ISO 9001**, Process Safety Management (**PSM**), Safety, Health, Environmental & Quality Management (**SHEQ**), **Behavioral Safety Management**, **Industrial Hygiene**, **Human Factors Engineering**, **Risk Assessment**, Fire Fighting, Rope Rescue Operations, Emergency Response within process industries. He is currently the **President** of **NKWE** and spearheads the companies major projects and business ventures, where he specializes in the areas of **SHEQ** solutions, **ISO**, **Quality Control** and **OSHA systems**. Previously, he has had much on–hand experience in the initiation and management of projects (technical as well organizational development) including involvement in **design of process plants**; **the commissioning & decommissioning** of process plants; the **operational and financial responsibility** for large process operations; **risk management**; **operational and maintenance management**, **crisis and emergency management**, **accident investigation**, **risk assessment**, **hazard identification** and **emergency preparedness & response** (oil spillage and gas explosions).

Much earlier in his career, Mr. Christian was a **HAZOP Team Leader** for numerous **HAZOP** studies and he has further managed the **Health, Safety & Environmental** and **Quality** requirements of a large process company. This included responsibilities as an auditor for compliance against **SHEQ standards**, **ISO standards** and the **Fatal Risk Control Protocols**. He then facilitated the development and implementation of the above standards as a group and at site level as part of the SHEQ council. Moreover, he established, trained and led a Rope rescue team and a high level emergency care clinic and ambulance service for many years. He still abseils recreationally and leads adventure groups during abseiling activities and serves as a rescue team member for mountain and water emergencies.

During his career life, Mr. Christian has gained his practical and field experience through his various significant positions as the **Plant Manager**, **Project Metallurgist**, **Metallurgist**, **HSE Team Leader**, **SHEC Superintendent**, **Mentor**, Instructor/Trainer, Acting **Technical Manager**, **Process Plant Superintendent**, Acting **Project Leader**, Acting **Plant Superintendent**, Appointed **Health & Safety & Environmental Superintendent**, Production Technician, Acting **Senior Shiftsman**, Foreman and Learner – Official Extraction Metallurgy from various companies such as the NKWE Consulting, SAMANCOR, Middleburg Mine Services (Pty) Ltd., Koomfontein Mines, Emelo Mine Services, Gencor Group and South African Defence Force.

Mr. Christian has a **Postgraduate Studies** in **Advanced Executive Programme** and a **National Higher Diploma** (**NHD**) & a **National Diploma** in **Extraction Metallurgy**. He is also a **Certified/Registered Tutor** in **NEBOSH International General Certificate**, **Certified Auditor** in **OHSAS 18001**, **ISO 14001** & **ISO 9001**, a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**), a **Six Sigma Black Belt Coach** and holds a Certificate in Facilitate Learning Using a Variety of Given Methodologies **NQF Level 5** (**EDTP-SETA**) as a **Certified Facilitator**. He has further delivered innumerable courses, trainings, workshops and conferences globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Overview of Management Systems (QHSE Integrated Approach)*** *Purpose & Evolution of Management Systems • Integration of Quality, Environment & Occupational Health & Safety • Benefits of a Unified Management Framework • Relationship between ISO 9001, ISO 14001 & ISO 45001*
0930 – 0945	*Break*
0945 – 1030	***Fundamentals of ISO 9001:2015 – Quality Management*** *Structure & Principles of ISO 9001 • The Process Approach & PDCA Cycle • Key Clauses Overview (4 to 10) • Role of Leadership in Quality Performance*
1030 – 1130	***Fundamentals of ISO 14001:2015 – Environmental Management*** *Environmental Aspects & Impacts • Life Cycle Perspective & Compliance Obligations • Environmental Performance Indicators • Emergency Preparedness & Response*
1130 – 1215	***Fundamentals of ISO 45001:2018 – Occupational Health & Safety Management*** *Context & Objectives of ISO 45001 • Risk-based Thinking for OH&S • Worker Participation & Consultation • Control Hierarchy & Incident Prevention*
1215 – 1230	*Break*
1230 – 1330	***Integration of Management Systems (IMS – QHSE)*** *Common Structure (Annex SL) & Terminology • Policy Alignment across QHSE Systems • Documentation Harmonization & Shared Processes • IMS Benefits & Implementation Challenges*
1330 – 1420	***Basics of ISO 19011:2018 – Guidelines for Auditing Management Systems*** *Purpose & Scope of ISO 19011 • Types of Audits (Internal, External, Compliance, Supplier) • Audit Principles & Ethical Conduct • Risk-based Approach in Auditing*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Clause-by-Clause Interpretation of ISO 9001:2015*** *Organizational Context & Stakeholder Needs • Leadership & Strategic Alignment • Operational Control & Performance Evaluation • Continual Improvement & Corrective Action*
0830 – 0930	***Clause-by-Clause Interpretation of ISO 14001 & 45001*** *Determining Aspects, Hazards & Risks • Legal & Compliance Frameworks • Emergency Preparedness & Response Planning • Objectives & Operational Control Mechanisms*

0930 – 0945	*Break*
0945 – 1100	***Audit Program Management (ISO 19011 Clause 5)*** *Establishing Audit Objectives & Scope • Audit Frequency & Prioritization • Roles & Responsibilities in Audit Program • Managing Risks to Audit Program*
1100 – 1215	***Audit Planning & Preparation*** *Defining Audit Criteria & Reference Documents • Developing Audit Checklists & Questionnaires • Sampling Methods for Processes & Records • Communicating the Audit Plan to Auditees*
1215 – 1230	*Break*
1230 – 1330	***Audit Team Selection & Competence*** *Auditor Qualifications & Skills Requirements • Competence Evaluation & Continual Development • Team Leader Roles & Coordination • Managing Multidisciplinary Audits (Q/E/H&S)*
1330 – 1420	***Risk-Based Thinking in Audit Planning*** *Applying Risk & Opportunity Concepts in Audit Design • Determining Audit Priorities using Risk Matrices • Linking Audit Scope to Organization's Risk Profile • Incorporating Incident Trends & NCRs into Audit Plans*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Opening Meeting & Communication Protocols*** *Establishing Rapport & Clarifying Objectives • Roles & Responsibilities during the Audit • Handling Confidentiality & Sensitive Data • Managing Time & Logistics*
0830 – 0930	***Audit Evidence & Data Collection Techniques*** *Interviewing Personnel Effectively • Observing Activities & Workplace Conditions • Reviewing Documentation & Records • Triangulating Data to Verify Conformity*
0930 – 0945	*Break*
0945 – 1100	***Process Auditing Techniques (QHSE Processes)*** *Mapping Processes & Interfaces • Identifying Key Performance Indicators (KPIs) • Evaluating Effectiveness of Process Controls • Cross-auditing Environmental & OH&S Processes*
1100 – 1215	***Identifying & Recording Audit Findings*** *Classification of Findings (Conformity, Nonconformity, Observation) • Evidence-based Reporting • Writing Objective Statements for NCRs • Linking Findings to Clause References*
1215 – 1230	*Break*
1230 – 1330	***Auditor Behavior & Professional Ethics*** *Impartiality & Objectivity • Dealing with Conflicts & Resistance • Maintaining Confidentiality & Integrity • Ethical Dilemmas during Audits*

1330 – 1420	***Closing the Audit – Conducting Exit Meetings*** *Summarizing Audit Results • Presenting Nonconformities & Opportunities for Improvement • Gaining Consensus & Clarifying Next Steps • Finalizing Audit Documentation*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	***Audit Report Preparation & Structure*** *Essential Elements of Audit Reports • Writing Clear & Concise Findings • Graphical Summaries & Trend Charts • Distribution & Confidentiality Control*
0830 – 0930	***Root Cause Analysis & Corrective Action*** *Techniques for Root Cause Identification (5 Why's, Fishbone) • Evaluating Adequacy of Corrective Actions • Verification of Implementation Effectiveness • Preventive & Improvement Actions*
0930 – 0945	*Break*
0945 – 1100	***Nonconformity Management*** *Categorization of Nonconformities (Minor/Major/Systemic) • Developing NCR Documentation • Tracking & Closure Procedures • Integration into Continuous Improvement Systems*
1100 – 1215	***Follow-Up Audits & Continuous Improvement*** *Scheduling Verification Audits • Assessing Effectiveness of Corrective Actions • Using Audit Outcomes for System Improvement • Linking Audits to Management Review Inputs*
1215 – 1230	*Break*
1230 – 1330	***Internal Auditor Performance Evaluation*** *Auditor Competency Reassessment • Feedback & Peer Review Systems • KPIs for Audit Program Effectiveness • Continuous Professional Development (CPD)*
1330 – 1420	***Auditing Integrated Management Systems (IMS)*** *Common Audit Checklists for ISO 9001, 14001, 45001 • Managing Overlaps & Shared Requirements • Cross-functional Audit Techniques • Integrated Reporting Format*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	***Audit Simulation Exercise (Case Study 1 – Quality Focus)*** *Reviewing Documentation & Identifying Issues • Conducting Interviews & Evidence Collection • Drafting Audit Findings & Report • Group Presentation & Feedback*
0830 – 0930	***Audit Simulation Exercise (Case Study 2 – HSE Focus)*** *Scenario-based Audit of Environmental & OH&S Systems • Identifying Nonconformities & Potential Improvements • Preparing Audit Checklist & Closing Report • Evaluating Auditor Performance*

0930 – 0945	*Break*
0945 – 1100	***Management Review & Audit Inputs*** *Linking Audit Results to Management Reviews • Performance Indicators & Trend Analysis • Strategic Corrective Actions & Decisions • Documenting Continual Improvement Results*
1100 – 1215	***ISO Certification & External Audit Preparation*** *Certification Process Overview (Stage 1 & Stage 2) • Handling Auditor Questions & Documentation Requests • Common Audit Pitfalls & Best Practices • Maintaining Certification & Surveillance Audits*
1215 – 1230	*Break*
1230 – 1345	***Audit Program Improvement & Risk Mitigation*** *Monitoring & Measurement of Audit Outcomes • Integrating Lessons Learned • Updating Audit Procedures & Plans • Use of Digital Audit Tools & Software*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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