# COURSE OVERVIEW LE0550-2D
# Internal Auditor Training for ISO/IEC 17025

**Course Title**
Internal Auditor Training for ISO/IEC 17025




**Course Date/Venue**
Session 3: November 26-27, 2026/Emirates Meeting Room, Intercontinental Abu Dhabi Hotel, Abu Dhabi, UAE




**Course Reference**
LE0550-2D

**Course Duration/Credits**
Two days/1.2 CEUs/12 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.***



ISO 17025 Standard covers the General Requirements for the competence of testing and calibration laboratories. It is based upon ISO 9001, but designed for the special needs of testing laboratories. ISO 17025 addresses the proficiency of an organization to perform the testing and calibration activities. It provides a framework for quality specifically for organizations that want to control their laboratory processes and are seeking to achieve third party accreditation. ISO 17025 covers all areas of laboratory management, including such items as sample preparation, analytical testing proficiency, record keeping, reports accommodation and environmental conditions, document control and corrective/preventive action.



It is essential for an organization to understand its performance against its requirements; and whenever possible, to identify opportunities for improvement. To achieve these objectives, an organization must set out to conduct internal audits
of itself.

Internal audits are required in ISO 9001 and ISO 17025 standards. The intent of this process is to ensure the organization's knowledge of itself and how it is performing to its requirements. This process is charged to the Internal Auditor, whether developed from within or hired from outside. Success in the auditing process is characterized by reliance on a number of principles. These principles make the audit experience an efficient and reliable tool in support of management policies and controls, and in providing information on which an organization can act to improve its performance.

This course is designed to increase participants understanding of auditing techniques against the ISO 17025 requirements. Using interactive laboratory-based workshops, simulated audits, tutorials and case studies, participants will develop practical audit skills, improve evaluation and communication and effective reporting skills and learn how to implement corrective action programmes. This course will give you an understanding of the steps of an audit, from preparation to follow-up. You will get your feet wet in practical workshops on human interrelations in internal audits. You will have the opportunity to share with experienced auditors and with other participants. You will present your results during a live meeting with the management of audited sectors. The supplemental workshops will help you further understand the steps of an audit, from preparation to follow-up of corrective actions.

## Course Objectives/Outcomes & Benefits for the Participants

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

- Get certified as *"Certified ISO 17025 Internal Auditor"*
- Discuss the background and principle of ISO 17025 as well as recognize management systems
- Recognize audit process which includes internal audit cycle, requirements, objectives, effectiveness, improvement, conformance adding value to the QMS and the organization
- Determine audit planning through internal audit programmes and audit criteria
- Prepare the audit plan, review document and carryout resource planning, prepare checklists and pre-audit contract
- Conduct audit interviews as well as audit different types of systems and processes
- Identify the purpose and content of the internal audit report as well as recognize the audit audience
- Perform corrective action and determine opportunities for improvement
- Employ follow up and explain close-out of audit findings as well as discuss management review

## 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 ISO 17025 internal auditor for those who wish to perform internal audits to ISO 17025, laboratory managers and supervisors, companies se eking ISO 17025 accreditation, companies that recognize the value of operating a laboratory management system, registrar/accreditation body auditors, existing (ISO/QS-9000) internal auditors who are looking to expand their skills in the area of laboratory practices and Supplier quality auditors wishing to evaluate laboratory service suppliers including calibration suppliers.

## Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a *"Certified ISO 17025 Internal Auditor"* Certificates are valid for 5 years.

**Recertification is FOC for a Lifetime.**

## Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-









(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.



**Haward Technology Middle East**

Continuing Professional Development (HTME-CPD)

## CEU Official Transcript of Records

**TOR Issuance Date:** 11-Nov-25

**HTME No.** 74851

**Participant Name:** Waleed Al Habeeb

| Program Ref. | Program Title | Program Date | No. of Contact Hours | CEU's |
|---|---|---|---|---|
| LE0550-2D | Internal Auditor Training for ISO/IEC 17025 | Nov 10-11, 2025 | 12 | 1.2 |

Total No. of CEU's Earned as of TOR Issuance Date **1.2**

**TRUE COPY**

Jaryl Castillo
Academic Director

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

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

## 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 **1.2 CEUs** (Continuing Education Units) or **12 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

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

## 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. Pete Du Plessis** is a **Professional Quality Management Consultant** with over **25 years** of extensive experience. His expertise lies extensively in the areas of **Laboratory Quality Management** (**ISO17025**), **Modern Laboratory Management**, **Laboratory Information Management System** (**LIMS**), **Laboratory Quality** Management, **Data & Method** Validation, Requirements, **Master Data** Management, **Analytical Data** Integrity, Project Management, Human Resource Management, Financial Management, Advance Planning & Budgeting Control, Document Management, Record Management, Contract Management, Negotiation Management, Risk Management, Leadership & Business Management, Production & Inventory Management, Warehousing, Purchasing & Marketing Management, Work Engineering & Advanced Production Techniques, Production Logistics, Supply Chain Management, Fleet Management, Stores & Stock Control, Human Resources & Industrial Relations Management, Quality Assurance & Control, Operations Management, Project Management, and Strategic Planning & Management. Previously, he was the **Quality Manager** of **Benteler Automotive**, where he was responsible for **implementing**, **controlling** and **managing quality** and technical department processes and systems and mobilizing the quality control department, procedures and **quality management system**.

During his career life, Mr. Plessis has worked with several prestigious companies occupying numerous challenging managerial and technical positions such as being the **Financial Manager**, **Operations Manager**, **Technical & Quality Manager**, **Logistics & Purchasing Manager**, **Head Metrologist**, **Quality Engineer**, **Project Engineer**, **Materials & Warehouse Planner & Controller**, **Quality Control Inspector**, **Consultant**, **Fitter & Machinist**, **Apprentice Fitter** and **Part-time Instructor**.. All throughout his career, he has mastered and specialized in the application of project management, warehouse & inventory control, value chain analysis, logistics & strategic planning, process flow analysis, business process evaluation & re-engineering, master-plan development, capacity planning and site space-planning & development.

Mr. Plessis has **Bachelor** degree with **Honours** in **Industrial Engineering** & **Management**. Further, he has gained **Diploma** in **Quality & Production Management**. He is also a **Certified Assessor** & **Moderator** with the Manufacturing, Engineering & Related Services Education and Training Authority (MERSETA), a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and a **Certified Instructor/Trainer** by the APICS. He has further delivered numerous trainings, courses, seminars, conferences and workshops internationally.

## Accommodation

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

## Training Methodology

Our courses employ an interactive, learner-centred methodology that integrates theoretical knowledge with practical application. The training is delivered through a suitable combination of some or all of the following methods, selected according to the course content and learning objectives:

- Instructor-led presentations and facilitated discussions
- Practical workshops and participant presentations
- Hands-on exercises and real-world case studies
- Equipment demonstrations and technical drawings
- Hardware- and software-based simulations
- Gamification & Role Play in soft-skills courses only
- Virtual Reality (VR) and Augmented Reality (AR)
- Instructional videos and other relevant training resources

This blended approach encourages active participation, strengthens practical skills and supports the effective application of acquired knowledge in the workplace.

## Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

## Course Program

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

***Day 1:*** ***Thursday, 26th of November 2026***

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| *0730 – 0800* | *Registration & Coffee* |
| *0800 – 0815* | *Welcome & Introduction* |
| *0815 – 0830* | ***PRE-TEST*** |
| *0830 – 0930* | ***Introduction***<br>*Course Programme • Course Learning Objectives • Delegate Responsibilities • Continuous Assessment Process • Guidelines for Auditors • IRCA's Role with Internal Auditors* |
| *0930 – 0945* | *Break* |
| *0945 – 1030* | ***ISO 17025 Background***<br>*ISO 17025 Principles • Related Laboratory Standards and Accreditation • Traceability Chain for an Accredited Laboratory • ISO 17025 Outline* |
| *1030 – 1130* | ***Management Systems***<br>*Quality Management Systems • QMS Structure • Documents • Key Vocabulary • ISO 9000:2000 Series • Quality Management Process Model • Principles of Continual Improvement • Customer Focus • Corrective and Preventive Action • Quality Objectives and Targets* |
| *1130 - 1200* | ***Audit Process***<br>*Why Audit? • Internal Audit Cycle • Internal Audit Requirements • Internal Audit Objectives, Effectiveness, Improvement, Conformance Adding Value to the QMS and the Organization • Using Internal Audits for Maintenance, Improvement of QMS* |
| *1200 - 1215* | *Break* |

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|---|---|
| 1215 – 1330 | ***Audit Planning***<br>*Internal Audit Programmes • Audit Criteria • Preparing the Audit Plan • Document Review • Resource Planning • Preparing Checklists • Pre-Audit Contact* |
| 1330 – 1400 | ***Workshop - Case Study 1 ... Preparing for the Audit*** |
| 1400 - 1420 | ***Questionnaire No. 1*** |
| 1420 – 1430 | ***Recap*** |
| 1430 | *Lunch & End of Day One* |

***Day 2:*** ***Friday, 27th of November 2026***

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|---|---|
| 0730 – 0830 | ***Questionnaire No. 2*** |
| 0830 - 0930 | ***Audit Interviews***<br>*Internal Audits - Opening Meetings • The Interview • Gathering Audit Evidence • Gathering Audit Evidence • Auditing Different Types of Systems and Processes • Internal Audits - Closing Meetings* |
| 0930 – 0945 | *Break* |
| 0945 – 1030 | ***Workshop - Case Study 2 ... Conducting the Interview*** |
| 1030 – 1130 | ***Audit Reporting***<br>*Purpose and Content of the Internal Audit Report • Audit Evidence • Corrective Action • Opportunities for Improvement* |
| 1130 – 1200 | ***Workshop - Case Study 3 ... Writing Audit Reports Roundtable*** |
| 1200 - 1215 | ***Follow-Up***<br>*Close-out of Audit Findings • Management Review • Development of Planned Audit Programmes Based on Audit Findings* |
| 1215 - 1230 | *Break* |
| 1230 - 1245 | ***Questionnaire No. 3*** |
| 1245 – 1300 | ***Workshop - Case Study 4 ... Conducting the Follow-Up Review*** |
| 1330 - 1340 | ***Roundtable Discussion*** |
| 1340 – 1355 | ***Course Conclusion*** |
| 1355 – 1415 | ***COMPETENCY EXAM*** |
| 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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