



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

August 16-20, 2026/Markab 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)

- (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. 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 * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology **

Haward Technology Middle East
Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-24
HTME No. 74851
Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HE1420	ISO 9001 & ISO 19011 - Audit of the Management System (HSE&Q) & Quality, Environment, Health and Occupational Safety	Nov 10-14, 2024	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date **3.0**

TRUE COPY
Jaryl Castillo
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 800, Hamden, 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

BAC **ANS** **IOSH** **ICMI** **ISO 9001:2015** **U.S. AS** **FOA** **PM** **ISO 14001:2015** **IACET**

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

*Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology **

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. Ron Jansen is a **Senior HSE Consultant** with **over 20 years** of experience within the **Oil & Gas** industry. His broad expertise widely covers in the areas of Controlled-Substance Units (**SATCU**) Operations, Workplace **Substance Abuse** Prevention Strategies, **Substance Abuse** Policy Development for Employers, **Substance Abuse** Testing Unit Management, Controlled **Substance** Identification and Recognition, **HAZMAT**, **HAZCOM**, Process Hazard Analysis (**PHA**), Process Safety Management (**PSM**), **Process Risk Analysis**, **Occupational Health**, Effective Tool Box Talks, **Disaster** Management, **Firefighting & Fire Safety**, **Fire Detection & Suppression** Systems, **Fire Risk Assessments**, **General Health and Safety**, **Job Observation**, **Fire Rescue**, **Fire Protection**, **Fire Prevention**, **Rescue Operations**, **Firefighting** Techniques, **Accident/Incident Investigation**, **HAZOP & HAZID**, Permit to Work (**PTW**) System, **Working at Height**, Behavioral Based Safety (**BBS**), Hazard identification and Risk Assessments (**HIRA**), **HSE Risk Assessment & Management Concepts**, **HSE Management Policy & Standards**, **HSSE Emergency Response & Crisis Management** Operations, **Authorized Gas Testing**, **Quantitative & Qualitative Analysis**, **Fall Protection & Rescue**, **Defensive Driving**, **Hazardous Materials & Chemicals** Handling, **Pollution Control**, **Environmental & Pollution Management**, **HSE Industrial Practices**, **Emergency Response & Crisis Management** Operations, **Waste Management**, Job Safety Analysis (**JSA**), **Confined Space Entry**, **Confined Space Entry**, **First Aid & SCBA** Management, **Manual Handling**, **Permit-to-Work & Risk Assessment**, **Crane & Lifting** Operation, **Forklift Maintenance**, Mobile Elevated Work Platform (**MEWP**), **Mobile & Gantry Crane**, **Banksman/Slinger**, **Scaffolding**, **Rigging & Slinging**, **Overhead & Gantry Crane Safety**, **Lifting & Rigging**, **Machinery & Hydraulic Lifting Equipment**, **Rigging & Slinging** Operation, **Scaffolding** Inspection, **ISO 9001**, **OSHAS 18001**, **19011**, **Rigging Safety Rules**, **Machinery & Hydraulic Lifting Equipment** and **Excavation & Trenching**.

During his career life, Mr. Jansen has gained his practical and field experience through his various significant positions and dedication as the **SHEQ Manager**, **SHEQ System Auditor**, **Safety Practitioner**, **Safety Officer** and **Senior Instructor/Consultant** from various international companies such as the WI Corporation, ISO Internal Auditors SHEQ Management Systems, Truibuilt Engineering, TCS Hydraulic Engineering, OR Thambo Airport, Eskom Transmission Section and Aquarius Mine Kroondal Rustenburg.



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: Sunday, 16th of August 2026

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: Monday, 17th of August 2026

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: Tuesday, 18th of August 2026

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: Wednesday, 19th of August 2026

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: Thursday, 20th of August 2026

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 – 1300	Audit Program Improvement & Risk Mitigation Monitoring & Measurement of Audit Outcomes • Integrating Lessons Learned • Updating Audit Procedures & Plans • Use of Digital Audit Tools & Software
1300 – 1315	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1315 – 1415	COMPENCY 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

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org