



ISO 17020 Internal Auditor

Learn the techniques to help you carry out effective internal audits in organisations performing inspection activities, in line with the requirements of ISO/IEC 17020:2012, on our ISO 17020 Internal Auditor training course.

This 2-day course encompasses modules and interactive workshops, encouraging team discussions on topics such as 'risks to impartiality', 'audit situations' and 'nonconformity reporting'.

Students will leave the course with a better understanding of audit principles and the skills to improve evaluation and communication, develop more professional reporting, and implement corrective action programmes.

COURSE DURATION

2 days

CPD

Equivalent to 14 hours

COURSE PRICE

From £995 + VAT

DATES & VENUES

[View dates & venues](#)

CERTIFICATES

All delegates will receive a certificate on completion.

Who should attend?

This course is suitable for:

- individuals wishing to perform internal audits within inspection bodies
- quality managers and supervisors
- companies seeking or maintaining ISO/IEC 17020 accreditation
- Registrar/Accreditation Body auditors
- existing QMS internal auditors intending to expand their skills in the area of assessment of inspection bodies
- supplier quality auditors wishing to evaluate suppliers of inspection services

For those in forensic disciplines, we recommend viewing our [ISO/IEC 17020 Forensic Internal Auditor training course](#).

This course incorporates our [Introduction to ISO 17020 training course](#), so no prior knowledge is required.

Skills gained

By the end of this course, delegates will be able to:

- interpret the requirements of ISO/IEC 17020 Conformity Assessment as it relates to management system standards
- undertake an effective quality management system audit based on ISO/IEC 17020 in accordance with ISO 19011
- objectively assess the compliance of an inspection body and identify areas to improve competency
- implement continuous improvement through the use of corrective and preventive action

Key topics

Topics covered on the course include:

- quality management and the role of inspection bodies
- classification of inspection bodies (Type A, B and C)
- overview of ISO/IEC 17020 requirements and its relationship with other related standards (ISO 9001, ISO/IEC 17025)
- coordination of a quality management system audit against ISO/IEC 17020
- how to construct an audit programme
- audit planning, horizontal, vertical audits and checklists
- the concept of 'risk-based' audit
- effective auditing techniques
- witnessing tests and calibrations
- evaluating the significance of audit findings
- methods for improving communication skills during the audit
- how to report the findings and conclusions
- developing and implementing corrective action
- sources of information and further development

Course agenda

Our training courses are designed to optimise the learning experience for delegates both in face-to-face settings and in our Virtual Classroom.

Under the guidance of our expert tutors, attendees will follow an agenda which is briefly outlined below:

- Welcome and Introductions
- Quality Management and Accredited Bodies
- Workshop: Classification of Accredited Bodies
- Quality Management Standards – ISO/IEC 17020
- Workshop: Risks to Impartiality
- Workshops: ISO/IEC 17020 Audit Situations
- Review
- Audit Planning
- Checklists
- Workshop: Preparing Checklists
- Performing the Audit
- Case Study: Introduction & Preparation
- Case Study: Audit Situations and Feedback
- Nonconformity Reporting
- Closing Meeting and Reporting
- Workshop: Closing Meeting
- Corrective Action and Follow-up
- Workshop: Corrective Action
- Course Summary & Evaluation

In-company training

Ideal for groups, you can receive this course exclusively for your organisation at your premises or online in our user-friendly Virtual Classroom.

Enjoy cost-effective flexibility and personalised learning with tailored messaging designed to address your unique business challenges.

Contact us for a quote.



Delegates will receive an ISO/IEC 17020:2012 Internal Auditor Training Course certificate, evidencing their new knowledge and skills.

Clearly an experienced instructor who maintained a high level of enthusiasm during both days.

Premier Partnership

The content of the course exceeded my expectations. Our tutor went above and beyond by explaining in much greater detail the clauses and their actual meaning, and ensuring that we understood before proceeding further into the course.

City Of London Corporation

The tutor's knowledge, and obvious skill and experience in delivering the subject matter, was most impressive. His energy and pacing of the delivery made the course almost enjoyable.

Ineos FPS Ltd

The booklets were very informative and provided a lot of information, explained clearly by the tutor.

3t Global

[Read our Inspection Bodies - ISO 17020 course reviews](#)

Why train with Bywater?

Bywater is the leading independent provider of professional management systems training in the UK.

Our expert training offers practical understanding of how to realise the benefits and assess the success of implementing and operating successful management systems.

Bywater delegates know they can rely on proven training delivered by experts at times and locations to suit their needs.

40 years established

100+ course titles

15 UK locations

1000+ courses annually

 Global Virtual Classroom

CQI & IRCA, ISEP, RSS and IOSH approved training provider.



[VIEW DATES & VENUES](#)

Booking is easy

Simply select a course date and venue and fill in the online form. View our full range of courses at www.bywater.co.uk

If you have any questions please call us on 0333 123 9001, use our online chat or email contact@bywater.co.uk

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