



## ISO 17021-1 Internal Auditor

Learn the techniques to perform effective internal audits of organisations who audit and certify management systems, in line with the requirements of ISO/IEC 17021-1:2015, on our ISO 17021-1 Internal Auditor training course.

This 2-day course encompasses engaging modules, interactive workshops and case studies, encouraging group discussions on topics such as 'audit feedback', 'closing meetings' and 'corrective action'.

At the end of the course delegates will be equipped with effective auditing techniques as well as greater understanding of audit principles in relation to ISO 17021-1 Conformity Assessment, enabling them 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 £4295 + VAT

### IN-COMPANY TRAINING

[Check availability](#)

### CERTIFICATES

All delegates will receive a certificate on completion.

## Who should attend?

This course is suitable for:

- individuals wishing to perform internal audits in audit/certification bodies
- companies seeking to gain or maintain ISO 17021-1 accreditation
- registrar/accreditation body auditors
- existing internal auditors who are looking to expand their skills and audit against ISO 17021-1
- supplier quality auditors wishing to evaluate third-party conformity assessment bodies

## Key topics

Topics covered on the course include:

- principles of conformity assessment, including confidence, impartiality, competence, responsibility, responsiveness to complaints and undertaking a risk-based approach
- overview of ISO/IEC 17021-1:2015 requirements
- the relationship between ISO 17021-1 and other ISO standards
- coordination of a quality management system audit against ISO 17021-1
- audit planning
- preparing checklists
- evaluating and reporting audit findings
- developing and implementing corrective action

## Skills gained

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

- interpret the principles and requirements of ISO 17021-1 as it relates to the bodies providing audit and certification of management systems
- understand how to plan, conduct, report and follow up an internal audit based on ISO 17021-1 in accordance with ISO 19011
- objectively assess the conformance of an assessment body and identify areas to improve competency
- develop continual improvement that provides ongoing future benefits to a company's growth and success



An ISO/IEC 17021-1 Internal Auditor training course certificate will be awarded to delegates who complete all elements of the course.

## 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
- Management Systems Audit and Certification
- Workshop: What Can a Certified Body Do?
- Principles of ISO 17021-1
- Workshop: Principle Implementation
- General Requirements
- Structure and Resource
- Workshop: Resources and Competency
- Information and Process Requirements
- Workshop: Pre-certification Activities
- The Audit Cycle in ISO 17021-1
- Workshop: Apply the Cycle
- Review
- Audit Planning
- Checklists
- Workshop: Preparing Checklists
- Performing the Audit
- Case Study: Introduction and Preparation
- Case Study: Audit Situations and Feedback
- Nonconformity Reporting
- Closing Meeting and Reporting
- Workshop: Closing Meeting
- Module 13 Corrective Action and Follow-up
- Workshop: Corrective Action
- Course Summary & Evaluation

## In-company training

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.



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Tutor was very experienced and had a lot of knowledge and examples to draw on when explaining different concepts and parts of the training. This was helpful in understanding how the standard is applied with real world examples.

**TUV SUD Ltd**

I found the course to be informative and well laid out, flowing from one topic to another complementing what was discussed in the previous session. The tutor obviously had a vast knowledge on the subject and was at ease disseminating his knowledge to the trainees.

**AIS Survivex**

Very adaptable tutor, tailored the training effectively to the delegates experience to maximise the value. Clearly an experienced professional.

**Vehicle Certification Agency (VCA)**

[Read our Inspection Bodies 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.



CHECK AVAILABILITY

## 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](http://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](mailto:contact@bywater.co.uk)

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