



## THE BEST QUALITY TRAINING

## BY THE BEST QUALITY PEOPLE

IAM. Ver 3: July 09

### Internal Auditing for Medical Laboratories

#### **A two day course outlining the key skills required to undertake the internal auditing of Medical Laboratories.**

The use of personal experiences to demonstrate key points and role-plays / workshops will help students gain a practical understanding of auditing skills.

References will be made to ISO 15189 as the key medical laboratory standard. Some basic knowledge of the standard would be an advantage to students but the main elements will be covered during the course.

Upon completion of the course you will have gained knowledge and an understanding of:

- ISO 15189
- Audit processes and structure
- Planning the audit
- Interpersonal skills required for the successful audit
- Questioning techniques
- Opening and closing meetings
- Audit reporting and report writing.

#### **Presenter**

The course is presented by senior International Accreditation New Zealand Lead Assessor with practical laboratory experience and detailed knowledge of ISO 15189 and the audit process.

#### **Please note**

The number of participants for each course is restricted to ensure a trainer/ student ratio that will facilitate effective training outcomes.

#### **Participating in a course**

It's very easy to take part. You can make a provisional booking by phoning 0800 9000 99 or emailing us at [info@nzqc.co.nz](mailto:info@nzqc.co.nz).

To confirm your place, just send us a completed registration form either with full payment or a purchase order. As soon as we receive your registration form (preferably no later than four weeks before the course), we'll send you a confirmation letter with full details.

#### **Course fees include**

- Tuition
- Morning tea, lunch and afternoon tea (depending on course times)
- All course notes and take-home reference materials

#### **Duration & Prices**

Two day course \$1045.00 +gst

*Book one month in advance to receive the early bird price of \$895.00 +gst*

#### **Dates & Locations**

Auckland 24-25 November 2009

# NZQC COURSE REGISTRATION FORM



Name of Course Internal Auditing for Medical Laboratories

Date \_\_\_\_\_ Location \_\_\_\_\_

## REGISTRANT INFORMATION

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Position/Title \_\_\_\_\_

Email \_\_\_\_\_

Company Name \_\_\_\_\_

Postal Address \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

## APPROVING MANAGER

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Position/Title \_\_\_\_\_

Email \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

## BOOKING

Purchase Order \_\_\_\_\_

Booking Contact Name \_\_\_\_\_

Invoice Address (if different to above) \_\_\_\_\_

*Please read the terms and conditions below before posting your registration for this course.*

## METHOD OF PAYMENT

*Payment for the course must be received by NZQC prior to course commencement date unless another arrangement has been agreed with NZQC.*

**Pay By Cheque**

Please make cheque payable to:  
New Zealand Quality College  
Private Bag 28908, Remuera  
Auckland 1541

**Pay by Credit Card**

Currently we accept VISA and MASTERCARD

VISA

MASTERCARD

Card Number \_\_\_\_\_

Expiry Date

\_\_\_\_ / \_\_\_\_

Cardholder's Name \_\_\_\_\_

Signature \_\_\_\_\_

Payment Amount: \$ _____ (+ GST)
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## TERMS AND CONDITIONS

### Amendment, Alteration and Cancellation

We reserve the right to amend, alter or withdraw any of the information in this brochure or on any course being offered should circumstances dictate. If we cancel, we will notify registrants as early as possible to minimise any inconvenience. Please check with us before booking any travel or accommodation connected with your course registration.

### Unable to attend

We understand that priorities change and you may not be able to attend the course you have registered for. When this arises, the following terms may apply:

- If you advise us of the registrant's non-attendance 14 days or more before the course starts, you will be issued with a full refund.
- Should we receive cancellation less than 14 days before the course starts, we will refund 50% of the course fee.
- If we receive cancellation on the day of the course or the registrant does not attend, no refund will be made.

### Transfers

You may transfer to another date and/or location for the course you have registered for up to 14 days prior to the course commencing at no additional cost. If we receive a transfer request within 14 days of the course, a 10% transfer fee will apply. Transfers on the day of the course will be treated as cancellation.