



Internal Auditing for Medical Laboratories

A one day course detailing 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 NZS/ISO 15189:2007 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:

- NZS/ISO 15189:2007
- Audit processes and structure
- Planning the audit
- Interpersonal skills required for the successful audit
- Questioning techniques
- Development of a checklist as an audit tool
- Entry and exit meetings
- Audit reporting and report writing.

Presenter

Graham Walker, International Accreditation New Zealand Programme Manager Medical Testing and Radiology for much of the period between 1990 and 2008, and now a privately employed quality management system and training consultant, presents this informative and entertaining course.

Graham has extensive auditing experience mostly within the health sector and is a very experienced and highly regarded presenter of a variety of courses for the New Zealand Quality College. His presentation style is dynamic and expressive and involves the frequent use of real life scenarios to emphasise many of the key points covered. A liberal dose of good humour ensures that this course is both highly informative and very entertaining.

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.

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

One day course \$645.00 +gst

Book one month in advance to receive the early bird price of \$545.00 +gst

Dates & Locations

Auckland 27 May 2010

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)

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.