



THE BEST QUALITY TRAINING BY THE BEST QUALITY PEOPLE

Internal Auditing

Auditing management systems ensures they are performing effectively and identifies where improvements can be made.

Internal Auditing is a practical two-day course providing the knowledge and confidence needed to complete effective internal audits.

Participants learn the essentials of auditing, including:

- Managing an audit
- Conducting opening and closing meetings
- Interviewing staff
- Collecting objective information
- Relating findings to a standard
- Preparing reports that help management improve systems and performance.

The basis for this course is:

ISO 19011 - *Guidelines for quality and/or environmental management systems auditing*. The principles apply equally to any management systems standard and examples and case studies to illustrate this are used throughout the course.

PLEASE NOTE

Course prerequisite

A good working knowledge of the standard to be audited is essential for all students of this course. Standards could include:

- AS/NZS ISO 9001 *Quality management systems – Requirements*
- AS/NZS 14001 *Environmental management systems – Specifications with guidance for use*
- NZS 4801 *Occupational health and safety management systems – Specifications with guidance for use*
- NZS ISO/IEC 17025 *General requirements for the competence of testing and calibration laboratories*

Competent trainers

Your trainers are experienced auditors from Telarc SAI Limited. They provide a wealth of knowledge and the skill-set to help you become a confident auditor.

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

Two Day Course \$1135 +gst

Book one month in advance to receive the early bird price of \$965 +gst

Dates & Locations

Auckland 24-25 February 2011
 14-15 April 2011
 30 June-1 July 2011
 1-2 September 2011
 1-2 December 2011

Wellington 19-20 May 2011

Christchurch 23-24 June 2011

NZQC COURSE REGISTRATION FORM



Name of Course **Internal Auditing**

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)

Direct bank deposit

A/C 03-0196-0131722-00

Reference: NZQC

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 5 working days prior to the course commencing at no additional cost. If we receive a transfer request within 5 days of the course, a 25% transfer fee will apply. Transfers on the day of the course will be treated as cancellation.