

Becoming a Skilled Internal/External Lead Auditor

2-day workshop conducted by expert trainers from PwC Australia

Receive a **Certificate of Attainment** for:

- Exemplar Global AU
- Exemplar Global TL



Objective

This course will allow participants to have the knowledge to conduct internal or external Management Systems audits either as a sole auditor, a member of an audit team, or as the team leader.

Trainers

PwC Australia has a team of expert trainers who are all practicing auditors in the fields of Quality, Environmental, and OH&S Management Systems certification. Their trainers have great delivery and training techniques, and make the course relevant and practical with real auditing experiences.

Overview and benefits of attending

Participants will learn how to perform an audit in accordance with ISO 19011:2011 Guidelines for Auditing Management Systems. The course provides a comprehensive and practical understanding of how to conduct a successful internal or external audit, either as part of an audit team or as the team leader.

We will focus in particular on the principles and procedures of auditing, the importance of planning, the roles and responsibilities of an auditor, how to gather effective audit evidence and report on the audit findings, and the required follow up activities as an auditor.

Who should attend?

Designed to cater to a variety of people currently involved in the audit and Quality Management System process, you should attend if you:

- want to become an internal management systems auditor
- want to become a 3rd party management systems auditor
- are required to conduct supplier audits
- need to write and implement a management system
- are involved in the management systems process
- are a manager responsible for a management system or management system auditing
- wish to consolidate your existing knowledge into a formal qualification

Prior experience in auditing and management systems is not essential.

Workshop agenda

Monday

Introduction to Management Systems Auditing

- Introduction to auditing
- Roles and responsibilities of an auditor
- Principles and procedures of auditing
- Communication skills and interview techniques
- Setting appropriate audit objectives, goals, and criteria
- Documentation requirements

Tuesday

Management Systems Auditing

- Planning a Management Systems audit
- How to ensure that audits add value to an organisation
- Auditing as a Team Leader
- Effective audit evidence
- Difference between Corrective and Preventive actions
- Management Systems auditing scenarios
- Developing the audit report and writing audit findings.

Assessment

Participants will complete a series of workshops which form part of the assessment. Each participant completes:

- a document review
- an audit plan and audit timetable
- an audit checklist
- an audit report with findings
- audit interview skills and techniques
- opening and closing meeting agenda items and protocols
- leading and participating in an audit team meeting.

A short multiple-choice test confirms the knowledge and understanding gained throughout the two days of training. Participants will receive continual assistance and feedback from the trainer, and are given anecdotal examples of real world audit situations.

Qualification

Upon successful completion of the course, each participant will receive a Certificate of Attainment which identifies 2 Exemplar Global competencies below:

- Exemplar Global AU
- Exemplar Global TL

Additional Exemplar Global competencies for Quality, Environmental, OHS (Exemplar Global QM, EM, OH) may be added during the same week of training, or attended separately.

Successful completion of the course, along with an Exemplar Global qualification for Quality, Environment and/or OH allows you to apply for provisional auditor status under the Exemplar Global certification scheme.

To become a registered third-party, or external auditor with Exemplar Global, completing this course is the first step. Once you have obtained the relevant Exemplar Global schemes, you can follow either a qualification-based certification path, or competency-based. A full explanation of the requirements to become certified with Exemplar Global can be found on our website (<http://exemplarglobal.org/>) or contact us for more information.

Registration fee

PwC Clients & Alumni: S\$1195
(Includes 7% GST)

Public: S\$1295
(Includes 7% GST)

How to register

Please fill in the registration form attached below and send it to academy.sg@sg.pwc.com

For more queries, please contact
Ms. Siti or Ms. Maimunah at (65) 6236 3957/3.

A complete calendar of training courses can
also be found on our website
www.pwc.com/sg/academy

Registration Form

Becoming a Skilled Internal/External Lead Auditor

Fees: PwC clients/alumni - S\$1195 • Public - S\$1295

Group discounts for 2 participants & above: 10%

Please register the following person/s for the workshop on:

☐ **11-12 September 2017 (9am – 5pm)**

1. Name: Mr/Ms/Mdm Designation:

Email: Contact No:

2. Name: Mr/Ms/Mdm Designation:

Email: Contact No:

Contact Person

Name: Mr/Ms/Mdm Designation:

Company: Address:

Email: Contact No.: Fax:

Enclosed is cheque for S\$..... (Cheque no.) made payable to
“PricewaterhouseCoopers Risk Services Pte Ltd”

Registration and Payment

Registrations can be done by telefax at (65) 6236 3300 but will only be confirmed upon receipt of payment and registration form. Please mail the registration form and payment to **8 Cross Street, Level 10 Mail Centre, PWC Building Singapore 048424 (Attn: Siti/Maimunah, M&C Dept)**. For registration and enquiries, please call Ms Siti or Maimunah at (65) 6236 3957/3 or email us at academy.sg@sg.pwc.com

Note:

- Fees includes 7% GST, refreshment, lunch and seminar kit.
- The seminar will be conducted at a dedicated training room in PwC Building or at a venue located near an MRT.
- All coursework and assessments are conducted and completed during class hours, there is no homework.
- Certificate of Attainment will be awarded promptly on successful completion of the workshop.
- The course will not be cancelled.
- Trainers are practicing audit professionals.

Cancellation policy:

Full payment must be made prior to the seminar.

Registered participants will be liable for the full fee even in the event of non-attendance.

Upon receipt of registration, any request for cancellation or a replacement must be confirmed in writing at least **(7) working days** before the seminar and subject to PwC's Academy's approval.

10% administrative fee will be imposed for any cancellation or deferment received less than **(5) working days** before the seminar.

PwC's reserves the right to amend, postpone or cancel the seminar due to unforeseen circumstances.

Tax deduction

Companies can claim 400% tax deductions or 40% cash payout of total registration fees under the Productivity and Innovation Credit (PIC) Scheme. Terms and Conditions apply. For more information, please visit the IRAS website at <https://www.iras.gov.sg/irashome/Schemes/Businesses/Productivity-and-Innovation-Credit-Scheme/>