



## THE BEST QUALITY TRAINING

## BY THE BEST QUALITY PEOPLE

IQA. Ver 5: Oct 09

### 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](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 +gst  
*Book one month in advance to receive the early bird price of \$875 +gst*

#### Dates & Locations

Auckland	3-4 December 2009
	25-26 February 2010
	29-30 April 2010
	1-2 July 2010
	16-17 September 2010
	1-2 December 2010

Wellington	2-3 June 2010
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Christchurch	17-18 June 2010
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# 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)
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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.