HOW CAN YOU ENHANCE EMPLOYEE PERFORMANCE?

TRANSFORM TRAINING WITH DIGITAL LEARNING

SGS ACADEMY | **BE** THE BENCHMARK

BUSINESS ENHANCEMENT

SGS

WHEN YOU NEED TO BE SURE

CONTENT

SGS ACADEMY

TRANSFORMING PROFESSIONAL DEVELOPMENT

The greatest asset an organisation has is its workforce. Unlocking the full potential of your employees is the key to creating a successful and dynamic business. To achieve this, employees must be provided with training that promotes continuous personal and professional development. Operating as Centers of Excellence situated around the globe, SGS Academy provides training programs that are engaging and deliver targeted knowledge to the individual without excessive costs. We operate in over 100 countries, provide in excess of 20,000 courses, in more than 20 languages, and all delivered by over 5,000 tutors. Our programs have helped us to achieve internationally recognized standards of performance, giving us a competitive advantage in the marketplace. SGS Academy has a training solution for every industry to help unleash the full potential of your workforce.

Be the benchmark with training programs from SGS Academy.

DIGITAL TRAINING FOCUS AREAS

Management Systems

Occupational Health & Safety

Food Safety

Human Rights

Medical Device

SGS ACADEMY INDUSTRY EXPERTISE

Our training portfolio, covers a blended mix of delivery methodologies, spanning all major industrial sectors and areas.

Agriculture and Food

Transportation

Oil, Gas & Chemical

Compliance

Life Science

Industrial & Manufacturing

Social Responsibility

Leadership & Soft Skills

DIGITAL LEARNING METHODOLOGIES

eLEARNING

SGS eLearning is delivered online through our Learning Management System (LMS).

LEARNER BENEFITS:

- Delivery of high quality, consistent training anywhere in the world
- Access to training from mobile devices or PCs anytime or anywhere
- Self-paced, which in turn reduces stress, increases satisfaction and information retention
- 365 days access
- Less impact on environment and co2 emissions
- Track and check performance through SGS LMS
- Ongoing access to learning resources to improve your learning experience

BLENDED LEARNING

SGS Blended Learning is a combination of online and face to face training using educational materials carefully integrated to produce a course that meets both knowledge and skill requirements.

LEARNER BENEFITS:

- Average classroom time reduction
- Convenience of online access (digital) combined with social and instructional interactions (Face to face)
- Improved effectiveness and efficiency of the training experience
- Adapted to different learning styles mixing latest digital techniques and traditional practice sessions
- Nurture skills, like time management and critical thinking
- Performance tracking

VIRTUAL TRAINING

SGS Virtual Training is delivered online, with learners and instructors in separate locations.
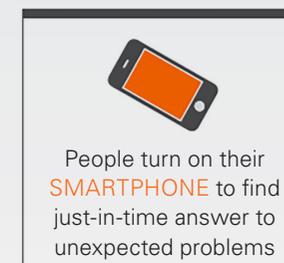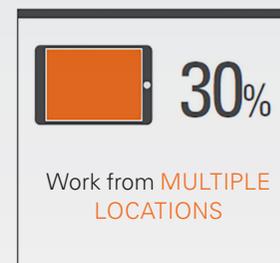
LEARNER BENEFITS:

- Interact in real time with the instructor and the group, remotely
- Experience same learning environment as face to face, using technology to manage distance
- Develop connections and social interaction between attendees

BENEFITS OF DIGITAL LEARNING

The world of the modern worker has changed rapidly. Today's employee can work from several locations, creating the need to be able to access information – and learning – outside the traditional training and development channels.

Today, 75% of workers report feeling stressed and overwhelmed, with too many demands. These distractions have limited the time spent on training and development to just 1% of a typical work week.

DID YOU KNOW?

70% Access SEARCH ENGINES to learn on the job

30% Work from MULTIPLE LOCATIONS

People turn on their SMARTPHONE to find just-in-time answer to unexpected problems

SGS Academy Digital Learning courses can be accessed through our customized Learning Management System (LMS), allowing employees to learn at their own pace. Courses can be accessed at any time, from any geographical location and using a variety of devices.

BENEFITS INCLUDE:

Flexibility – employees control when and how they learn

Trackable – progress can be measured by employers through a range of reports, giving you access to the information you need

Personalization – training can be targeted at the individual to promote continual learning

Cost effective – reduces the need for travel and time away from work, it also puts management in control of when, how and what courses are undertaken and any associated costs

MANAGEMENT SYSTEMS
DIGITAL COURSES

ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS
INTRODUCTION TRAINING COURSE

PRIOR KNOWLEDGE

It will be beneficial if the learner has existing knowledge of the concepts of quality management.

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The objective of this course is to provide learners with an overview of the purpose and requirements of ISO 9001:2015.

COURSE DURATION: 1 HOUR
ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Explain the purpose and intent of the new series of management systems standards;
- Understand the application of the principles of quality management;
- Describe the revisions to ISO 9001:2015;
- Explain the relationships between the clauses of ISO 9001:2015.

COURSE CONTENT

SESSION 1: INTRODUCTION TO MANAGEMENT SYSTEMS STANDARD BASED ON ANNEX SL

- Quality management systems
- ISO 9000 series of Standards process approach
- PDCA cycle
- Risk-based thinking
- Quality management principles

SESSION 2: ISO 9001:2015 CLAUSE 4

- Scope
- Application
- Context of the organisation
- Interested parties
- Determining the scope

SESSION 3: ISO 9001:2015 CLAUSES 5, 6, 7

- Leadership and commitment
- Roles, responsibilities and authorities
- Resources
- People
- Infrastructure
- Environment
- Monitoring and measurement resources
- Organisational knowledge
- Competence
- Awareness
- Communication
- Documented information
- Creating and updating

SESSION 4: ISO 9001:2015 CLAUSE 8

- Operational planning and control
- Determination of products and services
- Customer communication
- Design and development
- Control of externally provided products and services
- Production and service provision
- Identification and traceability
- Customer property
- Preservation
- Post-delivery activities
- Control of changes
- Release of products and services
- Control of nonconforming product

SESSION 5: ISO 9001:2015 CLAUSES 9 & 10

- Monitoring, measurement, analysis and evaluation
- Customer satisfaction
- Analysis and evaluation
- Internal audit
- Nonconformity and corrective action
- Continual improvement

ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEMS
INTRODUCTION TRAINING COURSE

PRIOR KNOWLEDGE

It will be beneficial if the learner has existing knowledge of the concepts of environmental management and the relationship between an organisation's activities, products and services and environmental impacts.

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The objective of this course is to provide learners with an overview of the purpose and requirements of ISO 14001:2015.

COURSE DURATION: 1 HOUR
ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Explain the purpose and intent of the revised series of management systems standards;
- Understand the application of the principles of environmental management;
- Describe the revisions to ISO 14001:2015;
- Explain the relationships between the clauses of ISO 14001:2015.

COURSE CONTENT

SESSION 1: INTRODUCTION TO MANAGEMENT SYSTEMS STANDARD BASED ON ANNEX SL

- Environmental management systems
- ISO 14000 series of standards
- Process approach
- PDCA cycle
- Risk-based thinking
- Environmental management principles

SESSION 2: ISO 14001:2015 OVERVIEW: CLAUSE 4

- Scope
- Application
- Context of the organisation
- Interested parties
- Determining the scope

SESSION 3: ISO 14001:2015: CLAUSES 5, 6 AND 7

- Leadership and commitment
- Policy
- Roles, responsibilities and authorities
- Planning
- Addressing risk
- Significant environmental aspects
- Compliance obligations
- Determining risks
- Planning actions
- Objectives
- Support
- Resources
- Competence
- Awareness
- Communication
- Documented information
- Creating and updating
- Control

SESSION 4: ISO 14001:2015: CLAUSE 8

- Operational planning and control
- Emergency response

SESSION 5: ISO 14001:2015: CLAUSES 9 &10

- Performance evaluation: monitoring, measurement, analysis and evaluation
- Evaluation of compliance
- Internal audit
- Management review
- Improvement: nonconformity and corrective action
- Continual improvement

ISO 45001:2018 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS IMPLEMENTATION TRAINING COURSE

COURSE CONTENT

SESSION 1: THE OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM ISO 45001:2018

- Background
- Occupational health and safety management
- Scope
- Benefits

SESSION 2: UNDERSTAND THE CERTIFICATION STAGES OF AN AUDIT AND THE BENEFITS OF BEING CERTIFIED

- How to achieve certification
- Stage 1 audit
- Stage 2 audit

SESSION 3: PROJECT MANAGEMENT PRINCIPLES AND THEIR APPLICATION

- Project management principles
- Project phases
- Project goals
- Project roles & responsibilities
- Managing the project activities
- Planning the project
- Gap analysis
- Creating tasks
- Controlling the project
- Reporting on progress
- Estimating and monitoring

SESSION 4: ACTIVITIES TO PREPARE FOR THE AUDIT

- Audit purpose
- Risks and registers
- Regulatory guidelines
- Hazards and risks

SESSION 5: REQUIREMENTS OF ISO 45001:2018

- Overview of the requirements
- Documented Information
- Management system manual
- Other documents
- The importance of people
- Support
- Training
- Monitor effectiveness of the management system
- Management review

SESSION 6: CERTIFICATION

- Selecting a certification body
- Outcomes of the audit
- The certification of compliance

PRIOR KNOWLEDGE

It will be beneficial if the learner has existing knowledge of Annex SL and an understanding of the requirements of ISO 45001:2018.

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The objective of this course is to provide learners with the knowledge and skills required to understand and implement an OHS Management system based on ISO 45001:2018.

COURSE DURATION: 1 HOUR

ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Know and understand the requirements of ISO 45001:2018
- Use the knowledge and skills learned in this course to successfully plan and implement

ISO 45001:2018 OH&S management system into your organisation

- Understand how to manage the project and a team using project management principles and techniques recommended in this course
- Ensure changes to processes and procedures are communicated and everyone is trained so they can support and contribute to the management system objectives
- Plan and prepare activities in readiness for the Certification Audit.

ISO 37001: 2016 ANTI-BRIBERY MANAGEMENT SYSTEMS
INTRODUCTION TRAINING COURSE

COURSE CONTENT

SESSION 1 – INTRODUCTION TO ABMS

- Bribery and corruption
- Active vs passive bribery
- Definition of bribery
- Impact of bribery
- Background & development
- Anti-bribery and corruption legislation

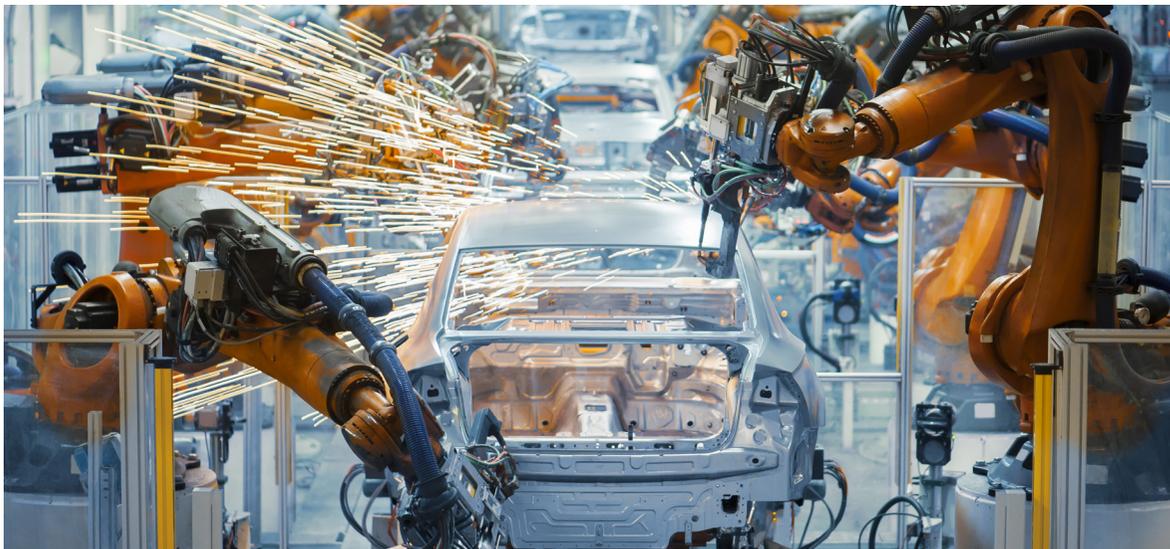### SESSION 2 – FUNDAMENTAL PRINCIPLES OF ABMS

- The six principles of ABMS
- Benefits & advantages of compliance with ISO 37001:2016
- Limitations of ISO 37001:2016
- ABMS methods and techniques

SESSION 3 – OVERVIEW, STRUCTURE AND CLAUSES OF ISO 37001:2016

- ISO 37001:2016 explained
- Standards related to ISO 37001:2016
- Process approach
- ISO high-level structure
- Structure of ISO 37001:2016
- General principles of ISO 37001:2016
- Key components of ISO 37001:2016

SESSION 4 – CORPORATE GOVERNANCE AND USE OF BEST PRACTICES

- Board of Directors role
- Corporate governance
- Best practices
- Corporate governance principles
- Consequences of bribery

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

This course will provide participants with an overview of the purpose and requirements of ISO 37001:2016.

COURSE DURATION: 1 HOUR

ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Understand the historical background of ISO 37001:2016;
- Demonstrate a basic understanding of an ABMS to support your organisation with the development and implementation of the standard:
- Use the basic framework and structure of an ABMS based on the ISO 37001:2016 standard to reduce bribery risks in your organisation.

IATF 16949:2016 AUTOMOTIVE QMS
INTRODUCTION TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The objective of this course is to provide learners with an overview of the purpose and requirements of IATF 16949:2016.

COURSE DURATION: 1 HOUR

ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL HAVE AN AWARENESS OF:

- Overview of IATF 16949: 2016
- Change history
- Annex SL
- PDCA Model
- Process Approach
- Introduction to Customer Specifics Requirements

COURSE CONTENT

SESSION 1 – OVERVIEW AND HISTORY OF IATF 16949

- Overview, who is IATF and history of QS/ ISO/TS/IATF
- IATF Rules for Certification

SESSION 2 - STRUCTURE OF IATF

- Structure of IATF Annex SL, 10 clauses
- PDCA Model (before and after)
- Annex A - Control Plan
- Annex B - Bibliography, CSRs, Core Tools

SESSION 3 - INTRODUCTION TO CUSTOMER SPECIFIC REQUIREMENTS

- What is/is not a Customer Specific Requirement
- Where in the rules are CSRs required
- Where in the IATF standard are CSRs required 7.5.1.1 item d matrix
- IATF OEM CSRs – where to find them ie IATF Global oversight offices (screenshot)
- Process for implementing, communicating including changes of CSRs within the organisation.

- Internal Audit shall include that CSRs are being used across the organisation:
- ScoreCard Performance, feedback to management

SESSION 4 - AUTOMOTIVE PROCESS APPROACH

- Turtle Diagram
- Input.Outputs
- Measures, effectiveness efficiency
- Include CSRs and impact on process
- Risk to the process
- Process owners defined

INTEGRATED MANAGEMENT SYSTEMS
(ISO 9001:2015, ISO 14001:2015 AND ISO 45001:2018)

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Have an overview of Integrated Management Systems (IMS).
- Interpret the implementation requirements of ISO 9001:2015.
- Interpret the implementation requirements of ISO 14001:2015 Environmental Management.
- Interpret the implementation requirements of ISO 45001:2018 Occupational Health and Safety Management.
- Comprehend the integration requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 into an integrated management system.

COURSE CONTENT

- Overview of integration
- ISO 9001:2015 Quality Management
- ISO 14001:2015 Environmental Management
- ISO 45001: 2018 Occupational Health and Safety Management
- Compatibility of the Systems

PRIOR KNOWLEDGE

It will be beneficial if the learner has basic knowledge of the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 standards.

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners with a fundamental understanding of the framework regarding the implementation of an effective Integrated Management System meeting the ISO 9001:2015, 14001:2015 and 45001:2018 requirements.

This course aims to provide insight into the steps needed for the implementation of the ISO 9001:2015, 14001:2015 and 45001:2018 fundamental practices and actions needed to address core subject areas of integrated management systems.

COURSE DURATION: 1 HOUR
ACCREDITATION: SGS

ISO 50001:2018 ENERGY MANAGEMENT SYSTEMS
INTERNAL AUDITOR TRAINING COURSE

PRIOR KNOWLEDGE

It will benefit learners if they have knowledge of energy management principles and concepts such as:

- Principles of fuel combustion, heat transfer and energy flow;
- Relevant sources of energy regulation, guidelines and standards;
- Methods and technologies for increasing efficiency;
- Energy measurement units, sources, costs, tariffs and scheduling;
- Energy use data analysis methods;
- Energy performance indicators, monitoring and performance measurement;
- The impact of organisational processes and equipment on energy efficiency;

- Electricity use: motors, drives, lighting, computers;
- Energy related legislation and how legal compliance forms part of an energy management system./ IRCA Certified ISO 5000:2018 Foundation (EnMS) Training course (or equivalent).

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 70% or more in the final assessment. Upon successful completion, learners will be able to download a certificate of completion.

COURSE OVERVIEW

This course consists of two separate eLearning modules:

1. ISO 50001:2018 - Introduction

This will familiarise you with the process to establish, implement, operate, monitor, review and maintain a EnMS based on the framework and requirements of ISO 50001:2018.

2. ISO 50001:2018 - Internal Auditor

Learn how to conduct an internal audit of a EnMS based on ISO 50001:2018 so that you can report on the effectiveness of the management system implementation in accordance with ISO 19011:2018 and ISO/IEC 17021-1, as applicable.

COURSE DESCRIPTION

This course will help you to understand how to conduct an internal audit of an EnMS based on ISO 50001:2018.

COURSE DURATION: 105 MINUTES

ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- The purpose of an EnMS and the business and environmental benefits of improving energy management performance;
- The requirements of ISO 50001:2018;
- Audit types and the principles of auditing;
- How to plan, conduct, report and follow up an audit of an EnMS to establish conformity (or otherwise) with ISO 50001:2018 and in accordance with ISO 19011:2018 (and ISO/IEC 17021-1 where appropriate)

COURSE CONTENT

MODULE 1

SESSION 1: INTRODUCTION TO AN ENMS

- Background to energy management
- Benefits
- Environmental pillars of sustainability
- Energy performance
- Framework for energy improvement
- Compatibility with other related ISO standards
- Success factors

SESSION 2: ESTABLISH AN ENMS

- Design and Implementation
- The process approach
- Application of the PDCA cycle and risk-based thinking
- Context of the organisation
- Promoting energy management
- Energy planning

SESSION 3: IMPLEMENT AN ENMS

- Support/Resources
- Operation of the EnMS

SESSION 4: EVALUATE PERFORMANCE IDENTITY AREAS FOR IMPROVEMENT

- Performance Assessment
- Internal Audit
- Improvement and correction
- Management review

MODULE 2

SESSION 1: AUDIT DEFINITION, TYPES AND PRINCIPLES

- Auditing definition and standards
- Types of Audit and audit methods
- Legal compliance
- The principles of auditing

SESSION 2: ROLES AND RESPONSIBILITIES

- The Auditor's role
- Audit team members & competencies

SESSION 3: PLANNING THE AUDIT

- Auditing standard ISO 19011:2018
- Audit schedule and activities (work documents, audit plan, checklist, sampling plan)

SESSION 4: CONDUCTING THE AUDIT

- The opening meeting
- Collecting and verifying audit evidence against audit schedule and planned activities
- Sampling techniques
- Conducting interviews
- Controlling the audit

SESSION 5: AUDIT REVIEW AND CLOSE

- The closing meeting (findings, nonconformities, CARs and opportunities for improvement
- Audit completion (follow up, close out, audit report)
- Management review

ISO 50001:2018 ENERGY MANAGEMENT SYSTEMS
INTRODUCTION TRAINING COURSE

PRIOR KNOWLEDGE

It will benefit learners if they have knowledge of energy management principles and concepts such as:

- Principles of fuel combustion, heat transfer and energy flow;
- Relevant sources of energy regulation, guidelines and standards;
- Methods and technologies for increasing efficiency;
- Energy measurement units, sources, costs, tariffs and scheduling;
- Energy use data analysis methods;

- Energy performance indicators, monitoring and performance measurement;
- The impact of organisational processes and equipment on energy efficiency;
- Electricity use: motors, drives, lighting, computers;
- Energy related legislation and how legal compliance forms part of an energy management system./ IRCA Certified ISO 50001:2018 Foundation (EnMS) Training course (or equivalent).

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 70% or more in the final assessment. Upon successful completion, learners will be able to download a certificate of completion.

COURSE DESCRIPTION

This course will help you to familiarize with the process to establish, implement, operate, monitor, review and maintain an EnMS based on the framework and requirements of ISO 50001:2018.

COURSE DURATION: 45 MINUTES

ACCREDITATION: SGS

COURSE CRITERIA

IN THIS COURSE, YOU WILL LEARN

The purpose of an EnMS and the business and environmental benefits of improving energy management performance;

The requirements of ISO 50001:2018

COURSE CONTENT

SESSION 1: INTRODUCTION TO AN ENMS

- Background to energy management
- Benefits
- Environmental pillars of sustainability
- Energy performance
- Framework for energy improvement
- Compatibility with other related ISO standards
- Success factors

SESSION 2: ESTABLISH AN ENMS

- Design and Implementation
- The process approach
- Application of the PDCA cycle and risk-based thinking
- Context of the organisation
- Promoting energy management
- Energy planning

SESSION 3: IMPLEMENT AN ENMS

- Support/Resources
- Competence
- Awareness
- Communication
- Documented information
- Operation of the EnMS
- Planning and control
- Design
- Energy efficiency assessment

SESSION 4: EVALUATE PERFORMANCE

- Performance Assessment
- Internal Audit
- Improvement and correction
- Management review

OCCUPATIONAL HEALTH AND SAFETY DIGITAL COURSES

WORK PERMIT SYSTEMS TRAINING COURSE

COURSE CONTENT

SESSION 1: OVERVIEW OF WORK PERMIT SYSTEMS

- The intention of a work permit system
- Reasons for issuing a work permit
- Objectives / functions and features of a work permit system

SESSION 2: DEVELOPMENT OF WORK PERMIT SYSTEMS

- Considerations in developing a work permit system
- Work permit information
- Roles and responsibilities in developing a work permit system

SESSION 3: WORK PERMIT PROCESS

- Steps in the work permit process
- Review and analysis of the work permit
- Training requirements and records to be kept on work permits

SESSION 4: REQUIREMENTS FOR WORK PERMITS PERTAINING TO LOCKOUT/ TAG-OUT

- Requirements for work permits pertaining to lockout / tag-out

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

This course will help learners to understand work permit system as a formal written system used to control certain types of work that are potentially hazardous.

Additionally it will give an understanding of work permit as a document which specifies the work to be done and the precautions to be taken. Work permits form an essential part of safe systems of work for many maintenance activities.

COURSE DURATION: 1 HOUR 10 MINUTES

ACCREDITATION: SGS

COURSE CONTENT

SESSION 1: CONDUCT, REPORT AND FOLLOW-UP ON A PRE-USE SAFETY AND / OR AUDIT INSPECTION

- Understand legal and specified requirements pertaining to conducting, reporting and acting on the outcome of a pre-use safety and/or audit inspection
- Prepare for inspections
- Conduct pre-use safety and audit inspections
- Initiate immediate remedial action where necessary
- Report and follow-up on inspection results

SESSION 2: INSPECTION PROCESS

- Overview of inspections
- Inspection activities
- Types of inspections

INSPECTIONS TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

This course will help learners to understand workplace inspections to help prevent injuries and illnesses. Through critical examination of the workplace, inspections you will be able to identify and record hazards for corrective action.

Joint occupational health and safety committees can help plan, conduct, report and monitor inspections.

Regular workplace inspections are an important part of the overall occupational health and safety program.

COURSE DURATION: 30 MINUTES

ACCREDITATION: SGS

CONFINED SPACES TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners with the knowledge and skills to be capable to safely perform procedures and follow policies relating to entering, working in and exiting from confined spaces.

This course will also provide you with the knowledge to be able to identify confined space hazards and take the necessary precautions required to work safely.

COURSE DURATION: 1 HOUR 45 MINUTES

ACCREDITATION: SGS

COURSE CONTENT

SESSION 1: OVERVIEW OF CONFINED SPACES

- Characteristics of confined spaces
- Reasons for entering confined spaces
- Incidents in confined spaces

SESSION 2: CONFINED SPACE HAZARDS

- Confined spaces
- Confined space openings
- Identification and recording of confined spaces
- Confined space hazards
- Hazard assessment of confined spaces

SESSION 3: CONTROLS OF CONFINED SPACE HARZARDS

- Overview of controls
- Engineering controls
- Administrative controls (work practices)
- Personal Protective Equipment (PPE) used in confined spaces.
- Emergency equipment

SESSION 4: ROLES, RESPONSIBILITIES AND TRAINING FOR WORK IN CONFINED SPACES

- Roles and responsibilities of role players for work in confined spaces
- Training requirements for work in confined spaces

SESSION 5: PROCEDURE FOR WORK IN CONFINED SPACES AND CONFINED SPACE ENTRY PROGRAM

- Confined space program objectives
- Plan the confine space entry.
- Preparation of the confined space for entry
- Emergency procedures

COURSE CONTENT

SESSION 1: OVERVIEW OF HAZARDOUS WORK

- Hazardous work
- Workplace rules
- Grasp the development and management of workplace rules
- Personal Protective Equipment (PPE) systems

SESSION 2: HAZARD IDENTIFICATION AND RISK ASSESSMENT (HIRA)

- Risk management and risk assessment
- Types of risk assessments
- Conducting risk assessments in the workplace

HAZARD IDENTIFICATION AND RISK ASSESSMENT
TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners with the knowledge and skills needed to identify hazards, assess the risks and to develop the applicable controls in the workplace.

Hazard Identification and Risk Assessment (HIRA) promotes a pro-active approach towards effective SHE management, serving as a valuable tool to the organisation in order to raise the standard(s) of health and safety, meeting legal compliance and protecting employees and the public from the hazards that they may potentially be exposed to.

COURSE DURATION: **45 MINUTES**

ACCREDITATION: **SGS**

HAZARDOUS CHEMICAL SUBSTANCES
TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners with the knowledge and skills needed to understand general requirements for the management and control of hazardous chemical substances in the workplace.

COURSE DURATION: 50 MINUTES

ACCREDITATION: SGS

COURSE CONTENT

SESSION 1: OVERVIEW OF HAZARDOUS CHEMICAL SUBSTANCES

- Characteristics of Hazardous Chemical Substances (HCS).

SESSION 2: MANAGEMENT AND CONTROL OF HCS IN THE WORKPLACE

- The cost of incident
- Hazardous activities
- HCS hazards
- Risk assessment
- Control measures for HCS
- Maintenance of control measures
- Training requirements for employees
- Storage of HCS
- Transfer of HCS
- Signage and labelling of HCS
- Transportation of HCS
- Disposal of HCS
- Recognize the duties of "providers"

INCIDENT INVESTIGATION TRAINING COURSE

COURSE CONTENT

SESSION 1: GAIN AN OVERVIEW OF THE INCIDENT INVESTIGATION

- Understand the legal requirements governing incident investigation
- Discuss the principles of incident investigation
- Discuss the purpose of incident investigation

SESSION 2: INVESTIGATE THE CAUSES AND CONSEQUENCES OF INCIDENTS

- Discuss the causes of incidents
- Examine factors to consider in determining indirect causes of incidents
- Discuss the consequences of incidents
- Examine Bird's Ratio
- Examine the loss causation model

SESSION 3: INTERPRET THE REPORTING AND INVESTIGATION OF INCIDENTS IN THE WORKPLACE

- Interpret the reporting of workplace incidents
- Analyze the steps in the investigation process

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners who have occupational health and safety responsibilities with a basic understanding of how to identify the root causes of incidents in order to take corrective action and know what controls can be implemented to prevent further occurrence of such events.

COURSE DURATION: 55 MINUTES
ACCREDITATION: SGS

PRIOR KNOWLEDGE

Learners are not expected to have knowledge of the Occupational Health and Safety Act, Regulations or Standards before attending this course.

COURSE CONTENT

SESSION 1: USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE) AND SYMBOLIC SIGNS AND NOTICES IN THE WORKPLACE

- Management's responsibilities regarding PPE
- Employee's responsibilities and duties regarding PPE
- PPE requirements
- Assessment of risks in the workplace
- Maintenance and use of PPE
- Requirements for symbolic signs and notices

SESSION 2: WORKPLACE ERGONOMICS

- Overview of ergonomics
- Ergonomical approaches
- Ergonomic principles

PERSONAL PROTECTIVE EQUIPMENT AND ERGONOMICS
TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners with an overview of PPE equipment to reduce exposure to hazards.

COURSE DURATION: 1 HOUR

ACCREDITATION: SGS

COURSE CONTENT

SESSION 1: COMPREHEND THE ROOT CAUSE ANALYSIS

- Overview of Root Cause Analysis (RCA)
- General principle of RCA
- Benefits of RCA
- Steps in applying the RCA process

SESSION 2: ANALYZE INCIDENTS IN THE WORKPLACE TO DETERMINE THE ROOT CAUSE/S

- 5 Why analysis technique
- Bowtie technique
- Incident Cause Analysis Method (ICAM)

ROOT CAUSE ANALYSIS
TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners with knowledge and skills to manage incidents, with specific emphasis on the identification of the root causes and applying the RCAM (root cause analysis method), taking corrective action and implementing control measures to prevent the reoccurence of incidents.

COURSE DURATION: 50 MINUTES

ACCREDITATION: SGS

SAFETY LEADERSHIP FOR SUPERVISORS AND SAFETY OFFICERS
TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this training course is to not only give line managers the skill to observe behavior, but to assist in developing and improving interpersonal skills. This will enable better interactions between front line managers, and other employees through coaching.

Furthermore, the purpose of the course is to provide all employees with an overview of the behavioral based safety principles. It will also provide practical knowledge regarding coaching and how to receive and apply these coaching skills during the observation process.

COURSE DURATION: 1 HOUR 30 MINUTES

ACCREDITATION: SGS

COURSE CONTENT

SESSION 1: AWARENESS AND OVERVIEW OF BEHAVIOR BASED SAFETY-OBSERVATION AND COACHING PROCESS

- Behavior Based Safety-Observation and Coaching Process Methodology
- Visible felt leadership
- ABC model of behavior
- Behavior based SHE

SESSION 2: THE OBSERVATION PROCESS AND CONDUCT OBSERVATIONS

- Awareness and overview of observations
- Measurement and monitoring
- Data gathering and preliminary reports
- Commitment to safety by conducting regular observations.

SESSION 3: COACHING PRINCIPLES AND TECHNIQUES WHILE OBSERVING

- Types of coaching techniques
- Coaching techniques to improve the performance of employees
- Coaching principles and techniques

THE ROLE OF ILO IN HEALTH AND SAFETY
TRAINING COURSE

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

The purpose of this course is to provide learners with an understanding of the responsibilities of management regarding health and safety.

PRIOR KNOWLEDGE

You are not expected to have knowledge of any of the related ILO Conventions before attending this Course.

Note that this course does not provide competence in the application of the requirements of any ILO Conventions, protocols or recommendations, but only provide the learner with a fundamental understanding of the requirements and the responsibilities of management and other stakeholders in the workplace.

COURSE DURATION: 1 HOUR 30 MINUTES

ACCREDITATION: SGS

COURSE CONTENT

SESSION 1: AWARENESS AND OVERVIEW OF THE ILO

- History and structure of the ILO
- Tripartite structure of the ILO
- Importance of social dialogue in achieving the objective of the ILO
- Function of the Administrative Tribunal
- ILO Centers and Institutions
- Mission and Objective of the ILO
- Conventions, Protocols and Recommendations
- Amendments and Denunciation of ILO Standards
- Supervision over the Implementation of ILO Standards
- Departments and Offices of the ILO

SESSION 2: OVERVIEW OF LEGAL LIABILITY

- Legal liability
- "Burden of proof"
- Vicarious liability
- Indemnities
- Compensation for injuries and illnesses/diseases
- Offences and penalties

SESSION 3: NATIONAL POLICY ON OHS

- OH&S Policy
- Aim of the OH&S Policy
- Scope of the OH&S Policy

- Systems approach to Health and Safety
- National Preventive Health and Safety Culture
- A National Health and Safety System
- National Health and Safety Program
- National Health and Safety Profile
- Enforcement
- Role of Competent Authorities

SESSION 4: DUTIES OF EMPLOYERS AND EMPLOYEES

- General duties of employers to their employees
- General duties of employees at work
- Rights of employees at work

SESSION 5: STRATEGY TO IMPLEMENT HEALTH AND SAFETY IN THE WORKPLACE

- Health and safety policy
- Risk assessment and risk control
- Recommended appointments
- Elements that form part of SHE Program management

SESSION 6: INSPECTOR'S STATUTORY INTERVENTIONS

- A system for labour inspection
- Functions of Inspectors
- Special powers of Inspectors
- Duties towards Inspectors

FOOD SAFETY
DIGITAL COURSES

FSSC 22000 V5 FOOD SAFETY SYSTEMS CERTIFICATION
INTERNAL AUDITOR TRAINING COURSE

PRIOR KNOWLEDGE

This course assumes that the learner has knowledge of the following food safety management principles and concepts including:

- Implementing or operating a management system within a food sector context
- Prerequisite programs as specified in ISO/TS 22002-1
- Good practice guides and or trading practices relevant to the segment of the food chain in which the organisation operates
- The principles of HACCP as defined by the Codex Alimentarius Commission
- Hazard analysis experience (hazard and risk assessment)
- Commonly used food safety management terms and definitions as outlined in ISO 22000:2018 and FSSC 22000 v5

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 60% or more in the final assessment. Upon successful completion, learners will be able to download a certificate of completion.

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Understand the purpose of FSSC 22000 v5 Certification Scheme for FSMS by reviewing its history, background and relationship with other management system standards
- How to apply the requirements of FSSC 22000 certification (ISO 22000:2018 FSMS requirements, sector specific prerequisite programs (PRPs) and FSSC 22000 Additional requirements) in your organisation
- The importance of the Global Food Safety Initiative (GFSI)
- How to protect your business and consumers from food threats and/or risks by applying the requirements for food fraud mitigation and food defence
- About the updates to the scheme from version 4.1 to version 5
- The process of completing an internal audit of a food safety management system against FSSC 22000 V5 (ISO 22000:2018, FSSC 22000 Additional requirements and prerequisite programs (PRPs))
- Types of audit and principles of auditing in order to maintain and improve food safety standards in an organisation

COURSE DESCRIPTION

This course will help you to understand how to conduct an internal audit of a FSMS based on FSSC v5 and ISO 22000:2015 so that you can report on the effectiveness of the management system implementation in accordance with ISO 19011, ISO 22002-1 and ISO/IEC 17021 as applicable and contribute to the continual improvement of the FSMS.

SGS is a FSSC Licensed Training Organisation.

COURSE DURATION: 105 MINUTES

ACCREDITATION: FSSC 22000

COURSE CONTENT

MODULE 1

SESSION 1: INTRODUCTION TO FSSC V5

- Background and history
- GFSI and the FSSC 22000 v5 certification scheme
- The FSSC 22000 v5 certification scheme and benefits
- Brief overview of the three requirements of the Scheme; ISO 22000:2018, prerequisite programs & technical specifications, FSSC Additional scheme requirements

SESSION 2: FOOD SAFETY MANAGEMENT SYSTEM ISO 22000:2018

- Establishing the FSMS
- Process approach
- Application of the PDCA cycle and risk-based thinking
- Framework for management system standards and requirements of clauses 4 -10

SESSION 3: GETTING FSSC 22000 V5 CERTIFICATION

- The food chain
- Categories and sub-categories
- Prerequisite programs & technical specifications
- Additional scheme requirements
- Food Fraud and Food Defence (HACCP, TACCP & VACCP)

MODULE 2

SESSION 1: AUDIT DEFINITION, TYPES AND PRINCIPLES

- Auditing definition and standards
- Types of audit and audit methods
- Legal compliance
- The principles of auditing

SESSION 2: ROLES AND RESPONSIBILITIES

- The auditor's role
- Audit team members & competencies

SESSION 3: PLANNING THE AUDIT

- Auditing standard ISO 19011:2018
- Audit schedule and activities (work documents, audit plan, checklist, sampling plan)

SESSION 4: CONDUCTING THE AUDIT

- The opening meeting
- Collecting and verifying audit evidence against audit schedule and planned activities
- Sampling techniques
- Conducting interviews
- Controlling the audit

SESSION 5: AUDIT REVIEW AND CLOSE

- The closing meeting (findings, nonconformities, CARs and opportunities for improvement)
- Audit completion (follow up, close out, audit report)
- Management review

FSSC 22000 V5 FOOD SAFETY SYSTEMS CERTIFICATION
INTRODUCTION TRAINING COURSE

PRIOR KNOWLEDGE

It will benefit learners if they have knowledge of the following food safety management principles and concepts:

- Implementing or operating a management system within a food sector context;
- Prerequisite programs as specified in ISO/TS 22002-1;
- Good practice guides and/or trading practices relevant to the segment of food chain in which the organisation operates;

- The principles of HACCP as defined by the Codex Alimentarius Commission.

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 60% or more in the final assessment. Upon successful completion, learners will be able to download a certificate of completion.

COURSE DESCRIPTION

This course will help you to understand the purpose and benefits of the Food Safety Systems Certification (FSSC) 22000 Global Certification Scheme and the associated Food Safety Management System (FSMS) requirements for the audit and certification of organisations in the food supply chain.

SGS is a FSSC Licensed Training Organisation.

COURSE DURATION: 45 MINUTES

ACCREDITATION: FSSC 22000

COURSE CONTENT

SESSION 1: INTRODUCTION TO FSSC V5

- Background and history
- GFSI, the GFSI global markets program and requirements
- The FSSC 22000 v5 certification scheme
- Brief overview of the three requirements of the scheme: ISO 22000:2018, prerequisites programs/technical specifications, FSSC additional scheme requirements
- Benefits

SESSION 2: FOOD SAFETY MANAGEMENT SYSTEM ISO 22000:2018

- Establishing the FSMS
- Process approach
- Application of the PDCA cycle and risk-based thinking
- Framework for management system standards and requirements of clauses 4-10

SESSION 3: GETTING FSSC V5 CERTIFICATION

- The food chain
- Categories and sub categories
- Prerequisite programs & technical specifications
- Additional scheme requirements
- Food fraud and food defense (HACCP, TACCP & VACCP)

HAZARD ANALYSIS & CRITICAL CONTROL POINTS (HACCP)
INTRODUCTION TRAINING COURSE

PRIOR KNOWLEDGE

Before starting this course, learners would benefit by having prior knowledge of:

- Food safety hazards
- Working in a food catering establishment

COURSE CERTIFICATION

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion, learners will be able to download a certificate of completion.

COURSE DESCRIPTION

Hazard Analysis and Critical Control Point (HACCP) is a food safety management system that is essential for all successful food businesses. This training course will help managers, supervisors and employees understand how to manage food safety in the workplace and implement an effective HACCP-based management system.

COURSE DURATION: 1 HOUR
ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Understand how the Hazard Analysis & Critical Control Points (HACCP) helps food businesses reduce the risk of safety hazards in food;
- Understand the HACCP terms and the importance of food safety and food hygiene;
- Develop and implement a HACCP plan based on the preliminary tasks and HACCP principles;
- Identify and effectively control the hazards in your organisation relating to food safety.

COURSE CONTENT

SESSION 1: FOODBORNE DISEASES

- Food hygiene, food illness and other related terms
- Importance of food hygiene
- Types of contamination, causes and effects

SESSION 2: LEGAL RESPONSIBILITIES

- Legal requirements for food operators and food handlers

SESSION 3: FOOD SAFETY MANAGEMENT SYSTEM (FSMS)

- What is a FSMS
- Role and benefits of a FSMS
- Role of management
- PDCA process approach

SESSION 4: HACCP APPLICATION AND PRINCIPLES

- HACCP application and preliminary tasks
- HACCP 7 principles
- Hazard analysis and maintaining documentation
- Conducting a risk assessment
- Control, prevent or eliminate a food safety hazard
- Check and validate compliance with food safety regulations (monitoring, verification, internal audit)
- Verification checks and controls

MEDICAL DEVICE
DIGITAL COURSES

COURSE CONTENT

- An overview of the new regulation
- The key changes you need to be aware of
- What EU IVDR means in practice
- Where you can find further information

IN VITRO DIAGNOSTIC MEDICAL DEVICE REGULATION (IVDR)
INTRODUCTION TRAINING COURSE

TARGETED AUDIENCE

This course is intended for, but not limited to, regulatory personnel, managers, CEO,CFO, IVD device industry's employees and IVD device users who want to learn about the new regulation.

COURSE DESCRIPTION

This course will provide you with an overview of the critical changes in relation to EU IVD Medical Device Regulation, along with the implementation timescales.

COURSE DURATION: 1 HOUR
ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE CONTENT

- An overview of the new regulation
- The key changes you need to be aware of
- What EU MDR means in practice
- Where you can find further information

EU MEDICAL DEVICE REGULATION
INTRODUCTION TRAINING COURSE

TARGETED AUDIENCE

This course is intended for, but not limited to, regulatory personnel, managers, CEO,CFO, IVD device industry's employees and IVD device users who want to learn about the new regulation.

COURSE DESCRIPTION

This course will provide participants with an overview of the critical changes in relation to the EU Medical Device Regulation, along with the implementation timescales.

COURSE DURATION: 1 HOUR

ACCREDITATION: SGS

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

HUMAN RIGHTS
DIGITAL COURSE

COURSE CONTENT

- Introduction to human rights
- International and national standards
- Child labour
- Forced labour
- Freedom of association / discrimination
- Working hours
- Health and safety

HUMAN RIGHTS
AWARENESS TRAINING COURSE

COMPLETION CRITERIA

Learners will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

COURSE DESCRIPTION

This course will provide you with the knowledge you need, whilst offering an overview of the purpose and principles of how human rights are applied.

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Explain the relevance of human rights
- Describe a range of human rights issues that face organisations
- Identify the complexity of cultural differences and local factors in relation to human rights

WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

We provide competitive advantage, drive sustainability and deliver trust. At SGS, we are continually pushing ourselves to deliver innovative services and solutions that help our customers move their businesses forward.

Efficiency and cost-optimization are no longer the sole drivers in business development strategies. Successful businesses recognize the importance of offering their workforce continuous development and training. Motivated and effective teams create industry leaders.

CONTACT US

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WHEN YOU NEED TO BE SURE

SGS