# ISOMentor Course List



Citation ISO Certification

# ISO 9001 Courses

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| **Context & interested Parties** | • Understand the internal and external context<br>• Understand who the interested parties are and their needs<br>• Understand what tools are available<br>• Describe how your Organisation meets this requirement |
| **Scope & Management System** | • Understand the meaning of Scope<br>• Understand how the Scope is documented<br>• Understand the meaning of Management System<br>• Understand what makes your Management System |
| **Leadership Commitment, Policies & Responsibilities** | • Understand the meaning of Leadership<br>• Understand how to show commitment<br>• Understand what the Policy needs to communicate<br>• Understand how roles and responsibilities should be documented |
| **Risks and Opportunities, Objectives and Management of change** | • Understand what risks and opportunities affect your Organisation<br>• Understand Objectives and planning to achieve them<br>• Understand how to manage Change<br>• Understand how to meet the ISO requirements |
| **Resource and Competence** | • Understand what forms the ISO Resource section<br>• Understand how you manage resource and infrastructure<br>• Understand qualification and competence<br>• Understand how to document competence |
| **Awareness & Communications** | • Understand why Quality Awareness is important<br>• Understand how to evidence and manage this<br>• Look at the intent of 'Communications'<br>• Understand how to meet the ISO requirements |
| **Document Control** | • Understanding the reasons to control documents<br>• Creating, formatting, updating and approval<br>• ISO Document Control requirements<br>• How to implement document control |
| **Operation Planning & Customer Requirements** | • Understand what forms of Planning and control you use.<br>• Methods to show planning & Control<br>• Understanding Client requirements<br>• Understand how to meet the ISO requirements |

# ISO 9001 Courses

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| **Design & Development** | • Understand what the ISO standard wants within design<br>• Understand what forms the Design Clause<br>• Understand what examples may be used in an audit<br>• Understand the benefits of design planning |
| **Control of Externally Provided Processes, Products & Services** | • Understand what the ISO standard wants within this clause<br>• Understand what those requirements really mean<br>• Understand what examples may be used in an audit<br>• Understand the benefits of controlling suppliers and external provision. |
| **Production and Service Provision** | • Understand what Production and service provision means.<br>• Understand what parts make up this clause<br>• Methods to show Production and service provision<br>• The Benefits of applying ISO requirements |
| **Monitoring and Measurement (including Audit and Management review)** | • Understand the requirements of Monitoring and Measurement, analysis and evaluation Including Customer Satisfaction<br>• Review internal Audit Requirements<br>• Understand the need for Management Review<br>• Show the benefits of these clauses |
| **Non-conformance & Corrective Actions** | • Understand The intent of 9001 Improvement<br>• Understand how to manage Nonconformance<br>• Implement reporting in a positive way<br>• Understand the benefits of Nonconformance and corrective actions |

# ISO 14001 Courses

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| **Environmental Context & Interested Parties** | • Understand Environmental Internal & External Context<br>• Understand who the Interested Parties are and their needs<br>• Describe how your Organisation meets the 14001 requirements<br>• Understand what tools are available |
| **Scope & The Environmental Management System** | • Understand the meaning of Environmental Scope<br>• Understand how the Scope is documented<br>• Understand the meaning of Environmental Management System<br>• Understand what makes your Management System |
| **Environmental Leadership Commitment, Policies & Responsibilities** | • Understand the meaning of Leadership within an Environmental System<br>• Understand how to show Commitment<br>• Understand what the Environmental Policy needs to communicate<br>• Understand how Roles and Responsibilities should be documented |
| **Environmental Risk, Opportunity, Aspects & Impacts** | • Understand what Environmental Risks and Opportunities affect your Organisation<br>• Understand Environmental Aspects<br>• Risk assess the Environmental Aspects and Impacts<br>• Understand how to plan on addressing your Risks, Opportunities and Aspects |
| **Environmental Planning and Objectives** | • Understand why we plan to mitigate environmental aspects<br>• How to show evidence Planning<br>• Understand Objectives and achieve them<br>• Understand how to meet the ISO requirements |
| **Compliance Obligations & Evaluation of Compliance** | • Understand where legal requirements come from<br>• Understand why you should document<br>• Understand the value of reviewing legal changes<br>• Understand how to meet the requirements of 14001 |
| **Environmental Resourcing & Competence** | • Understand where legal requirements come from<br>• Understand why you should document<br>• Understand the value of reviewing legal changes<br>• Understand how to meet the requirements of 14001 |

# ISO 14001 Courses

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| **Environmental Awareness & Communications** | • Understand what Environmental Risks and Opportunities affect your Organisation<br>• Understand Environmental Aspects<br>• Risk assess the Environmental Aspects and Impacts<br>• Understand how to plan on addressing your Risks, Opportunities and Aspects |
| **Environmental Documentation Control** | • Understanding the reasons to Control Documents<br>• Creating, formatting, updating and approval<br>• ISO Document Control requirements<br>• How to implement Document Control |
| **Environmental Operation Planning &-Emergency Preparedness** | • Understand what Planning & Control means<br>• Understand methods to show Environmental Planning & Control<br>• Define Emergency Preparedness<br>• Understand the benefits of applying ISO 14001 requirements |
| **Monitoring, Measurement, Analysis & Evaluation** | • Understand the requirements of Monitoring and Measurement, Analysis and Evaluation<br>• Review internal Audit Requirements<br>• Understand the need for Management Review<br>• Show the benefits of these clauses |
| **Environmental Nonconformance & Corrective Action** | • Understand the intent of 14001 improvement<br>• Understand how to manage Nonconformance<br>• Implement environmental reporting in a positive way<br>• Understand the benefits of Nonconformance and Corrective Actions |

# ISO 45001 Courses

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| **H&S Context & Interested Parties** | • Understand context<br>• Understand the expectations of workers & other interested parties<br>• Describe how your Organisation meets this requirement<br>• Understand what tools and methods are available |
| **Scope & The OH&S Management System** | • Understand the meaning of scope in a H&S system<br>• Understand how the H&S scope is documented<br>• Understand the meaning of occupational Health & Safety (OH&S) Management Systems<br>• Understand what tools and methods are available |
| **H&S Leadership Commitment, H&S Policies & Responsibilities** | • Understand the meaning of leadership within an OH&S System<br>• Understand how to show commitment<br>• Understand what the H&S Policy needs to communicate & how workers participate<br>• Understand how roles and responsibilities should be documented |
| **H&S Risk, Opportunity, Hazards & Impacts** | • Understand what risks and opportunities affect your Organisation<br>• Hazard identification<br>• Assessment of risks<br>• Understand how to meet the ISO 45001 requirements |
| **H&S Planning and Objectives** | • Understand how to manage and mitigate risks/hazards<br>• Setting objectives<br>• Achieving & monitoring objectives<br>• Understand how to meet the ISO 45001 requirements |
| **H&S Compliance Obligations & Evaluation of Compliance** | • Understand where legal requirements come from<br>• Understand why this needs to be documented<br>• Understand the value of reviewing legal changes<br>• Understand how to meet the requirements of 45001 |
| **H&S Resourcing & Competence** | • Understand what forms H&S resource<br>• Understand how you evidence resource and infrastructure<br>• Understand qualifications and competence<br>• Understand how to document competence |

# ISO 45001 Courses

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| **Awareness & Communications** | • Understand why H&S awareness is important<br>• Understand how to evidence and manage this<br>• Look at the intent of communications<br>• Understand how to meet the ISO 45001 requirements |
| **H&S Documentation Control** | • Understanding the reasons to control H&S documents<br>• Creating, formatting, updating and approval<br>• ISO 45001 document control requirements<br>• How to implement document control |
| **Operation Planning &-Emergency Preparedness** | • Understand what planning & control means<br>• Methods to show planning & control<br>• Understanding  emergency preparedness<br>• The benefits of applying iso requirements |
| **H&S Monitoring, Measurement, Analysis & Evaluation** | • Understand the requirements of monitoring, measurement, analysis and evaluation<br>• Internal audit requirements<br>• Understand the need for management review<br>• Show the benefits of these clauses |
| **Incidents, Nonconformity & Corrective Action** | • Understand the intent of ISO 45001 improvement<br>• Understand how to manage incident & nonconformance reporting<br>• Implement reporting in a positive way<br>• Understand the benefits of nonconformance and corrective actions |

# ISO 27001 Courses

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| **ISO 27001 - Upgrade** | • This workshop covers the changes included within the new ISO 27001:2022 Standards. |
| **ISO 27001 - Context & Leadership** | • Internal and external context<br>• Interested parties<br>• Scope<br>• Management system<br>• Leadership<br>• Policy<br>• Roles & responsibility clauses |
| **ISO 27001 - Planning of Risks & Opportunities** | • Risks and opportunities<br>• Setting objectives<br>• Managing changes |
| **ISO 27001 - Resource, Competence, Awareness, Communications & Documentation** | • Resources<br>• Competence<br>• Awareness<br>• Communications<br>• Documented information |
| **ISO 27001 - Operations, Evaluation & Continual Improvement** | • Monitoring, Measurement, Analysis & Evaluation<br>• Internal Audit<br>• Management Review<br>• Continual improvement |

# ISO 27001 Courses

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| **ISO 27001 - Introduction to ISMS Controls (Annex A)** | • The ISO 27001:2022 is supported through multiple ISMS Controls held within the Annex A section of the Standard, join this course to understand the new format of Annex A |
| **ISO 27001 - Annex A - Part 1** | • Policies for information security<br>• Information security roles and responsibilities<br>• Segregation of duties<br>• Management responsibilities<br>• Contact with authorities<br>• Contact with special interest groups<br>• Threat intelligence |
| **ISO 27001 - Annex A - Part 2** | • Information security in project management<br>• Inventory of information and other associated assets<br>• Acceptable use of information and other associated assets<br>• Return of assets<br>• Classification of information<br>• Labelling of information<br>• Information transfer |
| **ISO 27001 - Annex A - Part 3** | • Information security in project management<br>• Inventory of information and other associated assets<br>• Acceptable use of information and other associated assets<br>• Return of assets<br>• Classification of information<br>• Labelling of information<br>• Information transfer |
| **ISO 27001 - Annex A - Part 4** | • Information security in project management<br>• Inventory of information and other associated assets<br>• Acceptable use of information and other associated assets<br>• Return of assets<br>• Classification of information<br>• Labelling of information<br>• Information transfer |
| **ISO 27001 - Annex A - Part 5** | • Information security incident management planning and preparation<br>• Assessment and decision on information security events<br>• Response to information security incidents<br>• Learning from information security incidents<br>• Collection of evidence<br>• Information security during disruption<br>• ICT readiness for business continuity |

# ISO 27001 Courses

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| **ISO 27001 - Annex A - Part 6** | • Legal, statutory, regulatory, and contractual requirements<br>• Intellectual property rights<br>• Protection of records<br>• Privacy and protection of PII<br>• Independent review of information security<br>• Compliance with policies, rules, and standards for information security<br>• Documented operating procedures |
| **ISO 27001 - Annex A - Part 7** | • Screening<br>• Terms & Conditions of Employment<br>• Information security awareness, education, and training<br>• Disciplinary process<br>• Responsibilities after termination or change of employment.<br>• Confidentiality or non-disclosure agreements<br>• Remote working<br>• Information security event reporting |
| **ISO 27001 - Annex A - Part 8** | • Physical security perimeters<br>• Physical entry<br>• Securing offices, rooms, and facilities<br>• Physical security monitoring<br>• Protecting against physical and environmental threats<br>• Working in secure areas<br>• Clear desk and clear screen |
| **ISO 27001 - Annex A - Part 9** | • Equipment siting and protection<br>• Security of assets off-premises<br>• Storage media<br>• Supporting utilities<br>• Cabling security<br>• Equipment maintenance<br>• Secure disposal or re-use of equipment |
| **ISO 27001 - Annex A - Part 10** | • User endpoint devices<br>• Privileged access rights<br>• Information access restriction<br>• Access to source code<br>• Secure authentication<br>• Capacity management<br>• Protection against malware |

# ISO 27001 Courses

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| **ISO 27001 - Annex A - Part 11** | • Management of technical vulnerabilities<br>• New Configuration management<br>• New Information deletion<br>• New Data masking<br>• New Data leakage prevention<br>• Information backup<br>• Redundancy of information processing facilities |
| **ISO 27001 - Annex A - Part 12** | • Logging<br>• Monitoring activities<br>• Clock synchronization<br>• Use of privileged utility programs<br>• Installation of software on operational systems<br>• Networks Security<br>• Security of network services |
| **ISO 27001 - Annex A - Part 13** | • Segregation of networks<br>• Web filtering<br>• Use of cryptography<br>• Secure development life cycle<br>• Application security requirements<br>• Secure system architecture and engineering principles<br>• Secure coding |
| **ISO 27001 - Annex A - Part 14** | • Security testing in development and acceptance<br>• Outsourced development<br>• Separation of development, test, and production environments<br>• Change management.<br>• Test information<br>• Protection of information systems during audit testing |

# ISO for Senior Management Courses

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| **Senior Management Introduction to ISO - Benefits, Aims, Objectives, PDCA & Riskbased Thinking** | • Understand the benefits of ISO<br>• Understand what forms an ISO Management System<br>• Aims & Principles<br>• Plan, Do, Check, Act methodology<br>• The importance of risk-based thinking |
| **Senior Managers Introduction to ISO - Processes, Auditing, Management Review & Non-conformances** | • Understanding Processes<br>• Benefits of Auditing<br>• Why carry out a Management Review<br>• Nonconformances and their value |

# Internal Auditing Courses

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| **Internal Audit - What is an Internal Audit?** | • Understand what Internal audit is<br>• Understand why we should audit<br>• Understand how audit can be positive<br>• Understand how to meet the ISO requirements |
| **Internal Audit - Who Carries out an Audit?** | • Understand the principles of Audit<br>• Understand Auditor Traits<br>• Auditor Competence<br>• Understand how to maintain and improve Auditor competence |
| **Internal Audit - Planning & Preparation** | • Creating an audit plan<br>• Understand Scope, Objectives & Criteria<br>• Understand audit types<br>• Maintaining audit records |
| **Internal Audit - Conduct and record** | • Understand best practices when conducting audits<br>• Preparing Audit Checklists or Questions<br>• Types of evidence and review<br>• Generating positive or negative audit findings |
| **Internal Audit - Reporting & Finalising** | • Reporting audit results<br>• Creating nonconformance records<br>• Communication to Senior Management<br>• Audit Follow-up & Completing the Audit |