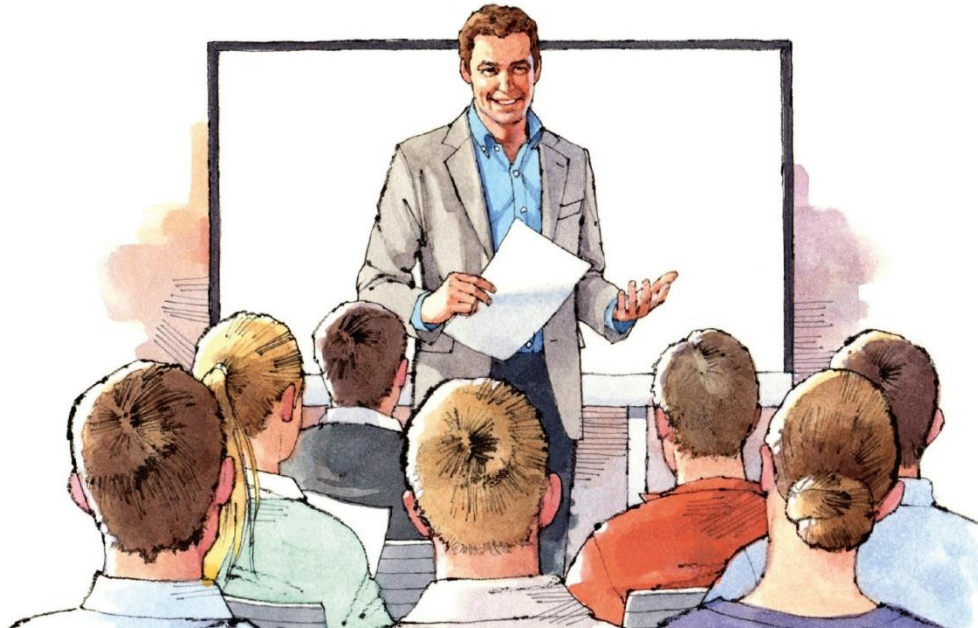# Welcome to our CQI/IRCA Certified
ISO 9001:2015 (QMS) Lead Auditor Course

Course Approval No. 1992 as per CQI/IRCA criteria PR 328

This Course Has been Developed by TCB Cert. Worldwide LLC and has been independently assessed and approved by the CQI/IRCA

This demonstrates TCB has processes and systems in place to deliver certified courses Meeting the highest quality standard.

TCB is a Worldwide Organization specializing in offering Management System Training, Management System Assessment, and Quality Verification Services Worldwide

www.tcbcert.org .www.tcbkf.com

The Chartered Quality Institute. Incorporated by Royal Charter in England and Wales no RC000809 and registered as charity number 259678

CQI | IRCA
APPROVED TRAINING PARTNER

This certificate is awarded to

TCB Cert. Worldwide LLC

in recognition of its
status as an

Approved Training Partner

to present CQI & IRCA certified courses

Vince Desmond
Acting Chief Executive
Officer CQI

Approval Date: 09 August 2016

ATP Number: 01198668

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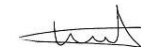CQI | IRCA
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and is now approved to present

PR328: QMS ISO 9001:2015 Lead Auditor

Vince Desmond
Chief Executive Officer CQI

Approval Date:
03/06/2019
Course ID: 1992

Office address: 2nd Floor North, Chancery Exchange, 10 Furnival Street, London EC4A 1AB, United Kingdom.
The Institute of Quality Assurance became the Chartered Quality Institute on 1st January 2007

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www.quality.org/training

About the CQI / IRCA

The CQI is the only chartered professional body dedicated entirely to quality. IRCA is its specialist division dedicated to management system auditors' certification.

The CQI leads the quality profession and is dedicated to promoting excellence through the key competencies of Governance, Assurance, and Improvement.

We hope you enjoy the course

IRCA Registration Process: Chapter 11.

Further info, IRCA site: www.quality.org

Chapter	Title /Content	Rev.No
1	QLA 15 Course Introduction	R5
2	QLA 15-Terms and Definitions (Advance Preparation)	R2
3	QLA15 Standard overview	R2
4	QLA15 Standard Interpretation (Advance Preparation)	R2
5	QLA15 Introduction to Audit	R4
6	QLA15 Roles and Responsibilities	R3
7	QLA15-Check List	R2
8	QLA15 Planning	R3
9	Removed	
10	QLA15 Certification and Accreditation	R3
11	QLA15 IRCA registration Process	R3

Chapter 1: Course Introduction

Course Duration :

- 40 hours Seat time

- Course structure includes:

- Tutorials, Quiz, Discussions, Case studies, Exercises , Presentation

- Examination and CQI/IRCA registration process

Course Introduction

TCB Cert.Worldwide LLC :

This course is presented by TCB Cert. Worldwide LLC as a CWI/IRCA Approved ATP

www.tcbcert.org www.tcbkf.com

About the Affiliated Partner :

Present a brief introduction of TCB Cert's Associate offering this Training services on behalf of TCB

The Course Aim and Learning Objectives

Provide **Knowledge** and **Skills** required to perform a **First, Second Party and Third party audit of QMS against ISO 9001:2015 standard** in accordance with **ISO 19011 and ISO 17021 as applicable**

Learning Objectives

At the end of the course, Successful participants will

Have the **knowledge** *of :*

➢ Purpose and benefit of a quality management system,

➢ Quality Management Systems standards-ISO 9001

➢ Quality management system audit process

➢ Third-party Certification and the business benefits of improved performance of the quality management system

➢ Role and responsibilities of an auditor to plan, conduct, report and follow-up a quality management system audit in accordance with ISO 19011, and ISO/IEC 17021, as applicable

Learners shall develop the Skills to

Plan, conduct, report, and follow-up an audit of a quality management system to establish conformity (or otherwise) with ISO 9001 in accordance with ISO 19011, and ISO/IEC 17021, as applicable

Prior Knowledge:

This course has been designed for individuals having prior knowledge of the following areas :

a) **Management Systems**

❑ The Plan, Do, Check, Act (PDCA) cycle

❑ The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continuous improvement.

b) **Quality Management**

❑ The fundamental concepts and the seven quality management principles

❑ The relationship between quality management and customer satisfaction.

c) **ISO 9001**

Knowledge of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9000, which may be gained by completing a TCB/ IRCA Certified QMS Foundation Training course or equivalent.

The prior learning areas are not covered in the Lead Auditor course. TCB course has been designed to refresh certain element of Prior Learning areas to ensure seamless progression of learning however there may be question relating to any areas of the learners prior learning.

Course Introduction

Tutoring Team

Introduction of Lead Tutor and Supporting Tutor

- *Brief Technical background of Tutors*

- *Brief Auditing Experience of Tutors*

- *Brief Tutoring Experience*

- *Use of Accelerated Learning Techniques*

Course Introduction

Course Timings : Refer to Course Timetable

Respect for Local culture, Regulations and Courtesy to all participants

Requirement for Breaks
Rules and Courtesy during Online Presentation

Course of action In case of any interruption

Courtesy – Mobile Phones in Silent mode
Agree to disagree yet accept views of others.

Course Introduction

Course Structure

   ✓   ***Tutorials***

   ✓   ***Group Discussions/ Workshops***

   ✓   ***Case Studies- 17 case studies and Workshop Exercises***

Course Materials Consist of -

   ✓ ***Course Notes-Available online***

   ✓ ***ISO Standards (9000:2015,9001:2015 and 19011:2018)***

   ✓ ***Book of Exercises, Workshop Exercises. Output forms***

   ✓ ***Feedback Form***

*Note : Get Access to TCB KF Learning management System in TCBKF.com for self {
Paced study and Self preparation/Revision*

Method of Course Delivery

Tutor Guided-In-person :
40 Hours Minimum Duration. Full Attendance of learners Mandatory

•**Complete Training in-person-Professional Island Seating arrangement**

- ❑ **In 5 Days (5 Days X 8 hours)**
- ❑ **In 5 Weekends (5 DaysX8.5 hours,30 minutes Extra for a longer recap)**
- ❑ **Part Time Evening Customized (9 days X4 Hours)**
- ❑ **Bespoke-Please contact us for an in-house Bespoke Course**

•The training is conducted in an interactive mode
•Video /Pictures can be taken for Quality Assurance Purposes (No pictures shall be shared/Published on Social Media if there is any objection. We are respectful and obligated to maintain your privacy
•You will Present/Work in a Group, act as a Member/Team leader
•We use State-of-art Poll, and Fun Games and Quizzes for a high level of interaction
•Learners would take an active role in the workshop to assess a Quality management system for conformity to ISO 9001 standards as per ISO 19011 and ISO 17021 as applicable.
• The latest version of the standard shall be referred

Method of Course Delivery

Virtually Live Instructor-Led (VILT):
40 Hours Minimum Duration. Full Attendance of learners Mandatory

- **Complete Training Virtually Live on Zoom or MS team**

- ❑ **In 5 Days (5 Days X 8 hours)**
- ❑ **In 5 Weekends (5 DaysX8.5 hours.30 minutes Extra for a longer recap)**
- ❑ **Part Time Evening Customized (9 days X4 Hours)**
- ❑ **Bespoke-Please contact us for an in-house Bespoke Course**

- The training is conducted in an interactive mode
- Please be available full-time with a Webcam and Audio system. Good internet speed needed
- Video /Pictures can be taken for Quality Assurance Purposes (No pictures shall be shared/Published on Social Media if there is any objection. We are respectful and obligated to maintain your privacy
- Use a Laptop/Desktop or a Tablet for the training. Mobile Phones Not recommended
- You will Present/Work in a Group, act as a Member/Team leader
- We use State-of-art Chats(Private/Common) Screen Share, Break-out rooms, Poll, and Fun Games and Quizzes for a high level of interaction
- Learners would take an active role in the workshop to assess a Quality management system for conformity to ISO 9001 standards as per ISO 19011 and ISO 17021 as applicable.
- The latest version of the standard shall be referred

Method of Course Delivery

Blended Learning: (Study Cycle Time 6 months Max)

Self-Paced Learning:

1. Register for the VILT course from TCBKF website
2. Get 6 Months of Access to TCB LMS
3. Complete Self-Paced Learning, Quizzes, and Assignments within 90 Days Max.
4. Get a certificate of Completion of Self-Paced Learning from TCB LMS
5. Join TCB Virtual Classroom-Live session within the next 90 Days.

Tutor Guided session

Join Tutor Guided session in-person or Virtually Live sessions (on Zoom or MS team) within the Next 90 Days

- ❑ **In 3 Days (3 Days X 8 hours)**
- ❑ **In 3 Weekends (5 Days X 8.5 hours 30 minutes Extra for a longer recap)**
- ❑ **Part Time Evening Customized (6 days X4 Hours)**
- ❑ **Bespoke-Please contact us for an in-house Bespoke Course**

- The training is conducted in an interactive mode
- Please be available full-time with a Webcam and Audio system. Good internet speed needed
- Video /Pictures can be taken for Quality Assurance Purposes (No pictures shall be shared/Published on Social Media if there is any objection. We are respectful and obligated to maintain your privacy
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ASSESSMENT

Element	Result		
	Case 1	**Case 2**	**Case 3**
Continuous Assessment	**Pass**	**Pass**	**Fail**
Written Exam	**Pass**	**Fail**	**Not allowed to Write Examination**
Overall Result	**Pass**	**Fail**	**Fail**
Action	**Get a Certificate of Achievement** **Celebrate your sucess. Can apply for CQI/IRCA Registration within 5 years from date of Certification**	**Retake Exam only within a year.** **Receive Certificate of Attendance.** **Not illegible for CQI/IRCA registration**	**Retake the whole course and exam** **Receive Certificate of Attendance if attended the whole program.** **Not illegible for CQI/IRCA registration**

Continual Assessment

- *Contribution to discussions*
- *Response to questions by Tutors*
- *Communication to the class*
- *Accuracy of reporting*
- *Effective participation in team activities and role play*
- *Clarity, technical soundness and presentation of written assignments*
- *Personal attributes and skills*
- *Attitude, attendance and punctuality*
- *Suitability for auditor / lead auditor role*

Written Examination :
(Within 30 days of Receiving the Exam Link)

- **Duration:**   **1 Hour 45 Minutes** *(30 Minutes Extra time for Non- Native English Learners)*
  Reasonable adjustment based on CQI/IRCA Criteria

- **Open Book:**   **Copy of ISO 9000/9001/19011 Standards(Latest)**
  Bilingual Dictionary
  Notes Taken during the course

- **Prohibited Items   Mobile phones/Smart Phone/Smart Watches**
  and Practices: No Access to Online information/Search Engines

- **Five Sections: Computer Based objective Type, Drag and Drop**
  https://designrr.page/?id=280090&token=612709096&type=FP&h=5314

- **Qualifying marks: Total 40 Questions, 80 marks**
  Must Score Min <u>40</u>% in Each Section, Overall min 5<u>0</u>%

Notes : Can't Go back to the Previous Question.
  Compete the question opened before taking a break if needed
  Verify your identity with Govt issued photo id e,g Driving License,
  Passport, Aadhar Card etc.
  Keep Webcam and Speaker on

Refer to the TCB Online Exam Guide YouTube video

Your Rights to Appeal

- Participants have rights to Appeal to TCB Cert. Worldwide if there is any reason to do so to the Managing Director of TCB Cert. directly at (msr@tr-cbl.com).

- Candidates Can write even to CQI/IRCA direct in the event the grievance/Appeal has not been addressed within 45 days by TCB Cert.

Let's Get Started
Happy Learning