NATA Education
& Advisory Services

Course Portfolio

NATA Education & Advisory Services is a wholly owned subsidiary of National Association of Testing Authorities (NATA) Australia.

NATA accreditation services help its members and stakeholders to secure domestic and international recognition and confidence by providing assurance for the quality, safety, validity and reliability of products and services.

NATA's work identifies and manages risk, adds genuine value to business operations, creates capability within industry sectors, and promotes public confidence in products and services.

Aligning with relevant international standards and addressing compliance, quality and risk elements, NATA accreditation helps organisations improve their business operations and market presence. Through NATA accreditation, organisations prove they can be trusted, that their technical results can be counted on, and their products and services are safe and reliable for public use.

Engaged and proactive, we partner with leaders in Australian technical and business communities to drive productivity, quality and certainty at industry and community levels.

CONTENTS.

NATA EDUCATION & ADVISORY SERVICES.

learning & strategic insight

We empower quality-driven professionals and organisations through expert education and tailored advisory services that simplify conformance, elevate quality, and ensure sustained excellence in complex environments.

Our intention is to provide insight that helps our clients move from questions to clarity - with confidence.

How we can help you

Education

We design and deliver learning that develops the knowledge and skills needed to work in a NATA accredited environment or any quality-driven organisation that wants to operate effectively and efficiently.

Our trainers and designers are highly skilled and experienced learning specialists. With extensive knowledge in quality and conformance frameworks, and how adults learn best, they deliver practical, engaging training designed for real-world application.

Advisory Services

We are committed to helping our clients become self-sufficient in what they need to know and do to prepare for NATA assessment, and maintain their accreditation.

Our advisory team's recent hands-on industry experience keeps them closely aligned with the realities of laboratory operations, enabling them to deliver expert, practical guidance tailored to the accreditation context. This makes us uniquely positioned to provide education and advice so clients are more capable to meet their accreditation requirements - while also being available to assist with any activities they may need support with.

Our advisory services include:

- preparing for accreditation, as a new facility or current NATA member
- strengthening quality and risk management systems
- reviewing and developing documentation
- conducting and leading internal audits
- providing advice and support when things feel complex or unclear.

NATA EDUCATION. YOUR GLOBAL PARTNER

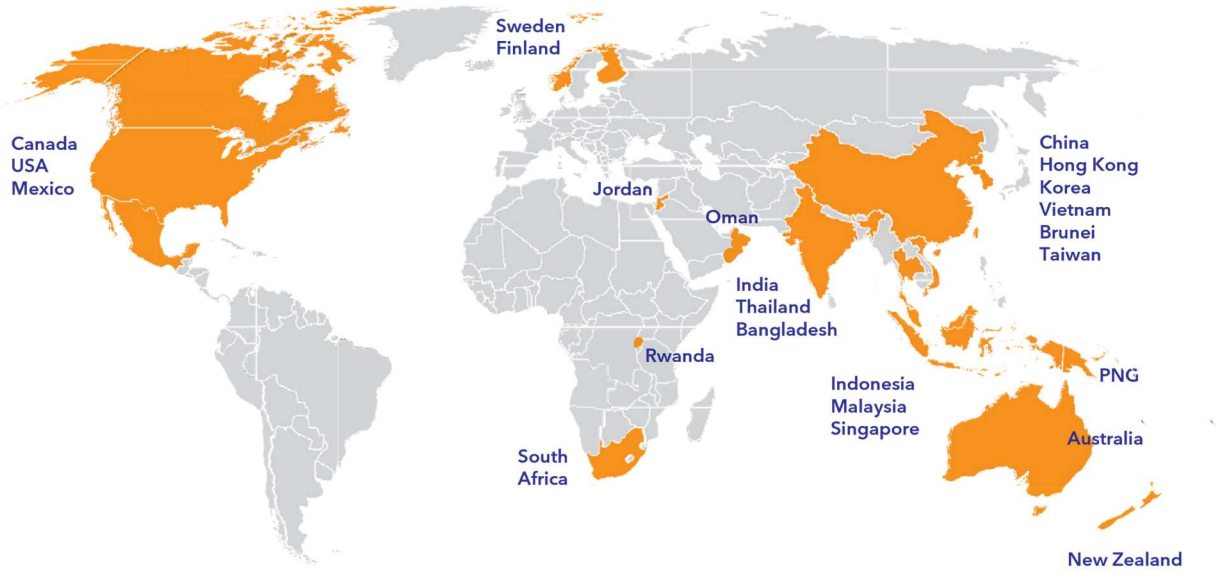
NATA Education enjoys a global reputation for its training courses. In addition to delivering local training in Australia, we play a leading role in the international accreditation community and have trained members, laboratory personnel, assessors, accreditation body staff and academic specialists from over 20 countries.

Over the years we have worked with international Accreditation Bodies in Asia, Europe and the Middle East to train their Lead Assessors and other staff.

We have delivered training for clients all over the world - in-person and virtually, in countries such as Canada, the United States of America, South Africa, Mexico, Singapore, Jordan, Indonesia, Bangladesh and Hong Kong. Our training is always well received and our courses delivered with great success.

We warmly invite Accreditation Bodies and facilities overseas to enquire about how we can partner with them to achieve their business and accreditation objectives.

DELIVERING TRAINING WITH CLIENTS ACROSS THE WORLD



TRAINING OPTIONS.

Our flexible delivery options enable you to access our courses where, when and how it suits you. Each option provides the opportunity for high-quality learning and to build a network of professionals from a cross-section of industries.

In-person

We offer publicly scheduled, in-person group training, in all Australian capital cities. Our in-person courses are delivered using latest adult learning methodologies to create a supportive environment that is designed to maximise learning. Class sizes of up to 20 people ensure a high-quality learning experience for all participants.

Virtual

We offer publicly scheduled, virtual group training, to maximise attendance opportunities. Our virtual courses are specially designed and delivered to replicate the in-person training experience; with interactive learning activities and use of technologies to support the sharing of ideas. Virtual class sizes of up to 16 people ensure a high-quality learning experience for all participants.

In-house & customised training

We offer all of our public courses as in-house training – which means the course is delivered exclusively for your organisation. In-house courses may be delivered at our premises, your workplace or other venue of your choosing; or virtually. In-house training may also be delivered in a time zone that is appropriate for your organisation's needs.

In-house training may also be customised to meet your organisation's specific requirements to maximise relevance and the effectiveness of the learning outcomes. This customisation may include course content, duration or incorporating your processes or documentation. *Customisation may attract a fee depending upon the level required.*

Regional & international delivery

We are able to deliver in-person, in-house training in regional areas in Australia and internationally including in different time zones. *Please contact us if you have a requirement for training in your regional area or country.*

IN THE PAST YEAR

Delivered over

177 courses

Trained over

2,033 participants

COURSES.

Our courses combine our extensive experience in accreditation Standards and quality management practices with our extensive expertise in interactive course design and high-quality training delivery. Our trainers are experts in facilitating adult learning, so training is engaging, informative, relevant, professional and enjoyable. Our participants say our training provides relevant information and resources that can be immediately applied when they return to work, and our courses are a great way to network and share ideas with others in their industry.

1 STANDARDS

- Understanding ISO/IEC 17025
- Understanding ISO 15189 (2-days)
- Understanding ISO 15189 (1-day)
- OECD Principles of Good Laboratory Practice (GLP)

2 QUALITY

- Cause Analysis & Corrective Action
- Introduction to Measurement Uncertainty
- Quality Management in the Laboratory
- Quality Management in the Medical Laboratory
- Risk Management in the Laboratory
- Risk Management for Medical Laboratories
- The Art of Internal Auditing
- Mastering Audits in the Laboratory
- General Quality Management Systems Program
- Training & Assessing in the Laboratory

3 LEADERSHIP

- Leading Teams *(previously known as Leading in the Laboratory)*
- Managing Performance
- Leading Teams & Managing Performance Program

Course resources

Participants receive comprehensive & professional learning resources. A copy of any relevant Standards & activity resources are also provided for use during training.

Learner portal

Participants on virtual courses are provided with access to our online learner portal where they can access and download course resources and their certificate of completion.

Post-course support

All participants are provided with a digital certificate of completion and invited to contact their trainers if they require any additional learning support after their course.

1

Standards

UNDERSTANDING ISO/IEC 17025

Overview

ISO/IEC 17025 accreditation plays an important role in ensuring accurate and reliable results from laboratory testing, calibration, sampling and measurement services across many industry sectors.

This international standard is used by testing and calibration laboratories to demonstrate they:

- operate competently
- generate valid results
- plan and address risks and opportunities
- act impartially and protect confidentiality
- perform laboratory operations consistently.

Who should attend this course

This course is ideal for individuals who:

- need to understand the requirements of ISO/IEC 17025
- are responsible for setting up their facility's management system
- are responsible for their laboratory's conformance with ISO/IEC 17025
- work in a testing or calibration laboratory
- hold a quality or management role.

The course may also be of interest to testing or calibration laboratories who are considering, or are in the process of gaining, accreditation in the NATA ISO/IEC 17025 program.

What you will learn

This course is designed to develop comprehensive understanding of:

- the requirements of ISO/IEC 17025
- how the Standard can be practically applied in testing and calibration laboratories
- how the laboratory's management system needs to address the Standard requirements and achieve quality outcomes
- managing risks and opportunities to positively impact quality outcomes and customer satisfaction.

COURSE DETAILS

Learn about the requirements in ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-life practice
- opportunities to evaluate understanding as the course progresses

"Great overview of the standard for anyone working in a laboratory, especially those new to supervisory/ managerial roles."

Amelia Cecchin, SA Pathology

UNDERSTANDING ISO 15189

Overview

This course explores the requirements in the international standard ISO 15189 and provides an overview of the requirements for NATA/RCPA medical laboratory accreditation in the Australian context which incorporates: ISO 15189, NPAAC Standards, and the TGA regulatory framework.

Who should attend this course

This course is ideal for individuals who:

- need to understand the requirements in ISO 15189:
- to use as a stand-alone quality management Standard, or
- as they relate to NATA/RCPA accreditation
- interact with or work in a human pathology or medical laboratory or service
- are involved in establishing, implementing and maintaining medical laboratory quality and technical systems.

Medical laboratory roles that would benefit from attending this course include:

- Quality managers / Quality officers
- Laboratory directors / Laboratory managers
- Laboratory pathologists and scientists
- Auditors or audit programme managers
- Hospital pathology testing personnel
- Point of Care Testing (POCT) personnel.

The course may also be of interest to medical laboratories who are considering, or are in the process of gaining, accreditation in the NATA/RCPA human pathology program.

What you will learn

By the end of this course, participants will be able to:

- describe the requirements of ISO 15189 and corresponding NPAAC Standards
- align relevant laboratory systems, processes and management system to these requirements to ensure conformance
- identify and address risks to, and opportunities for patient care, associated with medical laboratory procedures.

COURSE DETAILS

Learn about the requirements in ISO 15189:2022 Medical laboratories - Requirements for quality and competence

Duration

- 2 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-life practice
- opportunities to evaluate understanding as the course progresses.

"In depth coverage of specific clauses within the standard and engaging problem-solving exercise."

Oliver Van Wageningen, SA Pathology

UNDERSTANDING ISO 15189 (1-DAY)

Overview

This course explores key requirements in the international standard ISO 15189, relevant for human pathology testing, to support the delivery of quality outcomes, valid test results, and conformance with the Standard.

Who should attend this course

This course is ideal for individuals who:

- need to understand the requirements in ISO 15189:
- to use as a stand-alone quality management Standard, or
- as they relate to NATA/RCPA accreditation
- interact with or work in a human pathology or medical laboratory or service
- are involved in establishing, implementing and maintaining medical laboratory quality and technical systems.

Medical laboratory roles that would benefit from attending this course include:

- Quality managers
- Quality officers
- Laboratory directors
- Laboratory managers
- Laboratory pathologists and scientists
- Auditors or audit programme managers
- Hospital pathology testing personnel
- Point of Care Testing (POCT) personnel.

The course may also be of interest to medical laboratories who are considering, or are in the process of gaining, accreditation in the NATA/RCPA human pathology program.

What you will learn

By the end of this course, participants will be able to:

- describe the requirements of ISO 15189, and
- align the medical laboratory's processes, procedures and management system to these requirements.

COURSE DETAILS

Learn about the requirements in ISO 15189:2022 Medical laboratories - Requirements for quality and competence

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-life practice
- opportunities to evaluate understanding as the course progresses.

"In depth coverage of specific clauses within the standard and engaging problem-solving exercise."

Oliver Van Wageningen, SA Pathology

OECD PRINCIPLES OF GOOD LABORATORY PRACTICE (GLP)

Overview

Organisation for Economic Co-operation and Development (OECD) Principles of Good Laboratory Practice (GLP) outline a quality system that incorporates the organisational process and conditions under which non-clinical health and environmental safety studies are planned, recorded, monitored, and reported.

This course covers the OECD Principles of GLP as they apply to organisations that collect and submit data for the registration of chemicals such as: pharmaceuticals, agricultural, veterinary products, and industrial chemicals.

Who should attend this course

This course is ideal for individuals who:

- have an interest in, or who are involved in, GLP studies
- are from organisations that conduct non-environmental health and safety studies
- hold or are entering GLP study roles such as: Study Director. Principle Investigator, Quality Assurance. Archivist.

This course also has value for sponsors who are submitting data to regulators in Australia and overseas; and may be of interest to facilities who are considering, or are in the process of gaining, accreditation in the NATA GLP program.

What you will learn

By the end of the course, participants will be able to:

- describe GLP and the hierarchy of OECD documents
- explain different types of organisations and key staff
- identify quality assurance processes e.g., auditing
- develop standard operating procedures (SOPs)
- outline the GLP recognition process
- document operations and activities in accordance with GLP principles
- outline the roles and responsibility of study staff
- plan and conduct a study to meet requirements
- compile a GLP study report
- meet compliance and quality management requirements
- identify requirements for multi-sites
- plan and validate computer systems.

COURSE DETAILS

Learn about the OECD Principles on Good Laboratory Practice (GLP) as they apply to organisations that conduct non-clinical environmental, health and safety studies

Duration

- 2 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply GLP requirements to real-life practice
- opportunities to evaluate understanding as the course progresses.

"I found all aspects interesting, especially the connection between all of them. It was also helpful to do it with all personnel involved in all of these aspects in the company. Overall, the course is going to be very useful in my day-to-day job."

Vanessa Villard, Vivopharm

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Quality

CAUSE ANALYSIS & CORRECTIVE ACTION

Overview

This course is designed to:

- develop comprehensive understanding of cause analysis and corrective actions
- provide an opportunity to practice the application of various strategies, techniques and tools to these activities.

Who should attend this course

This course is ideal for laboratory staff who are:

- responsible for:
  - conducting cause analysis
  - determining and/or implementing corrective actions
  - overseeing the application of these activities
- quality personnel
- managers or supervisors.

The course may also be of interest to facilities who are considering, or are in the process of gaining, NATA accreditation..

What you will learn

By the end of this course, participants will be able to:

- define cause analysis and corrective action
- explain the difference between immediate and root cause
- identify the role of cause analysis and corrective action in risk and quality management
- describe the cause analysis process
- use various tools and techniques to conduct cause analysis
- use the SMART principle to develop a corrective action plan
- implement and monitor corrective actions
- evaluate, report and follow-up corrective action outcomes.

COURSE DETAILS

Explore best-practice approaches to cause analysis and corrective action to effectively manage risk, quality and nonconformance in the laboratory

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practising skills
- opportunities to evaluate understanding as the course progresses.

Ensure corrective actions are always effective by correctly identifying the true cause(s) of nonconformance

INTRODUCTION TO MEASUREMENT UNCERTAINTY

Overview

This introductory course provides an overview of key concepts in MU. It covers the fundamental principles of measurement, how to identify common sources of uncertainty and outlines the steps for quantifying and reporting uncertainty according to international Standards.

Who should attend this course

This course is ideal for laboratory professionals and technical staff involved in measurement processes and/or quality assurance including:

- Laboratory Technicians & Scientists
- Quality Managers
- Laboratory Managers and Supervisors
- Calibration Technicians
- Researchers
- New Graduates
- Professionals from industries relying on precise measurements such as manufacturing, environmental monitoring and healthcare

This course is also beneficial for laboratories preparing for or maintaining accreditation to Standards like ISO/IEC 17025, where demonstrating competence in evaluating MU is a requirement.

What you will learn

By the end of this course, participants will be able to:

- define key concepts in MU and explain the significance of MU in laboratory work
- describe MU requirements in international Standards such as ISO/IEC 17025
- distinguish between random and systematic errors and their impact on measurement results
- apply statistical methods to analyse measurement data including calculating mean, standard deviation and confidence intervals
- identify and quantify the sources of uncertainty in a measurement process using appropriate techniques and tools
- determine combined uncertainty and communicate this value effectively in reports and technical documents

COURSE DETAILS

Learn how measurement uncertainty (MU) is used in laboratories to ensure reliable and accurate measurement results

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practising skills
- opportunities to evaluate understanding as the course progresses.

Measurement uncertainty quantifies doubt to promote confidence in the accuracy of measurement results

QUALITY MANAGEMENT IN THE LABORATORY

Overview

An effective and efficient management system is built using underpinning principles of quality to ensure technically competent, consistent and sustainable operations.

This course covers the process of developing, implementing and evaluating a quality management system in the testing, calibration or medical laboratory that meets the requirements of international management system Standards:

- ISO 9001
- ISO/IEC 17025, and
- ISO 15189.

Who should attend this course

This course is ideal for anyone responsible for the implementation and maintenance of a laboratory quality management system such as:

- quality managers
- aspiring quality managers
- quality personnel
- laboratory managers and supervisors.

The course may also be of interest to facilities who are considering, or are in the process of gaining, NATA accreditation.

What you will learn

By the end of this course, participants will be able to:

- outline quality concepts
- identify quality requirements relating to the organisation
- explain the importance of quality
- describe how quality applies to laboratories
- outline the key components of a quality management system
- develop and implement a quality management system to achieve effective laboratory processes
- identify and manage risks and opportunities in the laboratory.

COURSE DETAILS

Explore the benefits of implementing a quality management system based on best-practice principles in ISO 9001 and requirements in ISO Standards, relevant to testing and calibration laboratories

Duration

- 3 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-life quality management practice
- opportunities to evaluate understanding as the course progresses.

"This course was fantastic! I am a kinaesthetic learner and found the group activities helped me learn the content better. I thought the structure of the course was great and it was taught well."

Dr Louisa Parkinson, Principal Scientist (Plant Pathology), Plant Biosecurity Laboratory - Biosecurity Queensland

QUALITY MANAGEMENT IN THE MEDICAL LABORATORY

Overview

An effective and efficient management system is built using underpinning principles of quality to ensure technically competent, consistent and sustainable operations. This course covers the process of developing, implementing and evaluating a quality management system in the medical laboratory that meets the requirements of international management system Standards ISO 9001 and ISO 15189.

Who should attend this course

This course is ideal for anyone responsible for the implementation and maintenance of a laboratory quality management system in the medical laboratory such as:

- quality managers
- aspiring quality managers
- quality personnel
- laboratory managers and supervisors.

The course may also be of interest to facilities who are considering, or are in the process of gaining, NATA human pathology accreditation.

What you will learn

By the end of this course, participants will be able to:

- outline quality concepts
- identify quality requirements relating to the organisation
- explain the importance of quality
- describe how quality applies to medical laboratories
- outline the key components of a quality management system
- develop and implement a quality management system to achieve effective laboratory processes
- identify and manage risks and opportunities in the medical laboratory.

COURSE DETAILS

Explore the benefits of a quality management system aligned with ISO 9001 and requirements in ISO 15189 for human pathology laboratories

Duration

- 3 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-life quality management practice
- opportunities to evaluate understanding as the course progresses.

"This course was really useful in introducing different ways of thinking into the workplace including increasing our knowledge about quality, risk and ISO requirements for management systems."

RISK MANAGEMENT IN THE LABORATORY

Overview

This course introduces the principles of risk management and how these apply in a laboratory setting. It combines risk management requirements for testing and calibration laboratories in ISO/IEC 17025 and/or human pathology laboratories in ISO 15189, with risk management practices in ISO 3100, to enable participants to develop a risk management framework that:

- conforms with international standards
- achieves quality outcomes
- identifies and maximises opportunities for their laboratory organisation.

The course is designed to meet current industry demand and expectations in risk management to enable effective application of the risk management process in the laboratory context.

Who should attend this course

This course is ideal for anyone in the laboratory who is responsible for:

- identifying, analysing and managing risks, and/or
- developing and implementing risk management policies, processes and procedures.

The course may also be of interest to facilities who are considering, or are in the process of gaining, accreditation with NATA.

What you will learn

By the end of this course, participants will be able to:

- define risk management principles
- outline the risk management framework and process
- explain risk management communication and consultation
- outline risk management scope, context and criteria
- undertake risk management assessment including risk:
- identification
- analysis
- evaluation
- monitor and review risk management
- complete risk management recording and reporting.

COURSE DETAILS

Gain the knowledge and tools to develop an effective risk management framework and apply a dynamic, risk-based approach to laboratory conformance

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practising risk management skills
- opportunities to evaluate understanding as the course progresses.

"I really enjoyed the practical group discussions; they were good for putting theory into practice and learning from other's experiences. A lot of new information gained."

Jennifer Buckseall, SA Pathology

RISK MANAGEMENT FOR MEDICAL LABORATORIES

Overview

This course provides the knowledge and tools to develop an effective risk management framework for a medical laboratory and apply a risk-based approach to laboratory conformance.

The course enables organisations to:

- achieve quality outcomes, and
- take advantage of improvement and growth opportunities created by using a risk-based approach to performance.

Who should attend this course

This course is ideal for anyone in an accredited medical laboratory who is responsible for:

- identifying, analysing and managing risks
- developing and implementing the laboratory's risk management framework, and/or
- developing risk management policies, processes or procedures.

It may also be of interest to medical laboratories who are considering, or are in the process of gaining, accreditation with NATA.

What you will learn

By the end of this course, participants will be able to:

- develop and implement a risk management framework that is relevant to medical laboratory operations
- develop a register to record and manage medical laboratory risks and opportunities
- identify risks and opportunities for the medical laboratory
- apply a ratings matrix to analyse and assess risks and opportunities
- prioritise risk management actions
- use practical methods to control and treat medical laboratory risks
- review and monitor the effectiveness of the medical laboratory's risk management practices
- manage medical laboratory risks to meet ISO standards and NPAAC requirements
- use the risk management framework as a dynamic process that is continuously incorporated into medical laboratory practices.

COURSE DETAILS

Gain the tools to develop a risk management framework for medical laboratories and apply a risk-based approach to patient safety and conformance

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- a focus on developing an understanding of risk management and risk management skills
- opportunities to evaluate understanding as the course progresses.

"This course gave me tools that I can take away to use in my work to identify and manage risks."

"Discussions and insights from other participants were extremely valuable."

THE ART OF INTERNAL AUDITING

Overview

This course is a detailed exploration of the internal audit process and provides a framework for internal audits that meet requirements in international quality management standards such as ISO 9001, ISO/IEC 17025 and ISO 15189, and internal systems, policies, processes, methods & documentation.

It includes processes, knowledge, skills & documentation to plan and conduct effective internal audits, and report on internal audit findings, develops knowledge of auditing techniques and builds awareness of stakeholders who can impact internal audits.

Who should attend this course

The course is ideal for individuals who plan and/or conduct internal audits, and/or require an understanding of the facility's internal audit requirements and practices (e.g. laboratory or management staff).

The course applies to facilities who:

- are already certified in Standards such as ISO 9001, and/or accredited in a NATA program, or
- are considering, or are in the process of gaining, NATA accreditation.

What you will learn

By the end of this course, participants will be able to:

- describe the purpose and objectives of internal audits
- distinguish between different audit types and approaches
- explain the purpose of the internal audit programme and schedule
- plan and document internal audits based on their individual scope and objectives
- develop and complete documentation to support the conduct of internal audits such as checklists and report forms
- identify competencies required for the internal auditor role
- use different auditing and communication techniques to gather information and evidence
- facilitate internal audit meetings
- identify, analyse and report audit findings.

COURSE DETAILS

Plan and conduct effective internal audits using best-practice principles in ISO 19011 – Guidelines for auditing management systems

Internal audits provide organisations with valuable data, information and insights about their performance, their progress against performance goals and their current level of conformance with accreditation standards. The art of internal auditing involves the intentional balance of planning, technical, operational and people-based competencies and systems.

Duration

- 2 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practising internal audit skills
- opportunities to evaluate understanding as the course progresses.

"I found it very useful and informative and will recommend it to my colleagues."

Cheung Kee Lok, Prince of Wales Hospital

MASTERING AUDITS IN THE LABORATORY

Overview

This course develops the knowledge and skills required for experienced, senior and lead auditors to plan, conduct and report effective audits.

It develops understanding of the audit process into practical application and is designed to take experienced auditors to the next level using practical activities and opportunities for individual coaching in specific areas to build awareness, confidence and capability.

It provides the framework for audit programmes that meet international quality management standards; covers the audit process and documentation in detail and explores audit activities and responsibilities related to the senior/lead auditor role.

Who should attend this course

This course is ideal for individuals who:

- are experienced or senior auditors
- are responsible for their facility's audit programme
- have existing knowledge about the audit process
- are experienced in planning and/or conducting audits at their facility
- currently lead audit teams or may lead audit teams in the future.

It is highly recommended that participants have attended previous introductory training in auditing such as our course 'The Art of Internal Auditing'.

What you will learn

By the end of the course, participants will be able to:

- identify audit requirements in relevant Standards (e.g. ISO/IEC 17025, ISO 15189)
- describe senior and lead auditor roles
- explain the stages in the audit process
- plan, organise and prepare for audits
- conduct documentation reviews
- use different auditing techniques to gather information and evidence
- lead and work with the audit team
- facilitate audit meetings facilitate audit meetings
- identify, record and classify nonconformities
- communicate and report audit findings
- follow-up audit actions.

COURSE DETAILS

Take your auditing to the next level using best-practice principles in ISO 19011 – Guidelines for auditing management systems

Duration

- 3 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practising auditing skills
- opportunities to evaluate understanding as the course progresses.

This course includes practical activities such as documentation review, checklist development, report writing and performance of simulated audit meetings.

Participants are welcome to bring a laptop or tablet with them to complete these activities using the templates provided via email at the start of the course.

There is an optional post-training online theory assessment to evaluate understanding of the course content.

There is also optional video recording of practical activities during the course to provide an opportunity for participants to review their own performance. Note: Videos are recorded using the participant's own phone and are not shown to anyone else in the class, including the trainer.

"I now feel better equipped and confident when conducting, or providing advice on preparing, conducting, and reporting on audits for labs... I can take the knowledge from the training and apply it in the specific lab setting"

Joanne Letchford,
Integrated Quality Laboratory Service

GENERAL QUALITY MANAGEMENT SYSTEMS PROGRAM

Overview

This 10-week virtual training program provides an overview of the fundamental principles of quality management systems – whatever the industry or quality standard. There are 10 modules in the program, with a new module delivered each week. Each module is covered in a 2.5-hour virtual training session and designed to build on the knowledge and skills of the previous week's learning.

1. **Risk Management**
2. **Quality System Documentation**
3. **Organisational Structure & Training**
4. **Data Integrity**
5. **Audits, Auditors & Auditing**
6. **Nonconformities, CAPAs & Improvement**
7. **Facilities & Equipment**
8. **Computerised Systems & IT Infrastructure**
9. **Archiving, Business Continuity & Disaster Recovery**
10. **Additional QMS Considerations**

Who should attend this program

This program is ideal for anyone who has an interest in quality management systems - and is particularly valuable for the following people / groups / organisations, from all industries:

- **New employees** - who need to understand fundamental quality management system concepts, so they are set up for success in their new role.
- **Existing staff** – who need to stay up to date with current quality expectations to operate effectively within the existing quality management system.
- **New graduates** - who would like a competitive advantage at the commencement of their careers, and to translate quality theory from university into quality management practice in the laboratory context.
- **Quality leaders** - who are responsible for safeguarding, managing and improving quality in the organisation, and who need to lead others to participate fully in a quality culture.
- **Potential accredited facilities** - organisations considering implementing a quality management system to become accredited.
- **Quality-focused facilities** - organisations wanting to improve their quality, without becoming accredited.

COURSE DETAILS

An overview of the fundamental principles of quality management systems across industries and Standards

Duration

- 10 weeks: 10 x 2.5-hour sessions over 10 consecutive weeks.

Weekly session times

- 12.00 pm - 2.30 pm (AEST / AEDT)

IMPORTANT: Week 1 is 3-hours to cover additional content i.e. 12.00 pm – 3.00 pm (AEST / AEDT): Participants will be notified prior to enrolment of any changes to the program schedule required by applicable public holidays.

Delivery

- Training is delivered virtually using the Zoom platform, with learning resources accessed via an online learner portal.
- There is an online pre-program questionnaire for enrolled participants.
- Participants are strongly encouraged to attend every session 'live'; however, if a participant is unable to attend a designated session, a recording and all associated materials will be available through the online learning portal.

Weekly sessions are designed to maximise learning through the following format.

- The first hour starts with a review of the previous week's learning using an online multiple-choice quiz to identify any areas that require further discussion or learning. Then, the current week's module is introduced in an engaging and interactive way.
- The second hour is a workshop where new knowledge is applied to a series of entertaining, team-based activities with clearly defined learning objectives. Throughout this process, participants acquire practical tools and materials they can immediately use within their own work environment. Possible answers and examples are provided the day after the module is completed.
- Final 30 minutes, participants are provided with 'follow-up exercises / practice activities' to be completed by the following week. These help clarify any learning gaps and apply what has been learned during training in a practical and realistic context.

GENERAL QUALITY MANAGEMENT SYSTEMS PROGRAM CONT.

COURSE DETAILS

WHAT YOU WILL LEARN

week 1	**RISK MANAGEMENT** *Ensuring processes minimise risk and focus resources where they need to be*	The concepts and practices of risk management should be embedded in all aspects of the quality management system (QMS). Taking a risk-based approach to laboratory operations supports the QMS's role in ensuring conformance and achieving valid results. In this module, we look at how to identify, analyse, evaluate and treat risks and the importance of ongoing risk monitoring.
week 2	**QUALITY SYSTEM DOCUMENTATION** *Standardising processes & procedures for optimal results*	It is critical that all aspects of the QMS are documented appropriately. This is achieved through the use of Quality System Documentation (QSD) which has many benefits including the promotion of consistency in processes and output, minimisation of potential errors, and avoidance of knowledge loss. In this module, we examine the lifecycle of QSD and determine typical structure and format.
week 3	**ORGANISATIONAL STRUCTURE &TRAINING** *Increasing productivity & decreasing adverse events through training*	Establishing and documenting staff competence is an integral part of the QMS that can help reduce adverse events, increase productivity, improve employee engagement and build competitive advantage. In this module, we start with a broad lens to look at organisational structure and then progressively zoom in towards position descriptions, job roles and competencies for specific job roles.
week 4	**DATA INTEGRITY** *Creating confidence that today's data will satisfy tomorrow's review*	As the transition from paper-based systems to electronic systems gathers pace, the continuously evolving nature of data integrity has been at the forefront of QMS considerations in recent years. In this module, using the principles of ALCOA+, we reflect on the data lifecycle, and identify risks to data integrity and how they can be mitigated appropriately.
week 5	**AUDITS, AUDITORS & AUDITING** *Monitoring performance to ensure conformance & drive continuous improvement*	A structured approach to determining compliance with applicable standards, both internal and external to an organisation, is an essential component of any QMS. In this module, we take a holistic look at audits, the characteristics required by those conducting them, and the different phases of the audit lifecycle.
week 6	**NONCONFORMITIES, CAPAs & IMPROVEMENT** *Ensuring the same problem doesn't keep happening*	A key premise of every QMS is the notion of reactive and proactive continuous improvement. In this module, we explore the handling of issues / problems, and the processes to be followed to ensure they do not reoccur. We also investigate different ways an organisations can identify and implement improvements prior to issues / problems arising.
week 7	**FACILITIES & EQUIPMENT** *Equipping for organisational success*	This module focuses on the physical environment in which our QMS is applied. It incorporates a high-level review of essential facility considerations, the equipment lifecycle, and an overarching look at equipment utilised within the QMS. Associated concepts such as metrological traceability and measurement uncertainty are also discussed.
week 8	**COMPUTERISED SYSTEMS & IT INFRASTRUCTURE** *Using technology to support success*	This module focuses on the electronic environment in which our QMS is applied. Through the concept of the validation lifecycle, we explore the critical steps before and after the release of a computerised system into a 'production environment'. We also study the evolving expectations of our QMS with regards to more generalised IT infrastructure.
week 9	**ARCHIVING, BUSINESS CONTINUITY & DISASTER RECOVERY** *Minimising the impact of adverse events*	A pivotal aspect of every QMS is the ability to ensure relevant documents, records and materials are safely and securely retained in a manner that facilitates future review. In this module, we investigate how this is achieved in a world that is still transitioning to electronic data. Utilising our understanding of risk management, we also determine how well-structured business continuity and disaster recovery planning can significantly minimise the impact of adverse events.
week 10	**ADDITIONAL QMS CONSIDERATIONS** *Understanding the contemporary QMS context*	In this final module, we discuss additional considerations in the contemporary QMS context that include ongoing transition to electronic QMS, the use of QMS metrics to assess success, the emerging impact of AI, and the challenges of administering a QMS.

TRAINING & ASSESSING IN THE LABORATORY

Overview

This course is designed to provide participants with knowledge and skills to deliver effective on-the-job training and assessment with laboratory personnel.

The course includes adult learning models that:

- are easy to apply in practice
- maximise learning retention.
- The course ensures that participants can:
- build required capability within their teams
- use assessment techniques to ensure confidence in the competence of their staff.

Who should attend this course

This course is ideal for anyone responsible for delivering on-the-job training or assessment with laboratory staff including roles such as:

- quality personnel
- laboratory managers
- laboratory supervisors
- experienced laboratory technicians
- learning and development personnel.

What you will learn

- By the end of this course, participants will be able to:
- apply best-practice adult learning principles and practices to maximise the effectiveness of workplace learning
- use training and assessment techniques that develop staff knowledge and skills efficiently
- adapt their training and assessment strategies to meet the individual learning needs of laboratory staff
- develop training and assessment resources that support learning retention.

COURSE DETAILS

Apply best-practice adult learning principles to deliver successful on-the-job training and assessment outcomes

Duration

- 2 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- a focus on developing an understanding of training and assessment skills
- opportunities to evaluate understanding as the course progresses.

Become a competent & confident workplace trainer & assessor

3

Leadership

LEADING TEAMS

Overview

This course is designed to equip participants with skills, knowledge and practical abilities to be an effective and efficient supervisor or manager in the laboratory.

It also provides strategies for dealing with some of the challenges of leading a laboratory team.

Who should attend this course

This course is ideal for:

- laboratory team leaders, supervisors, managers or leaders
- anyone who aspires to become team leader or manager in the laboratory.

What you will learn

By the end of this course, participants will be able to:

- describe their personal brand
- develop their elevator pitch
- complete a personal SWOT analysis
- uncover their blind spots using the Johari Window
- discover their own leadership style
- define their values, goals and purpose
- manage work priorities
- explain the essentials of leadership
- describe and use Situational Leadership®
- demonstrate leadership traits
- identify the stages of team development
- role-model leadership behaviours
- deal with team dysfunctions.

NOTE: This course was previously called 'Leading in the Laboratory"

COURSE DETAILS

Learn how to lead teams effectively by fostering collaboration, communication and a positive team culture

Duration

- 2 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practising leadership and management skills
- opportunities to evaluate understanding as the course progresses.

"The best course I have attended in both content and length. So engaging and so relevant."

Rebecca Wardle, SA Pathology

Talk to us if you are interested in one-on-one leadership coaching with one of our experts

MANAGING PERFORMANCE

Overview

For a leader, supervisor or manager, managing people can be both the most rewarding and challenging of tasks.

This course focuses on the knowledge and skills you need to manage your team, so they are performing effectively and efficiently. It covers team management tools, techniques and processes to ensure that you feel confident in supporting your team's operational performance.

Who should attend this course

This course is ideal for individuals who:

- have attended the 'Leading Teams / Leading in the Laboratory' course and who would like to develop their leadership competencies further
- are relatively new to team leadership or management
- are experiencing performance issues within their laboratory team and who would like strategies for dealing with these.

What you will learn

By the end of this course, participants will be able to:

- MANAGE THE ORGANISATION
  - complete strategic and operational planning
  - manage team achievement of organisational goals and objectives
  - facilitate team meetings
  - report on team performance
- MANAGE PERFORMANCE
  - manage team and individual performance
  - provide feedback and coaching to individual team members
  - complete formal performance management activities

COURSE DETAILS

Learn how to manage and improve the performance of your team

Duration

- 2 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practising leadership and management skills
- opportunities to evaluate understanding as the course progresses.

"Management is doing things right; leadership is doing the right things"

Peter Drucker, Author

Talk to us if you are interested in one-on-one leadership coaching with one of our experts

LEADING TEAMS & MANAGING PERFORMANCE PROGRAM

Overview

This 8-week program combines our 'Leading Teams' and 'Managing Performance' courses and covers the same content. There are 8 modules in this training program, with a new module delivered each week. Each module is covered in a 2.5-hour virtual training session and is designed to build on the knowledge and skills of the previous week's learning.

Who should attend this course

This course is ideal for:

- laboratory team leaders, supervisors and managers
- anyone who aspires to become a team leader, supervisor or manager in the laboratory
- anyone experiencing performance issues within their laboratory team and who would like strategies for dealing with these.

What you will learn

By the end of this program, participants will be able to:

- MANAGE SELF
  - describe their personal brand
  - complete a personal SWOT analysis
  - uncover their blind spots using the Johari Window
  - discover their own leadership style
  - define their values, goals and purpose
  - manage work priorities
- LEAD TEAM
  - explain the essentials of leadership
  - describe and use Situational Leadership®
  - demonstrate leadership traits
  - identify the stages of team development
  - role-model leadership behaviours
- MANAGE ORGANISATION
  - complete strategic and operational planning
  - manage team achievement of organisational goals and objectives
  - facilitate team meetings
  - report on team performance
- MANAGE PERFORMANCE
  - manage team and individual performance
  - provide feedback and coaching to individual team members
  - complete formal performance management activities

COURSE DETAILS

Learn best-practice leadership strategies and team management skills to enhance operational performance and confidently achieve team goals

Duration

- 8 weeks in total comprised of 8 x 2.5-hour virtual training sessions over 8 consecutive weeks

Delivery

- Virtual only

Program content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practicing leadership and management skills
- opportunities to evaluate understanding as the program progresses.

" A leader is best when people barely know he exists, when his work is done, his aim fulfilled, they will say: we did it ourselves."

Lao Tzu

Talk to us if you are interested in one-on-one leadership coaching with one of our experts

Book now!

DISCOUNTS available

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