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.

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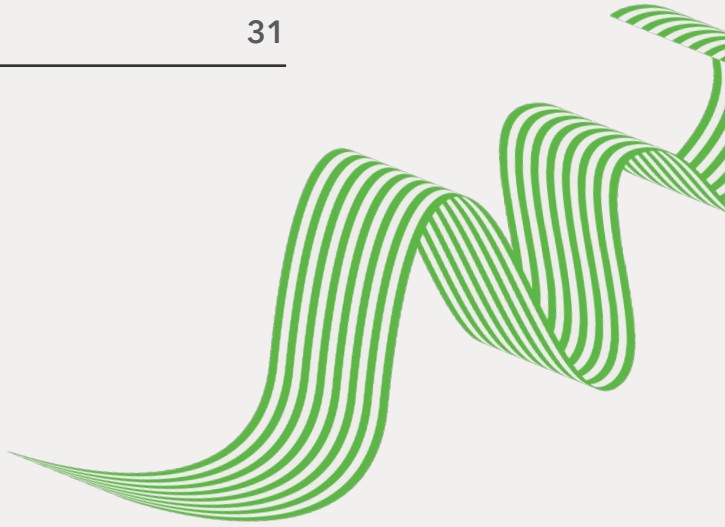


NATA EDUCATION & ADVISORY SERVICES.

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 builds the knowledge and skills needed to work confidently in NATA-accredited environments and other quality-driven organisations.

Our trainers and learning designers are highly skilled specialists with deep experience in quality and conformance frameworks. They understand how adults learn best and deliver practical, engaging training that can be applied in real-world settings..

Advisory Services

We help laboratories build management systems that work as well as the in-house capability to run, improve and rely on them long after we're gone. Whether you're setting up a new facility, strengthening an established one, or preparing for accreditation, the focus is the same: your team owns the system, the evidence and the confidence going forward.

Our advisors bring recent hands-on laboratory experience, including some who've worked as NATA assessors. We translate requirements into practical changes, apply risk-based thinking rather than box-ticking, and spot gaps before they become problems.

Our advisory services include:

- accreditation readiness reviews and gap analysis
- assessment-style soft audits
- documention and evidence review
- support for first accreditation, reassessment, scope changes and findings
- practical quality and risk management guidance
- targeted training and capability building

NATA EDUCATION. YOUR GLOBAL PARTNER

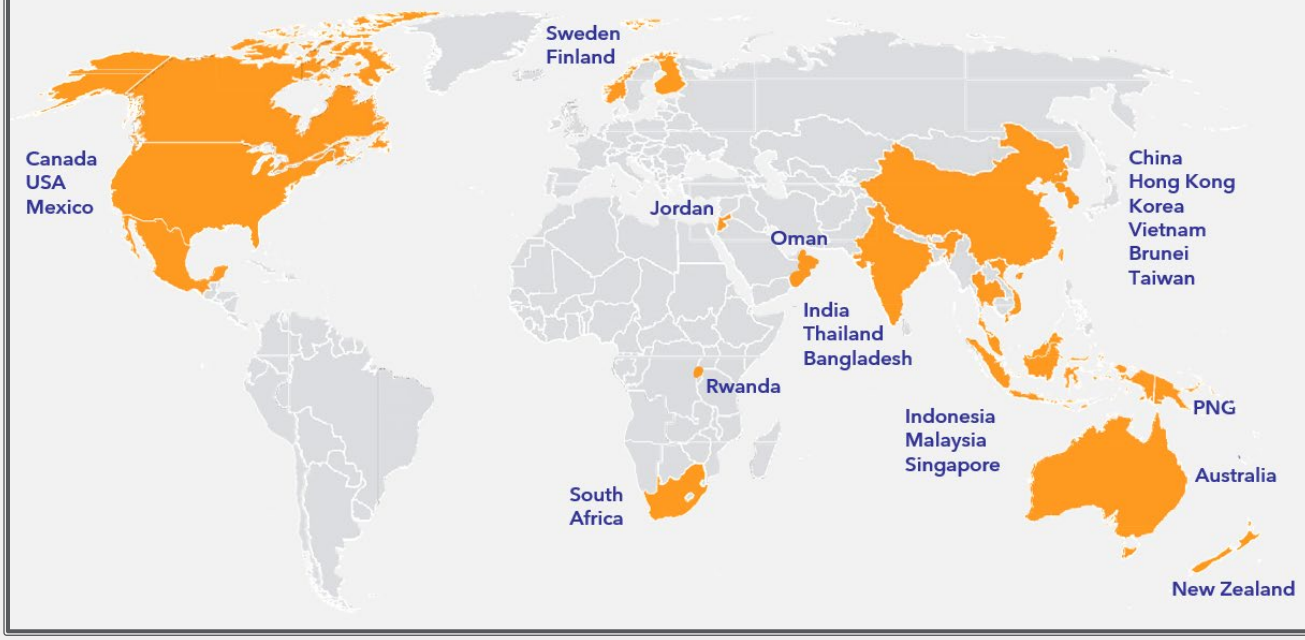
NATA Education enjoys a global reputation for its training courses. In addition to delivering training in Australia, we play a leading role in the international accreditation community and have trained members, laboratory personnel, assessors, accreditation body staff and academic specialists from over 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 run publicly scheduled, in-person group training in all Australian capital cities. Our in-person courses draw on the latest adult learning methodologies to create a supportive environment designed to maximise learning. Class sizes are capped at 20 to ensure a high-quality learning experience for every participant.

Virtual

We run publicly scheduled virtual group training to give as many people as possible the chance to attend. Our virtual courses are purpose-built to replicate the in-person experience, using interactive learning activities and technology that make it easy to share ideas. Class sizes are capped at 16 to ensure a high-quality learning experience for every participant.

In-house & customised training

We offer all of our public courses as in-house training – delivered exclusively for your organisation. In-house courses can be run at our premises, your workplace, a venue of your choosing, or virtually, and can be scheduled in a time zone that suits your organisation's needs.

In-house training can be customised to meet your organisation's specific needs, maximising the relevance and impact of the learning. This may include adapting course content or duration, contextualising examples to your workplace, incorporating your own processes and documentation, or aligning the training to standards and regulatory requirements specific to your industry. Depending on the level of customisation required, additional fees may apply.

Regional & international delivery

We can deliver in-person or virtual in-house training across Australia, including regional areas, and internationally across different time zones. Please contact us to discuss training requirements for your location, region or country.

IN THE PAST YEAR

Delivered over

181 courses

Trained over

2,127 participants

COURSES.

Our courses combine deep experience in accreditation standards and quality management with real expertise in interactive course design and high-quality delivery. Our trainers are expert facilitators of adult learning, so training is engaging, informative, relevant and enjoyable. Participants tell us our courses provide information and resources they can apply the moment they return to work, and that they're a great way to network and share ideas with others in the laboratory industry.

1 STANDARDS

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

2 QUALITY

- Quality Management in the Laboratory
- The Art of Internal Auditing
- Cause Analysis & Corrective Action
- Risk Management in the Laboratory / for Medical Laboratories
- Mastering Audits in the Laboratory
- Introduction to Measurement Uncertainty
- Training & Assessing Staff Competence
- Verification & Validation for Pathology
- General Quality Management Systems Program
- Power BI Essentials

3 LEADERSHIP

- Leading Teams
- Managing Performance
- Leading Teams & Managing Performance Program

Course resources

Participants receive comprehensive, professional learning resources. Copies of relevant standards and activity resources are also provided for use during training.

Learner portal

Participants on virtual courses get access to our online learner portal, where they can view and download course resources and their certificate of completion.

Post-course support

All participants receive a digital certificate of completion and are encouraged to contact their trainers if they need any additional learning support after the course.

1

Standards

UNDERSTANDING ISO/IEC 17025

Overview

ISO/IEC 17025 underpins accurate, reliable results from laboratory testing, calibration, sampling and measurement services across many industry sectors.

Testing and calibration laboratories use this international Standard 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:

- work in a testing or calibration laboratory
- 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
- hold a quality or management role.

It may also suit testing or calibration laboratories considering, or working towards, accreditation under 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

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

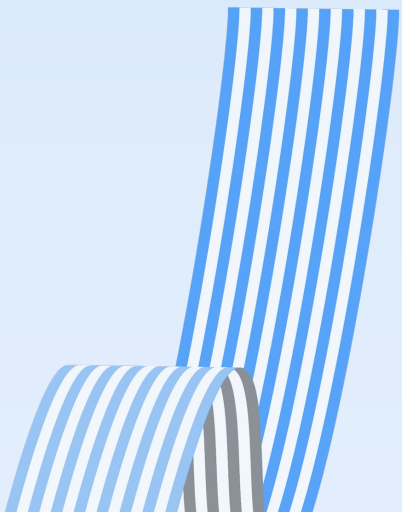
- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-world practice
- worked examples and discussions that build confidence to apply the Standard independently

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

Oliver Van Wageningen, SA Pathology



UNDERSTANDING ISO 15189

Overview

This course examines the requirements of ISO 15189:2022 and explains how a medical laboratory's management system must be aligned to them to achieve conformance.

It also places the Standard within the Australian accreditation framework for human pathology, where ISO 15189, the relevant NPAAC Standards, and the TGA regulatory framework operate together through the NATA/RCPA accreditation program.

Who should attend this course

This course is ideal for individuals who:

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

The course may also suit laboratories considering, or working toward, accreditation under 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 laboratory systems, processes and the management system with 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

- 1 day

Delivery

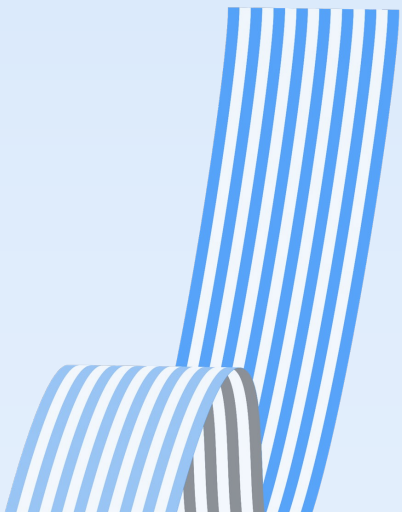
- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-world practice
- worked examples and discussions that build confidence to apply the Standard independently

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

Amelia Cecchin, 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 suits individuals who:

- have an interest in, or are involved in, GLP studies
- work in organisations that conduct non-clinical environmental, health and safety studies
- hold, or are entering, GLP study roles such as Study Director, Principal Investigator, Quality Assurance or Archivist

It also offers value to sponsors submitting data to regulators in Australia and overseas, and to facilities considering or pursuing GLP recognition under the Australian compliance monitoring 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
- 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

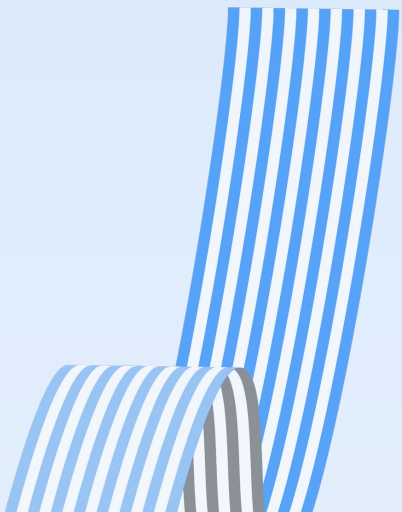
- Face-to-Face
- Virtual

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

QUALITY MANAGEMENT IN THE LABORATORY

Overview

An effective and efficient management system is built on underpinning principles of quality, ensuring technically competent, consistent and sustainable operations.

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

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

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

It may also interest facilities considering, or in the process of gaining, NATA accreditation.

What you will learn

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

- describe quality management concepts, principles and practices
- implement a quality management system to achieve effective control over laboratory processes
- meet the needs of laboratory users, customers and/or patients, and the requirements for accreditation, through risk-based quality management
- apply best practice approaches that continuously improve laboratory operations.

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
- worked examples and discussions that build confidence to apply the Standard independently

"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

Our '**Quality Management in the Medical Laboratory**' course is equivalent and contextualised for human pathology laboratories; it is currently only delivered as 'in-house' training.

THE ART OF INTERNAL AUDITING

Overview

This course explores the internal audit process and provides a practical framework for planning, conducting, reporting and following up internal audits.

It is based on best-practice principles in *ISO 19011 Guidelines for auditing management systems* and supports internal audit requirements in standards such as ISO 9001, ISO/IEC 17025 and ISO 15189.

Who should attend this course

This course is ideal for:

- individuals who plan or conduct internal audits.
- individuals who need to understand their facility's internal audit requirements and practices.
- laboratory staff involved in internal audit activities.

It is also suitable for quality personnel, managers, supervisors and facilities preparing for, or maintaining, NATA accreditation.

What you will learn

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

- explain the purpose, objectives and requirements of internal audits
- distinguish between audit types, approaches and scheduling considerations
- plan and document internal audits based on scope, criteria and objectives
- prepare and use audit documentation, including checklists and report forms
- apply auditor competencies, communication techniques and evidence-gathering methods
- facilitate audit meetings and engage effectively with auditees
- identify, analyse, report and follow up audit findings.

COURSE DETAILS

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

Internal audits give organisations valuable, information-led insight into their performance, measuring progress against goals and current conformance with accreditation standards. Effective auditing requires a deliberate balance of planning, technical, operational and interpersonal competencies.

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

CAUSE ANALYSIS & CORRECTIVE ACTION

Overview

Cause analysis and corrective action are central to effective quality management. This course helps laboratory staff understand how to investigate nonconformities, identify the causes of problems, and develop corrective actions that are practical, proportionate and effective.

Participants explore the full process from defining the problem and gathering evidence, through to selecting appropriate tools, planning actions, monitoring implementation and evaluating effectiveness.

Who should attend this course

This course is ideal for laboratory staff who are responsible for:

- conducting cause analysis
- determining, implementing or monitoring corrective actions
- managing nonconforming work
- supporting quality, risk and improvement processes

It is also suitable for quality personnel, managers, supervisors and facilities preparing for, or maintaining, NATA accreditation.

What you will learn

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

- define cause analysis, correction and corrective action
- distinguish between immediate causes, root causes and contributing factors
- explain how cause analysis and corrective action support quality, risk management and accreditation requirements
- apply a structured cause analysis process
- select and use tools and techniques such as Fishbone Diagrams, Pareto Analysis and 5 Whys
- develop corrective actions that address the cause of a problem
- plan, implement, monitor and evaluate corrective actions
- record, report and follow up corrective action outcomes

COURSE DETAILS

Develop practical skills to investigate nonconformities, identify causes and implement corrective actions that reduce recurrence and support continual improvement.

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- practical activities for applying cause analysis and corrective action tools
- laboratory-based scenarios and case study activities
- opportunities to check understanding as the course progresses

Effective corrective action starts with understanding the cause. This course helps participants move beyond quick fixes and develop actions that strengthen laboratory systems.

RISK MANAGEMENT IN THE LABORATORY

Overview

This course introduces the principles of risk management and their application in laboratory settings.

Drawing on ISO 31000 and risk-related requirements in ISO/IEC 17025 and ISO 15189, the course explores how laboratories can identify, assess, treat and monitor risks and opportunities.

Participants will gain practical tools to support a structured, dynamic and context-specific approach to managing risk in their laboratory.

Who should attend this course

This course is ideal for laboratory, quality and management personnel involved in:

- identifying, analysing, evaluating or managing risks and opportunities
- developing or implementing risk management processes, procedures or records
- supporting laboratory conformance, quality outcomes or accreditation readiness.

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 risk management principles
- outline risk requirements in laboratory standards
- recognise risks and opportunities
- define the context for, and types of risks in, the laboratory
- categorise and prioritise risk
- identify risk treatment and control measures
- monitor and review risk controls
- use appropriate documentation for risk management.

COURSE DETAILS

Build the knowledge and tools to identify, assess, treat and monitor laboratory risks using a structured, risk-based approach.

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

Our '**Risk Management in the Medical Laboratory**' course is equivalent and contextualised for human pathology laboratories; it is currently only delivered as 'in-house' training.

MASTERING AUDITS IN THE LABORATORY

Overview

This course supports experienced auditors to strengthen their skills in planning, conducting and reporting effective audits in laboratory and technical settings.

Using ISO 19011 as a basis, the course moves beyond audit fundamentals and focuses on practical application. Participants explore audit programme considerations, risk-based planning, documentation review, evidence gathering, audit team leadership, meetings, findings, reporting and follow-up.

Through practical activities, simulated audit scenarios and feedback, senior and lead auditors build confidence, judgement and capability.

Who should attend this course

This course is ideal for individuals who:

- are experienced or senior auditors
- are responsible for an audit programme
- have existing audit knowledge
- plan, conduct or support audits
- lead audit teams or may do so in the future.

Introductory audit training, such as The Art of Internal Auditing, is highly recommended before attending.

What you will learn

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

- identify audit requirements in relevant lab standards
- describe senior and lead auditor responsibilities
- explain the stages of the audit process
- plan, organise and prepare for audits
- gather information and objective evidence using auditing techniques
- lead and work effectively with an audit team
- 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, including:

- individual and group work,
- practical auditing exercises,
- simulated audit meetings and opportunities to evaluate understanding as the course progresses.

"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

INTRODUCTION TO MEASUREMENT UNCERTAINTY

Overview

This introductory course supports laboratory professionals to understand measurement uncertainty and why it matters in producing reliable, comparable and defensible measurement results.

Who should attend this course

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

- laboratory technicians and scientists
- quality managers and quality officers
- laboratory managers and supervisors
- calibration technicians
- Professionals working in measurement-dependent industries such as manufacturing, environmental monitoring and healthcare.

It is also relevant for laboratories preparing for, or maintaining, accreditation where measurement uncertainty must be evaluated and applied appropriately.

What you will learn

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

- define key measurement uncertainty concepts
- explain the importance of measurement uncertainty in laboratory work
- describe relevant requirements in standards such as ISO/IEC 17025 and ISO 15189
- distinguish between random and systematic errors
- explain precision, trueness, accuracy, repeatability and reproducibility
- apply basic statistical tools, including standard deviation and confidence intervals
- identify common sources of uncertainty in a measurement process
- outline the steps used to estimate, combine and report measurement uncertainty.

COURSE DETAILS

Learn how measurement uncertainty supports confidence in laboratory measurement results.

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities, including:

- individual and group work,
- practical calculations and applied examples
- opportunities to check understanding as the course progresses.

"The course was really good! Since taking this course I've been able to understand and complete our lab's measurement uncertainties"

Nicole Rush, Bell Bay Aluminium

TRAINING & ASSESSING STAFF COMPETENCE

Overview

This course supports laboratory staff to design, deliver and assess effective on-the-job training. It focuses on practical approaches that help build staff competence, support learning retention and provide confidence that personnel can perform their work correctly and independently.

Participants explore staff competence requirements, adult learning principles, training design, workplace assessment, feedback, records and strategies for maintaining competence over time.

Who should attend this course

This course is ideal for anyone responsible for training or assessing laboratory staff, including:

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

What you will learn

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

- apply adult learning principles to support effective workplace training
- identify evidence to support accreditation requirements for staff competence
- use training and assessment approaches to identify competence gaps and develop staff capability
- adapt training and assessment strategies to support different learning needs
- design training and assessment resources that support learning retention and evaluate competence.

COURSE DETAILS

Build confidence in training and assessing laboratory staff competence.

Duration

- 2 days

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities, including:

- individual and group work
- practical activities focused on training and assessment skills
- opportunities to evaluate understanding as the course progresses.

Develop competent, confident workplace trainers and assessors.

VERIFICATION & VALIDATION FOR PATHOLOGY

Overview

This course supports pathology laboratory professionals to understand and apply the principles of test verification and validation in a medical laboratory setting. It focuses on the regulatory and quality framework that underpins pathology testing, including ISO 15189, NPAAC requirements and the role of risk-based thinking.

Participants explore how to distinguish verification from validation, plan a test validation, select and evaluate performance characteristics, estimate measurement uncertainty, write clear validation reports, implement new tests and monitor ongoing test performance.

Who should attend this course

This course is ideal for pathology laboratory staff involved in test verification, validation, implementation or ongoing performance monitoring, including:

- laboratory scientists
- senior scientists
- quality personnel
- laboratory managers and supervisors
- staff involved in implementing new or modified test methods.

What you will learn

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

- explain the difference between test verification and validation
- outline the stages of test validation
- describe key performance characteristics used in validation
- estimate and apply measurement uncertainty to test results
- write clear and concise validation reports
- identify requirements for test implementation and continuous monitoring
- apply risk-based thinking to laboratory quality management.

COURSE DETAILS

Build confidence in planning, documenting and reporting pathology test validation.

Duration

- 1 day

Delivery

- Face-to-Face
- Virtual

Course content is delivered using engaging learning activities, including:

- individual and group discussion
- practical validation planning scenarios
- measurement uncertainty calculation activities

Validate with confidence. Document with clarity. Support reliable pathology results.

GENERAL QUALITY MANAGEMENT SYSTEMS PROGRAM

Overview

This 10-week virtual program provides an introduction to the fundamental principles of quality management systems across industries and quality Standards. Each week focuses on a different QMS topic, building participants' knowledge and practical capability over the course of the program.

The program covers:

- Risk management
- Quality system documentation
- Organisational structure & training
- Data integrity
- Audits, auditors & auditing
- Nonconformities, CAPAs & improvement
- Facilities & equipment
- Computerised systems & IT infrastructure
- Archiving, business continuity & disaster recovery
- Additional QMS considerations

Who should attend this course

This program is ideal for anyone seeking a practical understanding of quality management systems, including:

- new employees who need to understand core QMS concepts
- existing staff who need to stay current with quality expectations
- quality leaders responsible for maintaining and improving quality systems
- organisations considering accreditation or implementing a formal QMS

What you will learn

By the end of this program, participants will have a practical understanding of key QMS principles and how they apply across different organisational and regulatory contexts. Participants will explore documentation, risk, training, audits, data integrity, nonconformities, facilities, equipment, computerised systems, archiving, business continuity and contemporary QMS considerations.

COURSE DETAILS

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

Duration

- 10 weeks: 10 x 2.5-hour virtual sessions over 10 consecutive weeks
- Week 1 is 3 hours to allow for additional introductory content

Delivery

- Virtual

Weekly sessions include:

- a review of the previous week's learning
- introduction of new content, applied workshop activities
- follow-up exercises to support practical application between sessions.

Participants are encouraged to attend live; recordings and materials are available through the learner portal for any missed sessions.

GENERAL QUALITY MANAGEMENT SYSTEMS PROGRAM CONT.

COURSE DETAILS

WHAT YOU WILL LEARN

Week 1	**Risk Management**	Applying risk-based thinking to support conformance, valid results and effective decision-making.
Week 2	**Quality System Documentation**	Developing and managing documents that support consistent processes and reliable outcomes.
Week 3	**Organisational Structure & Training**	Defining roles, responsibilities and competence requirements within the QMS.
Week 4	**Data Integrity**	Understanding the data lifecycle and managing risks to the reliability of records and results.
Week 5	**Audits, Auditors & Auditing**	Using audits to monitor conformance, performance and improvement opportunities.
Week 6	**Nonconformities, CAPAs & Improvement**	Managing issues, identifying causes and preventing recurrence through effective corrective action.
Week 7	**Facilities & Equipment**	Managing the physical resources, equipment and environments that support quality outcomes.
Week 8	**Computerised Systems & IT Infrastructure**	Understanding system validation, IT controls and technology-related QMS expectations.
Week 9	**Archiving, Business Continuity & Disaster Recovery**	Protecting records, maintaining access and planning for disruption or adverse events.
Week 10	**Additional QMS Considerations**	Exploring contemporary QMS issues including electronic systems, metrics, AI and system administration.

POWER BI ESSENTIALS

Overview

This introductory course gives participants the knowledge and practical skills to use Microsoft Power BI for data analysis, visualisation and reporting.

Participants are guided through the Power BI workflow, from connecting to data and preparing datasets in Power Query, to building data models, creating visual reports and understanding how reports are published and shared through the Power BI Service.

The course is designed for people who want to move beyond static spreadsheets and turn data into clearer, more useful insights for decision-making.

Who should attend this course

This course is ideal for people who are new to Power BI or want to build confidence using it, including:

- business professionals and analysts
- managers who need to interpret and communicate data
- staff responsible for preparing reports or dashboards
- teams seeking to improve reporting efficiency and consistency.

What you will learn

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

- explain the role of Power BI in business intelligence and reporting
- connect to data sources and prepare data using Power Query
- clean, transform and structure data for analysis
- build simple data models and understand relationships
- use introductory DAX concepts to support calculations
- create clear, interactive visual reports
- distinguish between reports and dashboards
- understand how Power BI content can be published, shared and refreshed.

COURSE DETAILS

Build the foundations to transform data into clear, interactive reports using Microsoft Power BI.

Duration

- 2 days

Delivery

- Virtual

Course requirements

- Participants require access to a computer or laptop with Microsoft Excel and Microsoft Power BI Desktop installed.
- Power BI Desktop is a free Windows application available from Microsoft.
- Training activities are completed on each participant's own device.

"Without data, you're just another person with an opinion"

W. Edwards Deming

3

Leadership

LEADING TEAMS

Overview

This course supports current and emerging laboratory leaders to build the self-awareness, confidence and practical skills needed to lead teams effectively.

Participants explore the transition from team member to leader, including personal leadership style, values, goals, priorities, communication, feedback, delegation and team development. The course also provides practical strategies for managing common leadership challenges and supporting a positive, productive team culture.

Who should attend this course

This course is ideal for:

- laboratory team leaders, supervisors and managers
- staff who are new to leadership or preparing to move into a leadership role
- anyone who wants to strengthen their ability to lead and support a laboratory team.

What you will learn

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

- describe their personal leadership brand
- identify their strengths, development areas and blind spots
- define their values, goals and purpose as a leader
- manage priorities and set boundaries
- distinguish between leadership and management
- recognise and adapt their leadership style
- apply Situational Leadership® principles
- delegate effectively and give constructive feedback
- support team development and manage team dysfunctions.

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 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

MANAGING PERFORMANCE

Overview

Managing performance is a core responsibility for laboratory leaders, supervisors and managers. This course develops practical skills to align team performance with organisational goals, set clear expectations, monitor progress and address performance issues with confidence.

Participants explore the foundations of effective performance management, including planning, objectives and KPIs, competence, job descriptions, induction and onboarding. The course also builds practical communication and coaching skills to support performance improvement and respond to under-performance or conflict.

Who should attend this course

This course is ideal for individuals who:

- have completed Leading Teams / Leading in the Laboratory and want to further develop their leadership and management capability
- are new or developing team leaders, supervisors or managers
- are experiencing performance challenges and want practical strategies to support improvement.

What you will learn

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

- align team performance with organisational vision, mission and strategic priorities
- develop operational plans, objectives and KPIs that support team outcomes
- use competence, job descriptions, induction and onboarding to set clear performance expectations
- monitor team and individual performance
- provide feedback, coaching and assertive communication to support performance improvement and behaviour change
- identify and respond to under-performance appropriately
- manage conflict and know when to seek further advice or support.

COURSE DETAILS

Learn how to manage, support and improve team performance in the laboratory

Duration

- 2 days

Delivery

- Face-to-face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- practical activities for developing management, feedback and coaching skills
- scenario-based activities for addressing performance and communication challenges
- opportunities to reflect on learning and apply strategies to your own team.

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

Peter Drucker

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 program is ideal for:

- laboratory team leaders, supervisors and managers
- anyone aspiring to a leadership or management role in the laboratory
- laboratory leaders seeking practical strategies to improve team performance.

What you will learn

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

- build self-awareness using personal brand, SWOT, Johari Window, values and leadership style
- manage priorities and align goals with organisational objectives
- apply leadership principles, including Situational Leadership® and team development models
- role-model effective leadership behaviours and support team culture
- align team performance with vision, mission, objectives and KPIs
- use competence, job descriptions, induction and onboarding to set expectations
- provide feedback and coaching to support performance improvement
- manage under-performance, conflict and escalation appropriately.

COURSE DETAILS

Learn practical leadership and performance management strategies to lead teams, support people and improve laboratory performance.

Duration

- 8 weeks: 8 x 2.5-hour virtual sessions over 8 consecutive weeks

Delivery

- Virtual

Program content is delivered using engaging learning activities that include:

- individual and group work
- practical leadership and performance management activities
- opportunities to apply tools, practise skills and evaluate understanding.

"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

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10% OFF

when you book 3 or more people on a course

use code *GROUP10*

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Our mission.

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 values.

Excellence. Collaboration. Customer focus.

learning & strategic insight

NATA Education & Advisory Services helps create industry leaders through education, advice and strategic insight. We help you move from questions to clarity with confidence.

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