

# International Course Program

Safety | Engineering | Environment | Quality

**Safety First.**

## Safety. First.

Ever since its founding in 1872, the core targets of TÜV AUSTRIA have consistently been guaranteeing technical safety, protecting the environment and improving the quality of products and services.

**TÜV AUSTRIA Academy** is the international educational institute of TÜV AUSTRIA with a training portfolio in the areas of safety, technology, environment and quality management.

We offer a wide range of **Classroom**, **Online** and **E-Learning** courses hosted by TÜV AUSTRIA Academies worldwide addressing key topics that affect your business including Risk Management, ISO-Standards and much more.

More than 16.000 participants attend the courses of TÜV AUSTRIA ACADEMY each year. The training philosophy combines targeted know-how transfer with practical application for successful implementation in the company.

We cordially invite you to experience our rich educational program that will put you far ahead of your competition.

Sincerely yours,



**ACADEMY**



# Training Courses

## Open Classroom and Customized Inhouse Training Courses

The training courses are available as open classroom training courses in German or English language in Austria and customized inhouse training course at your company. We offer various training formats like:

- ✓ Instructor Lead Live Online Training courses
- ✓ On-demand E-Learnings
- ✓ Classroom Training courses – open and inhouse

Further TÜV AUSTRIA runs local training centers in the following countries:

Albania | Belgium | Germany | Greece | Italy | Poland | Romania | Russia | Slovenia | Spain | Turkey | Cyprus

The training courses are available in English language as well as local language.

All topics featured in our course catalogue plus several extra subjects are also available for implementation in your internal company training program. We gladly tailor courses specifically to your content and scheduling requirements in accordance with company and human resource development targets.

These courses may be held in an adequate environment on your company premises. We can equally make reservations at especially equipped seminar hotels or invite you directly to our branch offices in Vienna, Lower Austria, Upper Austria, Salzburg or Tyrol or our international branch offices, which each offer state-of-the-art training facilities.

Contact: [academy@tuv.at](mailto:academy@tuv.at)

## Training Level

1 to 3-day training courses

10 to 15-day training courses

> 31-day training courses

EXPERT

ADVANCED

INTERMEDIATE

BASIC

## Course Completion and Certification

A personal certificate according to ISO/IEC 17024 issued by TÜV AUSTRIA provides you with international recognition of your expert qualifications as a quality.

Upon respective course completion (min. 80% attendance) and successful written examination test on the last course day, a Persons Certificate ISO/IEC 17024 will be issued. Available training courses with Persons Certificates are marked with: **Z**



## Tutors

Our tutors are experienced speakers of TÜV AUSTRIA Group and external partners. Only TÜV AUSTRIA Academy authorized tutors are allowed to give lectures. All tutors must fulfil the TÜV AUSTRIA Academy authorization process.

## Your Advantages

- ✓ State of the art content
- ✓ Experienced Speakers of TÜV AUSTRIA and external Partners
- ✓ Focus on your individual requirements
- ✓ Practice-oriented training courses which provide the maximum benefit for you

A conceptual image featuring a man in a business suit walking on a stack of wooden blocks. In the background, a large, out-of-focus hand is visible, suggesting a sense of scale and support. The overall theme is safety and stability.

# Safety

The safety of employees is associated with competitiveness and efficient management. The employment protection law stipulates compliance with a variety of ordinances, regulations and recommendations.

TUV AUSTRIA Academy trains your safety representatives in all areas of specialization and knowledge of the law required for this purpose.

## **Occupational Health and Safety**

**SCC – Safety Certificate Contractor**

**Internal Auditor: Occupational Health and Safety**

**Protection Systems against fall from Heights**

**ISO 45001:2018 – Implementation Workshop**

## **IT & Data Security**

**DPO – Data Protection Officer**

**EU-DPR Awareness-Training**

**ISMS-Manager & Auditor Training**

**Usability Engineers**

**Human Centered Design Engineers**

**Certified OT Security Practitioner**

**Certified OT Security Manager**

**Certified OT Security Technical Expert**

## **System Safety & Functional Safety**

**Functional Safety for Process Technology**

**System Safety**

**Certified Safety Specialist IEC 61508**

**Certified Safety Specialist ISO 26262**

**Certified Safety Manager**

# SCC

## Safety Certificate Contractor

### International Safety Standard

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	21.803.148.03	SCC	28.-29.09.2021	16 TU (2 days)	Online	€ 870,-
O	22.803.148.01	SCC	05.-06.07.2022	16 TU (2 days)	Online	€ 870,-

Training formats:

- Open / Inhouse classroom training
- Live Online training

### ✓ Training objectives

The certification system SCC represents an **international safety standard for contractors** (independent subcontractors) that provide technical services. Contractors operate in branch offices of the contracting authority to fulfill technical services such as maintenances, assemblies, crane-, cleaning- and insulation works. Employee hiring business (personnel service providers) may also be certified. Businesses with an integrated **SCC/SCP Management System** are obliged to provide evidence for their employee's and manager's participation in SHE-Trainings (Safety-, Health- & Environment Protection) as well as their verification by a neutral and independent inspection agency. These trainings have to be conducted within the company periodically. TÜV AUSTRIA is your reliable partner as training and certification body.

### ✓ Topics

- Provisions of the law regarding protection of workers
- Hazard- and Risk assessment
- Accident cause, Accident control and Accident prevention
- Safety conscious behavior
- Operational organization
- Hazardous substances
- Work procedures
- Workplace and operation guidelines
- Emergency procedures
- Fire and explosion prevention
- Working Tools
- Electricity and radiation
- Personal protective equipment
- Workplace Design

### ✓ Target group

Employees and Managers of **SCC/SCP certified operations** as e.g. Technicians, Mechanics, Associates, Executives are e.g. Construction- and Project Managers, Chief erectors and Foremen.

### ✓ Requirements

**According to SCC regulations 2011, please provide the following information upon registration:**

Vocational education: \_\_\_\_\_ Birthplace: \_\_\_\_\_

- ☐ Training for operational employee or
- ☐ Training for operational managers incl. position specification (e.g. site manager, foreman, ...):

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate



# Internal Auditor:

# Occupational Health and Safety

## Management Systems Standards according to ISO 45001:2018

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.803.122.00	Internal Auditor: O H&S	On request	32 TU (4 days)	Inhouse	On request

- Training formats:
- Classroom training course
  - Live Online training

### ✓ Training objectives

Occupational safety and health protection become increasingly important. Safe and human working conditions improve employee motivation on the one hand and reduce operational downtimes and disturbances on the other. Therefore, it is essential to observe legal requirements.

This training course is an ideal entry level auditing course and will introduce you to the ISO 45001:2018 standard for Occupational Health & Safety Management Systems. This highly interactive and engaging workshop will help anyone interested in using the internal audit as a tool to evaluate levels of legal compliance and continual OHS improvement as well as equip you with the skills and techniques to produce incisive, reliable and value adding audit reports.

### ✓ Topics

- Relevant fundamentals of OHS Management Systems
- The new ISO 45001:2018
- Comparison OHSAS 18001 to ISO 45001:2018
- Audit purpose and types
- Requirements related to Safety Auditors
- Planning & implementation of internal safety audits
- Evaluation & documentation of audit findings
- Introduction & monitoring of improvement activities
- Successful audit conversation skills
- Questioning techniques and -tactics, active listening
- Role-playing exercises to typical audit situations

### ✓ Target group

Managers and Employees, in charge of the implementation of internal safety audits; Safety Officers, Safety Coordinators, Safety Specialists, EHS-Managers, Quality- and Environmental Managers and Auditors

### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate "Occupational Health and Safety Management Systems Internal Auditor"



# Protection Systems against fall from Heights

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.803.152.00	Protection Systems	On request	8 TU (1 day)	Inhouse	On request

Training formats: • Classroom training course

## ✓ Training objectives

Slip, trip, stumble and fall accidents are amongst the most frequent ones and often involve fatal consequences. In this experience-driven seminar, we offer you expert legal and technical information on prevention of fall from height accidents.

## ✓ Topics

- Legal basics – regulations and standards
- Protective effects and product types as selection criteria
- Protection systems and harnesses, safety ropes, etc.
- Safety technology, anchorage systems, anchor points
- Hazards during everyday work activities
- Recurring inspection and maintenance
- User obligations
- Owner – building management – tenant interface
- Liability and responsibility
- Emergencies, accidents, suspension trauma, first aid
- Practical exercises
- Opportunity of training the abseiling process

## ✓ Target group

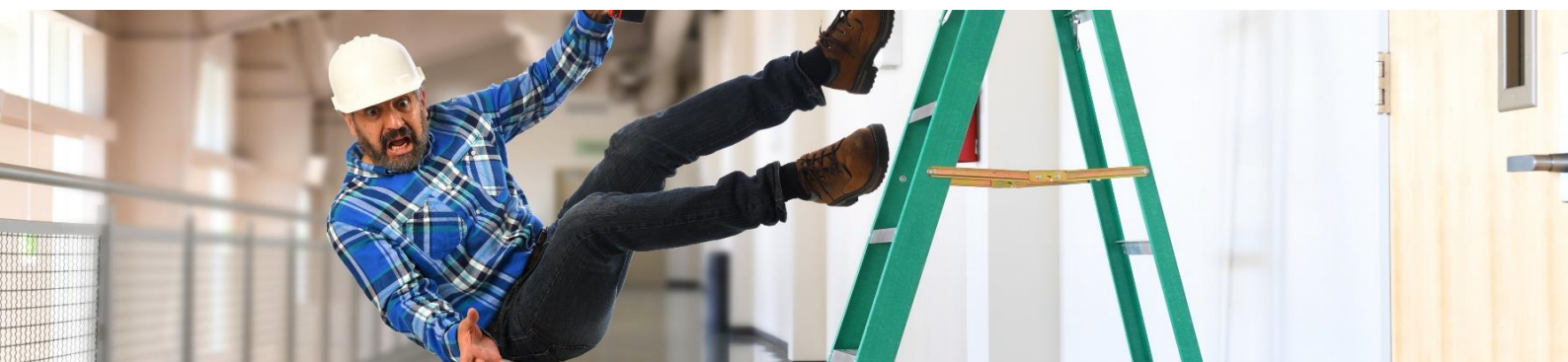
Specialists in the field of occupational health and safety: Managers, Safety Officers, Engineers, Professional purchasers of personal protection equipment. Sectors: building services, maintenance services, roofers, construction and other companies with employees working in fall endangered areas.

## ✓ Requirements

No requirements

## ✓ Certification

Confirmation of participation



# ISO 45001:2018

## Implementation Workshop

### Management Systems Standards according to ISO 45001:2018

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.803.125.00	ISO 45001:2018	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

#### ✓ Training objectives

The new standard for Occupational Health and Safety Management Systems ISO 45001:2018 was published in March 2018 and replaces the OHSAS 18001 guidelines. The improved standard includes: An increased applicability for different organizations, integration of risk based approaches and harmonization of ISO Management System standard structures, integration of issues like outsourcing and contracting and an enhanced support for the Management committee.

#### ✓ Topics

- Requirements of ISO 45001:2018
- High-Level-Structure
- revised standard requirements, improvements and alterations of ISO 45001:2018 compared to OHSAS 18001
- Integration of the new standard requirements in established Management Systems
- Impacts on businesses and practical implementation
- Practical tips for implementation
- Hands-on workshop

#### ✓ Target group

Managers and Employees, in charge of the introduction, implementation, maintenance and continuous improvement of Occupational Health and Safety Management Systems. IMS Managers, Quality- and Environmental Managers and Auditors, Safety Officers, Safety Coordinators, EHS-Managers, Safety Specialists

#### ✓ Requirements

Basic knowledge of OHSAS 18001 and of Management Systems

#### ✓ Certification

Confirmation of participation



# Training for certified Data Protection Officers

## According to Article 37-39 EU-GDPR

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.052.00	DPO	On request	40 TU (5 days)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

Data security, a personal and economically sensitive topic, is regulated by several legal provisions that must be considered by dealing with data information. Successful Data Protection Officers know all relevant requirements in respect to data processing and data application of person-related and sensitive personal data according to EU-GDPR, supervise Managers and Executives and monitor the compliance of the guidelines within the company.

### ✓ Topics

#### Legal parameters & privacy fundamentals:

- The new European General Data Protection Regulation
- Data Privacy Act 2000 (DSG 2000, Novella 2010)
- Data privacy in professional life
- Data privacy and communication (Telecommunication, E-commerce and Internet)
- Cybercrime
- Current applications (video control report, whistleblowing)

#### Organisational parameters / Implementation in the company – privacy in practice:

- Company policies (Internet-, E-Mail-, Terminal device policies, ...)
- Corporate policies (recruiting, staff changes, departures of personnel)
- Data breach notification
- IT processes (backup, archiving, new applications)
- Commitment of the employees
- Security aspects (access control, transfer control)
- Data Privacy audits

### ✓ Target group

Any privacy professional, Non-privacy professionals who have privacy as part of their responsibilities, board member or business manager seeking to get in-depth privacy knowledge, CISO, CIO

### ✓ Requirements

Basic knowledge data protection

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate "Data Protection Officer"



# EU Data Protection Regulation

## Awareness – Training

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.035.00	EU DPR	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

The new EU Data Protection Regulation became effective on May 25<sup>th</sup>, 2018. The requirements are comprehensive and concern companies regardless of their industry and size. Companies are now required to implement the new requirements technically and organizationally. The EU Data Protection Regulation establishes a new uniform data protection law throughout the European Union. What are the main changes for your company?

### ✓ Topics

- The new European General Data Protection Regulation
- Privacy in practice: data types, data handling, obligation to register
- Data protection and communication (Telecommunication, E-commerce and Internet), documentation obligation
- Data privacy and safety, privacy impact assessment
- Accountability and compensation
- Compliance, privacy policy
- EU-US Privacy Shield / Safe Harbor
- Social Media, Online Marketing, assessment on the internet

### ✓ Target group

Any privacy professional, Non-privacy professionals who have privacy as part of their responsibilities, board member or business manager seeking to get in-depth privacy knowledge, CISO, CIO, CRO

### ✓ Requirements

Basic knowledge data protection

### ✓ Certification

Confirmation of participation



# ISMS-Manager & Auditor

## Training TÜV®

### Implementation and Auditing of Information Security Management Systems (ISMS)

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.007.00	ISMS Manager ISO 27001	On request	40 TU (5 day)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

#### ✓ Training objectives

Data and Information build the know-how of every organizational unit, hence constitute to valuable assets. Not authorized accesses, modifications, unavailability or external and internal destruction of data due to viruses, hackers, saboteurs or data spies may lead to fatal repercussions for your company. Also, unauthorized entries, missing organizational regulations and processes and targeted attacks like social engineering or dumpster diving can be a threat to the continued existence for businesses.

#### ✓ Topics

##### Modul 1: Information Security Manager

- Basics Information Security Management System (ISMS)
- ISO 2700x family of standards
- Documentation requirements and document guidance
- Development and implementation of a ISMS
- Information Security as process
- Mapping and interfaces of ISMS with another MS
- Integrated management systems and their synergies
- Best Practice Models - IT Governance and IT Compliance
- Risk management

##### Modul 2: Information Security A

- Internal and external technical audits
- Methods of auditing
- Moderation techniques
- Accreditation and certification
- Auditing according to ISO 27001
- Tips & Tricks for successful Audit implementation

#### ✓ Target group

CISO – Chief Information Security Officers, ISO – Information and Safety Officers, Data Protection Officers, IT Auditors, Persons responsible for Information Security, IT-Managers, IT Administrators & IT Technicians

#### ✓ Requirements

No requirements

#### ✓ Certification

Confirmation of participation



# Training for certified Usability Engineers TÜV®

According to ISO 9241-210, -220

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.137.01	Usability Engineer	On request	16 TU (2 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or Chinese

## ✓ Training objectives

Usability enables users to achieve goals effectively, efficiently and with satisfaction during designing and evaluating systems, products and services, taking account of the context of use. It is relevant to:

- Regular ongoing use, to enable users to achieve their goals effectively, efficiently and with satisfaction;
- Learning, to enable new users to become effective, efficient and satisfied when starting to use a system, product or service;
- Infrequent use, to enable users to be effective, efficient and satisfied, with the system on each reuse;
- Use by people with the widest range of capabilities;
- Minimizing the risk and the undesirable consequences of use errors; and
- Maintenance, in that it enables maintenance tasks to be completed effectively, efficiently and with satisfaction.

When you finish this training, you will:

- Understand the importance of usability when designing a system, product or service;
- Knowing the components of usability;
- Able to explain the application of the concept of usability; and
- Achieve the methodology and tools to perform and execute appropriate usability evaluation or testing for a system, product or service.

## ✓ Topics

- Relationship between usability and human centred design
- Definition to usability following ISO 9241-11
- General usability problems of products in practice
- Usability basic framework to identify, assess and manage usability tasks
- Practical tools for usability implement and management
- Templates of usability following ISO/IEC 25062 and ISO/TR 13407

## ✓ Target group

Persons who focus on the usability when designing or evaluating interactions with a system, product or service for the purposes of: Usability/ergonomics/human factors professionals; Designer and developers of system, products and services; Quality assurance personnel; Public and corporate purchasers; and Consumer organizations.

## ✓ Requirements for attendance

No requirements

## ✓ Certification

Confirmation of participation of TÜV AUSTRIA AKADEMIE GMBH. If you are taking part in the certification examination, you'll receive a certificate of TÜV AUSTRIA CERT GMBH

# Training for certified

## Human Centred Design Engineers TÜV®

### According to ISO 9241-210, -220

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.136.01	Human Centred Design	On request	16 TU (2 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or Chinese

### ✓ Training objectives

Human centred design is an approach to system design and development that aims to improve usability, accessibility and user experience and avoid harm from use, by focusing on the use of the system. Using a human centred design approach to the design and development of interactive systems has substantial economic and social benefits for users, employers and suppliers, as they tend to be more successful both technically and commercially. In some areas, for example consumer products, purchasers will pay a premium for well-designed products and systems. But it is difficult to establish human centred design system in organization for lots of reasons. Following ISO 9241-210 and 220 you can achieve necessary theory, methodology and tools:

- For implementing human centred design as part of a system development or procurement process and /or support life cycle;
- To assess an enterprise's existing capability to carry out the human centred design process;
- To improve the application of human centred design as part of an existing system development process;
- To develop competence in human centred design.

When you finish this training, you will learn how to use human-centred methods to improve overall quality of your system, for example, by:

- Increasing the productivity of users and the operational efficiency of organizations;
- being easier to understand and use, thus reducing training and support cost;
- increasing accessibility
- Improving user experience;
- Reducing discomfort and stress;
- Providing a competitive advantage, for example by improving brand image;
- Contributing towards sustainability objective.

### ✓ Topics

- Basic of human centred design for management and implement following ISO 9241-210, -220
- Introduction to ISO 9241 family
- Overview of ISO 9241-210, -220 core content
- Principle of human centred design process and quality in practice
- Management and implement of human centred design process (HCP 3 and HCP 4)
- Human centred design process in organization (HCP 2)
- Strategy of human centred design (HCP 1)
- Conformance assessment of capability of human-centred design
- Case study, role play exercise and discussion.

### ✓ Requirements for attendance

No requirements

### ✓ Certification

Confirmation of participation of TÜV AUSTRIA AKADEMIE GMBH.

If you are taking part in the certification examination, you'll receive a certificate of TÜV AUSTRIA CERT GMBH

# Certified OT Security

## Practitioner TÜV® (COSP)

in cooperation with LIMES Security GmbH

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.099.01	Certified OT Security COSP	On request	24 TU (3 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

Everyone involved in a modern industrial system needs basic security knowledge in order to recognize security problems and avoid endangering industrial operations through their own behavior. Within the framework of the Foundation training, the participants are taught those security competencies through up-to-date specialist content, practical exercises and entertaining experiences from industrial security consulting activities, which are not only essential for their work in the changed environment of increasing digitalization, but also decisive.

### ✓ Topics

- Introduction to Operational Technology (OT)
- OT vs. IT Security
- Security Essentials
- OT security threats and attack vectors
- Overview of OT standards
- Well-proven security measures for OT

### ✓ Target group

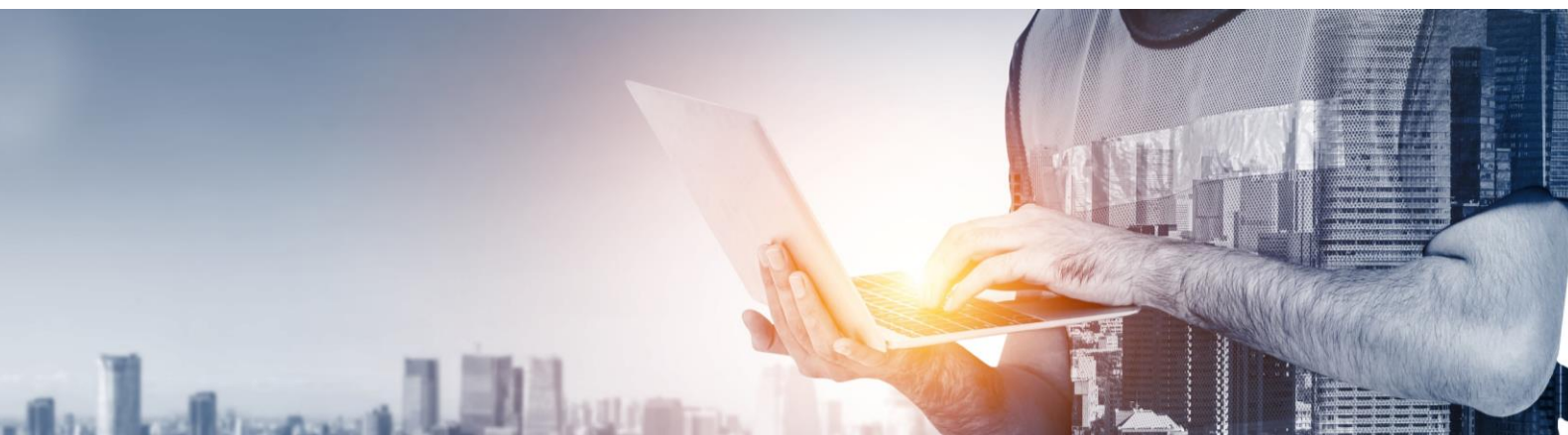
Industrial component manufacturers, manufacturing industries, machine builders, system integrators, plant operators, energy suppliers, operators of critical infrastructure, maintenance, production technicians, plant planners and plant technicians, plant electricians, machine operators, those responsible for plant IT, future plant operators and production managers

### ✓ Certification

Certificate of participation. Upon attending the certification examination TÜV AUSTRIA Persons-Certificate "Certified OT Security Practitioner TÜV® (COSP)".

### ✓ Requirements for attendance

No requirements



# Certified OT Security

## Manager TÜV® (COSM)

in cooperation with LIMES Security GmbH

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.092.01	Certified OT Security COSM	On request	24 TU (3 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

OT Security Management-training provides those responsible for operations, project and production managers and decision-makers in general with the knowledge they need to implement security in industrial operations. Participants learn all necessary skills to recognize dangers early on, to increase the security level and to lastingly avoid security vulnerabilities. The focus is on organizational topics and process management, in addition technical influencing factors are also discussed, which prepare the participants better for future security decisions.

### ✓ Topics

- Overview of security standards and frameworks
- Case study: OT security incident in the absence of OT security management
- Organisational measures and ISMS
- Definition of the system under consideration (SUC)
- Asset management, Risk management, Supply chain management
- Identity and access management
- Incident Handling
- Incident response planning

### ✓ Target group

Industrial component manufacturers, manufacturing industries, machine builders, system integrators, plant operators, energy suppliers, operators of critical infrastructure, maintenance, production technicians, plant planners and plant technicians, plant electricians, machine operators, those responsible for plant IT, future plant operators and production managers

### ✓ Certification

Certificate of participation. Upon attending the certification examination TÜV AUSTRIA Persons-Certificate "Certified OT Security Manager TÜV® (COSM)".

### ✓ Requirements for attendance

Completed training including examination for "Certified OT Security Practitioner TÜV® (COSP)" or an equivalent course or relevant work experience of at least 38 hours / week.



# Certified OT Security

## Technical Expert TÜV® (COSTE)

in cooperation with LIMES Security GmbH

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.813.091.01	Certified OT Security COSTE	On request	24 TU (3 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

Technicians and engineers in particular are increasingly required in industrial operations to make or prepare the right decisions concerning appropriate technical security measures and security technologies. This requires deeper security knowledge and a good understanding – be it of threats, current attack campaigns or the use of technical protection measures.

### ✓ Topics

- ICS/OT protocols
- Wireless Protocol Details
- Securing industrial protocols
- Wireshark
- Network-based attacks
- Advanced OT Network Security
- ICS Firewall
- Concluding exercise
- Applying security measures in OT
- Lockpicking Challenge and Q&A

### ✓ Target group

Industrial component manufacturers, manufacturing industries, machine builders, system integrators, plant operators, energy suppliers, operators of critical infrastructure, maintenance, production technicians, plant planners and plant technicians, plant electricians, machine operators, those responsible for plant IT, future plant operators and production managers

### ✓ Certification

Certificate of participation. Upon attending the certification examination TÜV AUSTRIA Persons-Certificate "Certified OT Security Technical Expert TÜV® (COSTE)".

### ✓ Requirements for attendance

Completed training including examination for "Certified OT Security Practitioner TÜV® (COSP)" or an equivalent course or relevant work experience of at least 38 hours / week.



# Functional Safety

## for Process Technology TÜV®

according to IEC 61511: Functional Safety – Safety-related systems for the Process Industry

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.101.116.00	Functional Safety	On request	20 TU (3 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

Guidelines with focus on risk based and probabilistic approaches help to implement safety related functions in procedural plants realized by the process control technique.

This training provides you an overview of the requirements of the IEC 61511 standard as well as the individual stages of a safety life cycle of a process plant. Participants get prepared for the implementation of hazard and risk analysis in affected areas of the company.

### ✓ Topics

- Introduction (history, relevant standards and regulations)
- Safety life cycle
- Risk management
- Probability considerations
- Hazard analysis
- Risk graph / LOPA
- Safety specification
- Probability of outages (types of error, error rates, models)
- Safety management (competence)
- Redundancies
- Design of the safety function
- Verification (equivalent safety level)
- Installation and acceptance
- Operation and maintenance

### ✓ Target group

Project Managers, Safety Managers, Engineers

### ✓ Certification

Certificate of participation, with successful participation in the certification examination: TÜV AUSTRIA Certificate - "Safety for Process Technology"

### ✓ Requirements for attendance

No requirements

# Methods of Risk Analysis

## Systematic analysis of complex systems

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.101.133.00	Methods of Risk Analysis	On request	16 TU (2 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

Main objectives of risk analysis are avoidance of personal, environmental and material damage as well as securing availability of technical systems and processes. Especially in high-risk-areas as the oil- and gas industry, aircraft industry, chemical industry and medical technology risk assessment and the systematic analysis of technical systems is a standard procedure.

### ✓ Topics

- Introduction – Motivation for Risk analysis in technics
- FME(C)A
- Risk assessment systems
- HAZOP
- Falt tree analysis (FTA)
- Event tree analysis (ETA)
- Cause-Consequence analysis (CCA)
- 3F-Method
- SWIFT analysis
- LOPA (Layer- of Protection-Analysis)
- Risk graph functional safety

### ✓ Target group

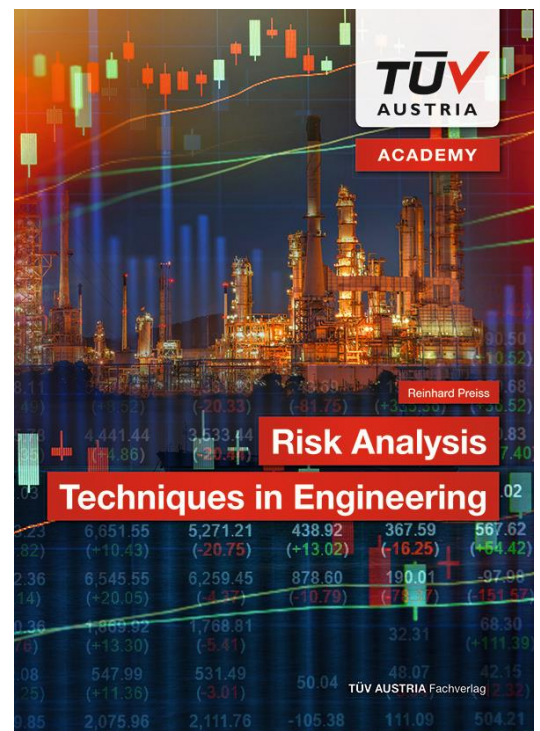
Engineers, Risk Managers and Executives working with technical systems

### ✓ Certification

Certificate of participation

### ✓ Requirements for attendance

No requirements



# Basic Training

# System Safety

## Level 1: Systematic Approaches for Technical Safe Systems

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.824.182.00	System Safety	On request	24 TU (3 days)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

Languages:

- English or German

### ✓ Training objectives

This training combines basic knowledge and essential principles in terms of functional safety and system safety with practical know-how for implementation. Further, relevant international safety norms as well as methods will be discussed for a successful contribution to relevant projects in this sector.

### ✓ Topics

- Basic overview, Safety Requirements
- Legal Aspects
- Overview Safety Standards, Requirements for Safety
- Fault-Error-Failure, Causal Factor, Hazard
- Risk analysis: ALARP, GAMAP, MEM, systematic methods of hazard and risk analysis
- Functional safety
- Safety cases, safety life-cycle, IsaPro®

### ✓ Target group

Safety-Manager, Safety-Engineers, Project Manager, Hard- and Software Engineers, Testing Engineer

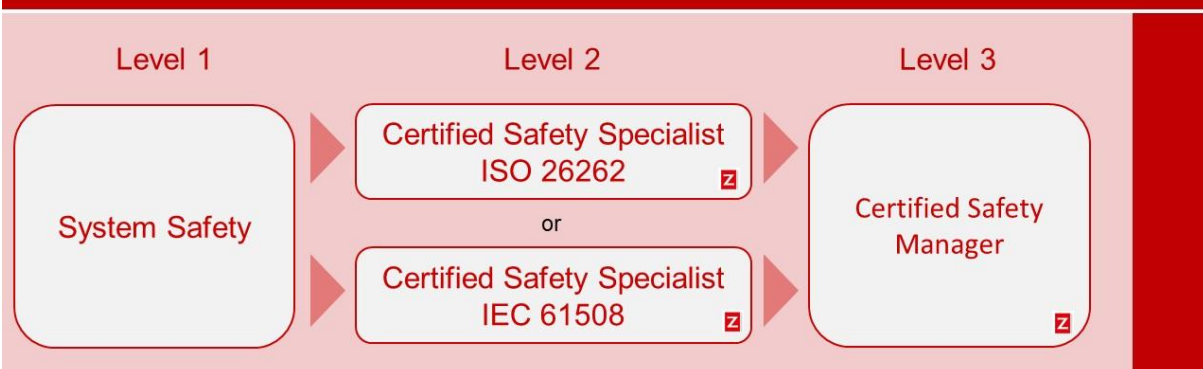
### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation

## Your path to System Safety



# Training for certified

## Safety Specialist IEC 61508

### Level 2: Training for internal safety specialists according to the requirements of IEC 61508

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.824.187.00	Safety Specialist IEC 61508	On request	32 TU (4 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

#### ✓ Training objectives

Successful safety specialists require expertise and competence to manage the increasing complexity of modern technical systems and processes with their associated risks and hazards as well as to raise efficiency and effectiveness in systems development.

#### ✓ Topics

- Overview of the IEC 61508
- Definitions und terms of the IEC 61508
- Requirements of the overall safety lifecycle of the IEC 61508
- Challenges when executing functional safety assessments
- General concepts – risk and safety integrity
- Methods for SIL determination
- Methods for hazard analysis
- Aspects of software development in the field of safety
- Concentration on the most important safety sub-processes

#### ✓ Learning targets

- ... you understand how to read and interpret the IEC 61508 and its compliance requirements
- ... know about the most important tools to analyze functional safety
- ... you strengthen your understanding about the necessity of functional safety assessments
- ... you can successfully give proof of functional safety

#### ✓ Target group

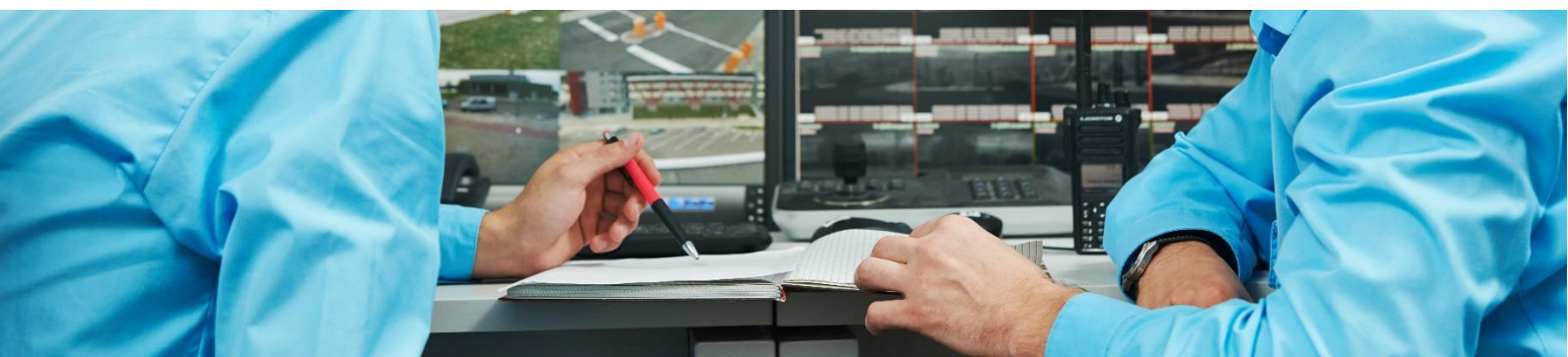
Safety-Managers, Safety-Engineers, Project Managers, Hard- and Software Engineers, Testing Engineers

#### ✓ Requirements

Completed Level 1: Basic training „System Safety“ and proof of completed engineering training (completed Engineering College [HTL], University of Applied Sciences or university degree) or at least 3 years of relevant work experience on the extent of min 25h/week.

#### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Safety Specialist IEC 61508”



# Training for certified

# Safety Specialist IEC 26262

## Level 2: Training for internal safety specialists according to the requirements of ISO 26262

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.824.183.00	Safety Specialist ISO 26262	On request	32 TU (4 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

Certified safety specialists for road vehicles and functional automotive safety successfully minimize the risk of hazardous malfunctioning in complex electric and electronic systems to ensure the high safety standards in this sector.

### ✓ Topics

- Overview of the ISO 26262
- Definitions and terms of the ISO 26262
- Safety culture
- Lifecycle model and phases
- Requirements/recommendation and work product flow
- Methods

### ✓ Target group

People, working on technical tasks in the automotive sector, e.g. Safety-Managers, Safety-Engineers, Project Manager, Hard- and Software Engineers, Testing Engineers, Quality Manager

### ✓ Requirements

Completed Level 1: Basic training „System Safety“ and proof of completed engineering training (completed Engineering College [HTL], University of Applied Sciences or university degree) or at least 3 years of relevant work experience on the extent of min 25h/week.

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Safety Specialist ISO 26262”



# Training for certified Safety Managers

## Level 3

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.824.088.00	Safety Manager	On request	32 TU (4 days)	Inhouse	On request

- Training formats:
- Classroom training course
  - Live Online training
- Languages:
- English or German

### ✓ Training objectives

An increasing number of safety standards, for example ISO 26262 or IEC61508, recommend the implementation of a safety management system. For this purpose, Safety Managers function responsible officials for system planning, implementation and improvement as well as for communication, information and organizational processes.

### ✓ Topics

- Introduction to process-oriented Management Systems
- Integrated Management Systems
- Strategic Management: normative, strategic, operational
- Safety Management in Projects:
  - From organisational to operational level
  - Project organisation
  - Initial Safety Requirements
  - Project Process Landscape, Safety Handbook and Planning
  - Safety Case
  - Hazard and Risk Management
  - Safety Risks: Typical Pitfalls

### ✓ Target group

Safety-Manager, Safety-Engineers, Project Manager, Hard- and Software Engineers, Testing Engineers, Quality Manager

### ✓ Requirements

Completed basic training Level 1 „System Safety“ and Completed Level 2 (ISO 26262 or IEC61508) as well as proof of completed engineering training (completed Engineering College [HTL], University of Applied Sciences or university degree) or at least 3 years of relevant work experience on the extent of min 25h/week.

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Safety Manager”



The background of the entire page is a photograph of an industrial facility. It features a complex network of large, polished metal pipes that curve and run in various directions. In the lower half, there are large industrial valves with handwheels, some of which are blue. The scene is brightly lit, creating strong highlights and shadows on the metallic surfaces.

# Engineering

The purpose of standards and guidelines is to ensure safety on machines and electronic equipment from the production up to the sale.

TÜV AUSTRIA ACADEMY trains your employees as qualified persons and maximizes legal security and liability protection in the technically regulated area.

**Corrosion Prevention**  
Corrosion in practice

**Pressure Equipment**  
Industrial Metallic Piping EN 13480  
Pressure Equipment Directive 2014/68/EU

**Medical Technology**  
EN ISO 13485:2016

**Logistics & Maintenance**  
Asset Management Basics

# Corrosion in practice

# Recognition and prevention

in cooperation with METALogic

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	21.806.011.01	Corrosion in Practice	14.09.2021	6 TU (0,5 days)	Online	€ 510,-

- Training formats:
- Classroom training course
  - Live Online training
  - Open classroom or Inhouse training

## ✓ Training objectives

In order to prevent corrosion, knowledge about the different corrosion mechanisms is needed. The goal of this course is to give the participant the basics to understand the different corrosion forms and tools how to prevent corrosion in practice.

The course starts with a short but essential section about the theory of corrosion. Afterwards the most frequently encountered corrosion forms are treated by means of real-life examples.

## ✓ Topics

- Introduction to corrosion
- Corrosion mechanisms: recognition and prevention
  - Uniform corrosion
  - Pitting corrosion
  - Galvanic corrosion
  - Crevice corrosion
  - Stress-corrosion cracking
  - (Corrosion-) fatigue
  - Corrosion under insulation (CUI)

## ✓ Target group

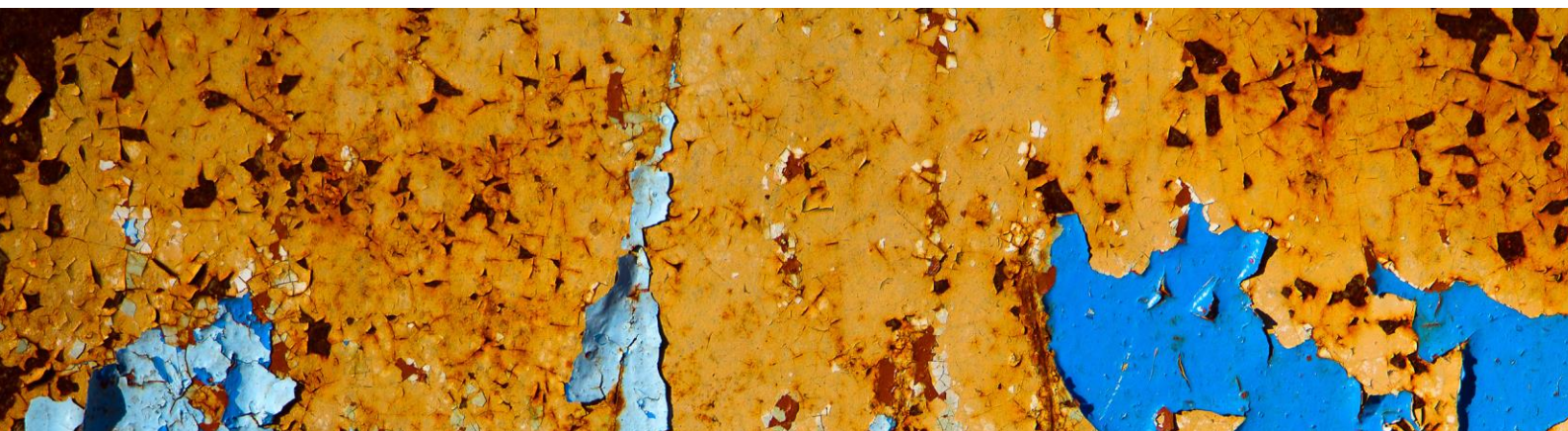
People with a technical background in general and engineers (e.g. maintenance and reliability engineers) in particular. However, the program can be followed by anyone with interest in materials or who wants to understand how materials interact with the environment.

## ✓ Certification

Confirmation of Participation

## ✓ Requirements for attendance

No requirements



# Industrial Metallic Piping – EN 13480

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.801.010.00	Industrial Piping	On request	16 TU (4 days)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

Languages:

- English or German

## ✓ Training objectives

The standard EN 13480 represents the harmonized product standard for pipelines according to the pressure equipment directive (PED). In this seminar you will learn all essential guidelines and regulations regarding the EN 13480 provisions including the supportive harmonized norms (e.g. material standards).

## ✓ Topics

- Application of EN 13480 in context with the pressure equipment directive (PED)
- Presumption of conformity, categories and modules respectively module combination in case of conformity assessment
- Fundamental safety requirements, annex ZA of the harmonized standards
- Materials
- Calculation of constructions
- Production and installation
- Assessment

## ✓ Target group

Plant operators as well as constructors and calculation engineers of pipelines, within the scope of the pressure equipment directive (PED).

## ✓ Requirements

No requirements

## ✓ Certification

Confirmation of participation



# Pressure Equipment

## Directive 2014/68/EU

### Application and implementation within the European Union

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.801.001.00	PED 2014/68/EU	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

Content and requirements of the pressure equipment directive 2014/68/EU (PED) must be implemented within all European Union member states since July 2016. In this seminar you will learn why PED requires a risk assessment rather than hazard analysis and what kind of challenges need to be addressed in the position as manufacturer, operator or installer of pressure equipment and assemblies.

### ✓ Topics

- Implementation and integration of the pressure equipment directive
- Applicability and exceptions
- Definitions
- Risk categories
- Conformity assessment procedure
- Fundamental safety requirements
- Guidelines
- Declaration of conformity, operating instructions, CE label
- Future prospects

### ✓ Target group

Manufacturers, operators and installers of pressure equipment and assemblies

### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation



# Asset Management Basics

## According to EN 13480

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.827.002.00	Asset Management Basics	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

## ✓ Training objectives

Due to the increasing cost pressure and the complexity of modern facilities, asset-intensive companies face a major challenge to operate efficiently and effectively. Cross-departmental, networked thinking is essential to optimally manage and operate the assets in the company. From strategy and planning, through organization and implementation to control and decommissioning, complex measures and activities are to be set, which together should result in value-adding, modern asset management.

## ✓ Topics

- Background to Asset Management - PAS 55 & ISO 55001
- Definitions and Scope for Asset Management
- The basics of Risk Management
- Asset Management Policy, Strategy, Objectives
- Asset Management Planning, Structure, Documentation
- Implementation of Asset Management
- Human Factors
- Performance Assessment and Improvement
- Management Review

## ✓ Target group

General Management, Operational Management, Plant Management, Technical Management, Facility Managers, Property Security Officers, Directors of technical asset-intensive companies eg industry, hospitals, energy companies

## ✓ Requirements

No requirements

## ✓ Certification

Confirmation of participation



# EN ISO 13485:2016

## Medical devices – Quality Management Systems – Requirements for regulatory purposes

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.805.025.00	EN ISO 13485:2016	On request	8 TU (1 day)	Inhouse	On request

Training formats: 

- Classroom training course

- Live Online training

Languages: 

- English or German

### ✓ Training objectives

The Management System EN ISO 13485:2016 defines quality management system standards for companies involved in one- or more stages of the medical device product cycle. Affected design and development, production, storage and sales, installation and maintenance of medical devices. Also, the departments design, development and provision of related operations (e.g. technical support) are concerned.

### ✓ Topics

- Alterations in EN ISO 13485
- Consequences of modified requirements on the Management System
- Exchange within the group and recommendation for action

### ✓ Target group

Authorities affected by the alterations of EN ISO 13485: Chief Executives as well as Specialists and Managers of the medical device industry, particularly departments of Research and Development, Quality and Regulatory Affairs, Safety and Production, Marketing, Sales & Product Management, Maintenance, Technical Management and Technical Support; Medical Engineers of institutions within the healthcare sector, Distributors of medical products and Procurement Departments for medical products.

### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation





# Environment

The increasing environmental pollution has resulted in a shift in thinking both on the part of the authorities as well as on the part of the entrepreneurs. In order to be able to comply with all statutory requirements, precise knowledge of the legislation is required. In addition, an efficient and non-polluting use of resources are demanded from businesses.

TÜV AUSTRIA Academy offers you comprehensive training programs in all environmentally sensitive areas. And it also informs you of the latest EU Directives, as well as regional regulations.

**Environment & Energy**  
**ISO 50001:2018 – Practical Implementation Training**  
**Certified Environmental Representative TÜV®**

# ISO 50001:2018 – Practical Implementation Training

## Application and implementation within the European Union

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 812.098.00	ISO 50001:2018	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

The Energy Management System (EnMS) is regulated by the standard ISO 50001 on an international basis. Implementing an EnMS based on these guidelines, will help to anchor energy efficiency in relevant processes of your business.

The new, revised ISO 50001:2018 entails a simplification of integration with other management systems, such as ISO 9001:2015 and 14001:2015. The evolved use of synergies will lead to an improvement of energy performance gains.

In this workshop, you will learn how to implement the new standard requirements best possible within your company and how to be optimally prepared for the updated standard.

### ✓ Topics

- Improvements and alterations of ISO 50001:2018 compared to ISO 50001:2011
- Integration of new standard requirements in established management systems
- Requirements and expectations
- Important functions, responsibilities and necessary authorities in businesses
- Identification and evaluation of risks and chances
- Energy key figures
- Energy goals and planning strategies for goal achievement
- Operational planning and management: maintenance, interpretation and procurement
- Performance assessment and performance monitoring
- Improvement potential realization
- 

### ✓ Target group

Managers and employees responsible for the implementation, realisation and maintenance of energy management systems, Energy Commissioners, Energy Managers, Energy Auditors, Technical Managers

### ✓ Requirements

Basic knowledge of ISO 50001:2011 management system

### ✓ Certification

Confirmation of participation



# Certified Environmental

## Representative TÜV®

### ISO 14001:2015 | EMAS Regulation | Environmental Law

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 812.083.00	Environmental Representative	On request	32 TU (4 days)	Inhouse	On request

- Training formats:
- Classroom training course
  - Live Online training

#### ✓ Training objectives

Environmental management systems provide a framework for operational environmental objectives and policies. The regulation defines responsibilities and processes as well as supports the management and monitoring of environmental- and business-related tasks within companies. In this training you will obtain fundamental knowledge about environmental management systems according to ISO 14001:2015 and EMAS regulation as well as learn about relevant environmental legislation and regulations.

#### ✓ Topics

- Content and requirements of ISO 14001:2015 and EMAS regulation
- Structure and elements of an environmental management system
- Context of the organization regarding environmental management
- Environmental policy
- Opportunities and risks
- Evaluation of environmental aspects along the life cycle
- Environmental key figures
- Fundamentals of environmental internal audits
- Continuous improvement of the environmental management system
- Relevant laws and regulations
- Legal conformity and legal certainty

#### ✓ Target group

Employees working for companies planning to implement or already implemented an environmental management system.

#### ✓ Requirements

No requirements

#### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate "Environmental Representative TÜV®".





QUALITY

# Quality

In order to prevail against its competitors in the global competition, a company must adopt an efficient cost-benefit attitude. Therefore, an integrated management system signifies the tighter connection of company processes both with all quality, environmental and safety aspects, as well as with economic indicators.

The TÜV AUSTRIA Academy supports you with the implementation of a customer- and profit-oriented quality management in accordance with the current international standards and trade standards.

## **Quality Management**

**Basics of Quality Management**

**Training for certified Quality Representatives**

**Training for certified internal Quality Auditors**

**The updated ISO 19011:2018**

**Upgrade for certified Auditors– Lead Auditor**

**Effective Inspection Equipment Management**

**Training for certified Inspection Equipment Commissioners**

**Compliance Training**

## **Health Care**

**Training for certified internal Quality Auditors - Health Care**

## **Food Safety & Hygiene**

**ISO 22000:2018 – Implementation Training**

## **Management & Personality**

**Training for certified Innovation Managers TÜV®**

**Training for certified Project Managers TÜV®**

**Business Continuity Management**

**Crisis Management**

# Basics of Quality Management

## ISO 9001:2015

### Basic training quality management acc. to ISO 9001:2015

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 808.088.01	Basics of Quality Management	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

#### ✓ Training objectives

Quality is essential for developing and providing goods and services. To increase customer satisfaction, internal processes can be improved with the help of systematic tools. In the training course "Basics of Quality Management" you will learn all essential basics concerning the topics quality, customer-, process- and target-orientation, standard requirements and about their practical implementation.

#### ✓ Topics

- Objectives and benefits of quality management systems (QMS)
- Basics, terms, roles and responsibilities in quality management
- Principles of quality management according to ISO 9001:2015
- Process management model of ISO 9001:2015
- Other relevant standards
- Fundamentals of integrated management systems (ISO 9001, ISO 14001, ISO 45001)

#### ✓ Target group

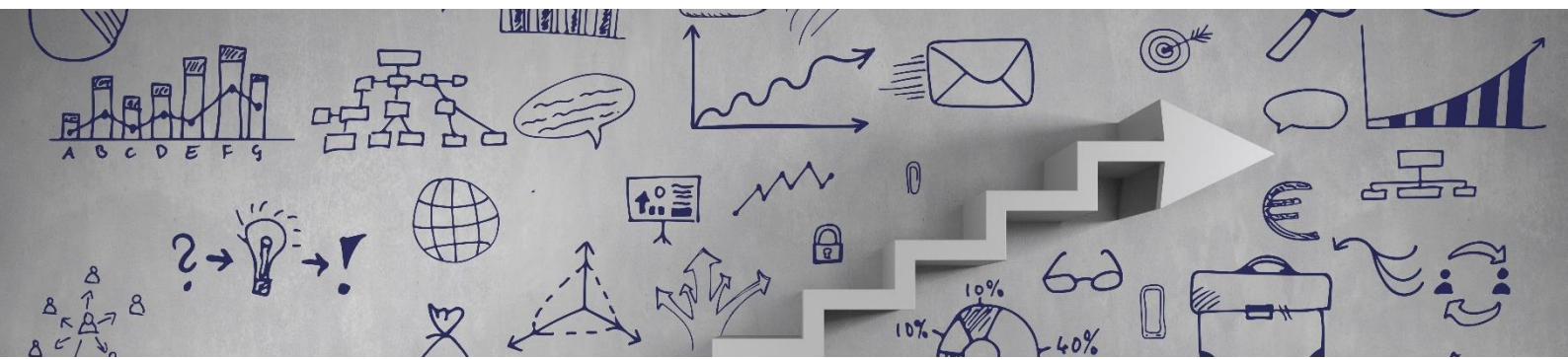
Employees, Manager, Executive Manager; Employees to be trained for the function as Quality Manager, Quality Representative or Quality Auditor

#### ✓ Requirements

No requirements

#### ✓ Certification

Confirmation of participation



# Training for certified

## Quality Representatives TÜV®

**For quality management systems according to ISO 9001:2015**

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 808.011.00	Quality Representatives	On request	24 TU (3 days)	Open or Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

Basic training course on quality management and the ISO 9001:2015 standard requirements. For employees working/ going to work as quality representatives and managing or supporting quality management systems within the organization.

### ✓ Topics

- Fundamentals in quality management – terms, standards, structure of ISO 9001
- Quality-, Environment-, Safety-, Integrated Management Systems
- Process management model of ISO 9001:2015
  - Development, implementation and improvement of Management Systems
  - Implementation of Quality Management Systems
- Development of quality documentation
- Interpretation of ISO 9001:2015 requirements
- Key figures for process management control
- Continuous improvement processes
- Techniques and tools, internal and external Audits
- Quality Management and Total Quality Management

### ✓ Target group

Managers and Employees with the objective to work as Quality Representatives within the organization as well as Employees involved in quality management.

### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Quality Representative TÜV®”.



# Training for certified

# Internal Quality Auditors TÜV®

## Training for internal auditors according to the requirements of ISO 9001:2015

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 808.123.00	Quality Auditor	On request	24 TU (3 days)	Open or Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

Successful quality auditors require expertise and organizational competence to put into practice the relevant corporate requirements, but also personal skills, to facilitate constructive audit interviews in a process and solution-oriented manner.

### ✓ Topics

- Purpose and kinds of internal & external audits
- Competence of auditors
- Fundamentals of quality- and process management
- Process management model of ISO 9001:2015
- Interpretation of the most important requirements
- Audit process ISO 19011
- Audit planning & activities
- Audit communication
- Audit situations

### ✓ Target group

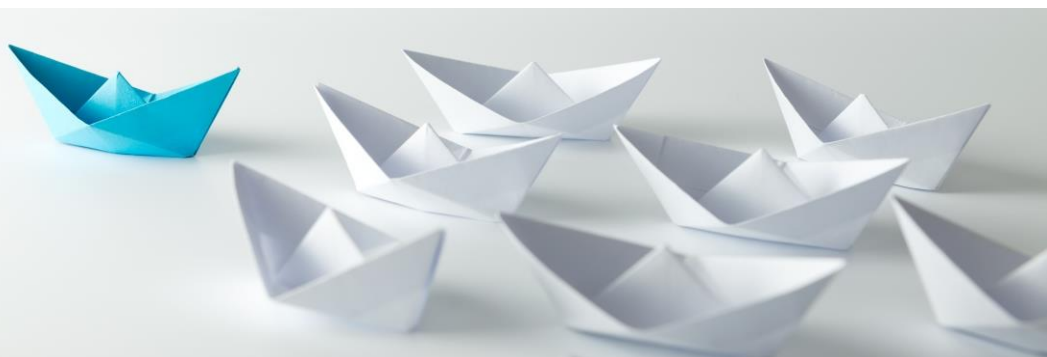
Staff charged with the responsibility to conduct internal audits

### ✓ Learning targets

- ... you know about the purpose as well as types of audits and about what is required of auditors
- ... you can plan internal quality audits and carry them out efficiently by yourself
- ... you successfully apply the appropriate mode of conduction and audit interview according to the situation
- ... you strengthen and improve your conduct as an auditor by means of role play and feedback

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Internal Quality Auditor TÜV®”.



# ISO 19011:2018 - Update

## Guideline for Management System Audits

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.808.004.00	ISO 19011	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

### ✓ Training objectives

The ISO 19011 standard represents a comprehensive guideline for the auditing of management systems. This guideline applies to every standard-based management system and is now available in the third revised edition, version ISO 19011:2018.

### ✓ Topics

- Importance and application of the ISO 19011 as guideline for the auditing of all management systems
- Key innovations and significant changes of the updated standard ISO 19011:2018
- Audit principles – upgrade: risk-based approach
- Audit management and control – upgrade: opportunity and risk determination and assessment
- Audit implementation – upgrade: guidance for instructions and audit planning
- Competences and evaluation of auditors – upgrade: general competence specifications
- Instruction and exercises for practical implementation

### ✓ Your benefits

- Participants know the essential topics and alterations of the ISO 19011:2018 standard
- Participants can apply the instructions and implement it into the audit practice
- Participants understand the importance of an opportunity and risk assessment
- Participants know how plan and implement a successful audit

### ✓ Target group

Commissioners, Managers and Auditors of Management Systems as Quality-, Environmental-, Occupational Health and Safety-, Risk Management and Information Security

### ✓ Requirements

Basic Auditor Training or experience in audit planning and implementation

### ✓ Certification

Confirmation of participation

# Upgrade for Auditors acc. to

# ISO 19011 & ISO 17021 – Lead Auditors TÜV®

## For 2<sup>nd</sup> and 3<sup>rd</sup> party Quality-, Environmental- & Safety-Audits

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 808.123.00	Quality Auditor	On request	24 TU (3 days)	Open or Inhouse	On request

- Training formats:
- Classroom training course
  - Live Online training

### ✓ Training objectives

This training is addressed to internal auditors to perform external audits according to ISO 19011 and ISO 17021 (Lead Auditor). In this seminar you will enhance your competences as lead auditor in accordance to the standard requirements of ISO 19011 and ISO 17021. You will acquire confidence in planning and implementing challenging and beneficial audits as well as in the management of audit-teams. Deepen your audit experience and discuss specific and practical problems within the training group.

### ✓ Topics

- Qualification requirements related to auditors and lead auditors
- Audit program management acc. to ISO 19011
- Guidelines for certification audits acc. to ISO 17021
- Immersed practice at auditing an entire process agreement
- Illustrating clearly perceptible deviations
- Fundamentals of negotiations
- Versed co-operation with audit partners
- Explicit formulation for the final meeting
- Respectful and solution-oriented communication
- Supporting the audit partners at corrective actions

### ✓ Target group

Internal Quality, Environmental & Safety Auditors as well as HSEQ Representatives & Managers with completed Auditor Basic Training for further deepening of specialized knowledge and qualifications, respectively authorization acquirement for conducting external audits.

### ✓ Requirements

- 1) Completed Auditor Basic Training in Quality-, Environmental- or Safety-Management at the TÜV AUSTRIA Academy (at least 80% attendance required) or equivalent training courses in accordance with ISO 9001, ISO 14001 or 5001.
- 2) Proof of regular audit practice confirmation of at least three completed audits.

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Lead Auditor TÜV® acc. to ISO 19011 & ISO 17021”

# ISO 9001:2015

## LEAD AUDITOR

### Training for QMS Auditor/Lead Auditor ISO 9001:2015

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.808.123.ES	ISO 9001:2015 Lead Auditor	On request	40 TU (5 days)	Inhouse Training	On request

- Training formats:
- Classroom training course
  - Live Online training
- Training language
- English or Portuguese

# ISO 22301:2015

## LEAD AUDITOR

### Training for Lead Auditors acc. ISO 22301:2015 – Business Continuity Management

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.808.230.ES	ISO 22301:2015 Lead Auditor	On request	40 TU (5 days)	Inhouse Training	On request

- Training formats:
- Classroom training course
  - Live Online training
- Training language
- English or Portuguese



quality

# Effective Inspection

# Equipment Management

## Requirements according to ISO 17025 for test laboratories

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.808.137.00	Inspection Equipment Management	On request	8 TU (1 day)	Inhouse Training	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

Inspection equipment has a vital influence on the quality of test and measurement results. Therefore, the management system standard ISO 17025 secures the transparency and comparability of inspections. This includes the selection, acquisition, maintenance and calibration of testing instruments as well as the consideration of the uncertainty of measurement. In this course you will learn how to implement an effective test equipment management system according to ISO 17025, how to meet the requirements of the standard and implement it into your testing laboratory.

### ✓ Topics

- Introduction metrology and definitions
- Requirements of ISO 17025
- Selection and acquisition of inspection equipment
- Coherence between effective test equipment management and quality of inspections in tests laboratories
- Calibration
  - Criteria for the selection of external calibrating laboratories
  - Internal calibration
- Inspection equipment management
  - Management of test tools
  - Proper handling of test tools
  - Labeling of test tools
  - Traceability of the calibration
  - Uncertainty of measurement
- Traceability to national and international standards
- Considerations in the context of internal audits

### ✓ Target group

Accredited testing laboratories according to ISO 17025, testing laboratories aspiring accreditation, Testing Laboratory Managers, Quality Managers of testing laboratories, employees of testing laboratories in charge of test equipment management and employees and managing operating test equipment

### ✓ Requirements

Basic knowledge about inspection and measuring equipment

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Lead Auditor TÜV® acc. to ISO 19011 & ISO 17021”



# Training for certified Inspection Equipment Commissioners TÜV®

## Maintenance, inspection and calibration of test laboratories

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 808.147.00	Inspection Equipment Commissioner	On request	24 TU (3 days)	Inhouse Training	On request

- Training formats:
- Classroom training course
  - Live Online training

### ✓ Training objectives

Successful Inspection Equipment Commissioners implement an efficient management system within the company. They maintain, secure and document the administration, inspection and calibration of measuring and testing equipment and know mandatory documentation requirements of the management system.

Main objective of an inspection equipment monitoring system is the securing of reproduceable and comparable measurement results. Fundamental knowledge about development, implementation and interpretation of calibration procedures as well as the maintenance of the test medium capability are therefore of significant importance. Corresponding documentation for verification is thereby indispensable. Focused inspection equipment management supports the monitoring of your test devices for securing the quality of your products

### ✓ Topics

- Introduction to inspection equipment management
- Basic knowledge and essentials
- Important norms and requirements (ISO 9001, ISO/IEC 17025, IATF 16949, etc.)
- Tasks and responsibilities of Test Equipment Commissioners
- Uncertainty of measurement
- Verification process planning
- Selection and acquisition of test equipment
- Calibration and Traceability
- Uncertainty of measurement
- Conformity assessment
- Documentation

### ✓ Target group

Employees of production or quality management, working for the inspection equipment monitoring or in the management of test tools within the manufacturing sector.

### ✓ Requirements

Basic knowledge about testing and measuring equipment

### ✓ Certification

Confirmation of participation



# Compliance Training

## Requirements | Standards | Principles

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.808.151.00	Compliance Training	On request	8 TU (1 day)	Inhouse Training	On request

Training formats:

- Classroom training course or
- Live Online training

### ✓ Training objectives

To guarantee "Compliance" within an organization, comprehensive legal and normative directives as well as customer requirements in the fields of safety, environment and quality must be observed and violations concerning this matter must be prevented.

### ✓ Topics

- Fundamentals of Compliance Management
- Requirements for the Compliance Organization
- Legal Requirements
- Compliance Management System
- Compliance as Culture
- Corporate Compliance

### ✓ Target group

Management, Persons who are responsible for Compliance, Team-Leader

### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation



# Training for certified internal

# Quality Auditor Health Care TÜV®

## Process and solution-oriented auditing in health care establishments

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22. 808.076.00	Auditor Healthcare	On request	32 TU (4 days)	Open or Inhouse Training	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

Learn about essential basics, theories and approaches for independent implementation of effective internal quality audits in the health care sector. In this seminar, practical group exercises will prepare the protective auditors for real-work-situations and participants learn how to successfully plan, implement and control internal audits.

### ✓ Topics

- Purpose and contribution of a quality management for a legally secure organization
- Tasks and competences of Quality Auditors in the health care sector
- Specific legal framework and typical risk areas in the medical sector
- Stakeholders in health care and their demands
- Overview quality standards & methods in health care (ISO 9001, EN 15224, EFQM, Joint Commission, ISO 13485)
- Interfaces to other management systems – integrated management systems
- Audit purpose and types
- Audit planning & implementation
- Assessment & documentation of audit results
- Target-oriented coordination and realization of QM-aspects including leadership and the involvement of employees
- Implementation & monitoring of targeted improvement measures
- Audit communication, role-play on typical audit situations

### ✓ Target group

Managers and Employees working for Healthcare Facilities, Quality Managers, Quality Representatives, Quality Auditors, Station Employees, Doctors, Hygiene specialists, Assistants to Directors and other key employees, charged with the responsibility to conduct internal audits in the health care sector

### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Internal Quality Auditor Health Care”.



# ISO 22000:2018 –

## Implementation Training

**Requirements of food safety management systems (FDMS) for companies in the food industry**

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.826.011.00	ISO 22000:2018	On request	8 TU (1 day)	Inhouse Training	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

The revised ISO 22000:2018 was published on June 19<sup>th</sup>, 2018. The primary objective of ensuring food safety is now realized by a process oriented and comprehensive management system that addresses risks not only at operational (HACCP), but also at top-management level. Continuous improvement on an executive level integrates food safety permanently within the company and provides added value for companies in the food industry.

### ✓ Topics

- ISO 22000:2018 standards
- Update overview
  - Referring to ISO 9001
  - High-Level-Structure
  - Process oriented approach
  - Definitions
  - Risk based approach
- Requirements & modification from an auditors' perspective
- Practical implementation within the organization: chances, risks and practical examples

### ✓ Target group

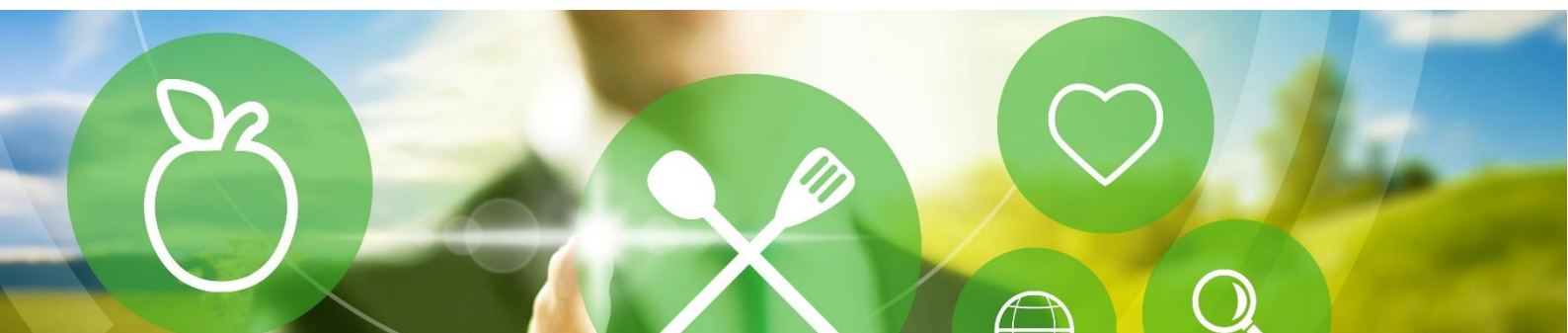
Food Safety and Hygiene Managers, Managers and Team Leaders, Employees and HACCP-Team Members of food industry, gastronomy, hotel & (system)catering industry, hospitals and nursing homes, food industry retail and wholesale, producers of packing material

### ✓ Requirements for attendance

Basic knowledge of ISO 22000:2005 Management Systems

### ✓ Certification

Confirmation of participation



# Training for certified

# Innovation Managers TÜV®

## Innovative Products and Services

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.810.103.00	Innovation Manager	On request	40 TU (5 days)	Inhouse Training	On request

Training formats:

- Classroom training course or
- Live Online training

### ✓ Training objectives

Shaping the future actively – Innovation as crucial basis for success. For continuous business development and longtime existence on the market, companies are challenged to develop and implement innovation strategies and processes.

In this seminar you will learn how to effectively use innovation management tools and how to develop, implement and control innovation management methods within your organization.

### ✓ Topics

#### Module 1: Innovation Management Basics

- Objectives and tasks of innovation management
- Innovation strategy, -culture and -processes
- Innovation projects
- Business model innovation
- Strategic cooperation, co-creation, crowdsourcing
- Patents, patent search, strategic property right development
- Funding opportunities for innovation projects
- Innovation communication

#### Module 2: Practical Implementation

- Use cases and practical exercises
- Creativity in companies
- Lateral thinking techniques
- Problem analysis and -solution with creativity techniques
- Systematic analytic, spontaneous, intuitive creativity
- techniques
- Implementing creative-sessions
- Trend management

### ✓ Target group

Decision makers and employees responsible for the introduction, implementation and development of the innovation management within the organization. Employees from research and development; product development; marketing; business development; executives; Quality Managers branches: production, technical and knowledge intensive services, industry, research, sole traders, small and medium-sized companies, large corporations

### ✓ Requirements

No requirements

### ✓ Certification

Confirmation of participation, with successful participation in the certification examination  
– TÜV AUSTRIA Certificate "Innovation Manager"



# Training for certified Project Managers TÜV®

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.810.020.00	Project Manager	On request	40 TU (5 days)	Inhouse Training	On request

Training formats:

- Classroom training course
- Live Online training

## ✓ Training objectives

A variety of topics, especially new tasks, are implemented and realized in organizations within the framework of projects. Requirements for goal-oriented project management skills are getting more and more complex and the ability of autonomous implementation and project coordination is an initial qualification for managers. Project Managers know about the substantial elements of project management standards and can apply the knowledge into practice.

In this seminar, participants obtain theoretical and practical tools for successful project management and acquire the necessary qualifications to plan, implement and post process projects.

## ✓ Topics

- General basics: standards, processes, procedure models, project types, credibility of a project
- Project initiation (pre-project stage): definition, framework, way of working, business case, proof of concept, project application
- Project planning: from project structure plan to the use of resources, organization, risk management, configuration management, quality management, project manual/ project management plan
- Project implementation (engineering): conception, requirements management, design composition, realization, verification and acceptance tests, delivery
- Project controlling: change control board, controlling meetings, controlling methods, project management measures, reporting, root cause analyses, project interruption and cancellation
- Project completion: project transfer, project evaluation, lessons learned, open issues, consolidation of project results
- Social competences in project management: project culture, social structures, special project situations, communication, management and lead

## ✓ Target group

People leading, coordinating, implementing and working in projects.

## ✓ Requirements

No requirements

## ✓ Certification

Confirmation of participation, with successful participation in the certification examination  
– TÜV AUSTRIA Certificate "Project Manager"



# Business Continuity Management

ISO 22301 | ISO 31000 | IEC 31010

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.810.087.00	Business Continuity Management	On request	8 TU (1 day)	Inhouse Training	On request

Training formats:

- Classroom training course
- Live Online training

## ✓ Training objectives

In extreme cases, disruptions and emergencies might lead to a major crisis or even the collapse of an entire company. Without preparatory measures, the resumption of the business in many cases is no longer possible and high damage is an inescapable result.

Business Continuity Management / BCM supports you in the identification and design of critical business processes in order to

- prevent the occurrence of emergencies in advance
- manage any emergencies and crises quickly and efficiently
- start normal business operations as quickly as possible

## ✓ Topics

- Fundamentals of the BCM as a management system
- Added value and potential in practice
- Fundamentals of risk management for the BCM
- Business impact analysis and impact analysis (Business Impact Analysis)
- Development of a continuity strategy
- Planning and implementation of preparedness and recovery measures
- Relevant norms and standards
- Crisis communication
- Practical examples from various sectors
- Fundamentals crisis and disaster management

## ✓ Target group

Managing Directors, Executives; IT Manager, Production Manager, Risk Manager, Project Manager

## ✓ Requirements for attendance

No requirements

## ✓ Certification

Confirmation of participation



# Crisis Management

## Basics | Elaboration of reaction plans | press conferences

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	22.810.047.00	Crisis Management	On request	16 TU (2 days)	Inhouse Training	On request

Training formats:

- Classroom training course
- Live Online training

### ✓ Training objectives

Often a company gets the highest attention when it is needed the least - in a crisis. A threat to people, health or the environment, caused by an accident in the factory or a return action of products: A crisis can hit any company. This situation requires fast action: employees expect an explanation and instructions, journalists are “knocking at the door” and authorities demand an investigation. The existence of the company is endangered, the time pressure is enormous. From now on, a fast, structured and concentrated action is essential.

### ✓ Topics

- Fundamentals of the BCM as a management system
- Crisis: Definition and Framework Conditions
- Crisis Management Team: Tasks and ways of working
- The emergency has occurred: Recognizing measures - Establishing schedules
- Human factor: human behavior in stress functions
- Communication: Do's and Don'ts in crisis - Media appearances - Preparation and implementation a press conference
- Practical exercises: Formation of a crisis team, development of scenarios and reaction plans, situation assessment, development and implementation of first measures, preparation and practical implementation of a press conference followed by a postprocessing through a media coach – speaker feedback

### ✓ Target group

Managing Directors, CEOs and Executives, Security Officers, PR and Media Officers, people who need to make decisions in the event of an emergency case.

### ✓ Requirements for attendance

No requirements

### ✓ Certification

Confirmation of participation



## *Expert Conferences*

Meet the expert! TÜV AUSTRIA ACADEMY in Austria offers more than 10 conferences per year.



## *Persons Certification*

### **Certification Institution**

TUV AUSTRIA Cert is an international institution issuing diverse accreditations, personal, product and system certifications, as well as public, trade and industry law authorisations which enjoy worldwide recognition. The strict separation of the processes of education and training on the one hand, and certification on the other, guarantee the highest conceivable degree of impartiality. Thus, the name TUV AUSTRIA stands for uncompromising unbiasedness and universally acknowledged quality.



### **Certification Procedure**

Education and training institutions and certification institutions are subject to requirements as defined in the international standard ISO/IEC 17024. Furthermore, person certifications involve precisely defined procedures. In every certification it carries out, TÜV AUSTRIA strictly complies with the stringent provisions of this standard. Thus, certificates issued by TÜV AUSTRIA enjoy universal recognition.

[www.tuv-akademie.at/en/certification/persons-certification](http://www.tuv-akademie.at/en/certification/persons-certification)



## E-Learning

TÜV AUSTRIA Academy's E-Learning programs provide basic knowledge for employees at all hierarchical levels. On-demand learning content, materials and results are available online via a digital learning platform.

### E-Learning Self Service Packages

- ✓ use your own corporate learning management system
- ✓ get the e-learning program as SCORM 1.2 package

S	M	L	XL	XXL
up to 100 users	up to 300 users	up to 500 users	up to 700 users	from 701 users

all prices plus tax

#### Price per package, up to 1 training unit

€ 2,340.-	€ 4,350.-	€ 5,600.-	€ 6,650.-	€ 6,730.-
-----------	-----------	-----------	-----------	-----------

#### Price per package, up to 2 training units

€ 3,950.-	€ 7,350.-	€ 9,500.-	€ 11,200.-	€ 11,370.-
-----------	-----------	-----------	------------	------------

### Information Security

Information security is not exclusively a topic for IT specialists. Each individual in the company contributes to the protection against damage to the organization and its system



### Social Engineering Security Check - How to Identify Hacker Attacks

Social Engineering is a manipulation technique that exploits human error to gain private information, access or valuables: One wrong click by one single user is all it takes for hackers to get access to sensitive corporate data. When it comes down to increase people's awareness for social engineering risks, security check trainings provide the best support!



### Quality Management

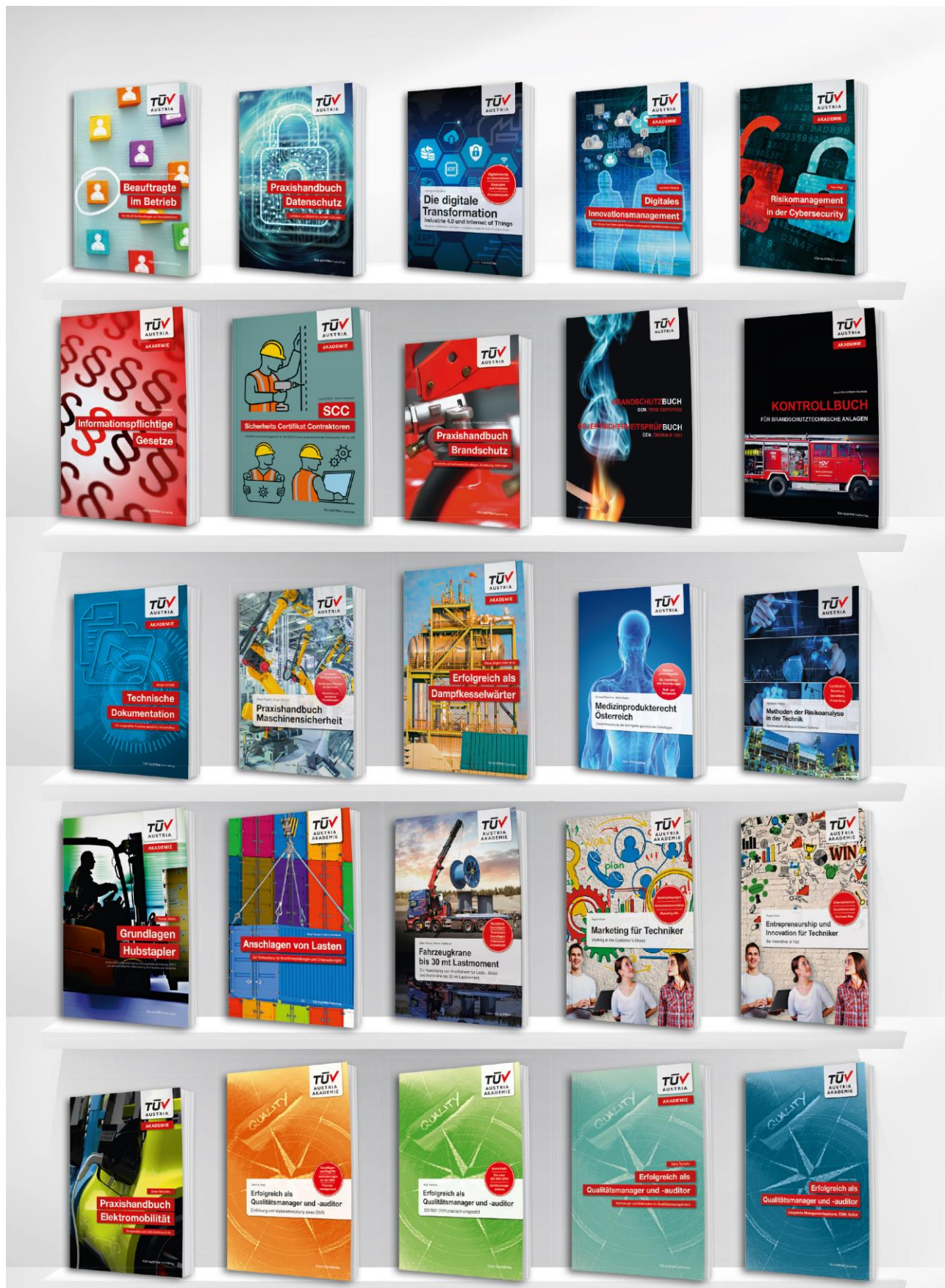
A quality management system focuses on customer orientation and supports you and your employees in meeting customer requirements.



[www.tuv-akademie.at/en/courses/E-learning](http://www.tuv-akademie.at/en/courses/E-learning)

## Publishing Department

The publications of TÜV AUSTRIA Publishing Department are a further focus of our comprehensive range of services. TÜV AUSTRIA Academy is constantly publishing textbooks, guides for daily practice and scripts in the core areas of safety, technology, environment and quality. [www.tuv-akademie.at/en/publishing](http://www.tuv-akademie.at/en/publishing)


















## International Branch Offices

More than 2.000 experts of TÜV AUSTRIA Group are committed to our clients in over 20 countries. Our tailor-made Solutions embrace industrial services, inspection, monitoring, certification, IT security, insurance services and training.

TÜV AUSTRIA Group's international focus and the multitude of national and international accreditations make TÜV AUSTRIA your competent, secure and dependable partner.

### TÜV AUSTRIA ACADEMY International

<b>TÜV AUSTRIA ACADEMY – Hellas</b>  Mr. Stelios P. Margetis stelios.margetis@tuv.at www.tuvaustria.academy	<b>TÜV AUSTRIA ACADEMY – Romania</b>  Ms. Dana Georgescu dana.georgescu@tuv.at www.tuv-austria.ro	<b>TÜV AUSTRIA ACADEMY – Turkey</b>  Ms. İpek Öztürk Keskin ipek.keskin@tuv.at www.tuvakademi.org
<b>TÜV AUSTRIA ACADEMY – Poland</b>  Mr. Andrzej Federowicz andrzej.federowicz@tuv.at www.tuv-austria.pl	<b>TÜV AUSTRIA ACADEMY – Slovenia</b>  Mr. Dejvi Ružič dejvi@tuev.si www.tuv-austria.si	<b>TÜV AUSTRIA AKADEMIE – Deutschland</b>  Ms. Charlotte Krämer charlotte.kraemer@tuv.at www.tuv-akademie.de
<b>TÜV AUSTRIA ACADEMY – Czech Republic</b>  Ms. Petra Sehnálková sehnalkova@tuvaustralia.cz www.itiv.cz	<b>TÜV AUSTRIA ACADEMY – Iberia</b>  Ms. Ana Vega avega@tuviberia.com www.tuviberia.com	<b>TÜV AUSTRIA ACADEMY – Russia</b>  Mr. Dmitry Yartsev dmitry.yartsev@tuv-austria.ru www.tuv-austria.ru
<b>TÜV AUSTRIA ACADEMY – Italy</b>  Ms. Piera Fiammenghi piera.fiammenghi@tuv.at www.tuvaustriaitalia.com	<b>TÜV AUSTRIA ACADEMY – Belgium</b>  Mr. Erik Thomas erik.thomas@metallogic.be www.metallogic.be	<b>TÜV AUSTRIA ACADEMY – Albania</b>  Ms. Adelina Muja adelina.muja@tuv.at www.tuv.al
<b>TÜV AUSTRIA ACADEMY – Cyprus</b>  Ms. Flora Vorka www.tuvaustria.academy	<b>TÜV AUSTRIA ACADEMY – Jordan</b>  Ms. Rozan Alabdallat rozan.alabdallat@tuv.at www.tuvaustria.academy	<b>TÜV AUSTRIA ACADEMY – Azerbaijan</b>  Ms. Rahima Javanshirli rahima.javanshirli@tuv-az.com www.tuvakademi.org



**Adelina Muja is Academy Director of TÜV AUSTRIA Albania. Within this interview she talks about possibilities and innovations of her daily business.**

**Mrs. Muja, could you tell us a little bit about the**

**background of TÜV AUSTRIA Academy in Albania: When was the Academy in Tirana established?**

TÜV AUSTRIA Academy in Albania was established in 2014 – the year in which the license from “National License Center” in Tirana, Albania was obtained. The seminars we deliver are Internal Auditor courses with the support of our colleagues locally in Tirana and Lead Auditor trainings with the support of our colleagues from the Academy in Athens and/or other branches depending on the type of training required.

**Which training courses are offered in the Albanian training program?**

The training courses we offer focus mainly on seminars for Management Systems such as: Quality, Environmental, Occupational Health and Safety, Food Sector, IT Security and Energy.

Apart from the above mentioned trainings, we also offer seminars in Automotive Industry, like Defensive Driving Training, Road Traffic and other industrial trainings: Tower Climbing, Safe Use of Cranes Training etc.

**How many training facilities are available at your location?**

In Tirana, we have one seminar room. Additionally, depending on the number of participants and the type of training, we select adequate rooms in proximity to our office if we need a larger space.

**Can you think of a success story? What was the most positive participant response?**

What we have seen is that our services have sparked the interest of the market and our customers who choose to attend our trainings as they enable them to improve their responsibilities within their working environments. During the last months we conducted several online courses. Although our customers generally prefer traditional classroom trainings, we also received positive feedback on our new methods.

**How can TÜV AUSTRIA Academy in Albania help people boost their careers and in terms of added value – why should people choose TÜV AUSTRIA in Albania as training organization/partner?**

The experience and the preparation of our trainers is highly appreciated, which makes the difference to our competitors. Our trainers provide valuable information during the training programs which enables the participants to become more efficient and effective in their daily work processes. Our main goal is to increase the number of highly efficient professionals as these are considered as an asset for each organization.

## *Training facilities*



### **Training Centers**

All of our conference rooms enjoy a tranquil location and lots of natural light. The conference rooms are fully air-conditioned and have the latest technology of technical equipment

Seminar breaks are important time-outs for processing information, having a chat and taking some refreshment.

During each break, we offer unlimited tea, coffee, mineral water and fruit juices

As a mid-morning snack we can offer you open sandwiches, and Danish pastries or cake as an afternoon snack.

A basket of fresh fruit is at your disposal during each break. Our restaurant offers you lunch with three different types of menus.

We will gladly fulfil all your culinary wishes and those of your guests and employees.

### **Facilities in and around Vienna:**

#### **TUV AUSTRIA Campus**

Head Quarter in 2345 Brunn/Gebirge in the south of Vienna

#### **TUV AUSTRIA Technology & Innovation Center**

1230 Vienna

Further locations: Salzburg, Innsbruck, Graz, Gänserndorf

[www.tuv-akademie.at/en/seminar-rooms](http://www.tuv-akademie.at/en/seminar-rooms)



## ✓ Save your bookings!

Please mark the desired date and return the scanned form by E-Mail.

x	Course-no.	Course	Date	Name
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

☐ We are interested in implementing an Inhouse-Training. Please contact us.

☐ We are interested to receive Information Material. Please contact us.

For further information, please contact: [academy@tuv.at](mailto:academy@tuv.at) | +43 50454-8174 | [www.tuv-academy.at](http://www.tuv-academy.at)

# Registration

Fax: +43 5 0454-8145 • [academy@tuv.at](mailto:academy@tuv.at) • [www.tuv-academy.at](http://www.tuv-academy.at)

Company	
Address (street, postal code, city)	
Billing address (if different)	
Please send the invoice <input type="checkbox"/> by post <input type="checkbox"/> to the following email address	Your order number (if applicable)
Title	First name
Last name	
Position	Date of birth (for confirmation of participation)
Telephone number	Date/stamp/signature
Personal email address of the participant	

**Extract from the terms and conditions of participation:** The General Terms and Conditions of TÜV AUSTRIA AKADEMIE GMBH as specified at <http://www.tuv-academy.at/TaC> apply in their entirety. The participation fees must be paid by bank transfer within two weeks after receipt of the invoice. Classroom training sessions may be cancelled in writing by TÜV AUSTRIA AKADEMIE GMBH up to 6 business days (Mon–Fri) before the start of a session. In this case, already paid participation fees will be refunded; further claims are excluded. Transfers and cancellations must be made in writing. They are free of charge up to 7 working days (Mon–Fri) before the start of the event. As from 6 working days up to 1 working day before the start of the event, 10 percent of the participation fee will be charged for transfers and 30 percent for cancellations. In case of no show or cancellation as from the (first) day of the event, the complete participation fee will be charged; transfers are then no longer possible. We gladly accept a substitute participant. We provide access to an e-learning product ordered by you within two working days. The right of withdrawal expires as soon as you open the first e-learning session.

Certified Training Courses

Persons Certification

Expert Conferences

Publishing House

E-Learning



**TÜV AUSTRIA AKADEMIE GMBH**

TÜV AUSTRIA-Platz 1

2345 Brunn am Gebirge

T: +43 (0)5 0454-8000

E: [academy@tuv.at](mailto:academy@tuv.at)

W: [www.tuv-academy.at](http://www.tuv-academy.at)