

International Course Program

Safety | Engineering | Environment | Quality | Leadership

**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, Quality and Leadership.

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

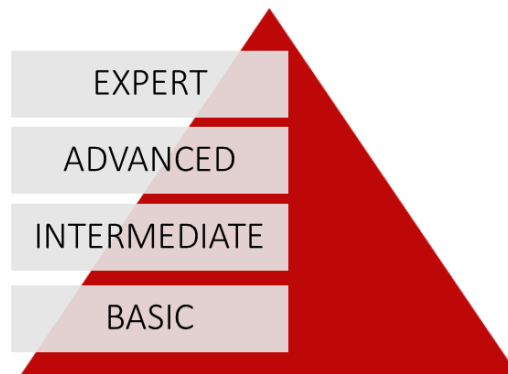
The training courses are available in English language as well as local language.

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

Training Level



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.

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

Content

Training Courses

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A conceptual image showing 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 giant or a powerful force. 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

Functional Safety for Process Technology

Functional Safety for Mechanical Engineering

Methods of Risk Analysis

HAZOP

RIMAP

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	23.803.148.01	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	23.803.122.00	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	23.803.152.00	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	23.803.125.00	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

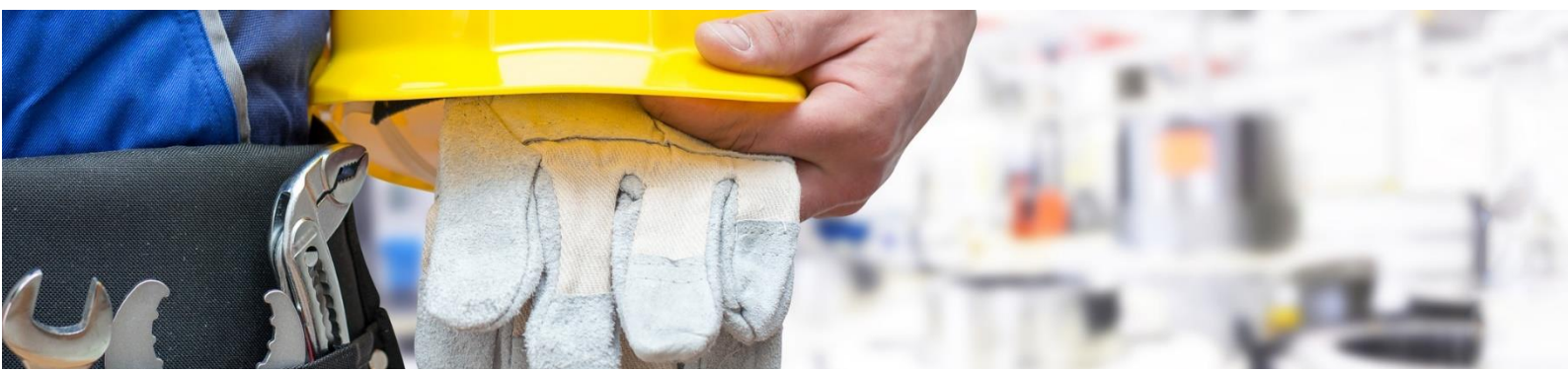
Managers and Employees, in charge of the introduction, implementation, maintenance and continuous improvement of Occupational Health and Safety Management Systems. IMS Managers, Quality- and Environmental Managers and Auditors, Safety Officers, Safety Coordinators, EHS-Managers, Safety Specialists

✓ 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	23.813.052.00	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
- 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	23.813.035.00	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 25th, 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	23.813.007.00	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	23.813.137.01	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. 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

According to ISO 9241-210, -220

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.813.136.01	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.

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	23.813.099.01	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

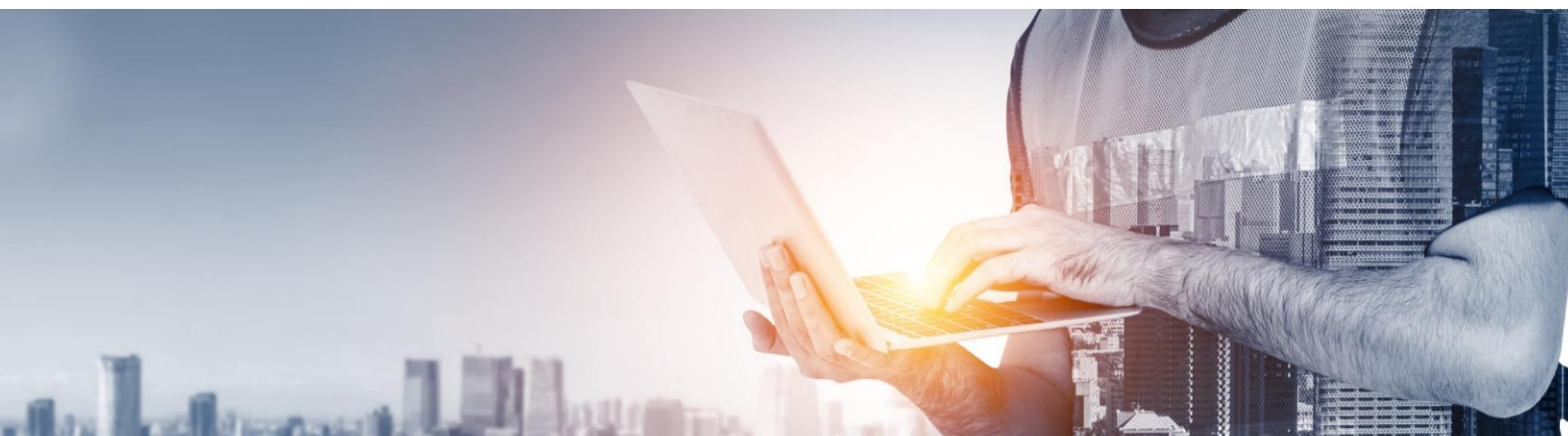
Industrial component manufacturers, manufacturing industries, machine builders, system integrators, plant operators, energy suppliers, operators of critical infrastructure, maintenance, production technicians, plant planners and plant technicians, plant electricians, machine operators, those responsible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

✓ Certification

Confirmation 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	23.813.092.01	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

Confirmation 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	23.813.091.01	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

Confirmation 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	23.101.116.00	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

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

✓ Requirements for attendance

No requirements

Functional Safety

for Mechanical Engineering

Design and Realization of Control Functions

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.124.131.00	Functional Safety for Mechanical	On request	8 TU (1 day)	Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

Languages:

- English or German

✓ Training objectives

In this seminar, you will learn the essential safety principles of the applicable harmonized standards EN ISO 13849 and EN 62061 in a practical manner using concrete examples.

✓ Topics

- Legal parameters (EU-regulation, ISO standards)
- Basics of functional safety
- EN ISO 13849
- EN IEC 62061
- Design and realization of control functions
- Risk Reduction
- Safety functions

✓ Target group

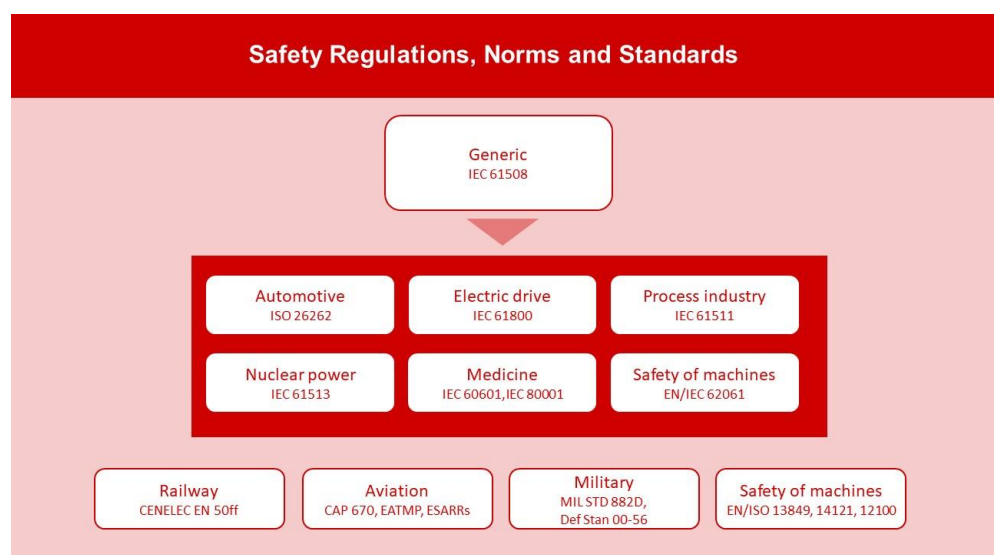
Constructors, Programmer, Maintenance Engineers

✓ Certification

Confirmation of participation

✓ 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	23.101.133.00	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

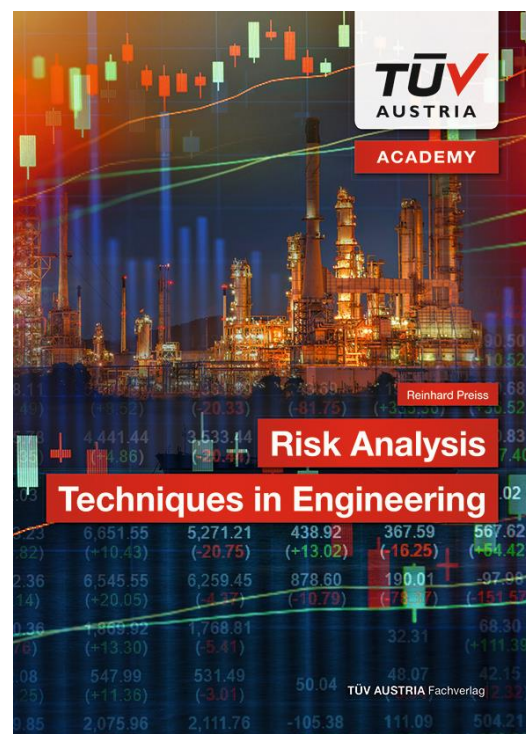
Engineers, Risk Managers and Executives working with technical systems

✓ Certification

Confirmation of participation

✓ Requirements for attendance

No requirements



HAZOP

Hazard and Operability Studies

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.101.024.00	HAZOP	On request	16 TU (2 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German / other languages on request

✓ Training objectives

The primary purpose of a Hazard and Operability study is to identify all deviations from the way the design is expected to work, their causes, and all the hazards and operability problems associated with these deviations and make recommendations to improve its safety and operability.

Usually, a facilitated multidisciplinary team uses a systematic approach to identify hazards and operability problems.

The focus of the course will be on the basic HAZOP methodology, on important themes to be covered within the study, on requirements and restrictions, and on organizational issues. Several application examples will be worked out together with the course group.

✓ Topics

- HAZOP Basics, Framework / Introduction
 - Areas of Application
 - Distinction from (Component-) FMEA
 - Definition
- HAZOP Methodology
 - Continuous System
 - Discontinuous (sequential, batch-) systems
- Execution of HAZOP
 - Objectives and Scope
 - Selection a Team
 - Roles and Responsibilities
 - Preparing the study
 - Team meetings and documentation
- Examples of application
 - Continuous system – gas pressure reducing station
 - Defining the sub-systems for chemical production
 - HAZOP Preparing of discontinuous system reactor unit
 - Railway gate at level crossing (HAZOP as PHA)
 - Other applications for HAZOP (emergency measures, personnel selection process)

✓ Target group

Engineers, Risk Managers and Persons working with technical systems

✓ Certification

Confirmation of participation

✓ Requirements for attendance

No requirements

Basics of

Risk Based Inspection (RIMAP)

Risk-Based Inspection and Maintenance Procedures for European Industry

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.801.119.00	Risk Based Inspection	On request	12 TU (2 days)	Inhouse	On request

Training formats:

- Classroom training course

- Live Online training

Languages:

- English or German

✓ Training objectives

RBI is a key tool to evaluate current inspection plans and to determine priorities for inspections of pressure equipment. By this, critical contributors to risk are identified, economic optimum levels of inspection with respect to the risks are defined and future plans for decision making are established. The essential steps of an RBI analysis, like assessment of the probability of failure (PoF) and the consequence of Failure (CoF) according to the principles of the European RIMAP methodology, as described in the CEN Workshop Agreement CWA 15740, will be discussed. Within the used approach, the effort of the analysis is rather on lifetime assessment and establishing inspections plans for equipment than on calculating effects of leakages in very much detail.

✓ Topics

- Legal Aspects
- Overview of acquainted, international approved RBI-concept
- RIMAP Methods
- Development of a typical RBI analyzing procedure
- Inspection planning based on risk objectives
- Introduction of TÜV Austria RIMAP-based analysis software
- Work through a case example based on the industrial experience in the field of pressure equipment

✓ Target group

Inspection- and Maintenance Managers with responsibility for pressure equipment, Employees of Inspection Units and User Inspectorates

✓ Certification

Confirmation of participation

✓ Requirements for attendance

Basics of Risk Management and Inspection Planning recommended

Basic Training

System Safety

Level 1: Systematic Approaches for Technical Safe Systems

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.824.182.00	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

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	23.824.187.00	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

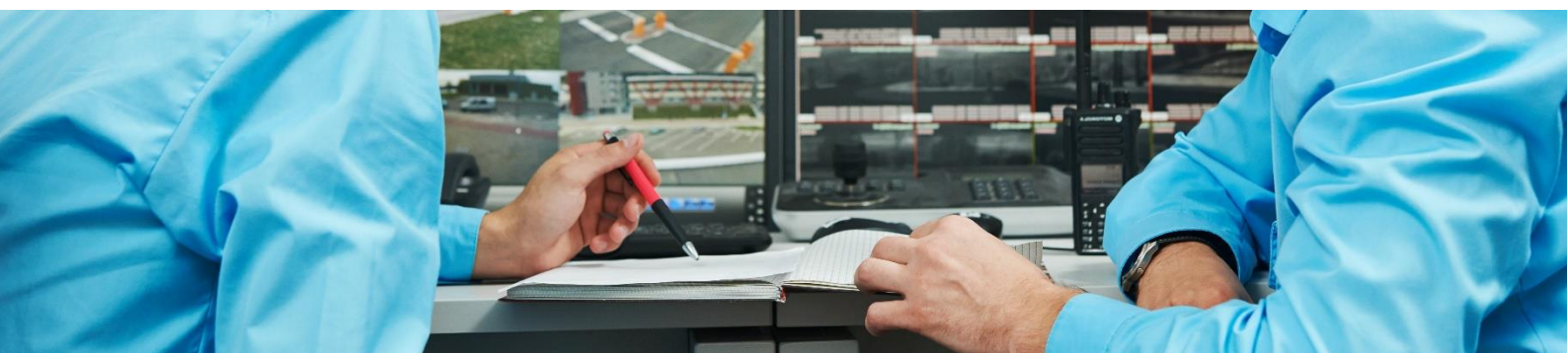
Safety-Managers, Safety-Engineers, Project Managers, Hard- and Software Engineers, Testing Engineers

✓ 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

✓ 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	23.824.183.00	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	23.824.088.00	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 intersect. In the lower portion, there are various mechanical components, including valves with handwheels, a large cylindrical tank, and a heat exchanger with a coiled tube. 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

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	23.806.011.01	Corrosion in Practice	On request	6 TU (0,5 days)	Online	€ 560,-

- 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

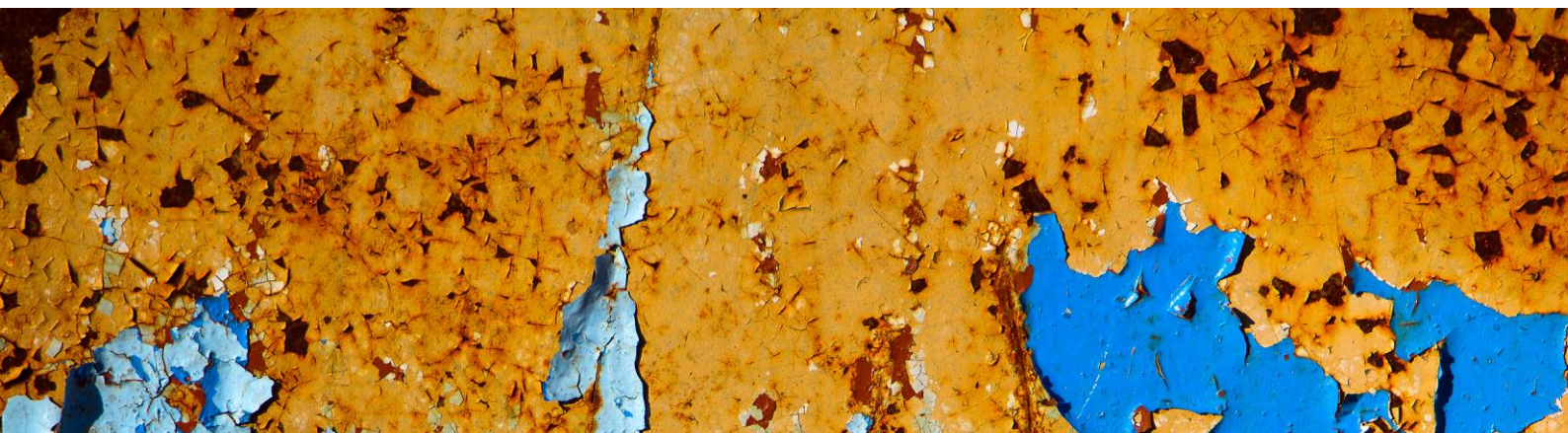
People with a technical background in general and engineers (e.g. maintenance and reliability engineers) in particular. However, the program can be followed by anyone with interest in materials or who wants to understand how materials interact with the environment.

✓ 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	23.801.010.00	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	23.801.001.00	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	23.827.002.00	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 Confirmation





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®

Green Tech
High Voltage HV-2 PLUS
Photovoltaics

ISO 50001

Implementation Training

Application and implementation within the European Union

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.812.098.00	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	23. 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®".



High Voltage HV-2 PLUS

acc. to OVE Guideline R19

Safe work on electrical and hybrid vehicles

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23. 807.040.00	HV2-PLUS training course	On request	16 TU (2 days)	Open or Inhouse	On request

Training formats: • Classroom training course

✓ Training objectives

In this seminar, you will learn about the opportunities and advantages of electric mobility, but also about the potential hazards of high-voltage systems. After successful completion of the course, you will be authorized to carry out voltage disconnections and to work on voltage-released high-voltage systems of vehicles.

✓ Topics

- Legal requirements and standards
- Electrotechnical and electronic basics
- Components and designs of electric and hybrid vehicles
- Battery systems
- Safety regulations, dangers of electric current
- Charging stations, charging modes and plug-in systems
- Practical exercises on the use of PPE and measuring devices
- Practice: Voltage disconnection and recommissioning
- Practice: Insulation testing and potential equalization measurement

✓ Target group

Electricians in motor vehicle workshops, Teachers at vocational and technical schools, Authorities in the field of e-mobility, Development, production and service departments of companies using HV systems, Electrical engineers who install charging stations and want to know more about the vehicle side of things

✓ Requirements

Proof of basic electrical engineering knowledge: e.g. completed automotive technician, automotive electrician training or electrical engineering training.

✓ Certification

Certificate of competence according to R19 for the HV-2 high-voltage training level upon positive completion of the examination. Certificate of attendance.

✓ follow up Training Course

High-Voltage HV-3 acc OVE Guideline R19/2021



Photovoltaics

Installation, Inspection & Certification

Safe work on electrical and hybrid vehicles

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	GR. 804.050.00	PVs – Installation, Inspection, Cert.	On request	40 TU (5 days)	Open or Inhouse	On request
Training formats:		Classroom training course				
Languages:		German, English, Greek				

✓ Training objectives

The training prepares participants for solving increasingly complex photovoltaic-specific problems. After the course, they will be able to plan and install photovoltaic systems with self-consumption solutions such as electricity storage systems, etc. in a professional, safe and standard-compliant manner.

✓ Topics

- Existing standards, requirements of the PV system
- PV installations' description
- The design process: reference to parameters that should be taken into account before the study to avoid non conformities according to IEC 62548 & IEC 62446-1:2016 standard
- Installation materials: materials' selection process, required certificates of materials, sizing materials
- General description of IEC 62446-1:2016 standard
- Inspection of civil engineer works
- Inspection of lightning protection system. Existing standards
- Method of electrical study review according IEC 62446 standard. Case studies
- Method of visual inspection with case studies and photos.
- Analytical description of required electrical measurements.
- Method of measurement. Presentation of commercially available measuring instruments
- Evaluation of electrical measurements

✓ Target group

Electrical engineers; already active fitters of photovoltaic systems

✓ Requirements

Basic theoretical electrical engineering knowledge (electrical engineering apprenticeship diploma or higher) and/or practical electrical engineering knowledge (e.g. plumber, PV roofer or building technician etc. with further electrical engineering training and practice).

✓ Certification

Confirmation of Participation





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

Upgrade for certified Supplier Auditors

Effective Inspection Equipment Management

Training for certified Inspection Equipment Commissioners

Health Care

Training for certified internal Quality Auditors - Health Care

ISO 13485

GMP-Good Manufacturing Practice

Food Safety & Hygiene

ISO 22000:2018 – Implementation Training

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	23.808.088.01	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

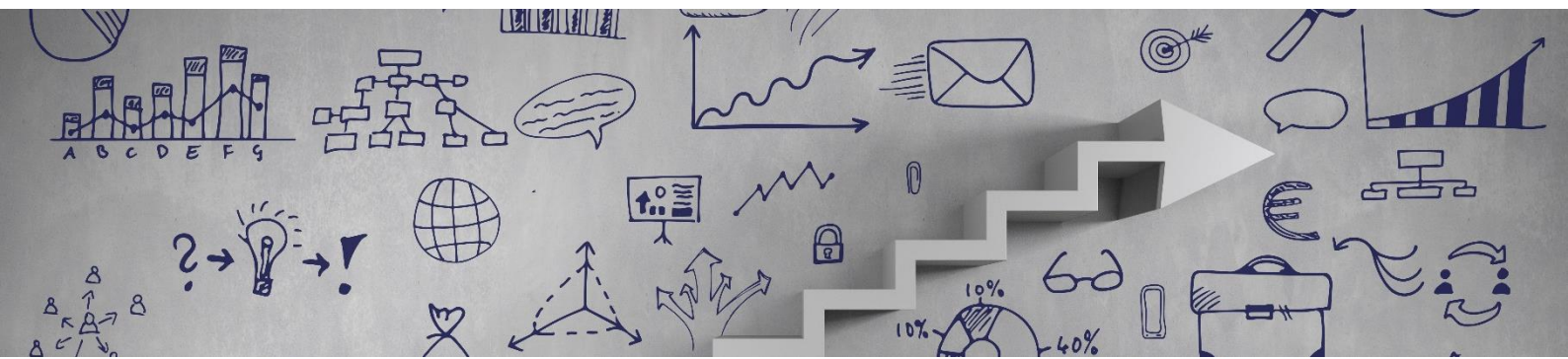
Employees, Manager, Executive Manager; Employees to be trained for the function as Quality Manager, Quality Representative or Quality Auditor

✓ 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	23.808.011.00	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	23.808.123.00	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

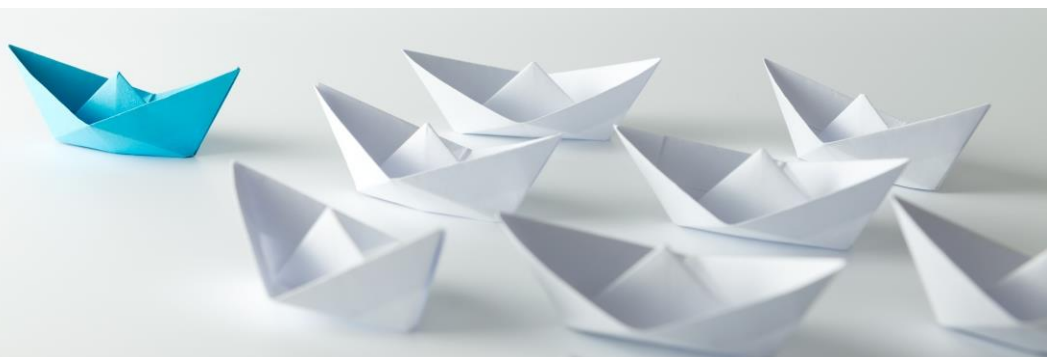
Staff charged with the responsibility to conduct internal audits

✓ 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

Guideline for Management System Audits

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.808.004.00	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 2nd and 3rd party Quality-, Environmental- & Safety-Audits

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23. 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	23.808.123.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	23.808.230.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

Upgrade for certified Supplier-Auditors TÜV®

Determination and evaluation of competences and improvement potentials

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23. 808.106.00	Supplier Auditor	On request	24 TU (3 days)	Open or Inhouse	On request

Training formats:

- Classroom training course
- Live Online training

✓ Training objectives

Quality of products and services is besides personal achievements related to the quality of suppliers and partners within the production chain. In the operative function as Supplier-Auditor you are able to implement supplier audits (or customer audits) as effective tool for preventive quality assurance of products and services, by adjusting and evaluating conformity of determined requirements.

Besides fulfilment of ISO 9001 standard requirements for suppliers, the development and deepening of long-term cooperation is a major objective for supplier audits.

✓ Topics

- Objective and purpose of supplier-/ customer-audits
- Qualification requirements related to Supplier-Auditors
- Arrangement and coordination of supplier-/ customer-audits
- Solution-oriented communication
- Handling of perceptible deviations
- Supporting the audit partners at corrective actions
- Objective and professional interaction with audit partners

✓ Target group

People, conducting and supporting supplier-/ customer-audits or being audited • Quality-Auditors • Quality-Representatives &-Managers with completed Auditor Basic Training • Managers and Employees of purchasing departments

✓ Requirements

Completed training for Quality-Manager and/or -Auditor at the TÜV AUSTRIA Academy (at least 80% attendance required) or equivalent training courses in accordance with audit- and ISO 9001:2015 standard knowledge.

✓ Certification

Confirmation of participation, with successful participation in the certification examination – TÜV AUSTRIA Certificate “Supplier-Auditor TÜV®”



Effective Inspection Equipment Management

Requirements according to ISO 17025 for test laboratories

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.808.137.00	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	23. 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



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	23. 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”.



EN ISO 13485:2016

Medical devices – Quality Management Systems – Requirements for regulatory purposes

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.805.025.00	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

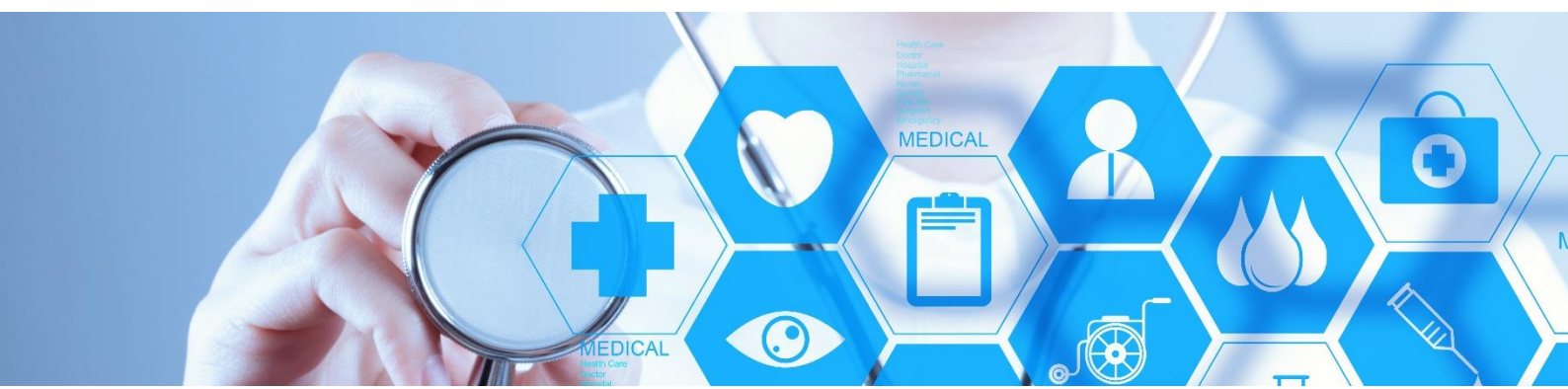
Authorities affected by the alterations of EN ISO 13485: Chief Executives as well as Specialists and Managers of the medical device industry, particularly departments of Research and Development, Quality and Regulatory Affairs, Safety and Production, Marketing, Sales & Product Management, Maintenance, 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



GMP – Good Manufacturing Practice

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.805.025.00	GMP	On request	8 TU (1 day)	Inhouse	On request
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Training formats:		<ul style="list-style-type: none">- Classroom training course- Live Online training				
Languages:		<ul style="list-style-type: none">- English / German / Turkish				

✓ Training objectives

In this seminar, you will learn the structure and interrelationships for GMP-compliant action from a technical perspective with its principles, structures and processes. We provide you with the theoretical and practical tools to design processes and procedures in a GMP-compliant manner.

✓ Topics

- Basics and development of GMP
- Quality Management
- Hygiene and personnel, rooms and buildings, equipment and devices
- Material and cleanroom design
- Qualification and validation
- Documentation
- Complaints and recalls
- Self-inspection and audit
- Production and quality control

✓ Target group

Managers and specialists from the pharmaceutical industry, pharmacies and hospitals, engineering offices and planners involved in the tendering, planning and implementation of GMP projects, suppliers of GMP-relevant trades, employees from all areas of the company who are actively affected by GMP or are involved in it.

✓ Requirements

No requirements

✓ Certification

Confirmation of participation



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	23.826.011.00	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 19th, 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





Leadership

In order to bring teams and companies to success, it requires Leadership.

Knowledge and skills in Leadership become increasingly important. Beside Organization and Management Leadership includes also Corporate Social Responsibility, Sustainability, Risk-Management, Legal Compliance and much more.

Leadership

Legal Compliance
CSR & Sustainability Representative TÜV®
Training for certified Innovation Managers TÜV®
Training for certified Project Managers TÜV®
Business Continuity Management
Crisis Management

Compliance Training

Requirements | Standards | Principles

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.808.151.00	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



CSR & Sustainability

Representative TÜV®

Safe work on electrical and hybrid vehicles

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23. 807.040.00	CSR & Sustainability Repr.	On request	16 TU (2 days)	Open or Inhouse	On request
Training formats:						
<ul style="list-style-type: none">• Classroom training course• Live-Online training course						

✓ Training objectives

After the training course, participants are able to...

- understand the importance of corporate CSR and sustainability management.
- Understand terms, definitions, roles
- know legal and normative basics (e.g. ISO 26000, ONR 192500, ISO 20400, GRI guidelines, SDGs, UN Global Compact, ...)
- plan, implement and measure CSR and sustainability projects
- Define key figures for measuring success
- Plan and implement strategic integration of CSR in the organization

✓ Topics

- CSR & Sustainability: Terms, definitions, benefits, areas of application, legal overview.
- Norms, guidelines & standards
- ISO 26000
- ONR 192500 (social responsibility of organizations)
- ISO 20400 (procurement guidance)
- GRI guidelines
- SDG-Sustainable Development Goals
- UN Global Compact.
- CSR and sustainability projects: planning, implementing and measuring, key performance indicators, common tools and methods
- Guide for the successful implementation of your CSR and sustainability project in your company

✓ Target group

Sustainability and CSR Officers, Environmental Officers, Quality Officers, IMS Officers, Compliance Officers, Human Resources Officers, Senior Managers, Executives, Marketing Officers, Organizational Developers

✓ Certification

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

Training for certified

Innovation Managers TÜV®

Innovative Products and Services

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
O	23.810.103.00	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

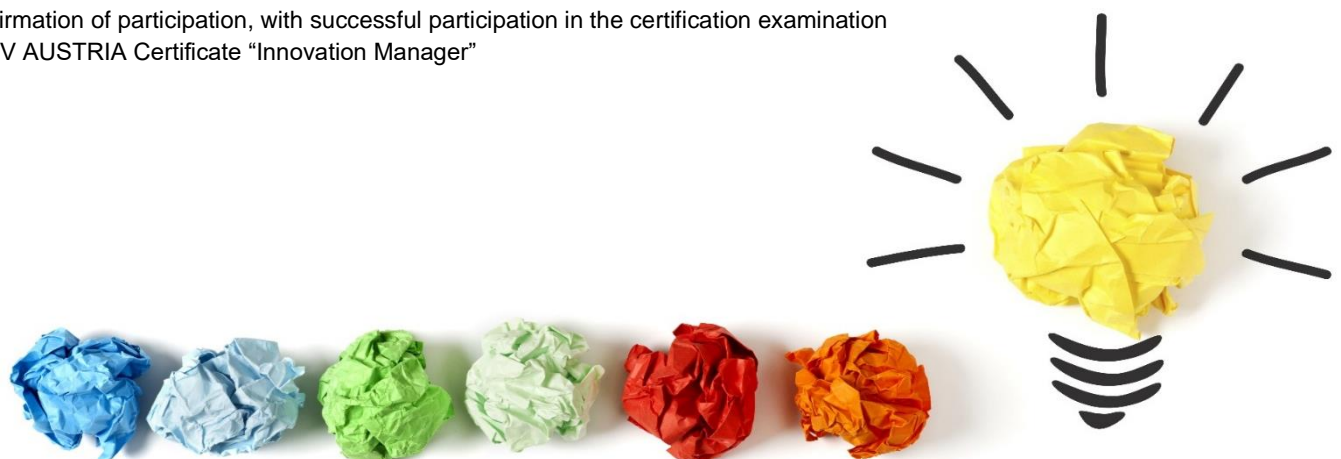
Decision makers and employees responsible for the introduction, implementation and development of the innovation management within the organization. Employees from research and development; product development; marketing; business development; executives; Quality Managers branches: production, technical 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	23.810.020.00	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	23.810.087.00	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	23.810.047.00	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, TUV AUSTRIA strictly complies with the stringent provisions of this standard. Thus, certificates issued by TUV AUSTRIA enjoy universal recognition.

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
€ 2,340.-	€ 4,350.-	€ 5,600.-	€ 6,650.-	€ 6,730.-
€ 3,950.-	€ 7,350.-	€ 9,500.-	€ 11,200.-	€ 11,370.-

all prices plus tax

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

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



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

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An Interview with Piera Fiammenghi



Piera Fiammenghi is Academy Business coordinator of TÜV AUSTRIA Italia. In this interview she talks about possibilities and innovations of her daily business.

Ms. Fiammenghi, could you tell us a little bit about the background of TÜV AUSTRIA Academy in Italy: When was the Academy established?

TÜV AUSTRIA Academy in Italy was officially established in 2021 but we started offering a few training courses on Non-Destructive testing (VT, PT, MT, TT, UT, RT) already at the end of 2019.

Since then, we have been constantly building up the new Academy in Italy by developing our training program so that we can best meet our customers' needs. It goes without saying that our main goal is to become one of the best training providers in Italy boosting technical safety, environmental protection and improving the quality of products and services through targeted training.

Which training courses are offered in the Italian training program?

The training courses we offer focus mainly on Safety, Environment, Certification of technical skills – (basic and advanced NDT Testing, Equipment and Plant Safety, Welding) – Compliance & Quality Management and Softskills.

Since the TÜV AUSTRIA Academy in Italy has just started up, we are developing step by step our training program hearing carefully our customers' needs and looking forward to building up for them a tailor-made Course Program which is targeted to transfer the know-how and to successfully implement the skills acquired in the company business development.

Do you offer your courses only in Ancona or also in other cities or countries?

In the last two years - due to the pandemic - we mainly offered Instructor Lead Live Online Training courses. Thanks to this we had the possibility of being "virtually" present all over Italy at our customers' sites not worrying about finding the adequate settings for our training events.

Apart from this, we also organized 1 to 5-day classroom training courses at our customers' sites, in rented rooms near our offices or in other Italian cities.

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

For the last two years we held over 35 among online and classroom courses and webinars with more than 300 participants and received a very good feedback.

At the end of each training course, we submit a survey to all participants ask for their opinion about the event and the trainer, also for suggestions for improvement.

We were very pleased and surprised to receive a positive response from most of our trainees who were very satisfied with how the courses were conducted.

I would like to think of each course which we have held until today until today as a success story, each one in its own way, since every customer who chooses a TÜV AUSTRIA Academy branded course, consider us a valuable, unique and successful training provider.

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

TÜV AUSTRIA Academy in Italy aims at standing out from its competitors. This is why we choose experienced tutors and speakers, offer practice-oriented and advanced training events which provide the maximum benefit for our customers, propose training courses which are not only one-way but which involve participants to interact with the tutor for an enjoyable and unique training experience.

It is a fact that a well-trained employee is a more efficient and valuable employee who can bring added value to the development of the company business and increase revenue and profits by attracting more interested customers.

By attending TÜV AUSTRIA Academy classes and training sessions customers can make the difference in terms of know-how. They become aware that they can increase their knowledge and turn their job into a successful career and their company into a "forge" of talented resources who are supposed to give birth to new business opportunities.

Training human resources is the best investment for the future growth of the companies.



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:

TÜV AUSTRIA Campus

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

TÜV AUSTRIA Technology & Innovation Center

1230 Vienna

Further locations: Salzburg, Innsbruck, Graz, Gänserndorf

www.tuv-akademie.at/en/seminar-rooms



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☐ 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 | +43 50454-8174 | www.tuv-academy.at

Registration

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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.

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