

International Course Program

Safety | Engineering | Environment | Quality

Safety First.

Moving. Forward.

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

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

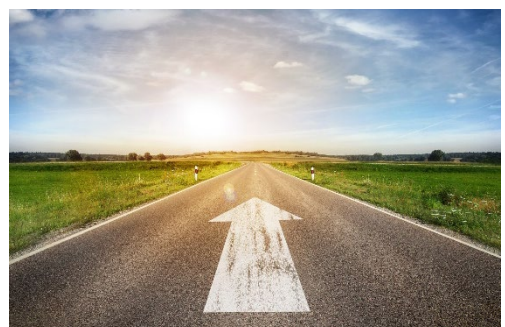
More than 15.000 participants attend the courses of TÜV AUSTRIA ACADEMY each year. The training philosophy combines targeted know-how transfer with practical application for successful implementation in the company.

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

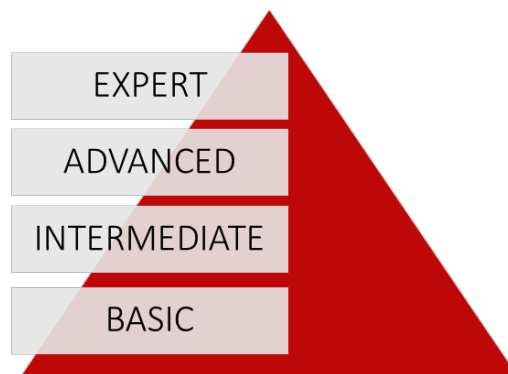
The training courses are available as open classroom training courses in German or English language in Austria and customized inhouse training course at your company.

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. Available training courses with Persons Certificates are marked with: 

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 have to 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



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 company 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-DGPR Awareness-Training

Information Security Management Systems

(ISMS) Manager & Auditor Training

System Safety & Functional Safety

System Safety

Certified Safety Specialist IEC 61508

Certified Safety Specialist ISO 26262

Certified Safety Manager

Bilingual Training Courses (German & Arabic)

Occupational Health and Safety

Fire Safety Forklift and Cranes

SCC – Safety Certificate Contractor

Management System for Safety-, Health- and Environmental Protection

Course-no.	Course	Date	Duration	Venue	Price
20.803.148.01	SCC	on request	16 TU (2 days à 8 units)	Inhouse-training	on request

✓ 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:

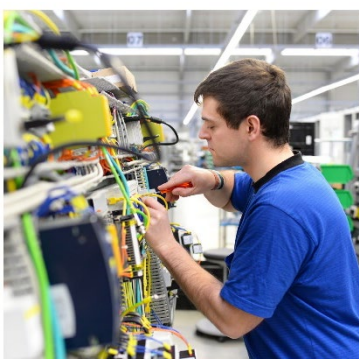
Vocational education: _____ Birthplace: _____

☐ 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

Course-no.	Course	Date	Duration	Venue	Price
20.803.122.00	Internal Auditor OHS	on request	32 TU (4 days à 8 units)	Inhouse-training	on request

✓ 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

Course-no.	Course	Date	Duration	Venue	Price
20.803.152.00	Protection Systems	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

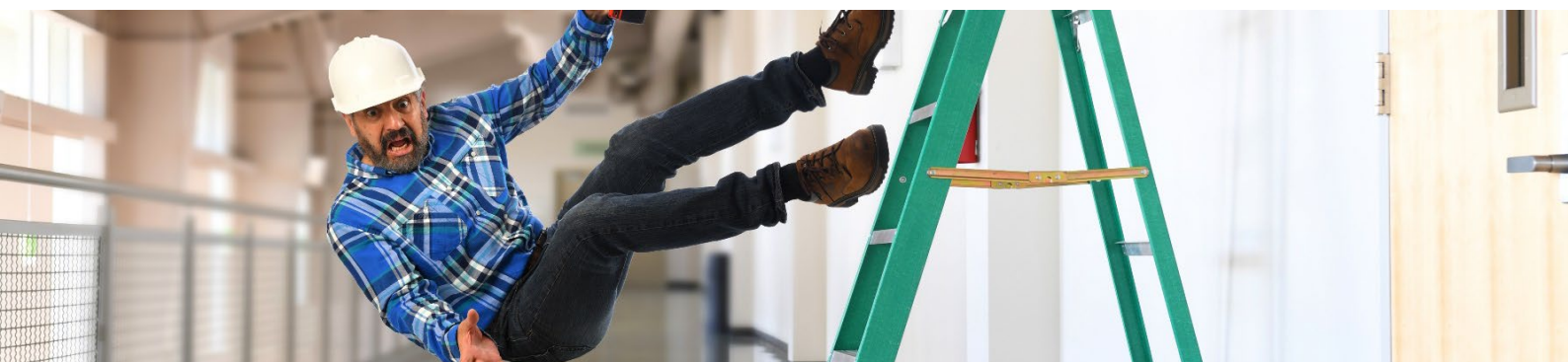
Specialists in the field of occupational health and safety: Managers, Safety Officers, Engineers, Professional purchasers of personal protection equipment. Sectors: building services, maintenance services, roofers, construction and other companies with employees working in fall endangered areas.

✓ Requirements

No requirements

✓ Certification

Confirmation of participation



ISO 45001:2018 – Implementation Workshop

Course-no.	Course	Date	Duration	Venue	Price
20.803.125.00	ISO 45001:2018	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

Course No.	Course	Date	Duration	Venue	Price
20.813.052.09	DPO	on request	40 TU (5 days à 8 units)	Inhouse-training	on request

✓ Training objectives

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

✓ Topics

Legal parameters & privacy fundamentals:

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

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

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

✓ Target group

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

✓ Requirements

Basic knowledge data protection

✓ Certification

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



EU Data Protection Regulation Awareness – Training

No.	Course	Date	Duration	Venue	Price
20.813.035.06	EU DPR	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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



\$ DSGVO

ISMS-Manager & Auditor Training TÜV®

Implementation and Auditing of Information Security Management System (ISMS) Requirements

Course-no.	Course	Date	Duration	Venue	Price
20.813.007.00	IMS Manager ISO 27001	on request	40 TU (5 days à 8 units)	Inhouse-training	on request

✓ 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 Manager

- 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



Basic Training System Safety

Level 1: Systematic Approaches for Technical Safe Systems

Course-no.	Course	Date	Duration	Venue	Price
20.824.182.00	System Safety	on request	24 TU (3 days à 8 units)	Inhouse-training	on request

✓ Training objectives

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

✓ Topics

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

✓ Target group

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

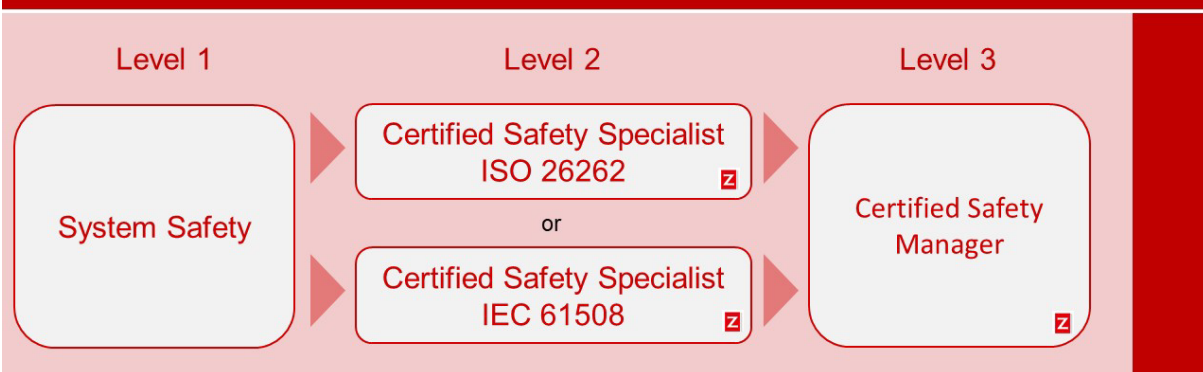
✓ Requirements

No requirements

✓ Certification

Confirmation of participation

Your path to System Safety



Training for certified Safety Specialist IEC 61508

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

Course-no.	Course	Date	Duration	Venue	Price
20.824.187.00	Safety Specialist	on request	32 TU (4 days à 8 units)	Inhouse-training	on request

✓ Training objectives

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

✓ Topics

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

✓ Learning targets

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

✓ Target group

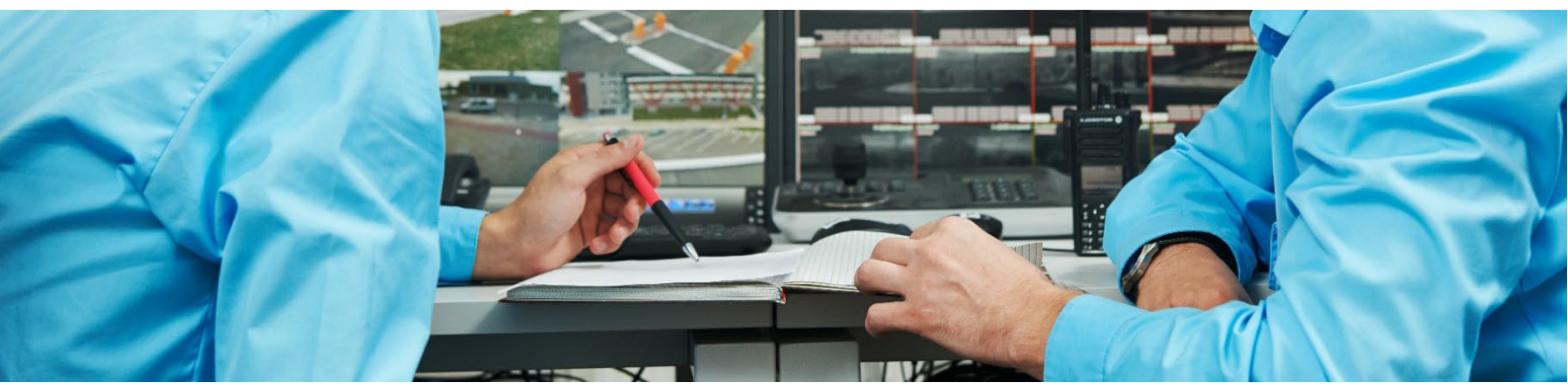
Safety-Managers, Safety-Engineers, Project Managers, Hard- and Software Engineers, Testing Engineers

✓ Requirements

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

✓ Certification

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



Training for certified Safety Specialist ISO 26262

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

Course-no.	Course	Date	Duration	Venue	Price
20.824.183.00	Safety Specialist	on request	32 TU (4 days à 8 units)	Inhouse-training	on request

✓ 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

Course-no.	Course	Date	Duration	Venue	Price
20.824.088.01	Safety Manager	on request	32 TU (4 days à 8 units)	Inhouse-training	on request

✓ 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”



Occupational Health and Safety

Training language: German & Arabic

الصحة والسلامة المهنية

لغة الدورات التدريبية : اللغة العربية & الألمانية

✓ SCC – Safety Certificate Contractor

The SCC certification system represents an international safety standard for contractors (independent subcontractors) that provide technical services. These trainings have to be conducted within the company periodically. TÜV AUSTRIA is your reliable partner as training and certification body

✓ ISO 45001:2018 – Implementation Workshop

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.

✓ PPE – Personal Preventive Equipment

Personal protective equipment (PPE) is any equipment intended to be used or worn by workers to protect themselves against any danger to their safety or health at work. The right choice of PPE, which meet the requirements of the Work space should have a high priority in occupational safety in any company. In this seminar, experts for PPE give you hands-on knowledge, tips and tricks for the right choice and application.

✓ Workplace First Aid

Employers must take appropriate measures to provide workers with first aid for injuries or sudden illnesses. Therefore, enough numbers of persons are to be appointed who are responsible for the first aid. In the course, you get know-how of the important function of the first aiders and their tasks in Worksite.

✓ Principles of health and safety at work space

all employees require a course in health and safety awareness. It is designed to meet the Health and Safety regulations at work space and to covers following Topics: • Workplace and operation guidelines • Hazard- and Risk assessment • Emergency procedures • Accident causes and Accident prevention • Fire and explosion prevention • Safety conscious behavior • Working materials • Hazardous substances • Electricity and radiation • Work procedures • Job engineering • Personal protective equipment.

✓ نظام إدارة السلامة للمقاولين – SCC

إن نظام إدارة السلامة SCC المعتمد يعتبر معيار عالمي لنظام إدارة السلامة للمقاولين (متعهدين مستقلين) الذين يقومون بتقديم خدمات تقنية. الدورات التدريبية لنظام السلامة (SCC) يجب أن تنفذ بشكل دوري في الشركات. مجموعة (TÜV AUSTRIA) تعتبر شريكك الموثوق للتدريب و للفحص المعتمد والمناخ لشهادة نظام إدارة السلامة (SCC) العالمية.

✓ نظام إدارة الصحة والسلامة المهنية ISO 45001:2018 – ورشة عمل تطبيقية

تم تعميم المواصفة الجديدة لأنظمة إدارة السلامة والصحة المهنية: ISO 45001:2018 في مارس 2018 لتحل محل المواصفة OHSAS 18001. تشمل المواصفة الجديدة على: زيادة قابلية التطبيق لمختلف المؤسسات ، وتكامل مناهج وأساليب العمل المرتبطة بالمخاطر وتنسيق الهياكل القياسية لنظام إدارة ISO ، وتكامل قضايا مثل الاستعانة بمصادر خارجية والتعاقد ودعم معزز للجنة الإدارة.

✓ معدات الوقاية الشخصية

معدات الحماية الشخصية (PPE) هي أي معدات مخصصة للاستخدام أو الارتداء من قبل العمال لحماية أنفسهم من أي خطر يهدد سلامتهم أو صحتهم في العمل. يجب أن يكون الاختيار الصحيح لـ معدات الوقاية الشخصية والذي يفي بمتطلبات مكان العمل ذا أولوية كبيرة في السلامة المهنية في أي شركة. في هذه الدورة يقدم لك خبراء معدات الوقاية الشخصية المعرفة العملية والنصائح والحيل للاختيار والتطبيق المناسبين لمعدات الوقاية الشخصية.

✓ الإسعاف الأولي في مكان العمل

يجب على أصحاب العمل اتخاذ التدابير المناسبة لتزويد العمال المعرضين للإصابات أو الأمراض المفاجئة بالإسعافات الأولية في مكان العمل. لذلك يجب تعيين أعداد كافية من الأشخاص المسؤولين عن الإسعافات الأولية في منشأة العمل. في هذه الدورة التدريبية ستتعرف على الوظيفة المهمة للمسعفين الأوليين ومهامهم في موقع العمل.

✓ مبادئ الصحة والسلامة في مكان العمل

يحتاج جميع العمال والموظفين إلى دورة توعية في الصحة والسلامة المهنية. تم تصميم الدورة التدريبية بحيث تتوافق مع لوائح الصحة والسلامة في مكان العمل وتغطي الموضوعات التالية: • إرشادات مكان العمل والتشغيل • تقييم المخاطر ومصادرها • إجراءات الطوارئ • أسباب الحوادث والوقاية من الحوادث • الوقاية من الحرائق والانفجارات • مراعاة السلوك السليم • وسائل العمل • المواد الخطرة • الكهرباء والإشعاع • إجراءات العمل • هندسة العمل • معدات الوقاية الشخصية.



Fire Safety Forklift and Cranes

Training language: German & Arabic

السلامة من الحريق الرافعة الشوكية والروافع بأنواعها

لغة الدورات التدريبية : اللغة العربية & الألمانية

Fire Safety

✓ Fire Warden

Take all precautions in good time to prevent the origination of a fire in your company. We provide you with fire warden Training. Fire warden has the task of assisting the fire safety officer in his / her tasks and to monitor fire safety within certain local or functional areas of the facility.

✓ Hot Work Fire safety

Fires threaten the existence of companies. Hot work is one of the leading causes of fires at industrial facilities. This Course provides you know-how to control hot work fire, how to complete and utilize Hot Work Permits properly and how to reduce the fire potential associated with hot work hazards.

Forklift and Cranes

Operating errors of the Forklift and Cranes can have serious consequences! In order for you to be able to operate Forklift and Cranes safely, you must conduct the corresponding training courses:

✓ Forklift

✓ Overhead travelling crane

✓ Boom truck (Truck Mounted Crane)

✓ Tower crane

✓ Application and safe use of lifting appliances and accessories

Courses of lifting equipments provide you with the following Topics: •Legal principles, standards and guidelines • Basic concepts of mechanics and electrical engineering • Construction and working methods of lifting equipments • Safety devices • Operation and maintenance • Ropes / chains • Load handling devices, lifting of loads • Hand signals for Communication • Many helpful tips, film sequences and practical examples! • Practical training

السلامة من الحريق

✓ ضابط الوقاية من الحريق

اتخذ جميع الاحتياطات في الوقت المناسب لمنع نشوب حريق في شركتك. نحن نقدم لك دورة تدريبية لضابط الحريق. يتولى ضابط الحريق مهمة مساعدة لمسؤول السلامة من الحرائق في مهامه ومراقبة حالة السلامة من الحرائق في مناطق محددة مكانياً أو وظيفياً في منشأة العمل.

✓ السلامة من الحرائق للأعمال الساخنة

الحرائق تهدد وجود الشركات. ويعتبر العمل الساخن هو أحد الأسباب الرئيسية للحرائق في المنشآت الصناعية. توفر لك هذه الدورة المعرفة الفنية للسيطرة على حرائق العمل الساخن، وكيفية استكمال تصاريح العمل الساخن، واستخدامها بشكل صحيح وكيفية الحد من إمكانية حدوث الحرائق المرتبطة بمخاطر العمل الساخن.

الرافعة الشوكية والروافع الأخرى

أخطاء التشغيل للرافعة الشوكية والروافع الأخرى يمكن أن يكون لها عواقب وخيمة! لكي تتمكن من تشغيل الرافعة الشوكية والروافع الأخرى بأمان، يجب عليك تنفيذ الدورات التدريبية الموافقة التالية:

✓ الدورة التدريبية للرافعة الشوكية

✓ الدورة التدريبية للرافعة الجسرية

✓ الدورة التدريبية للرافعة المحمولة على مركبة

✓ الدورة التدريبية للرافعات البرجية

✓ الدورة التدريبية للتطبيق والاستخدام الآمن لأجهزة الرفع وملحقاتها

توفر لك دورات معدات الرفع هذه المواضيع التالية: •الاساسيات القانونية والنورمات والأدلة الإرشادية • المفاهيم الأساسية في الميكانيك والكهرباء • بنية وطريقة عمل الروافع بأنواعها • أجهزة السلامة • التشغيل والصيانة • سلاسل وحبال الرفع السلوكية • وسائل إلتقاط ورفع الأحمال • إشارات التوجيه والتواصل أثناء العمل على الروافع بأنواعها • العديد من النصائح المفيدة والأفلام والأمثلة العملية • التدريب العملي

A detailed photograph of an industrial facility, likely a refinery or chemical plant. The image shows a complex network of large, polished metal pipes, valves, and machinery. The lighting is bright, creating strong highlights and shadows on the metallic surfaces. In the foreground, a large valve with a black handwheel is prominent. To its left, a smaller valve with a blue handwheel is visible. The background shows more pipes and structural elements of the plant, extending into the distance.

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.

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

Medical Technology
EN ISO 13485:2016

Logistics & Maintenance
Asset Management Basics

Industrial Metallic Piping

According to EN 13480

Course-no.	Course	Date	Duration	Venue	Price
20.801.010.00	Industrial Piping	on request	16 TU (2 days à 8 units)	Inhouse-training	on request

✓ 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

Course-no.	Course	Date	Duration	Venue	Price
20.801.001.00	PED 2014/68/EU	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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



EN ISO 13485:2016

Medical devices – Quality Management Systems – Requirements for regulatory purposes

Course-no.	Course	Date	Duration	Location	Price
20.805.025.00	EN ISO 13485:2016	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

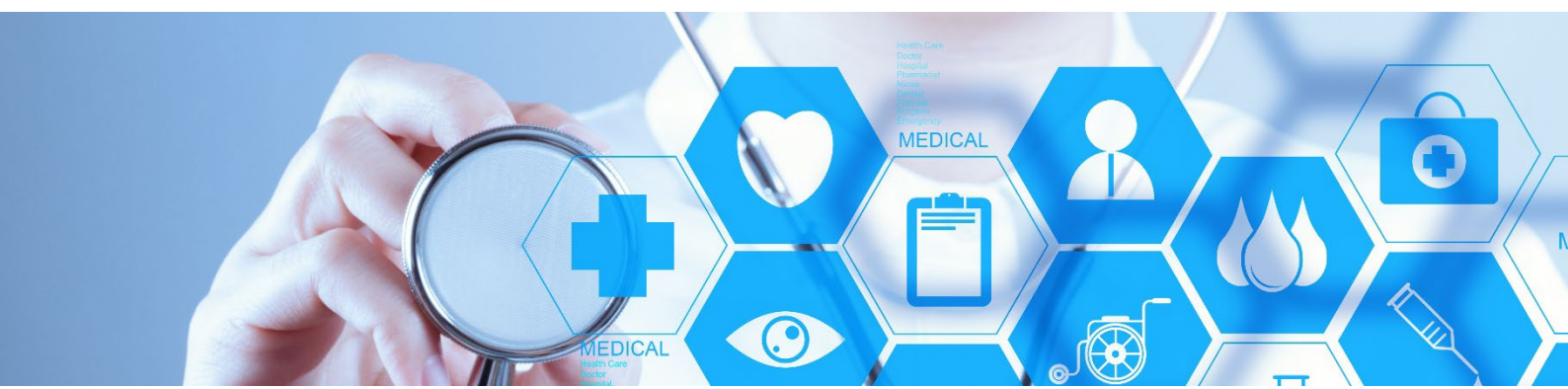
Authorities affected by the alterations of EN ISO 13485: Chief Executives as well as Specialists and Managers of the medical device industry, particularly departments of Research and Development, Quality and Regulatory Affairs, Safety and Production, Marketing, Sales & Product Management, Maintenance,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



Asset Management Basics

Course-no.	Course	Date	Duration	Location	Price
20.827.002.01	Asset Management Basics	on request	1 day, 8 TU	Inhouse-training	on request

✓ Training objectives

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

✓ Topics

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

✓ Target group

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

✓ Requirements

No requirements

✓ Certification

Confirmation of participation





Environment

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

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

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

ISO 50001:2018 – Practical Implementation Training

Course-no.	Course	Date	Duration	Venue	Price
20.812.098.00	ISO 50001:2018	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

Course-no.	Course	Date	Duration	Venue	Price
20.812.083.00	Env. Rep.	on request	32 TU (4 days à 8 units)	Inhouse-training	on request

✓ Training objectives

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

✓ Topics

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

✓ Target group

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

✓ Requirements

No requirements

✓ Certification

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





QUALITY

Quality

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

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

Quality Management

Basics of Quality Management

Training for certified Quality Representatives TÜV®

Training for certified internal Quality Auditors TÜV®

Training for certified Quality Manager TÜV®

The updated ISO 19011:2018 - Guideline for MS

Effective Inspection Equipment Management

Training for certified Inspection Equipment Commissioners TÜV®

Upgrade for certified Quality Auditors– Lead Auditor TÜV®

Upgrade for certified Supplier-Auditors TÜV®

Internal Systems Auditor for ISO 9001 and ISO 14001

Compliance Training

Health Care

Training for certified internal Quality Auditor Health Care TÜV®

Training for certified Quality Manager Health Care TÜV®

Food Safety & Hygiene

ISO 22000:2018 – Implementation Training

Management & Personality

Training for certified Innovation Managers TÜV®

Training for certified Project Managers TÜV®

Business Continuity Management

Crisis Management

Basics of Quality Management

Basic training quality management acc. to ISO 9001:2015

Course-no.	Course	Date	Duration	Venue	Price
20.808.008.01	Basics QM	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

Course-no.	Course	Date	Duration	Venue	Price!
20.808.011.00	Qual. Rep.	on request	24 TU (3 days à 8 units)	Inhouse-training	on request

✓ 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

Course-no.	Course	Date	Duration	Venue	Price
20.808.123.01	Quality Auditor	on request	32 TU (4 days à 8 units)	Inhouse-training	on request

✓ 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®”.



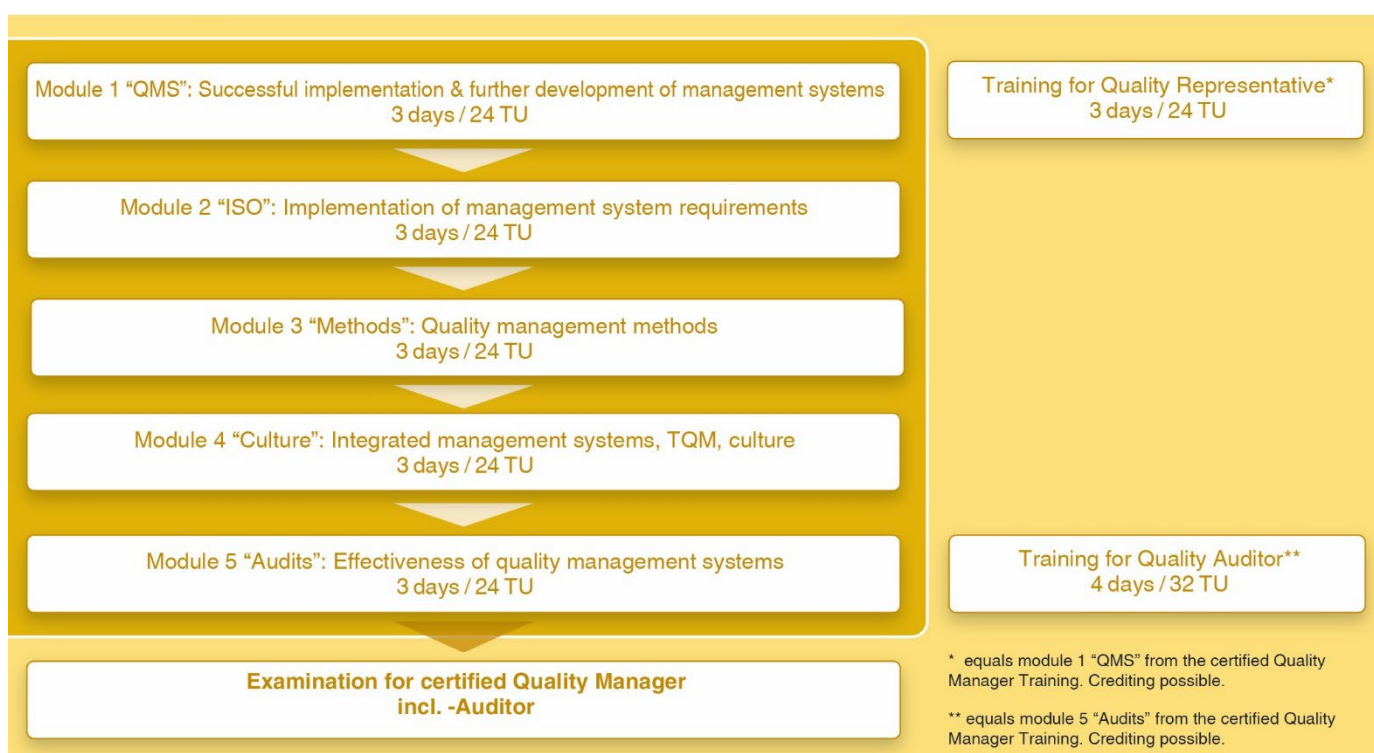
Training for certified Quality Managers TÜV®

Training for certified internal Quality Auditor inclusive

Course-no.	Course	Date	Duration	Venue	Price
20.808.103.01	Quality Manager	on request	120 TU (15 days à 8 units)	Inhouse-training	on request

✓ Training objectives

The comprehensive training for certified "Quality Manager" includes 5 modules and provides practical knowledge as well as methods and tools for successful development, implementation and improvement of a quality management system (QMS) within the organization. The seminar also includes the "Training for internal Quality Auditor".



✓ Topics

Module 1 "QMS": Successful implementation & further development of QMS

- Fundamentals of MS: terms, standards and structure of ISO 9001:2015
- Development, implementation and improvement of QMS: "project" implementation of QMS, change management
- Structure of QM documentation: process map, development- and process organization, fundamentals of preparation and documentation of process structures
- Key figures for planning, controlling and improvement of processes

Module 2 “ISO”: Implementation of management system requirements

• Benefits of standard requirements • Classification and interrelations of ISO 9001:2015 • The process management model of ISO 9001:2015 – process identification, -definition, -development and implementation, PDC cycle, development of specifications acc. to standard requirements • Interpretation and application of standard requirements of ISO 9000:2015 • QM as tool for successful corporate management • certification process

Module 3 “Methods”: Quality management methods

• Introduction to quality control, -assurance, -management • QM methods at executive level: BSC, M7 • QM methods at operational level: Q7, Failure Mode and Effect Analysis (FMEA) and Derivate, Quality-Function-Deployment (QFD), Fault Tree Analysis (FTA), Kano-Model • QM methods at organizational level: process maturity models, QM methods in projects • Risk management

Module 4 “Culture”: Integrated management systems, TQM, culture

• Synergies of integrated management systems: quality, environment, occupational health and safety • Total Quality Management (TQM): awards – models – tools • Soft skills for QM: individual – group – behavior – communication • Team: creativity • Conflict management & mediation • Legal aspects – legal conformity, CE-label • QM and marketing

Module 5 “Audits”: Effectiveness of quality management systems

• Training for internal auditors • Purpose and types of internal & external audits • Tasks, competences and responsibilities of quality auditors • Importance of audits and internal certification process • Preparation, program development & implementation of internal audits • Preparation and presentation of effective audit reports • Transaction analysis, conversation skills, audit communication and questioning technique • Role play for typical audit situations

✓ Target group

Managers and Employees responsible for the development, implementation, management, control and improvement of Quality Management Systems within the organization.

✓ Requirements

No requirements

✓ Certification

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



quality

ISO 19011:2018 Update

Guideline for Management System Audits

Course-no.	Course	Date	Duration	Venue	Price
20.808.004.01	ISO 19011:2018	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

AUDIT

Process
Control **Facts**
Validation **Assessment**
Project **Evaluation**
Inspection

For internal & external Quality-, Environmental- & Safety-Auditors

Upgrade for Auditors acc. to ISO 19011 & ISO 17021 – Lead Auditor TÜV®

Course-no.	Course	Date	Duration	Venue	Price
20.808.010.01	Auditor acc. ISO 19011 & 17021	on request	24 TU (3 days à 8 units)	Inhouse-training	on request

✓ 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/EMAS or OHSAS 18001/ISO 45001.
- 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”



Effective Inspection Equipment Management

Requirements according to ISO 17025 for test laboratories

Course-no.	Course	Date	Duration	Venue	Cost
20.808.137.00	Inspection Equipment Management.	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

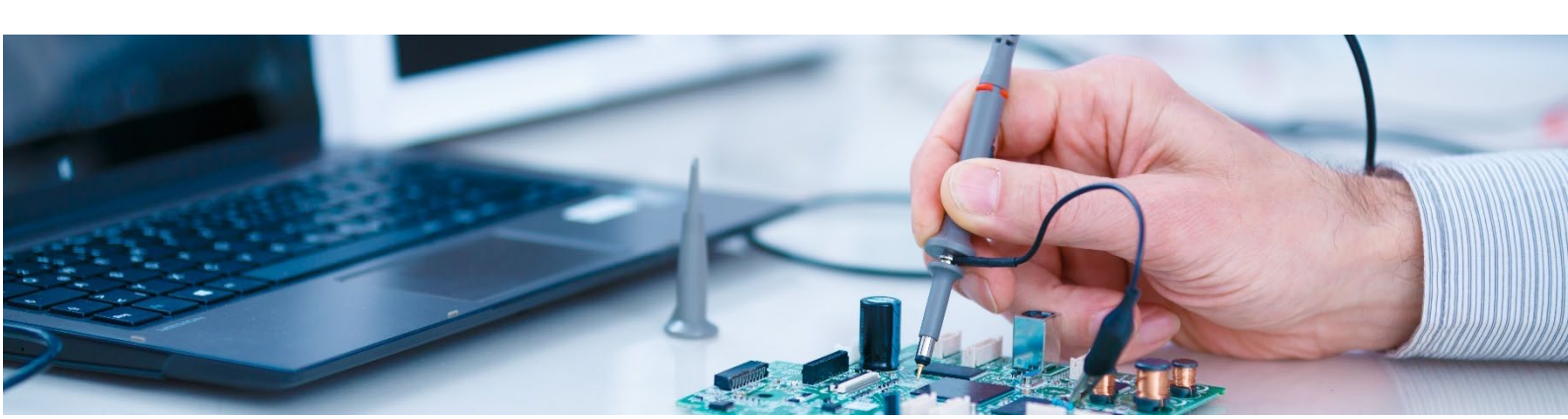
Accredited testing laboratories according to ISO 17025, testing laboratories aspiring accreditation, Testing Laboratory Managers, Quality Managers of testing laboratories, employees of testing laboratories in charge of test equipment management and employees and managing operating test equipment

✓ 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

Course-no.	Course	Date	Duration	Venue	Price
20.808.147.00	Insp. Equipment Commissioner	on request	24 TU (3 day à 8 units)	Inhouse-training	on request

✓ 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



Quality for acquisition and supply

Upgrade for certified Supplier-Auditors TÜV®

Determination and evaluation of competences and improvement potentials

Course-no.	Course	Date	Duration	Venue	Price
20.808.006.01	Upgrade Supplier-Auditors	on request	16 TU (2 days à 8 units)	Inhouse-training	on request

✓ 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®”



Compliance Training

Requirements | Standards | Principles

Course-no.	Course	Date	Duration	Venue	Price
20.808.151.00	Compliance Training	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ Training objectives

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

✓ Topics

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

✓ Target group

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

✓ Requirements

No requirements

✓ Certification

Confirmation of participation



Training for certified internal Quality Auditor Health Care TÜV®

Process and solution-oriented auditing in health care establishments

Course-no.	Course	Date	Duration	Venue	Price
20.808.076.01	Auditor Health	on request	32 TU (4 days à 8 units)	Inhouse-training	on request

✓ 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”.



Training for certified Quality Manager Health Care TÜV®

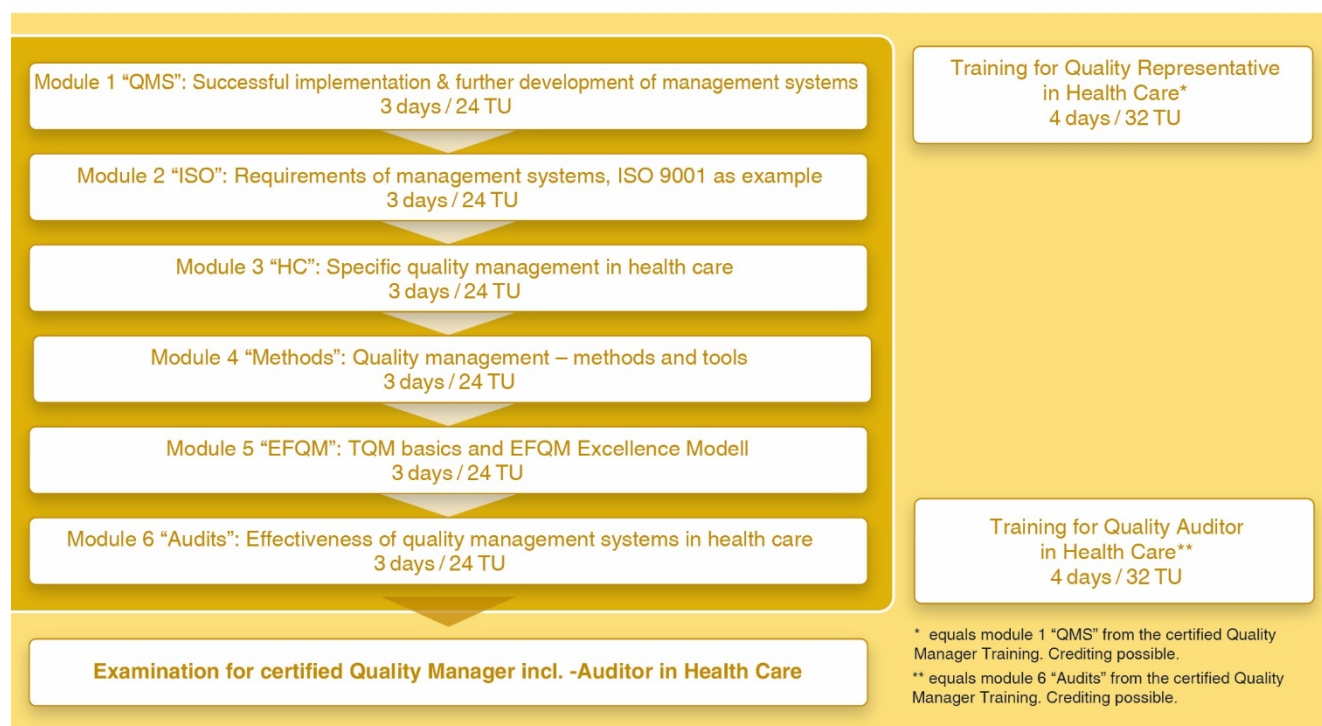
Incl. Training for certified internal Quality Auditor Health Care

Course-no.	Course	Date	Duration	Venue	Price
20.808.073.01	QM Health	on request	144 TU (18 days à 8 units)	Inhouse-training	on request

✓ Training objectives

The comprehensive training for certified "Quality Manager Health Care" includes 6 modules and provides knowledge about the relevant Management Systems in health care as well as methods and tools for successful and specific implementation within the organization. The course includes the "Training for internal Quality Auditor Health Care".

Training for certified Quality Manager incl. -Auditor in Health Care



✓ Topics

Module 1 "QMS": Successful implementation & further development of management systems

- Introduction & implementation of a Management System
- Development of process cultures
- Process orientation, -structuring and -modelling
- Key figures for planning, controlling and improvement of processes
- Development of QM-documentation
- Quality philosophy and the 7 principles for achieving quality

Module 2 “ISO”: Requirements of management systems, ISO 9001 as example

- Benefits and interpretation of standard requirements • Current family of standards of ISO 9000:2015 in health care • Interpretation and application of standard requirements of ISO 9000:2015 in health care • Knowledge management as standard requirement of ISO 9001 • Risk based approach

Module 3 “HC”: Specific quality management in health care

- Further norms and standards for QM-systems in health care, ÖNORM EN 15224, interpretation and application • Certification preparation and -process • Quality specification and accreditation according to the Joint Commission (JCI) criteria • Patient related and organizational standards • Legal compliance and legal aspects

Module 4 “Methods”: Quality management - methods and tools

- Quality methods in health care and service sectors • Quality within the procurement process • Failure Mode and Effects Analysis (FMEA) and Ishikawa-Diagram for Cause and Effect Analysis • Benchmarking • Customer-oriented methods, risk management methods, CIRS

Module 5 “EFQM”: TQM basics and EFQM excellence model

- Continuous improvement processes • Basics of the Total Quality Management (TQM) • EFQM Excellence Model incl. RADAR assessment • Overview of Environmental-, Occupational Health and Safety- and Integrated Management Systems (IMS) • Advantages and development of an IMS • ISO 9004: Management and guidance for a sustainable corporate success • Employee management and motivation • Teambuilding and -development, conflict management

Module 6 “Audits”: Effectiveness of quality management systems in health care

- Training for internal Auditor • Audit purpose, types and process • Tasks and competences of Quality Auditors in the health care sector • Requirements for auditors • Agreement and effectiveness review of improvement measures • Questioning technique, active listening and assessment procedures • Transaction analysis, conversation skills and audit communication

✓ Target group

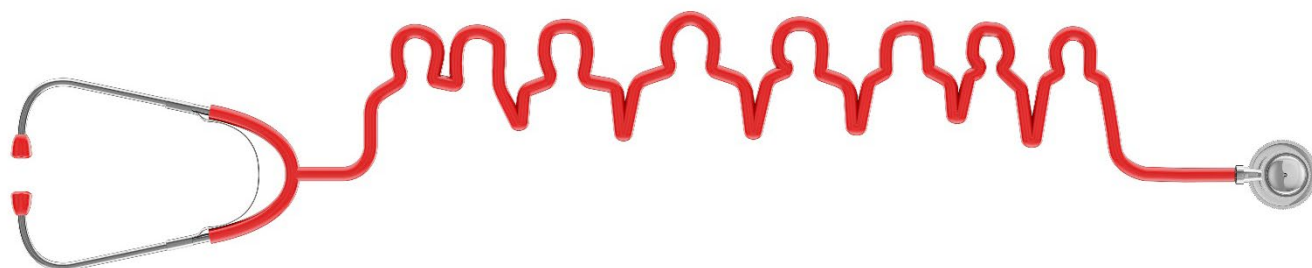
Managers and Employees of health care facilities, responsible for the development, implementation, management, control and improvement of Quality Management Systems within the organization.

✓ Requirements

No requirements

✓ Certification

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



ISO 22000:2018 – Implementation Training

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

Course-no.	Course	Date	Duration	Venue	Price
20.826.011.00	ISO 22000:2018	on request	8 TU (1 day, 8 units)	Inhouse-training	on request

✓ 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

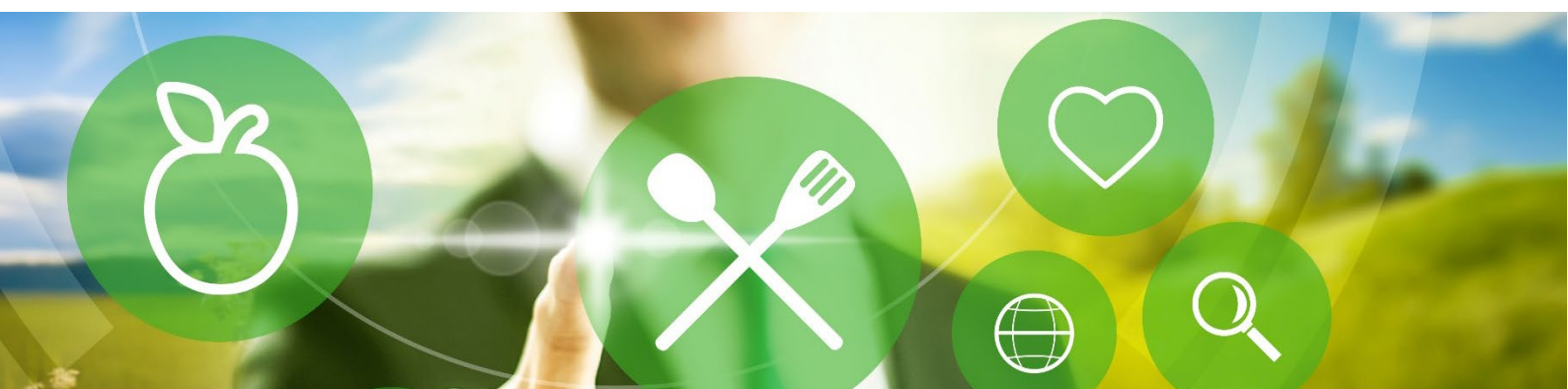
Food Safety and Hygiene Managers, Managers and Team Leaders, Employees and HACCP-Team Members of food industry, gastronomy, hotel & (system)catering industry, hospitals and nursing homes, food industry retail and wholesale, producers of packing material

✓ Requirements for attendance

Basic knowledge of ISO 22000:2005 Management Systems

✓ Certification

Confirmation of participation



Training for certified Innovation Managers TÜV®

Innovative Products and Services

Course-no.	Course	Date	Duration	Venue	Price
20.810.103.01	Innovation Manager	on request	40 TU (5 days à 8 units)	Inhouse-training	on request

✓ 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®

Innovative Products and Services

Course-no.	Course	Date	Duration	Venue	Price
20.810.020.01	Project Manager	on request	40 TU (5 days à 8 units)	Inhouse-training	on request

✓ 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 22301:2012 | ISO 31000 | ONR 49002-3

Course-no.	Course	Date	Duration	Location	Cost
20.810.087.01	Business Continuity Management	on request	1 day, 8 TU	Inhouse-training	on request

✓ 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

Course-no.	Course	Date	Duration	Location	Cost
20.810.0847.01	Crisis Management	on request	2 days, 16 TU	Inhouse-training	on request

✓ 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



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Certification Institution

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



Certification Procedure

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

E-Learning



Information Security (GERMAN)



EU-GDPR – Basics of the General Data Protection Regulation (GERMAN)

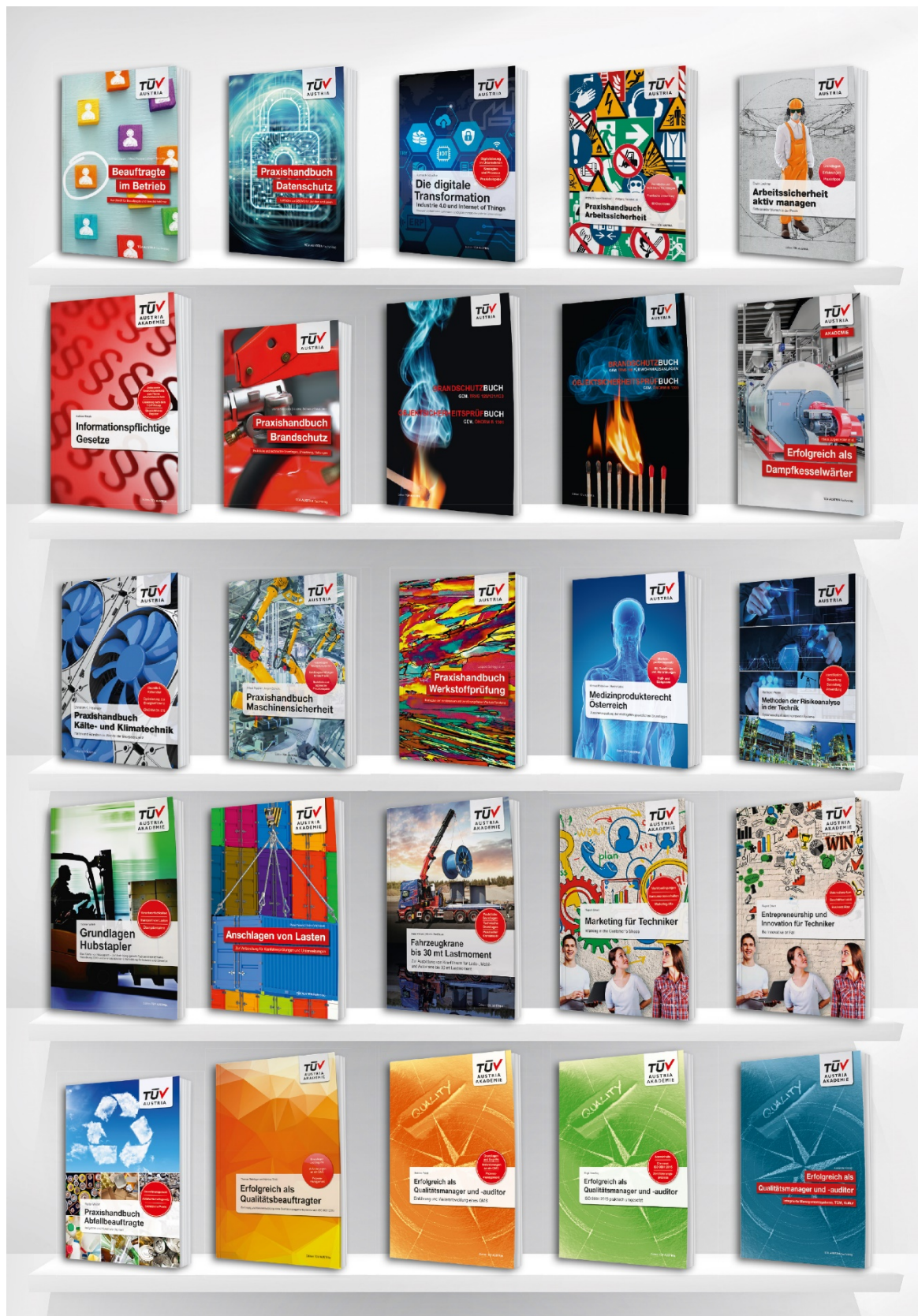


Documentation of the transport of hazard waste (GERMAN)

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Publishing Department

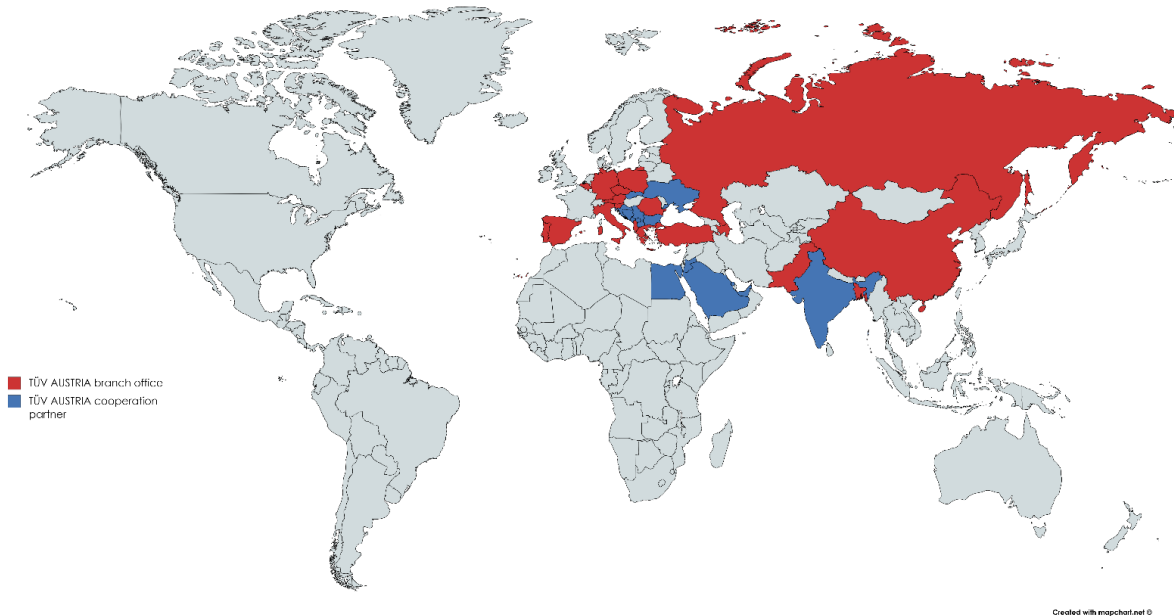
The publications of TÜV AUSTRIA Publishing Department are a further focus of our comprehensive range of services. TÜV AUSTRIA Academy is constantly publishing textbooks, guides for daily practice and scripts in the core areas of safety, technology, environment and quality.



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✓ 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, the following certificates according ISO/IEC 17024 will be issued:

✓ Training facilities



Facilities in Vienna-South or the city of Vienna:

TÜV AUSTRIA Campus

Head Quarter in 2345 Brunn/Gebirge in the south of Vienna
10 training rooms

TÜV AUSTRIA Technology & Innovation Center:

1230 Vienna
3 training rooms

✓ Information & contact

For further information, please contact: academy@tuv.at, +43 50454-8174

Registration

Fax: +43 5 0454-8145 • academy@tuv.at • www.tuv-academy.at

International Course Program

Please indicate the requested training courses:

Course number

Course title

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