



Training with impact.
Knowledge to grow.

Training Calendar 2014





Knowledge.

What turns risks into rewards.

Knowledge fosters your ability to change. Through our training courses you will be better equipped to implement and certify your management system, and turn risks into rewards. Your local DNV GL - Business Assurance team is available to help! DNV GL - Business Assurance team can deliver trainings at your site or at our local training facilities, providing local market knowledge, while applying our globally proven concept to deliver our knowledge to your organization.



Training with impact - knowledge to grow.

Ensuring that people in your organization are motivated to add value in their roles is highly important, however ensuring that they have the right and relevant skills to do their job properly is perhaps even more so. Training and Development when provided by an organization with 150 years Risk Management experience and industry know-how ensures that your employees are developing the relevant skills for your organization and not just gaining “book knowledge” that might, or might not be useful to you and your company.

Our fully transportable learning environment is achieved by using real-life cases, hands on group work and sharing experiences and best practices. As our trainers are also working professionals-delivering certification, verification, assessment and risk management services-you will benefit from their first-hand expertise and experience.

Awareness is the first step in changing a culture.

Acceptance that the prescribed changes are correct is arguably the next. Whether we are discussing quality and operational excellence throughout the supply chain, or climate change and environmental measures that drive businesses toward greener and more responsible operations, knowledge fosters our ability to change.

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What is DNV GL - Business Assurance?



DNV GL - Business Assurance is a world leading certification body. We work with our customers to assure the performance of their products, processes and organisations through certification, assessment and training. Our services help customers build stakeholder trust and create a platform for sustainable business performance. We provide a global footprint with 1600 employees working to ensure our customers' continued success locally and in an ever-changing global environment.

As part of DNV GL - Business Assurance, an independent foundation established in 1864, we belong to a network of 8600 employees working from 300 offices around the world. With more than 35 years of presence in the Middle East and having been providing a wide range of services to many different industries, we have gained the necessary knowledge and expertise to offer a diverse portfolio of training courses direct to your board room and training facility. You can choose from our extensive portfolio of training programs or we can make one to fit your company's specific needs.

To read more on DNV GL - Business Assurance please visit www.DNV-GL-ba.ae

DNV GL - Business Assurance in the Middle East



Alireza Ramin Majd
Manager for Middle East

DNV GL has established offices in UAE, Qatar, Oman, Bahrain and Kuwait providing portfolio of certification services, including QHSE training.

DNV GL - MSC has over 50 professional staff in the Middle East based in these countries.

DNV GL operates in more than 26 countries in Middle East providing Certification, Training and 2nd party assessment for all industry sectors. Our local office is equipped with a modern state of the art IT and telecommunications network, which enables efficient communication and rapid access to DNV GL's global expertise and knowledge base to support our partners.

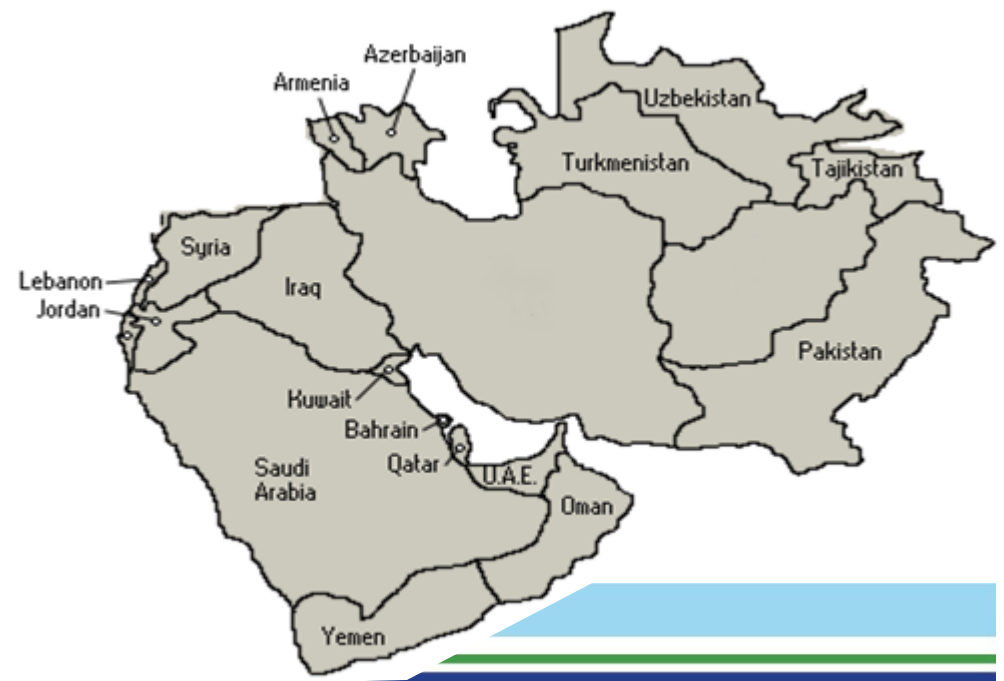
DNV GL , supported by our world class infrastructure, high caliber professional staff and outstanding business track record in Middle East. We are fully committed to the fact that the development of local re-

On any continent, we can deliver a global service within your cultural context. DNV GL - Business Assurance' world of knowledge can be brought to you – we provide courses at your site, or at our local training facilities. DNV GL - Middle east have offices around the MENA and Caspian sea region to cover all 26 countries in these region.

- 1– UAE (Dubai and Abu Dhabi)
- 2– Bahrain
- 3– Oman
- 4– Azerbaijan
- 5– Qatar

DNV GL - Business Assurance—Middle East

www.DNV GL -ba.ae



DNV·GL

Training with DNV GL - Business Assurance

DNV GL - Business Assurance—Training can help you improve your business performance and achieve your business goals through training targeted at the specific competence needs of your organization.

- Our professional tutors will work closely with you to put together a learning opportunity that will help you put your employees on the fast-track to competence. Our experience in research and innovation in the field of risk management enables us to create highly effective, interactive training that helps you achieve your business goals
- DNV GL - Business Assurance- training is a way for us to impart knowledge and expertise to our customers all around the world by drawing on the decades of accumulated experience, research and development that DNV GL - has accrued globally.
- Our instructors are working professionals with extensive knowledge of their local market. But, they also have the larger DNV GL - network behind them — with consolidated experience and a global reputation for excellence.



**All our tutors have been
qualified based on the
Train The Trainer
Approach**

**DNV GL - has developed a new approach for qualifying its tutor and also for
increasing the effectiveness of the training services.**

IRCA Certified Training Courses

By choosing an IRCA certified course you have selected training offered by an IRCA approved training organization that has demonstrated a high standard of technical and training expertise. This will enable you to achieve the learning outcomes we require

for each course.

You will not experience traditional lecture style learning on an IRCA certified course. Instead, the tutors will use facilitated learning activities, case studies and examples to help you develop a deep understanding of system standards and key auditor skills. We call this 'accelerated learning', but you simply need to know that the methods you are exposed to will for one of the most rewarding learning experiences you will have.

A key part of an auditor training course is the formal assessment and examination of your performance against the learning outcomes. Your success will be recognized by the award of an IRCA certificate of successful completion. This certificate is your first step to becoming an IRCA certified auditor and this brochure outlines how you can take the next step and apply to IRCA for formal recognition of your auditing competence.

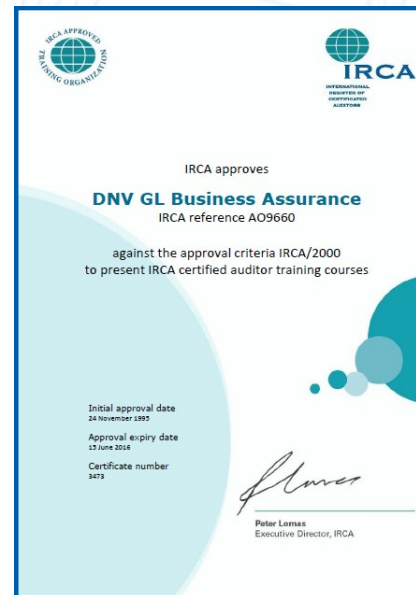
DNV GL - Business Assurance can provide you

DNV GL - Business Assurance—Middle East

www.DNV-GL-ba.ae



IRCA auditor training and certification
recognized and valued worldwide



DNV·GL

What type of Training is good for me ?



DNV GL - Business Assurance provides training course in two formats:

Public Courses: This course takes place at specific venue and participants from different companies will gathered and share their experience with each other.

In-House Courses: This course will take place at customer premises. The In-House courses will make the course customized to customer's requirements.

Types of Training Courses

INTRODUCTION COURSES



An Introduction course helps the delegates to understand the principles and the requirements of a standard. This course enables the delegates to examine and interpret the requirements of the standard. This course is helpful for those who wants to get familiar with the concept of a standard.

IMPLEMENTATION COURSES



An implementation course helps delegates to understand the steps and challenges to implement a management system by reviewing each elements and the requirements of a standard. This course will be helpful for those who will be involved in the implementation project in their organization.

INTERNAL AUDITOR COURSES



An internal auditor course provides delegates with the skills needed to plan and undertake internal audits and it also facilitates value-added auditing and reporting to aid enhanced management system performance. This course will be helpful for those who will be involved in conducting audit process in organizations.

LEAD AUDITOR COURSES



A lead auditor course helps delegates to understand the principles and the requirements of leading an audit team and how to prepare an audit program and allocating resources as audit team. This course will also helps participants to understand how to write an audit report and present it during the audit meetings with auditee.

ISO 9001:2008—Quality Management System

Quality management system (ISO 9001:2008) provide a framework for focus on customer and product requirements, process performance and effectiveness with emphasis on continual improvement and objective measurement.

- Internal Quality Management Systems Auditor Course ISO 9001:2008 [IRCA Certified] – A17299**

Course fee	JAN	MAR	MAY	JUL	SEP	NOV
AED 3,000	08 ~ 09	09-10	07 ~ 08	01 ~ 02	01 ~ 02	02 ~ 03
(AZN 642; USD 817)	(Dubai)	(Dubai)	(Dubai)	(Dubai)	(Dubai)	(Dubai)

- Quality Management Systems Auditor/Lead Auditor Course ISO 9001:2008 [IRCA Certified] – A17061**

Course fee	FEB	MAR	APR	JUN	AUG	OCT	DEC
AED 6,000	09 ~ 13	09-13	13-17	15 ~ 19	10 ~ 14	19 ~ 23	07 ~11
(AZN 1,285; USD 1,635)	(Dubai)	(Oman)	(Dubai)	(Dubai)	(Dubai)	(Dubai)	(Dubai)

ISO 14001:2004— Environmental Management System

ISO 14001:2004 specifies requirements for an environmental management system to enable an organization to develop and implement a policy and objectives which take into account legal requirements and other requirements to which the organization subscribes, and information about significant environmental aspects.

- Implementation Training Course**

Course fee	MAY	NOV
AED 4,000	04 ~ 06	04 ~ 06
(AZN 852; USD 1089)	(Dubai)	(Dubai)

- Internal Environmental Management Systems Auditor Course ISO 14001:2004 [IRCA Certified] – A17300**

Course fee	JAN	APR	AUG
AED 3,000	15 ~ 16	13 ~ 14	03 ~ 04
(AZN 642; USD 817)	(Dubai)	(Dubai)	(Dubai)

- Environmental Management Systems Auditor/Lead Auditor Course ISO 14001: 2004[IRCA Certified] – A17305**

Course fee	FEB	MAY	SEP	DEC
AED 6,000	16 ~ 20	11 ~ 15	07 ~ 11	14 ~ 18
(AZN 1,285; USD 1,635)	(Dubai)	(Abu Dhabi)	(Dubai)	(Dubai)

OHSAS 18001:2007— Occupational health and safety management system

The (OHSAS) specification gives requirements for an occupational health and safety (OH&S) management system, to enable an organization to control its OH&S risks and improve its performance.

- Internal Occupational Health and Safety Management Systems Auditor Course OHSAS 18001:2007**
[IRCA Certified] – A17301

Course fee	MAR	JUN	SEP	DEC
AED 3,000 (AZN 642; USD 817)	19-20 (Dubai)	08 ~ 09 (Dubai)	14 ~ 15 (Dubai)	21 ~ 22 (Dubai)

- Occupational Health and Safety Management Systems Auditor/Lead Auditor Course OHSAS 18001:2007**
[IRCA Certified] – A17309

Course fee	JAN	JUN	OCT
AED 6,000 (AZN 1,285; USD 1,635)	19 ~ 23 (Dubai)	15 ~ 19 (Dubai)	12 ~ 16 (Dubai)
		22 ~ 26 (Oman)	

Integrated Management System

Effective Integrated Management Systems (IMSS) take into consideration all activities that have an effect on the business and are implemented at all levels within an organization regardless of its size or function. A management system, be it quality, health & safety, environmental should operate seamlessly across all components as part of the day-to-day business functioning.

- Internal Auditor Course—3 Days**

Course fee	JAN	MAR	JUNE	JUL	SEP	NOV
AED 4,000 (AZN 856; USD 1,090)	27 ~ 29 (Dubai)	11 ~ 13 (Dubai)	8-10 (Dubai)	06 ~ 08 (Oman)	16 ~ 18 (Oman)	09 ~ 11 (Dubai)

Customer Satisfaction Management (ISO 10001, ISO 10002, 10003 and 10004)

Increasing competition (whether for-profit or nonprofit) is forcing businesses to pay much more attention to satisfying customers. Companies need to monitor and analyze their customer satisfaction level and take proper action upon it.

- Introduction Course—2 Days**

Course fee	JAN	MAR	OCT
AED 3,000 (AZN 642; USD 817)	06 ~ 07 (Dubai)	16 ~ 17 (Dubai)	07 ~ 08 (Dubai)

ISO/IEC 27001— Information Security Management System

ISO/IEC 27003:2010 focuses on the critical aspects needed for successful design and implementation of an Information Security Management System (ISMS) in accordance with ISO/IEC 27001:2005. It describes the process of ISMS specification and design from inception to the production of implementation plans.

- **Internal Auditor Course—2 Days**

Course fee	FEB	APR
AED 3,000 (AZN 642; USD 817)	05 ~ 06 (Dubai)	16 ~ 17 (Dubai)

ISO 50001— Energy Management System

Implementing an energy management plan assists your company in developing a baseline for energy use, actively managing your energy use and costs, reduce emissions, continue to improve energy use and enhance reputation among customers, authorities and partners. ISO 50001 certification and trainings demonstrate your organization's commitment to energy efficiency.

- Energy Management Systems Auditor/Lead Auditor Course ISO 50001:2011 [IRCA Certified] – A17618**

Course fee	FEB	APR	AUG	NOV
AED 6,000	23 ~ 27	20 ~ 24	17 ~ 21	16 ~ 20
(AZN 1,285; USD 1,635)	(Abu Dhabi)	(Abu Dhabi)	(Abu Dhabi)	(Dubai)

ISO 22301— Business Continuity Management System

ISO 22301 specifies requirements for planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continually improving a documented business continuity management system within the context of managing an organization's overall business risks.

- **BCM Awareness Course—1 Day**

Course fee	FEB	JUN	SEP
AED 4,000 (AZN 856; USD 1,090)	02 (Dubai)	12 (Dubai)	29 (Dubai)

- **Internal Auditor Course—2 Days**

Course fee	MAY
AED 3,000 (AZN 642; USD 817)	21 ~ 22 (Dubai)

- **Lead Auditor Course—5 Days**

Course fee	JUN	NOV
AED 6,000 (AZN 1,285; USD 1,635)	22 ~ 26 (Dubai)	23 ~ 27 (Dubai)

1. COURSE DETAILS:

Course code & title	
Course date(s):	
Location:	

2. DELEGATE DETAILS *(list all delegates):*

Name (Mr./Ms..) of delegates	Tel	Fax	Email address

Use additional lines as required. Please include cell number to inform in case of any emergencies

3. CLIENT DETAILS:

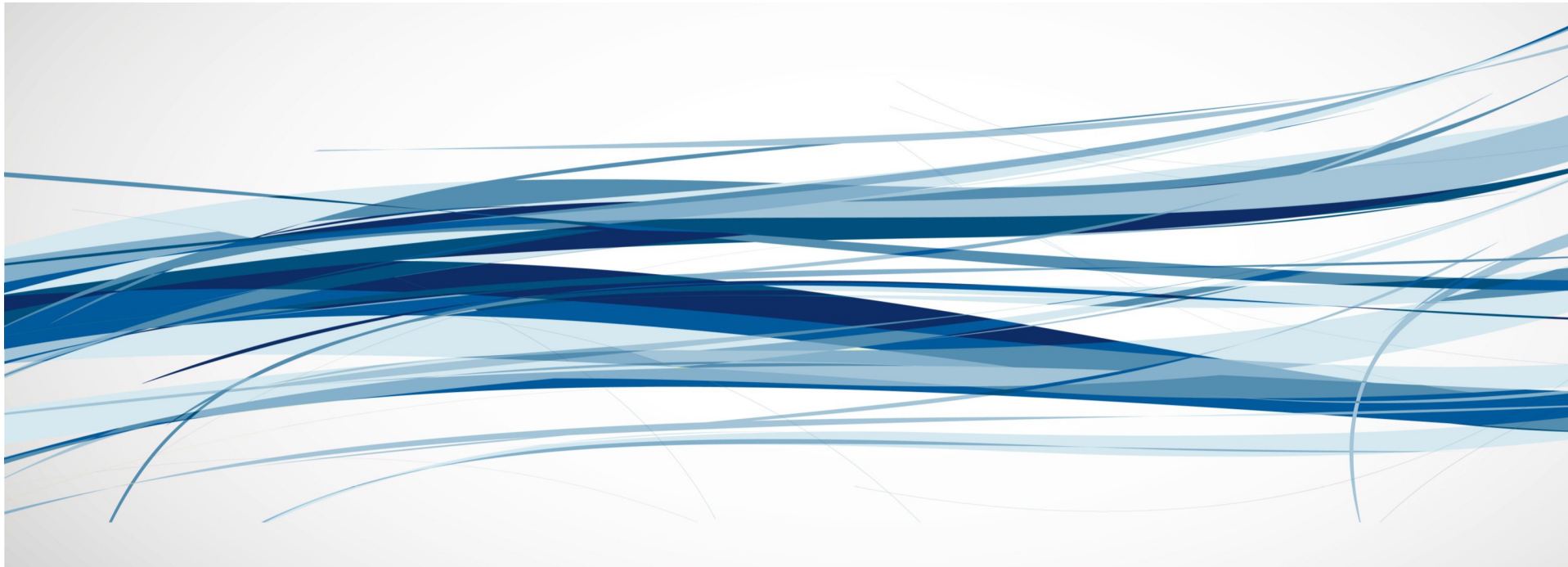
Name of company:	
Invoice to: (Name of company & address)	
Nature of business:	
Client contact name & designation (if not delegate):	
How did you hear about this course:	<input type="radio"/> Email shot <input type="radio"/> Sales meeting <input type="radio"/> Friend <input type="radio"/> From other DNV GL - client

4. Terms and conditions:

- 1- Please return the completed booking form to us by fax or email.
- 2- Upon return of this signed booking form, DNV GL - considers the booking confirmed and will invoice the Delegate/ Company accordingly.
- 3- Payment shall be done at least 15 working days prior to the course.
- 3- Cancellations must be given in writing. In the event that cancellation is received 1 week or less prior to the course, 50% of the course fee will be levied. For 'No-shows' on the course, the full course fee will be levied.
- 4- For delegates requiring accommodation, DNV GL - has corporate rates. Bookings should be made directly with the hotel, quoting the DNV GL - course reference. A copy of the reservation should be sent to any of the contacts above for purposes of hotel confirmation of corporate rate. Delegates must settle hotel accounts themselves.
- 5- The certificates are sent directly to the delegates. Please specify contact details if certificate is to be sent to any other department/address.
- 6- Delegates cannot bring any claim or legal action against DNV GL - relating to participation in the course or from knowledge obtained during the course. The use of the information or documentation obtained during the course shall be at the user's sole risk.
- 7- After course confirmation by DNV GL -, an invoice will be generated and the payment shall be done within 7 working days after invoice issue date

Please sign the booking for and send it to DNV GL - for confirmation of booking

Signature:	
Name:	
Date:	



Contact us:

Email : BusinessAssurance.ME@DNV GL
-.com

Web : www.DNV GL -ba.ae

DNV GL - Business Assurance is a world leading certification body. We work with our customers to assure the performance of their products, processes and organisations through certification and verification, assessment and training. Through our training services, we can help our organization achieve a sustainable business performance through competence development. Our interactive training can help you apply new knowledge directly in your working environment, helping your employees and company to grow.