



70% of people are influenced to stay in their organisation by the training and development opportunities available

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# HOW CAN YOU CREATE FUTURE INDUSTRY LEADERS?

## ENHANCE CONTINUOUS PROFESSIONAL DEVELOPMENT

SGS ACADEMY

[WWW.SGS.CO.UK](http://WWW.SGS.CO.UK)



# SGS ACADEMY

The greatest asset an organisation has is its workforce. Unlocking the full potential of your employees is the key to creating a successful and dynamic business. To achieve this, employees must be provided with training that promotes continuous personal and professional development.



**7/10**  
OUT OF  
**PEOPLE**

said that training and development opportunities influence their decision to stay



**1/3**  
OF TRAINING  
HOURS

were delivered with a combination of training methodologies



**87%**  
OF MILLENNIALS

said that professional development or career growth opportunities are very important



**24%**  
INCREASED  
PROFIT  
MARGINS

were experienced by companies that offered training

## ABOUT US

In today's fast-moving market, keeping up to date with industry best practice, technical standards and current legal and regulatory compliance expectations throughout your value chain is an integral part of professional development; as is ensuring you and your team have the skills to achieve your goals effectively. With help from the SGS Academy, you and your business can gain the knowledge you need to continually adapt the way you work, keeping ahead of market developments and enabling you to continuously develop all aspects of your career and organisation. Whatever your level of knowledge, our experts will support you in progressing to the next level.

As the leader in professional training, the SGS Academy draws on our years of worldwide experience to provide effective learning and development opportunities. We make a difference to individuals, teams and businesses, nurturing talent and enabling continuous organisational progression. Our specialists partner with course participants, identifying improvement objectives and supporting the professional journey.

# OUR PROMISE

Building a positive and unrivalled learning experience for our delegates is at the top of our agenda at the SGS Academy. We know how hard it can be to find the right training to meet your objectives, delivered by highly experienced professionals using accelerated learning techniques that ensure you get the most out of your training investment. We make a promise to our clients that we will support you every step of the way, with a service that includes:



A dedicated Academy Training Specialist who ensures we understand and meet your current and future training needs



Interactive courses where you can learn by doing, not by sitting through lectures and presentations



Tutors who are not only practitioners in their field, but have a wealth of experience in training and mentoring



A clear learning pathway to reach your objectives and those of your organisation



The opportunity to meet your peers in similar organisations and learn through the experience of others



Recommended customised options to address your organisation's true business needs



An online learning management system where you can see your learning history, upcoming and recommended courses



Premier venues so that you can enjoy your learning in comfort and focus solely on your training tasks



A highly regarded SGS Academy qualification to acknowledge your new skill set



Certified training options allowing you to register with the Chartered Quality Institute and the International Register of Certificated Auditors (CQI|IRCA)

## WHY TRAIN WITH THE SGS ACADEMY?



### THE SGS ACADEMY TEAM

Our Academy Specialists are dedicated to finding training and development solutions that perfectly match the requirements of our clients. Our team pride themselves on providing a friendly, knowledgeable and efficient service to ensure you are able to book the right training with the greatest of ease. Whether you are an individual, part of a small-to-medium enterprise or responsible for learning and development in a national or international organisation, our team have the knowledge and experience to guide and assist you in finding the best programme for your professional development.



### OUR TRAINING VENUES

Building a positive learning environment for our delegates is at the top of our agenda at the SGS Academy. We carefully select premier venues to host our public courses to ensure our customers enjoy their training in comfort, with excellent service throughout their stay. The training rooms are spacious with plenty of natural light and comfortable workstations to allow our delegates the opportunity to focus solely on the interactive training tasks.



### OUR TUTORS

SGS Academy tutors are the pinnacle of our effective and engaging training. They are carefully selected not only based on extensive experience in their field, but on their ability to coach and mentor delegate groups to meet individual learning needs. They are subject matter experts with years of practical industry and training experience, with real-world anecdotes to share in answer to any question that comes their way.



## DELIVERY METHODS

We all approach training in diverse ways and must fit in our professional development around our day-to-day responsibilities. Our training solutions are offered in a variety of delivery formats so that you can choose those that are best suited to your individual requirements and the needs of your organisation. Our experts deliver face-to-face training in the form of public courses where you can join your industry peers, and through in-house courses designed to meet the specific needs of your organisation. If you prefer the flexibility of online training, we also offer SGS Academy eLearning solutions and virtual learning. Further to this, there is the option of choosing a blended learning approach combining face-to-face and eLearning into a practical and rewarding overall training package.



### PUBLIC COURSES

Joining our face-to-face public courses gives you the opportunity to meet with colleagues from related industries and discuss course topics with others who have identified the same types of issues. As a result, you can share and gain best practice knowledge, not only from our SGS experts, but also from those in similar organisational roles. Throughout all discussions our experienced and knowledgeable tutors help you to evaluate your insights so you are subsequently able to make considered decisions when approaching strategic changes within your business. Public courses are on fixed dates; please refer to our course calendar for more information.



### IN-HOUSE COURSES

Running a standard or customised course at your premises allows you to shape the message and style of the presentation to suit the culture of your organisation. It is the most convenient and cost-effective solution if you wish to train several staff in the same location, or when confidentiality is an issue. Once we have agreed the dates and location for your training course, our experts work with you to identify and evaluate your learning objectives and to customise the course content to ensure they are met.



### ELEARNING COURSES

If you are looking for a flexible learning solution that you or those in your organisation can fit around your schedules, our eLearning training offers an ideal option. Delivered quickly and effectively through our learning management system or yours, our global eLearning courses are easily accessible. Our experts have prepared a portfolio of eLearning courses for your immediate use, or can work with you to prepare eLearning courses tailored to your specific needs.



### VIRTUAL INSTRUCTOR-LED TRAINING (VILT)

If travelling to a course is an issue, or if members of your organisation are widely spread and wish to attend one of our standard training programmes, our Virtual Training provides the best of both worlds. VILT is delivered by a live tutor to a group of remote delegates. All learners have the opportunity to collaborate with each other and the tutor, express opinions and ask questions, all in real time.

## IN-HOUSE AND BESPOKE TRAINING

The quality of your training is everything. It enables you to keep up with the latest industry practice, keep on top of ever-changing technical standards and comply with current legal and regulatory obligations. Having best-in-class management systems and qualified individuals empowered to ensure continuous improvement are core enablers of sustainable business development and competitive advantage.

The SGS Academy specialises in the development and delivery of high-value bespoke training solutions, developed by subject matter experts who work closely with you to make sure your investments in training are focused on the real needs of your business. We will use your organisation's strategic objectives, documentation and processes to design material and workshops for the course. This ensures that attendees stay engaged, fully understand the material and consider the true impact of the training subjects within your business.

Maintaining the same level of learning across your organisation can be complex, especially when dealing with numerous training providers. That is why you need to ensure that all personnel, at both local and global levels, receive consistent, effective, high-quality training – wherever their location. This is what the SGS Academy is here to help you to achieve.

*I have been on a number of training courses over the past few years, and I can honestly say that the way in which the standard was explained, along with how it relates to our organisation was second to none. The tutor made the course very enjoyable, he was very down to earth and not over technical, which always helps! My colleagues also commented on how excellent the training was, and how they felt able to understand how the new standards work*

LOUISE PAINTER  
NOTTINGHAM CITY HOMES



# WORKPLACE TRAINING JUST GOT BETTER

HOW MODERN ORGANISATIONS CAN PROMOTE EMPLOYEE TRAINING AND DEVELOPMENT WITH ELEARNING



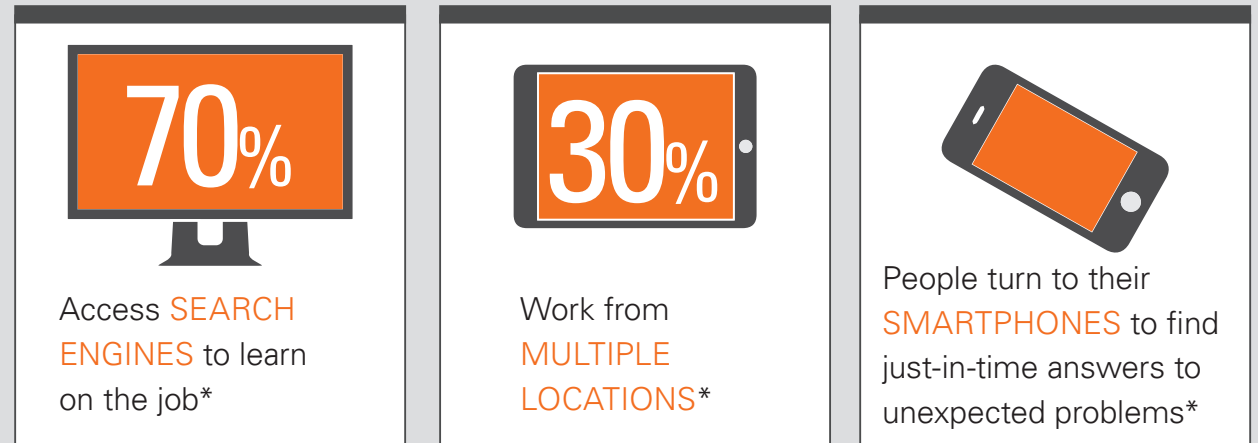
## MEET THE MODERN LEARNER

The world of the modern worker has changed rapidly. Today's employee can work from several locations, creating the need to be able to access information – and learning – outside the traditional training and development channels.

Today, **75% of workers** report feeling stressed and overwhelmed, with too many demands. These distractions have limited the time spent on training and development to just **1% of a typical work week**.

## HOW THE MODERN ORGANISATION NEEDS TO RESPOND

The modern workplace needs a different approach to training to ensure they're satisfying the needs of their workforce. Rapid changes in technology, as well as industry standards and regulations, require organisations to offer their workforce greater flexibility in when, and how they learn.



\*Josh Bersin

## THE BENEFITS OF GETTING IT RIGHT

### TO THE WORKER

- Personalised learning experiences
- Control over when, and how, learning takes place
- Matches their current styles of accessing information
- Greater sense of connectivity

### TO THE ORGANISATION

- Reach all staff in multiple locations
- Trackable and measurable results
- Deliver training that upskills employees for the reality of work
- Tie learning to behaviour change and business results

# HOW WE CAN SUPPORT YOU WITH **ELEARNING**

We understand that each organisation has different learning needs and a diverse range of employees, that's why we offer a variety of eLearning solutions and subject matter expertise for organisations of all sizes, taking into account training requirements and budgets.



## SGS-BRANDED

Our entry level eLearning solutions deliver:

- SGS-branded learning experience
- Mix of engaging interactions throughout
- Graded assessment at the end
- Multi-device compatibility (PC/laptop/tablet/smartphone)
- Mix audio, video and animation (dependent on course content)



## CLIENT-BRANDED

Upgrading to the client-branded solution delivers all the SGS-branded benefits plus:

- Customised to suit your branding (company logo and corporate colours)
- Customised course introduction
- Links to your own policies and websites (dependent on course content)



## BESPOKE

A completely bespoke eLearning solution:

- Fully customisable learning focusing on specific content
- SGS subject matter expertise
- Bespoke scenarios that reflect the learner's environment
- Personalised assessments and certification
- Tailored audio, video and offline assets (if required)

*All solutions comply with applicable accessibility requirements – Section 508 Accessibility – WCAG 2.0 Accessibility*

## AN END-TO-END SOLUTION

We've thought of everything to ensure that your eLearning strategy is fully supported. With two hosting options available to choose from, we offer a flexible approach to suit your hosting needs.

	ELEARNING OPTIONS		
HOSTING OPTIONS	SGS-BRANDED	CLIENT-BRANDED	BESPOKE
SGS-HOSTED	●	●	✘
CLIENT-HOSTED	✘	●	●



# ISO AND REGULATORY STANDARDS

QUALITY		ENVIRONMENT	HEALTH AND SAFETY	SUPPLY CHAIN	INFORMATION SECURITY
QUALITY MANAGEMENT	MEDICAL DEVICES	ENVIRONMENTAL MANAGEMENT	HEALTH AND SAFETY MANAGEMENT	HUMAN RIGHTS	INFORMATION SECURITY MANAGEMENT
AUTOMOTIVE	SENIOR MANAGEMENT RESPONSIBILITY	ENERGY	FOOD SAFETY	TEMPORARY LABOUR	REGULATIONS
AEROSPACE AND AVIATION	BUSINESS CONTINUITY	GREENHOUSE GAS AND CARBON EMISSIONS	ASBESTOS	SOCIAL ACCOUNTABILITY	DATA PROTECTION
LABORATORY MANAGEMENT	AUDITOR IMPROVEMENT	SUSTAINABILITY AND SUSTAINABLE EVENTS	LEADERSHIP	ANTI-BRIBERY	ORGANISATIONAL RESILIENCE

# LEADERSHIP AND SKILLS

LEADERSHIP AND MANAGEMENT	MENTAL HEALTH AND WELLBEING	CUSTOMER SATISFACTION AND LOYALTY
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# TRAINING LEVELS

## AWARENESS

### FOUNDATION ELEARNING

Interactive modules available across a number of topics which include an introduction to management systems and an overview of the structure and terminology, requirements, purpose and intent of a particular standard as well as guidance for adoption.

### INTRODUCTION AND AWARENESS

Provides participants with a detailed understanding of the standard's content, for anyone involved in the development, implementation and management of the system.

### TECHNICAL DIFFERENCES – CLAUSE AWARENESS FOR NEW STANDARDS

To benefit those with a comprehensive understanding of one standard who wish to expand their knowledge across new disciplines by gaining an understanding of the standard-specific requirements relative to each discipline.

### AWARENESS FOR LINE MANAGERS AND SUPERVISORS

The objectives of this course are to raise awareness of relevant issues and legal obligations organisations are required to address under the requirements of certain standards.

### TRANSITION OR MIGRATION AWARENESS

Designed to provide participants with an understanding of new requirements arising as a result of the release of new standards.

### LEGISLATION AND COMPLIANCE AWARENESS

Delegates gain a practical understanding of the requirements of certain standards to identify and comply with relevant legislation. This course takes a practical approach to legislative compliance and how this can be managed within the MS.

### SENIOR MANAGEMENT BRIEFING

A short seminar designed for management teams within any organisation implementing or transitioning to new ISO Standards. It provides participants with an understanding of how the standard/s impact the organisation and their roles and responsibilities within the system.

### INTEGRATED MANAGEMENT SYSTEMS AWARENESS

For organisations with integrated management systems to gain an awareness of several standards and the integrated system in place.

# TRAINING LEVELS

## IMPLEMENTATION

### MANAGEMENT SYSTEM IMPLEMENTATION

For delegates to understand how to implement new management systems in the organisation.

### RISK MANAGEMENT

The purpose of this course is to equip participants with an understanding of the principles of risk management based on ISO 31000 across a broad range of organisational contexts.

### EMPOWERING LEADERSHIP IN MANAGEMENT SYSTEMS STANDARDS

Leadership training designed specifically for QHSE managers to equip them with the tools and methods to compellingly communicate with senior management colleagues. The workshop aims to equip delegates with the skills to drive and influence organisational change, utilising the necessary leadership and communication skills for the new generation of ISO management systems.

## AUDITING

### INTERNAL AUDITOR

Designed for delegates who require the knowledge and skills to plan, undertake and report on an internal audit of the management system.

### INTERNAL AUDITOR REFRESHER

A programme designed for existing internal auditors, to ensure audits are being carried out in line with the new requirements of Annex SL standards, using the process approach and auditing for process effectiveness as well as confirming compliance.

### LEAD AUDITOR

COI|IRCA certified courses provide participants with the knowledge and skills to perform first, second and third-party audits against a certain standard.

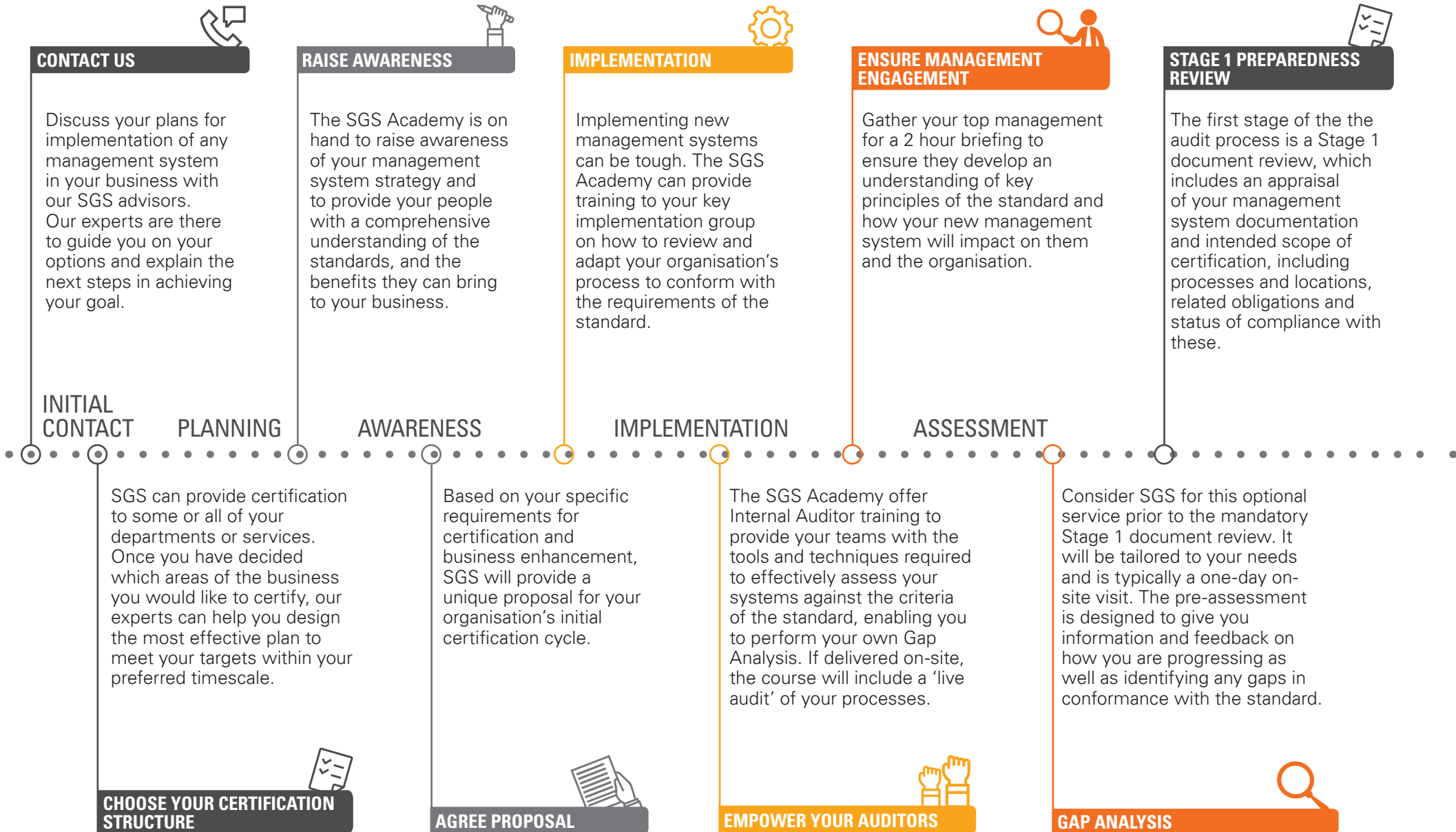
### INTEGRATED MANAGEMENT SYSTEMS INTERNAL AUDITOR

Provides students with the knowledge and skills to perform integrated management systems audits based on the requirements of multiple standards. Participants are encouraged to take the broadest possible view of the processes in their organisation and the risk sources that need to be identified, controlled and improved.

### BEYOND COMPLIANCE

For organisations with mature management systems, Beyond Compliance comprises a series of interactive workshops to encourage participants to self-assess their system and the extent to which it is continuing to add real value to the organisation.

# THE CERTIFICATION PROCESS



**STAGE TWO SITE AUDIT**



This stage is usually conducted several weeks after the Stage One to ensure that you have time to implement any findings. The on-site audit determines compliance against the standard. At SGS our audit approach is designed to contribute value to the process and also ensure that your management system is achieving your goals. This assessment closes with a meeting where the auditor summarises the findings and states if your organisation is being recommended for certification.

**CERTIFICATION – YEAR ZERO**

Success! SGS will issue a certificate announcing your organisation's achieved the standard for you to proudly display, and you will be granted use of the SGS certification mark.



**INITIAL CERTIFICATION COMPLETE**

**DEVELOP YOUR PEOPLE**



Following your success in gaining certification, you may find that there are areas where you feel some further development is required in order to continuously improve your systems. The SGS Academy specialise in the delivery of high-value bespoke training solutions, developed by subject matter experts who work closely with you to make sure your investments in training are focused on the real needs of your business. Whatever your improvement objectives, talk to our training specialists to discuss how we can help you to achieve them.

**YEAR ONE TO YEAR TWO**

Once issued, your certificate's validity is subject to satisfactory maintenance of your system. Ongoing surveillance audits are conducted annually to verify continued implementation of your management system in accordance with the standard's requirements.



**ANNUAL REVIEWS**

**RECERTIFICATION**



SGS operates a system of continuous certification. As part of this programme we conduct a recertification visit, which is more in-depth than the annual review and will ensure that we have covered all elements of the standard since the initial assessment three years prior. This assessment acts as the first visit of your next certification cycle.

**YEAR THREE**

The benefits and improvement potential of the standard in your organisation never ends. The standard prompts you to continually set challenging targets for improvement to embed best practice in your processes. Beyond Compliance is a series of interactive workshops to encourage participants to self-assess their system and the extent to which it is continuing to add real value to the organisation. Working in groups, participants assess the management system against suggested criteria, ranging from practices that pass an audit, through to principles of best practice. At the end of each workshop, participants provide feedback on the status of the system and identify areas where enhancement is possible. This session helps participants to harmonise their day-to-day activities with the strategic direction of their organisation, leading them to identify meaningful actions based on insights into 'what good looks like' to provide them with a practical roadmap to increase efficiencies and support sustainable growth.

**BEYOND COMPLIANCE**

**CONTINUOUS IMPROVEMENT**



The standard will remain a valuable asset to your business for years to come. SGS and the Academy will act as your strategic partners, supporting you every step of the way to help your organisation to excel and maintain competitive advantage.



“

*The best course I have attended!  
Very pleased.*

BRYAN MOORE  
MORGAN SINDALL

”

“

*I was really impressed by each aspect  
of the course and the way it was  
delivered. I would highly recommend  
the course, the tutor and also SGS.*

CARLA CIFALDI  
J.O.SIMS LTD

”

“

*Superb course, brilliant tutor,  
exceptionally informative!*

ELIZABETH LYN-DAVIES  
MANAGO

”

“

*The tutor was great. Very  
knowledgeable and engaging. I  
thoroughly enjoyed the course!*

JENNIFER SWIFT  
NEXT

”

“

*Great course! This really improved  
my knowledge of the assessment  
process.*

DAVID WATTS  
MOLE VALLEY

”

“

*Very relaxed and inclusive approach  
to the course. V.Happy!*

SEAN WALKER  
NHS RESOLUTION

”

“

*The tutor was excellent and  
managed the differences in the  
group extremely well. It was very  
well balanced between workshops  
and training presentations. I feel  
I have gained a good level of  
understanding over the 5 days.*

OLIVIA MCQUILLAN  
DIXONS CARPHONE

”

“

*Excellent course, really interesting  
and good tutor. Excellent group  
sessions and material and a lot of  
knowledge gained.*

DAVID WEBB  
SENSIENT FLAVOURS LIMITED

”

“

*Very well-developed course  
(particularly for a new standard).  
The tutor was very informative and  
provided lots of practical examples  
that he has gained from his  
experience!*

AMANDA COSTELLO  
NORBEV LTD

”

“

*Outstanding! I found the course  
very relevant and it will certainly  
help me to continually improve our  
company's performance in relation  
to quality. The tutor was fantastic.  
Overall – excellent. Thank you!*

CERI CAMILLERI  
CAMILLERI CONSTRUCTION LTD

”

## SGS ACADEMY

# WHAT DO OUR CUSTOMERS SAY?



## WHY SGS?

Efficiency and cost-optimisation are no longer the sole drivers in business development strategies. Successful businesses recognise the importance of offering their workforce continuous development and training. Motivated and effective teams create industry leaders.

## CONTACT SGS ACADEMY

For more information on the SGS Academy, view our courses online or download our Training Brochure. Do not forget, the Academy team would love to hear from you to talk through your plans, so do not hesitate to contact us.

SGS Academy Brochure [www.sgs.co.uk/trainingbrochure](http://www.sgs.co.uk/trainingbrochure)  
Course Dates and Locations [www.sgs.co.uk/trainingschedule](http://www.sgs.co.uk/trainingschedule)



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**WHEN YOU NEED TO BE SURE**

