



Training in Quality Management Systems

Reg. No: 2002/098710/23

VAT Reg. No: 4680203835

DISTANCE LEARNING BROCHURE 2020/5

TIQMS

Building 18 Cambridge Park 5 Bauhinia Street

Highveld Technopark

Centurion, Gauteng

TEL (012) 665 00 88/9

FAX (086) 544 7916

info@tiqms.co.za

PO Box 66383 Highveld 0169

Approved JHJ Stables

INDEX TO TIQMS DISTANCE LEARNING COURSES		Page No.
Company Profile and Contact Details		3
Tutorial Information		4
QMSDL	Implementing a QMS ISO 9001: 2015	5
IAUD9DL	ISO 9001: 2015 Internal Auditor	6
AUD9DL	ISO 9001:2015 Lead Auditor	7
IATFDL	IATF 16949:2016 Requirements	8
EMSDL	ISO 14001: 2015 Standard Requirements	9
IAUD14DL	ISO 14001: 2015 Internal Auditor	10
OHSMSDL	ISO 45001: 2018 OHSMS	11
45IAUDDL	ISO 45001: 2018 OHSMS Internal Auditor	12
IMSDL	Implementing an Integrated Management System	13
RMDL	Risk Management ISO 31000:2018	14
SSYBDL	Yellow Belt	15
SSGBDL	Green Belt	16
RCADL	Root Cause Analysis	17
SPCDL	Statistical Process Control (SPC)	18
Registration Form		19

COMPANY PROFILE

TIQMS was originally established in 1987 and since March 2003 changed to TIQMS Training in Quality Management Systems CC. TIQMS offers products and services containing management methods to achieve business excellence. TIQMS offers both public, in-house and distance learning training courses to suit each client's needs. TIQMS strives to offer value adding services to all our clients and therefore clients can contact us after attending courses for further advice.

TIQMS is client driven and strives to make training affordable. A small efficient team coordinates the activities of many associated specialists. Thus, the client receives prompt service specially focused on their needs.

TIQMS is well represented at some of the leading regulatory authorities and at recognised educational institutions. Since 1991, TIQMS members have been and are still serving on the National Technical Committee – SABS TC 176, on ISO/TC 176 for writing the QM Guidelines for Training (ISO 10015:1999), the Auditing Standard (ISO19011:2011) and QMS – Requirements (ISO 9001:2015), and various nationally based committees. The facilitators are therefore up to date with all the latest management standards and techniques.

ACCREDITATION / CERTIFICATION

BEE STATUS:

TIQMS is an EME (Exempted Micro Enterprise) according to the Dti's definition.

ISO 9001:2015 Current Certification (March 2019), and ISO 9001 certified since 2004.

CONTACT DETAILS

Administration office:	Tel:	(012) 665 0088/9
	Fax:	086 544 7916
	e-mail address:	info@tiqms.co.za
	Visit our web site at:	http://www.tiqms.co.za

Postal Address:	P O Box 66383
	Highveld
	0169

Physical Address	Building 18 Cambridge Park No. 5 Bauhinia Street
	Highveld Technopark
	Centurion

GARMIN: Gauteng, Centurion, Highveld Technopark, No. 5 Bauhinia Street, Building 18 Cambridge Park
GPS Co-ordinates: 25°52'51.8"S 28°10'59.4"E

TUTORIAL INFORMATION

Duration:

4 – 6 Months.

There is no minimum period so delegates can complete the course earlier than due dates.
Start date is the day the materials are e-mailed.

Materials will be e-mailed or made available via “drop box” as soon as payment is received.

Certification and Certificates:

Learners will be required to complete assignments during the course period.
Learners are welcome to contact the Training Facilitator if they are experiencing difficulty.
A facilitator will be available during the duration of the course via electronic platforms.

Should all assignments not be successfully completed within the required period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate
Electronic Certificates will be supplied.

Implementing a QMS ISO 9001:2015 (QMSDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: None

Target Audience

Personnel who are responsible for developing, implementing and maintaining a quality management system

Outcome

By the successful completion of this course the learner will be able to:

- Understand and apply the ISO 9001:2015 standard as a management tool
- Implement the ISO 9001 standard requirements
- Identify the requirements of the standard
- Understand Quality Concepts, purpose and rationale for a QMS
- Develop certain documents required by the standard

Contents

- Introduction to ISO QMS Standards and Guidelines
- Overview of the ISO 9000 Family
- 7 Quality Management Principles
- Terminology
- The ISO 9001:2015 Requirements
- Preparing the QMS & Process Management
- Documented Information
- The Role of the Certification process

Certification and Certificates:

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 6 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

ISO 9001:2015 Internal Auditor (IAUD9DL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite:

Learners should have successfully completed the Implementing a Quality Management System course or the distance learning course on Quality Management Systems

Target Audience

Individuals who are responsible for carrying out internal audits against the ISO 9001:2015 requirements

Outcome

By the successful completion of this course the learner will be able to:

- Demonstrate knowledge of auditing quality management systems.
- Understand and apply the ISO 19011:2018 guidelines for auditing
- Prepare, plan, conduct and finalize audits
- Write audit reports

Contents

- Introduction to quality auditing and ISO 19011:2018
- Clause 3 – Auditing Terms and definitions
- Clause 4 – Principles of auditing
- Process & Product Audits
- Clause 5 – Managing an audit program
- Clause 6 – Conducting an audit
- Clause 7 – Competence and evaluation of auditors
- Auditor evaluation matrices
- Examples of discipline-specific knowledge and skills of auditors
- Additional guidance for planning and conducting audits
- The process approach to auditing a QMS
- Examples of nonconformities

Certification and Certificates:

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 6 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

ISO 9001:2015 Lead Auditor (AUD9DL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite:

Learners should have successfully completed the Implementing a Quality Management System course or the distance learning course on Quality Management Systems

Target Audience

Learners should have successfully completed the Implementing a QMS ISO 9001:2015 course and/or the ISO 9001:2015 Internal Auditor course or equivalent.

Outcome

By the successful completion of this course the learner will be able to:

- Understand and apply the ISO 19011:2018 requirements for auditing
- Develop auditing material required to conduct a first- & second-party audits
- Prepare, plan, conduct and finalize an audit
- Perform & Lead audits displaying appropriate auditor techniques and write audit reports

Contents

Introduction to Auditing	Terminology & Definitions
Audit Basics	Preparing for Audits
Audit Checklists and Questioning	Auditor Qualifications
System Documentation Review	Audit Practise
Communication (Transactional Analysis)	Audits Reports
Opening meeting	Guidelines from the APG
Guidance on Remote Audits	Case Study - Audit Simulation

Certification and Certificates:

Learners will be required to complete assignments during the six months period.
Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 6 months period, no certificate will be issued.
Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

IATF 16949:2016 Requirements (IATFDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: None

Target Audience

This course is relevant for persons who have experience of ISO Management Systems as well as those who are new in the field with little or no experience.

Contents

- Introduction
- New Terminology
- Clause Structure with IATF specifics:
 - CI 4: Context of the organization
 - CI 5: Leadership
 - CI 6: Planning
 - CI 7: Support
 - CI 8: Operation
 - CI 9: Performance and evaluation
 - CI 10: Improvement
- CB Transition Requirements (including impact of Edition 5 new rules)

Certification and Certificates:

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 6 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

ISO 14001:2015 Requirements (EMSDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 4 Months. There is no minimum period so delegates can complete the course in less than 4 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: None

Target Audience

This course is applicable to all levels of employees and provides a thorough basis of awareness and understanding of basic ISO 14001 requirements and applications.

Outcome

By the successful completion of this course the learner will be able to:

- Understand the importance of ISO 14001:2015 as a management tool
- Design and implement a management system based on the standard ISO 14001:2015.

Contents

- ISO 14001:2015 Requirements
- Cl 4. Context of the organization
- Cl 5. Leadership
- Cl 6. Planning
- Cl 7. Support
- Cl 8. Operation
- Cl 9. Performance and evaluation
- Cl 10. Improvement

ISO 14001:2015 Application

Certification and Certificates:

Learners are welcome to contact the Training Facilitator if experiencing difficulty.
Should all assignments not be successfully completed within the 4 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

ISO 14001:2015 Internal Auditor (IAUD14DL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: Learners must have successfully completed the Requirements Course.

Target Audience

Individuals who are involved in Internal Audits in relationship with the ISO 14001:2015 Environmental Management System

Outcome

By the successful completion of this course the learner will be able to:

- Understand and apply the ISO 19011:2018 guidelines for auditing
- Develop auditing material required to conduct an internal audit
- Prepare and plan for an internal audit
- Perform audits displaying appropriate auditor techniques
- Write audit reports

Contents

- Eco Management and Audit Scheme
- Overview of Conducting an Audit
- Auditing Terminology
- Preparing for an Environmental Audit
- Preliminary Review of EMS Documentation
- Auditor Qualifications and Attributes

Carrying out the Audit and System Audit Questions

Certification and Certificates:

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 6 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

ISO 45001:2018 Occupational Health and Safety Management Systems (OHSMSDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 4 Months. There is no minimum period so delegates can complete the course in less than 4 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: None

Target Audience

Any organization, regardless of its size, type and activities that wants to:

- Establish, implement and maintain an OH&S management system to improve occupational health and safety, eliminate or minimize OH&S risks (including system deficiencies), take advantage of OH&S opportunities, and address OH&S management system nonconformities associated with its activities
- Continually improve its OH&S performance and the achievement of its OH&S objectives
- Assure itself of conformity with its OH&S policy
- Demonstrate conformity with the requirements of the standard

Outcome

By the successful completion of this course the candidate will be able to:

- Develop and maintain a management system based on ISO 45001:2018.
- The focus of this course is to give guidance on the interpretation of the requirements of ISO 45001:2018 and how to apply them to an organizations' management system.

Contents

- Introduction to Occupational Health and Safety (OHS)
- Introduction to ISO 45001:2018
- ISO 45001:2018 Requirements with Guidance & Application tips
 - Cl 4. Context of the organization
 - Cl 5. Leadership and worker participation
 - Cl 6. Planning
 - Cl 7. Support
 - Cl 8. Operation
 - Cl 9. Performance evaluation
 - Cl 10. Improvement

Certification and Certificates:

Learners will be required to complete assignments during the six months period.

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 4 months period, no certificate will be issued.

Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

ISO 45001:2018 Occupational Health and Safety Management Systems Internal Auditor (45IAUDDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 4 Months. There is no minimum period so delegates can complete the course in less than 4 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.

Electronic Certificates will be supplied.

Pre-Requisite: Learners must have successfully completed the ISO 45001:2018 OHSMS Requirements Course

Target Audience

Individuals who are involved in Internal Audits in relationship with the ISO 45001:2018 Occupational Health and Safety Management Systems

Personnel who are responsible for the OH&SMS.

Managers who are on the receiving end of OH&S Audits

Outcome

By the successful completion of this course the learner will be able to:

- Understand and apply the ISO 19011:2018 guidelines for auditing
- Develop auditing material required to conduct an internal audit
- Prepare and plan for an internal audit
- Perform audits displaying appropriate auditor techniques
- Write audit reports

Contents

- Overview of the ISO 19011:2018 guidance
 - Auditing Terminology
 - The Audit Process
 - Planning and Preparing
 - Prepare Work Documents
 - Conduct Audit to collect Evidence
 - Criteria and Evidence Requirement
 - Finalise the Audit
 - Prepare Audit Report
- Corrective Actions
- Conduct Audit Review
- Communication Processes for OH&SMS Auditors
- Competence and Evaluation of Auditors

Certification and Certificates:

Learners will be required to complete assignments during the six months period.

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 4 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

Implementing an Integrated Management System (ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 (IMSDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.

Electronic Certificates will be supplied.

Pre-Requisite: The delegate must have successfully completed courses on all three of the Standards (ISO 9001:2015, ISO 14001:2015, ISO 45001:2018).

Target Audience

This course is applicable to all levels of employment.

This course provides a framework and guidance to integrate the common elements of quality, environmental and occupational health & safety (OH&S) management systems.

Outcome

By the successful completion of this course the candidate will be able to:

- Identify and understand those requirements 'common' to ISO 9001:2015 (quality), ISO 14001:2015 (environmental), and ISO 45001:2018 (OH&S)
- Design a plan to integrate elements of their environmental, quality, occupational health & safety management systems.
- Document their integrated management system in an efficient manner
- Assess and review their integrated management system for effectiveness

Contents

- Guidance on how to integrate the three management systems
- Identify and understand those requirements 'common' to ISO 9001:2015 (quality), ISO 14001:2015 (environmental), and ISO 45001:2018 (OH&S)

Certification and Certificates:

Learners will be required to complete assignments during the six months period.

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 6 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

Risk Management ISO 31000:2018 (RMDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: None

Target Audience

- Individuals responsible for developing risk management policy within their organization
- Individuals who need to ensure that an organization manages risk;
- Individuals who need to manage risk for the organization as a whole
- Individuals who need to evaluate an organization's practice

Outcome

By the successful completion of this course the learner will be able to:

- Recognize opportunities for application of Risk Management
- Integrate ISO 31000 with requirements of other Management systems
- Understand how to select appropriate Risk assessment techniques using guidance given in ISO 31010
- Understand the language used in the Risk management field

Contents

Risk assessment concepts, including – risk assessment and the risk management process: communication and consultation, establishing the context, risk treatment, monitoring and review.

The risk assessment process, including – Risk Identification, Risk Analysis: controls assessment, consequence analysis, likelihood analysis and probability estimation, preliminary analysis, uncertainties and sensitivities; Risk Evaluation; Documentation; Monitoring and Reviewing Risk Assessment; Application of Risk Assessment during life cycle phases.

Selection of risk assessment techniques (ISO 31010 gives a comparison of risk assessment techniques)

Certification and Certificates:

Learners are welcome to contact the Training Facilitator if experiencing difficulty.

Should all assignments not be successfully completed within the 6 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

SixSigma Yellow Belt (SSYBDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 4 Months. There is no minimum period so delegates can complete the course in less than 4 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Target Audience

A Yellow Belt is a process operator, either in a manufacturing sense or an office (transactional) sense, or a member of the management team. The Yellow Belt is expected to participate in Six Sigma project teams when a Six Sigma project is concerned with a process within which the Yellow Belt operates.

Outcome

Training: To understand the purpose of Six Sigma and the Six Sigma process (DMAIC).
Detailed descriptions of the Six Sigma tools are kept to a minimum.

Contents

- Introduction to Six Sigma
- What is Six Sigma Quality
- Step 1 Define
- Step 2 Measure
- Step 3 Analyse
- Step 4 Improve
- Step 5 Control
- Step 6 Replicate Results

Certification and Certificates:

Learners are welcome to contact the Training Facilitator if experiencing difficulty.
Should all assignments not be successfully completed within the 4 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

SixSigma Green Belt (SSGBDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 6 Months. There is no minimum period so delegates can complete the course in less than 6 months. Start date is the day the materials are e-mailed.

Materials will be available in Drop box as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: None

Target Audience

Any employee involved in continual improvement. Technical staff, junior, middle and top management

Outcome

The Green Belt is expected to deliver the agreed benefits of a Six Sigma project to the organisation. These improvement activities will often be within the Green Belt's usual field of employment and operation. In so doing, the Green Belt will:

- work with the local 'line management' to identify and quantify opportunities for improvement within their area of responsibility.
- be required to lead a Six Sigma project.
- coach process operators (Yellow Belts) on process improvement methods and activities.
- complete a SixSigma project with evidence of cost savings.

Contents the Process of Green Belt training is as follows:

- Introduction
- Project Team Charter
- DMAIC Control List
- Tools and techniques to be used during the stages of:
 - DEFINE - MEASURE - ANALYSE - IMPROVE - CONTROL
- Measurement Systems Analysis (MSA) Overview
- Statistical Process Control (SPC)
- Control Plans
- Six Sigma Report Writing

Contact with facilitator

It is very difficult for learners to run their projects in isolation. Not only is the facilitator available during the time of the project via e-mail, telephonically, Zoom, Microsoft teams and/or Skype but it is also important that project milestones are achieved within a certain timeframe. The interactions with the facilitator is designed for the learners to share their progress and the difficulties encountered. They also gain further direction from the facilitator during these sessions.

Certification and Certificates:

To be successful a learner will need complete and present the results of their project on MS PowerPoint via Zoom, Microsoft Teams or Skype and submit a formal report on the project they completed, proving cost savings.

Your Six Sigma Facilitator

This training is led by a person who has had more than 30 years' experience in the Quality Management and Quality Improvement field, over 15 years' experience with Six Sigma, and holds a Master's degree in Quality.

Successful Learners will receive a TIQMS Certificate

Root Cause Analysis (RCADL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 4 Months. There is no minimum period so delegates can complete the course in less than 4 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.

Electronic Certificates will be supplied.

Pre-Requisite: None

Contents

Evaluating the need for RCA (Identifying the problem and establishing the project)

- Criteria for problem description (Problem and mission statements)
- Identifying Critical To Quality (CTQ) Characteristics
- Process management and Flow diagrams
- Cause & Effect diagrams (Fishbone/Ishikawa diagrams)

Measuring the problem

- Developing operational definitions
- Measure the symptoms
- Defining boundaries
- Data collection techniques
- Tools for testing theories
 - Data sheets
 - Histograms
 - Scatter diagrams
- Quality Function Deployment
- Measurement System Analysis (MSA) overview
- Failure Mode Effects Analysis (FMEAs) overview

Analysing the problem

- Brainstorming
- Pareto analysis
- Histograms
- Scatter diagrams
- Run charts

Improvement techniques

- Evaluation of alternatives
- Design improvements
- Design for culture
- Prove effectiveness
- Implement improvements

Certification and Certificates:

Learners will be required to complete assignments during the four months period.

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 4 months period, no certificate will be issued.

Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

Statistical Process Control (SPCDL)

COST per delegate: Contact TIQMS for a formal quote

Duration: Maximum 4 Months. There is no minimum period so delegates can complete the course in less than 4 months. Start date is the day the materials are e-mailed.

Materials will be e-mailed as soon as payment is received.
Electronic Certificates will be supplied.

Pre-Requisite: Basic Numeracy is required

Target Audience

This course is applicable to all levels of employees.

Outcome

By the successful completion of this course the learner will be able to:

- Carry out Process Capability studies
- Determine C_{pk} 's
- Implement variable and attribute control charts

Contents

- Introduction to descriptive statistics
- Tally sheets and Histograms
- Process Capability Studies (C_p & C_{pk})
- Central Limit theorem
- X-bar & R Control Charts
- Pattern analysis within Control Charts
- p, np, c, & u Attribute Control Charts
- Pareto diagrams

Free-ware software with macros to run on MS excel is included

Certification and Certificates:

Learners will be required to complete assignments during the four months period.

Learners are welcome to contact the Training Facilitator if experiencing difficulty. Should all assignments not be successfully completed within the 4 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

TIQMS REGISTRATION FORM FOR DISTANCE LEARNING COURSES

Please e-mail: info@tiqms.co.za

REGISTRATION INSTRUCTIONS	
1. Complete each section fully. This is an official booking form. 2. Copy of learner's ID document must be sent with this form. 3. Valid purchase order must be sent with this form where a company requires a purchase order for payment. 4. Payment must be received before start of course. Materials will be e-mailed as soon as payments reflects on our bank statement 5. All certificates will be e-mailed.	
COURSE DETAILS	
Course Name.	
Course Cost.	
INVOICE DETAILS	
Contact Person.	
Company Name.	
Postal Address.	
City and Postal Code.	
VAT Number.	
Company Order Number -	
E – Mail.	
Tel Number.	
LEARNER DETAILS	
Learner Full Name and Surname.	
Learner ID Number.	
Tel or Cell Number.	
E-mail.	
CERTIFICATE/RESULTS	
Please supply the following if the certificates and results must be sent to another person than the learner.	
E-mail address for certificate.	
E-mail address for results.	
AUTHORISATION	
1. This registration needs to be authorized on behalf of the stated company or individual. 2. I understand that this registration form is an official booking onto the course and not just an enquiry. 3. I acknowledge that I have read and understood the terms & conditions and cancellation policy. 4. ID document and purchase order is attached.	
Name:	
Designation:	Tel:
Signature:	Date: