



# Training Calendar 2012

DNV Business Assurance, Middle East

Det Norske Veritas—Business Assurance Middle East

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## DNV Business Assurance- MIDDLE EAST



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**Manager - Middle East, East  
Africa & Caspian Countries**

*DNV 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, 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.*

### **1. Training with impact...**

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.

### **2. Knowledge you can use...**

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

## DNV Business Assurance in the Middle East

DNV has established offices in UAE, Qatar, Oman, Bahrain and Kuwait providing portfolio of certification services, including QHSE training. DNV MSC has over 50 professional staff in the Middle East based in these countries.

DNV operates in more than 26 countries in Middle East providing Certification, Training and 2<sup>nd</sup> 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's global expertise and knowledge base to support our partners.

DNV, supported by our world class infrastructure, high calibre professional staff and outstanding business track record in Middle East. We are fully committed to the fact that the development of local resources, partners and know how is key to our future success.

On any continent, we can deliver a global service within your cultural context. DNV Business Assurance' world of knowledge can be brought to you – we provide courses at your site, or at our local training facilities. DNV 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– Iran
- 5– Azerbaijan
- 6– Qatar



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## DNV Business Assurance- MIDDLE EAST

DNV 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 organisation.

- 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 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 has accrued globally.
- Our instructors are working professionals with extensive knowledge of their local market. But, they also have the larger DNV 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 has developed a new approach for qualifying its tutor and also for increasing the effectiveness of the training services.**

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# DNV Business Assurance- MIDDLE EAST

## Knowledge—turning risk 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 Business Assurance team is available to help! DNV 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.



DNV provides training course in two formats:

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

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

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## FOUR TYPES OF TRAINING COURSE

### 1– INTRODUCTION COURSES



This course helps delegates to understand the principles and the requirements of the standard the concept of the course. This course will also help delegates to learn the fundamentals and the examine and interpret the requirements of the standard. This course will be helpful for those who wants to get familiar with the concept of the standard.

### 2– IMPLEMENTATION COURSES



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

### 3– INTERNAL AUDITOR COURSES



The objective of the course is to 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.

### 4– LEAD AUDITOR COURSES



This 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.

## IRCA auditor 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 make 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.

### DET NORSKE VERITAS COURSES

have been approved by IRCA and we are able to provide you IRCA-Registered courses.

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## IRCA auditor training and certification recognized and valued worldwide



IRCA approves

**DNV Academy**  
IRCA reference A09660

against the approval criteria IRCA/2000  
to present IRCA certified auditor training courses

Director

Initial approval date  
24 November 1995  
Approval expiry date  
29 July 2012  
Certificate number  
2570



### 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 QMS Auditor [IRCA Certified] – A17299**

Course fee	JAN	FEB	MAR	MAY	JUN	AUG	SEP	OCT	DEC
AED 3,000	10 ~ 11	19 ~ 20	4 ~ 5	1 ~ 2	3 ~ 4	26 ~ 27	2 ~ 3	1 ~ 2	4 ~ 5
(AZN 642; USD 817)	(Dubai)	(Muscat)	(Abu Dhabi)	(Dubai)	(Doha)	(Dubai)	(Baku)	(Abu Dhabi)	(Dubai)
	11~12		6 ~ 7	20 ~ 21	18 ~ 19		9 ~ 10	10 ~ 11	
	(Doha)		(Baku)	(Kuwait C.)	(Muscat)		(Kuwait C.)	(Doha)	

- QMS Auditor/Lead Auditor [IRCA Certified] – A17061**

Course fee	FEB	MAR	April	MAY	JUN	SEP	NOV	DEC
AED 6,000	12 ~ 16	25 ~ 29	1 ~ 5	27 ~ 31	10 ~ 14	2 ~ 6	4 ~ 8	23 ~ 27
(AZN 1,285; USD 1,635)	(Dubai)	(Doha)	(Dubai)	(Muscat)	(Abu Dhabi)	(Dubai)	(Abu Dhabi)	(Dubai)
			22 ~ 26		3 ~ 7		4 ~ 8	
			(Baku)		(Kuwait C.)		(Baku)	

**\*\*\*\* The Internal Auditor and lead auditor courses in Azerbaijan (Baku) are not IRCA registered .**

## DNV Business Assurance- MIDDLE EAST, Training Calendar for 2012

### 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.

- **Internal EMS Auditor [IRCA Certified] – A17300**

Course fee	JAN	APR	JUL	OCT
AED 3,000 (AZN 642; USD 817)	18 ~ 19 (Dubai)	8 ~ 9 (Dubai)	15 ~ 16 (Abu Dhabi)	21 ~ 22 (Dubai)

- **EMS Auditor/Lead Auditor [IRCA Certified] – A17305**

Course fee	MAR	MAY	JUN	AUG	SEP	NOV	DEC
AED 6,000 (AZN 1,285; USD 1,635)	18 ~ 22 (Dubai)	6 ~ 10 (Doha)	24 ~ 28 (Dubai)	5 ~ 9 (Baku)	16 ~ 20 (Dubai)	18 ~ 22 (Doha)	16 ~ 20 (Abu Dhabi)

**\*\*\*\* The Internal Auditor and lead auditor courses in Azerbaijan (Baku) are not IRCA registered .**

## 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 OH&SMS Auditor [IRCA Certified] – A17301**

Course fee	FEB	MAY	AUG	NOV
AED 3,000 (AZN 642; USD 817)	15 ~ 16 (Dubai)	2 ~ 3 (Dubai)	12 ~ 13 (Dubai)	4 ~ 5 (Doha)

- OH&SMS Auditor/Lead Auditor [IRCA Certified] – A17309**

Course fee	MAR	APR	May	JUL	AUG	DEC
AED 6,000 (AZN 1,285; USD 1,635)	04 ~ 08 (Dubai)	15 ~ 19 (Dubai)	20 ~ 24 (Doha)	1 ~ 5 (Abu Dhabi)	26 ~ 30 (Baku)	9 ~ 13 (Dubai)

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### 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	FEB	MAR	APR	MAY	JUL	SEP	OCT	NOV
AED 4,000	<b>26 ~ 28</b>	<b>25 ~ 27</b>	<b>22 ~ 24</b>	<b>08 ~ 10</b>	<b>24 ~ 26</b>	<b>23 ~ 25</b>	<b>21 ~ 23</b>	<b>11 ~ 13</b>
(AZN 856; USD 1,090	(Dubai)	(Doha)	(Abu Dhabi)	(Dubai)	(Dubai)	(Abu Dhabi)	(Doha)	(Dubai)
					<b>17 ~ 19</b>		<b>7 ~ 9</b>	
					(Muscat)		(Kuwait C.)	

### 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	APR	NOV
AED 3,000	<b>11 ~ 12</b>	<b>11 ~ 12</b>
(AZN 642; USD 817)	(Dubai)	(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.

- **Implementation Course—3 Days**

Course fee	APR	SEP
AED 4,000 (AZN 856; USD 1,090)	17 ~ 19	11 ~ 13

- **Internal Auditor Course—2 Days**

Course fee	MAY	OCT
AED 3,000 (AZN 642; USD 817)	16 ~ 17 (Dubai)	23 ~ 24 (Dubai)

- **Auditor/Lead Auditor [IRCA Certified] – A17325**

Course fee	JUN	DEC
AED 6,000 (AZN 1,285; USD 1,635)	10 ~ 14 (Dubai)	9 ~ 13 (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.

- **Implementation Course—3 Day s**

Course fee	FEB	OCT
AED 4,000 (AZN 856; USD 1,090)	<b>21 ~ 22</b> (Abu Dhabi)	<b>14 ~ 15</b> (Abu Dhabi)

- **Internal Auditor Course—2 Days**

Course fee	MAY	NOV
AED 3,000 (AZN 642; USD 817)	<b>23 ~ 24</b> (Abu Dhabi)	<b>25 ~ 26</b> (Abu Dhabi)

- **Lead Auditor Course—5 Days**

Course fee	JUL	DEC
AED 6,000 (AZN 1,285; USD 1,635)	<b>8 ~ 12</b> (Abu Dhabi)	<b>9 ~ 13</b> (Abu Dhabi)

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### BS 25999— Business Continuity Management System

BS 25999—part 2 specifies requirements for planning, establishing, implementing, operating, monitoring, reviewing, exercising, maintaining and improving a documented business continuity management system within the context of managing an organization's overall business risks.

- Implementation Course—3 Day**

Course fee	MAY
AED 4,500 (AZN 965; USD 1,225)	<b>8 ~ 10</b> (Abu Dhabi)

- Internal Auditor Course—2 Days**

Course fee	MAR	OCT
AED 3,000 (AZN 642; USD 817)	<b>14 ~ 15</b> (Abu Dhabi)	<b>10 ~ 11</b> (Abu Dhabi)

- Lead Auditor Course—5 Days (BCI approved)**

Course fee	JUN	NOV
AED 6,000 (AZN 1,285; USD 1,635)	<b>3 ~ 7</b> (Abu Dhabi)	<b>18 ~ 22</b> (Abu Dhabi)

### Performance Management

Organizations try to manage the performance of each employee, team and process and even of the organization itself. The performance management process is very similar, regardless of where it is applied.

- Implementation Course—1 Day**

Course fee	MAR	NOV
AED 4,500 (AZN 965; USD 1,225)	<b>11</b> (Dubai)	<b>13</b> (Dubai)

### ISO 31000—Risk Management

This standard provides principles and generic guideline on risk management. This international standard can be used by any public, private or community enterprise, association, group or individuals.

- **Introduction Course—1 Days**

Course fee	OCT
AED 1,500; (AZN 321; USD 410)	<b>4</b> (Dubai)

### Risk Based Audit

The RISK BASED AUDIT enhance the capability of your management system to address your challenges is assessed in each audit and previous results are used to build a baseline for evaluating improvements. In this way, the audit output moves beyond compliance evaluation to become an effective management tool, helping you to achieve continual performance improvement and compete effectively in a dynamic and changing business environment.

- **Introduction Course—2 Days**

Course fee	NOV
AED 3,000 (AZN 642; USD 817)	<b>25 ~ 26</b> (Dubai)

## HSE Audit

This course has been designed to introduce the HSE audit requirements and procedures. HSE management system audit will help the management to be constantly aware of organization management system effectiveness. It is based around the requirements of ISO 19011 International Audit Guidelines and deals with the performance of value adding auditing.

- Introduction Course—2 Days**

Course fee	APR
AED 3,000 (AZN 642; USD 817)	<b>29 ~ 30</b> (Abu Dhabi)

## HSE Contractor Management

The course has been designed based on the implementation of best practices conducted by the International Association of Oil & Gas Producers (OGP). HSE management of contractors improves the ability of employers in managing the contractors' HSE performance and on the other hand integrates the employer's HSE management system with other systems implemented in the employer organization.

- Introduction Course—2 Days**

Course fee	SEP	DEC
AED 3,000 (AZN 642; USD 817)	<b>26 ~ 27</b> (Abu Dhabi)	<b>19 ~ 20</b> (Doha)

## 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 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 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 has corporate rates. Bookings should be made directly with the hotel, quoting the DNV 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 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, an invoice will be generated and the payment shall be done within 7 working days after invoice issue date
- 8- The payment is not refundable if the delegates could not succeed to participate in the course.

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

Signature:	
Name:	
Date:	