TRAINING COURSE PROSPECTUS

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LEAD AUDITOR TRAINING COURSE
ISO 14001:2015

COURSE ID: LA14CR / LA14OL/LA14DC

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CHAPTER – 1

1. INTRODUCTION TO BMQR:

ABOUT BMQR

BMQR is a leading provider of professional training in Environmental Management Systems. Committed to excellence, BMQR offers comprehensive lead auditor training programs for ISO 14001, equipping professionals with the skills to navigate and audit these critical standards. With a mission to enhance organizational performance and sustainability, BMQR's courses blend theoretical knowledge with practical insights, preparing participants for successful certification. Accredited and recognized for environmental education, BMQR stands at the forefront of empowering individuals and businesses to achieve and maintain compliance with international standards, fostering a culture of continuous improvement.

VISION OF THE BMQR

At BMQR, we envision a world where organizations thrive through excellence in quality, environmental sustainability, and occupational health & safety. Our commitment is to empower leaders with unparalleled lead auditor training in ISO 9001, ISO 14001, and ISO 45001, fostering a global culture of continual

improvement, responsible business practices, and a safer, healthier workplace. As the beacon of quality management, environmental stewardship, and occupational health & safety, we strive to inspire positive transformations that elevate both businesses and communities, contributing to a sustainable and resilient future for generations to come.

MISSION OF THE BMQR

At BMQR, our mission is to empower professionals and organizations worldwide through comprehensive lead auditor training in ISO 9001, ISO 14001, and ISO 45001. We are dedicated to delivering high-quality education, equipping auditors with the knowledge, skills, and ethical standards necessary to drive excellence in quality management, environmental sustainability, and occupational health & safety. Committed to fostering a culture of continuous improvement, regulatory compliance, and responsible business practices, we strive to be the trusted partner in guiding individuals and companies towards achieving and maintaining the highest standards of operational excellence and societal well-being.

ACCREDITATION AND RECOGNITION

BMQR stands proudly as an accredited and globally recognized institution committed to delivering superior training in Environmental Management Systems. Our programs adhere to stringent accreditation standards, ensuring the highest level of educational quality. We hold accreditation from reputable bodies, attesting to our commitment to excellence in professional development. Recognized by industry leaders and certification bodies, BMQR's courses enjoy widespread acknowledgment, bolstering the credibility and value of certifications earned by our participants. Our dedication to maintaining and surpassing these standards reinforces BMQR as a trusted choice for individuals and organizations seeking top-tier training in international management systems.

CHAPTER – 2

2. LEAD AUDITOR TRAINING OVERVIEW:

PURPOSE AND IMPORTANCE OF LEAD AUDITOR TRAINING

Lead Auditor Training at BMQR serves a pivotal purpose in shaping proficient professionals capable of conducting robust audits in Environmental Management Systems. This comprehensive training equips participants with the skills to navigate intricate standards, ensuring compliance and driving continual improvement. The importance lies in cultivating a cadre of auditors adept at planning, executing, and reporting audits effectively. By fostering a deep understanding of ISO 14001, this training not only validates competence but also empowers individuals to enhance organizational resilience, contribute to sustainable practices, and play a key role in elevating overall business performance.

BENEFITS OF CERTIFICATION

1. ENHANCE ABROAD OPPORTUNITIES:

- Broaden your horizons and enhance career opportunities abroad by acquiring expertise in international standards such as ISO 14001, making yourself a valuable asset globally.

2. PROFESSIONAL COMPETENCE AFFIRMATION:

- BMQR's certification validates individuals' professional competence, providing a tangible acknowledgment of their expertise in Environmental Management.

3. COMPETITIVE EDGE FOR INDIVIDUALS:

- Certification from BMQR gives individuals a competitive edge in the job market by showcasing their proficiency in Environmental Management, making them stand out among their peers.

4. CAREER PROGRESSION AND GLOBAL RECOGNITION:

- Certification enhances career prospects, opening doors to new opportunities and promoting career progression, while also gaining global recognition for one's skills and knowledge.

5. CONTRIBUTION TO ORGANIZATIONAL EXCELLENCE:

- Certified professionals contribute significantly to organizational excellence by improving processes, ensuring compliance, and mitigating risks, thereby enhancing overall operational efficiency.

6. PROCESS IMPROVEMENT AND COMPLIANCE:

- The certification process encourages individuals and organizations to focus on continual improvement, leading to enhanced processes and a heightened commitment to compliance with industry standards.

7. **RISK MITIGATION AND OPERATIONAL EFFICIENCY:**

- Certified professionals play a vital role in risk mitigation within organizations, contributing to more resilient and efficient operations, minimizing potential disruptions.

8. **SYMBOL OF COMMITMENT TO ENVIRONMENTAL AND SUSTAINABILITY:**

- BMQR's certification is a symbol of an individual's or organization's commitment to maintaining high standards of environmental and sustainability in their operations and practices.

9. **CUSTOMER CONFIDENCE INSTILLATION:**

- Certification instills confidence in customers, assuring them of the environmental and reliability of products or services provided by certified professionals or organizations.

10. **MARKET COMPETITIVENESS AUGMENTATION:**

- Certified individuals and organizations gain a competitive advantage in the market by demonstrating a commitment to excellence, Environmental and adherence to international standards.

11. **STRATEGIC INVESTMENT FOR CONTINUAL IMPROVEMENT:**

- BMQR certification is not just a one-time achievement but a strategic investment. It aligns individuals and businesses with international standards, fostering a culture of continual improvement and positioning them as leaders in their respective fields.

12. **YOU CAN WORK AS CONSULTANT AND EARN MONEY:**

- Leverage your expertise in ISO 14001 to work as a consultant. Offer training, conduct audits, and provide strategic advice, capitalizing on the high demand for specialized knowledge, ensuring financial success.

13. YOU CAN JOIN IN A CERTIFICATION BODY EITHER FULLTIME OR PART-TIME:

- Join a certification body full-time or part-time to contribute your expertise in ISO 14001. Contribute to assessments, audits, and certifications, playing a key role in ensuring organizational compliance.

CHAPTER – 3

3. ISO STANDARDS OVERVIEW

ISO 14001: ENVIRONMENTAL MANAGEMENT SYSTEM

ISO 14001, the cornerstone of Environmental Management Systems (EMS), embodies BMQR's dedication to sustainable practices. Tailored for organizations aspiring to minimize environmental impact, this international standard provides a framework for effective environmental management. BMQR's ISO 14001 training empowers participants to navigate its principles, focusing on environmental policy, planning, implementation, and performance evaluation. Understanding and implementing ISO 14001 requirements, as facilitated by BMQR, ensures organizations not only meet global environmental standards but also cultivate a culture of environmental responsibility. A certified EMS, guided by BMQR, signifies a commitment to sustainability, regulatory compliance, and resilience in an evolving global landscape.

PRINCIPLES AND REQUIREMENTS

ISO 14001, underpinning Environmental Management Systems (EMS), revolves around key principles and requirements. BMQR's training meticulously covers these fundamentals, emphasizing a commitment to environmental sustainability. Participants gain insights into establishing environmental policy, planning for impact mitigation, and implementing effective environmental management. Key requirements include a focus on legal compliance, resource efficiency, and continuous improvement. BMQR guides individuals in comprehending and applying these principles, ensuring organizations meet ISO 14001 standards. This training not only facilitates compliance but also empowers businesses to proactively address environmental challenges, contributing to global sustainability efforts and positioning them as environmentally responsible entities in the marketplace.

IMPLEMENTATION GUIDELINES

BMQR's ISO 14001 training provides vital implementation guidelines for seamlessly integrating Environmental Management Systems (EMS). Participants gain practical insights into translating ISO 14001 principles into actionable steps. The training emphasizes developing an effective environmental policy, identifying aspects and impacts, and setting objectives for sustainable practices. BMQR guides in establishing robust communication channels, monitoring and measuring environmental performance, and conducting internal audits. By fostering a systematic approach, our training ensures organizations not only comply with ISO 14001 requirements but also instill environmental responsibility into their operations. Implementing these guidelines facilitates continual improvement, regulatory compliance, and a demonstrable commitment to environmental stewardship.

CHAPTER – 4

4. COURSE STRUCTURE

DURATION AND SCHEDULE

BMQR's lead auditor training programs for ISO 14001 offer flexible duration and schedules to accommodate diverse learner needs. The duration varies based on the depth of coverage and learning format, whether in-person, online, or a blended approach. Our comprehensive programs typically range from several days to weeks, ensuring thorough coverage of course material. Schedules are designed with participant convenience in mind, featuring options such as weekday or weekend sessions. This flexibility allows professionals to engage in high-quality training without compromising their work commitments, making BMQR's courses accessible and adaptable to individual learning preferences.

DURATION

- The duration of this course is 5 days (40 hours)
- The timing is 9.30 am to 6.00 pm
- No leave, permission, late coming and early going will be allowed.

DELIVERY FORMAT (IN-PERSON, ONLINE, BLENDED)

BMQR recognizes diverse learning preferences; hence, our lead auditor training programs for ISO 14001 are offered in flexible delivery formats. Participants can choose from in-person sessions, fostering interactive learning and networking opportunities. Alternatively, our dynamic online platform ensures accessibility and convenience, allowing professionals to engage remotely. For a balanced approach, we provide blended options, combining in-person and online components. Regardless of the chosen format, BMQR maintains a commitment to delivering high-quality content and interactive experiences, empowering individuals worldwide to enhance their skills and expertise in Environmental Management Systems.

TRAINING MATERIALS PROVIDED

BMQR's lead auditor training programs come with comprehensive training materials designed to enhance the learning experience. Participants receive meticulously crafted course manuals, offering in-depth insights into ISO 14001 standards. Our materials include practical case studies, real-world scenarios, and interactive exercises to reinforce theoretical knowledge. Participants also gain access to additional resources such as sample audit forms, checklists, and relevant industry documentation. These materials, curated by industry experts, serve as valuable references beyond the training, ensuring that individuals are well-equipped to apply their newfound knowledge in the field of Environmental Management.

CHAPTER – 5

5. TARGET AUDIENCE

PROFESSIONALS SEEKING LEAD AUDITOR CERTIFICATION

1. ISO CONSULTANTS:

ISO Consultants specialize in guiding organizations through the intricacies of international environmental standards. Content tailored for them should delve into the latest updates, case studies, and best practices to enhance their consulting capabilities and keep their clients compliant.

2. FREELANCERS:

Freelancers, operating in various domains, can benefit from content that offers a practical understanding of environmental management principles. This knowledge ensures they deliver high-quality services independently, fostering client satisfaction and repeat business.

3. ENVIRONMENTAL MANAGERS:

For Environmental Managers, content should focus on advanced environmental management strategies, leadership skills, and effective implementation

methodologies. Keeping abreast of emerging trends and industry benchmarks is essential for them to lead their teams towards operational excellence.

4. EA/EC PROFESSIONALS:

Environmental Assurance and Environmental Control professionals seek content that provides insights into practical application methods of environmental management in daily operations. This includes techniques for continuous improvement, risk management, and compliance assurance.

5. EMS AUDITORS:

EMS Auditors require in-depth content that covers the nuances of auditing processes, updates on standards, and case studies illustrating successful audit practices. Staying informed about evolving regulatory requirements is vital for conducting thorough and effective audits.

ENVIRONMENTAL MANAGEMENT PRACTITIONERS

BMQR's lead auditor training programs are specifically designed for Environmental Management Practitioners, offering a tailored approach to elevate their expertise in the field of Environmental management. The courses are directed at professionals responsible for ensuring the sustainability of Environmental within their organizations, emphasizing the importance of maintaining high standards over time.

MANAGEMENT REPRESENTATIVE

A Management Representative plays a pivotal role within organizations, serving as a liaison between top management and various departments. Responsible for implementing and maintaining Environmental Management Systems, the representative ensures compliance with ISO 14001 standard. They facilitate communication, coordinate audits, and drive continuous improvement initiatives. With a focus on aligning organizational processes with international standards, the Management Representative is integral to fostering a culture of excellence and meeting certification requirements. Their proactive engagement contributes to the overall success of Environmental objectives.

CHAPTER – 6

6. LEARNING OBJECTIVES

Learning objectives describe what training participants must understand, comprehend and be able to do by the end of this course. The Training provider must accordingly design the course.

1. DESCRIBE THE PURPOSE OF AN ENVIRONMENT MANAGEMENT SYSTEM AND EXPLAIN THE 8 PRINCIPLES OF ENVIRONMENT MANAGEMENT.

1.1 Explain the purpose and business benefits of a Environment management system.

1.2 Explain the principles of Environment management.

1.3 Explain the process approach to management systems.

1.4 Understand the concept of Risk based auditing.

2. EXPLAIN THE PURPOSE, CONTENT AND INTERRELATIONSHIP OF ISO 14001, ISO 9004, AND ISO 19011.

2.1 Explain the purpose of the ISO 14001 series and explain the interrelationship between ISO 14001, ISO 9004, and ISO 19011 and outline the process for the continuing development of these standards.

2.2 Describe the difference between auditable standards and guidance documents.

2.3 From an auditing perspective and with regard to ISO 14001:

a) Explain the terminology related to ISO 14001 and Environment management systems, drawing on ISO 14000 definitions.

b) Describe the structure of ISO 14001.

c) Explain the intent and requirements of each clause of ISO 14001, drawing on ISO 9004 as appropriate to illustrate the broader intent of the ISO 14001 requirements.

d) Draw links between the Environment management principles and the requirements of ISO 14001.

e) Explain the different Statutory, regulatory and legal compliance and conformance with ISO standards.

f) List the benefits of documenting a Environment management system and suggest approaches for doing so in a variety of situations.

g) Differentiate between the scope of audit and the scope of ISO 14001, and describe the basis on which exclusion of ISO 14001 management system requirements might be permissible.

h) Suggest what objective evidence might be needed to demonstrate conformance with ISO 14001 requirements.

3. EXPLAIN THE ROLE OF AN AUDITOR TO PLAN, CONDUCT, REPORT AND FOLLOW UP A ENVIRONMENT MANAGEMENT SYSTEM AUDIT IN ACCORDANCE WITH ISO 19011.

3.1 ACCREDITED CERTIFICATION AND AUDITOR CERTIFICATION:

a) Explain the terms certification/registration and accreditation, describe the certification/registration and accreditation process and state the purpose of a certified/ registered Environment management system. Explain

International recognition Organizations such as APAC, IAF, IPC etc. Also explain how to search authenticated certificates.

b) Outline the role of PCB's in setting auditor certification requirements.

3.2 AUDIT PROCESS

a) Explain the differences in the purpose and conduct between 1st, 2nd and 3rd party audits.
b) Referring to ISO 19011, outline the audit process from initiating the audit to conducting audit follow up, including the 2-stage approach.
c) The process approach to auditing (see appendix for guidance).

3.3 AUDITOR RESPONSIBILITIES

a) Describe the roles and responsibilities of the client, auditors, lead auditors, guides and observers, in accordance with ISO 19011.
b) Explain the management responsibilities of the lead auditor in managing the audit and the audit team.
c) Explain the need for effective communication with the auditee throughout the audit process.
d) Explain the need for auditor confidentiality.
e) Outline the content and intent of PCB's code of conduct.

3.4 AUDITING SKILLS

a) Establish the scope of audit and describe the basis on which exclusion of ISO 14001 management system requirements might be permissible.
b) Plan and conduct an audit in accordance with ISO 19011.
c) In addition, he should be able to report (suggest) to the auditee, areas of improvement in order to take them to next level.
d) Understand the effectiveness of the causal analysis done by the organisation which leads to the corrective action.
e) Identify the audit evidence needed to demonstrate conformity to each management system requirement of ISO 14001:2015.
f) Understand how to evaluate the effectiveness of Environment Management System, customer focus and continual improvement.
g) Effectively demonstrate interpersonal and leadership skills as lead auditor.

h) Describe the benefits and risks of the use of checklists during audits.

3.5 AUDIT PROCESS AND RESPONSIBILITIES

A training participant shall be able to understand and describe the following:

a) The similarities and differences and the varying roles and responsibilities of the lead auditor, auditor, the auditee and the client of the audit in each type of audit.
b) The need for confidentiality during all phases of the audit process and how to announce it during the audit.
c) The need for auditors to be sensitive to local customs and to obey any rules and regulations of auditees, especially where issues of health and safety are involved.
d) The roles and responsibilities of audit team members including the audit team leader and the lead auditor during the audit process.
e) The BMQR Auditors' Code of Conduct.

3.6 AUDITOR PLANNING

a) Describe typical forms of pre-audit conduct and their purpose, including when they might be appropriate.
b) Determine the pre-audit information required to effectively plan the duration of audit and the resources required to conduct an audit.
c) State the purpose of a document review and describe a typical document review process and outputs.
d) Explain the purpose and significant of the audit scope, the importance of team competency and the selection of team members, particularly with regard to knowledge of the relevant industry, regulations and legislation.
e) Select audit team members based on audit score.
f) Identify objectives and considerations for an on-site, process-based, audit plan.
g) Explain the use, benefits and potential limitations of a checklist.
h) Identify considerations for planning an audit of activity for which there are no documented procedures.

3.7 CONDUCTING THE AUDIT

a) Explain how to approach a process audit, including audit of process inputs, outputs and results of the process in terms of outcome and explain how process measures, quality objectives and continual improvement would be addressed through such an audit (see guidance in Appendix 1).
b) Describe the purpose of, typical content of, and attendees typically present at audit meetings, including opening and closing meetings, audit team meetings and auditee feedback/review meetings.
c) Differentiate between documents and records.
d) Describe the benefits and limitations of sampling.
e) Explain the process of, and different methods for, gathering objective evidence during an audit.
f) Explain the typical role of top management in an audit and suggest approaches for auditing top management commitment.
g) Conduct the audit of top management and evaluate the top management commitment.
h) Perform all aspects of a process audit in accordance with ISO 19011 and understand how context of auditee organization, needs and expectations of its interested parties, actions by auditee to address risks and opportunities, Environment Policy of auditee organisation, process measures, Environment objectives and continual improvement would be addressed through such an audit.
i) Manage audit opening and closing meetings and holding interim meetings with the auditee during the audit in accordance with ISO 19011.
j) Take sufficient notes during the audit process to provide audit evidence of management system conformity as well as non-conformity with the audit criteria.
k) Analyse the evidence collected during the audit, relate specific audit evidence to the appropriate requirements of the standard and the EMS and objectively decide on the relevance of the evidence collected.
l) Demonstrate effective interpersonal skills and interview techniques including the ability to listen and question.

3.8 REPORTING AND FOLLOWING UP THE AUDIT

a) State the purpose and typical content of a non-conformity report.
b) Describe typical systems for grading non-conformity reports and the implications and further actions required for taking and verifying corrective action.
c) Identify types of objective evidence that may be required to demonstrate effective implementation of corrective and preventive action.
d) Identify types of objective evidence that may be required to demonstrate effective implementation of corrective and preventive action.
e) Explain the purpose of surveillance visits.

4. PLAN, CONDUCT, REPORT AND FOLLOW UP AN AUDIT IN ACCORDANCE WITH ISO 19011 AND BY INTERPRETING ISO 14001.
SKILLS (TO BE PRACTICES AND TESTED THROUGH TASKS AND IN REAL OR SIMULATED AUDIT SITUATIONS)

4.1 AUDIT RESPONSIBILITY

a) Undertake the roles of an auditor and audit team leader, including management and co-ordination of the audit team.

4.2 AUDIT PLANNING

a) Perform a document review in order to assess whether documentation meets ISO 14001 requirements and to determine whether adequate arrangements are in place to justify proceeding with the on-site audit.
b) Establish audit resource requirements.
c) Write an audit scope.
d) Prepare an on-site audit plan that is appropriate to the sequence and interaction of the organization's processes.
e) Prepare the necessary work documents: an audit checklist, sampling plan, forms, etc.

4.3 CONDUCT AN AUDIT AND DEMONSTRATE ABILITY TO

a) Control meetings, interviews etc.
b) Use a checklist effectively and follow audit trails.
c) Gain an understanding of the process, including its purpose, inputs, outputs, controls and related Environment objectives.
d) Build rapport with the auditee.
e) Question.
f) Listen.
g) Make notes.
h) Search documents.
i) Select sufficient and relevant samples.
j) Provide feedback to the auditee.
k) Demonstrate sensitivity to the needs and expectations of the auditee, including local customs and culture.
l) Make sense of the information gathered in the context of ISO 14001.

4.4 REPORTING AND FOLLOW UP

a) Evaluate objective evidence gathered and correctly identify conformance and non-conformance with requirements.
b) Recognize and report positive audit findings.
c) Identify opportunities for improvement.
d) Write and grade non-conformity reports based on objective evidence obtained during the course of the audit.
e) Prepare non conformity reports.
f) Summarize and present the results of an audit and demonstrates the ability to produce clean and concise reports based on the audit evidence obtained and maintain records of summary presented.
g) Make recommendations for certification/Supplier approval based on audit findings.
h) Present audit findings and recommendations to the auditee.
i) Evaluate proposals for corrective action and differentiate between corrective and corrective action.

5. AUDITOR/LEAD AUDITOR REGISTRATION

a) Explain various registration criteria for EMS auditors.
b) Importance of audit log sheet.
c) Understanding IAF guideline document for Best auditing practices
d) Continuous professional development.

CHAPTER – 7

7. EXPERIMENTAL LEARNING

BMQR believes that learning is fun. If we engage many senses in the learning process, the student learns more and will not forget in their life. Simple chalk and talk methods are boring and unengaged. BMQR uses the following experimental training methodologies.

- Powerpoint / mindmap presentations.
- Activities
- Videos
- Role plays
- Ice breaking activities before the training
- Revision of previous day lessons before starting the new day lessons.
- Quiz
- Competitions
- Prizes for various aspects.
- Breakout rooms

- Discussions
- Debate show
- Mock audit with the simulations
- And many more

AUDIT SIMULATOR

Step into the future of ISO Lead Auditor Training with BMQR's revolutionary "Audit Simulator." Unleash your potential through immersive, game-based learning that transforms theory into practical expertise. Our simulator provides a dynamic platform for trainees to navigate authentic audit scenarios, fostering decision-making skills and instilling confidence. Seamlessly blending education and entertainment, the Audit Simulator propels you into the heart of ISO standards, making complex concepts tangible. Elevate your training experience with BMQR, where innovation meets education, and emerge as a skilled ISO auditor ready to navigate real-world challenges. Immerse yourself in learning through play, and let BMQR redefine your path to excellence.

CHAPTER – 8

8. CURRICULUM

DAY 1

- Environmental Management System Lead Auditor Training Course Beginning and Document Review Prior to the Course.
- Pre-course Review
- Benefits of establishing ISO 14001:2015 & Environmental Terminology
- The Interaction between the PDCA Cycle and EMS Processes
- Accreditation and Certification

DAY 2

- Audit Types & Auditors
- Audit Objectives & Scope & Criteria
- Audit Roles & Responsibilities.
- Determining Auditor Characteristics and Secret Keeping
- Audit Process
- Resource Provision for Audits

DAY 3

- Preparation for Stage 1 and Communication.
- Preparing the Audit Report.
- Stage 2 Audit Plan.
- Checklists & Preparation.
- Audit Process & The Opening Meeting
- Collecting Information & Sampling Plan
- Interview techniques / Audit trials
- Working documents.

DAY 4

- Auditor Behaviour During Stage 2 Audit.
- Audit Review.
- Identifying Nonconformities.
- Reporting Nonconformities.

DAY 5

- Closing Meeting.
- Reporting the Audit
- Follow-up Activities & Closing Nonconformities
- Surveillance Activities & Managing on Audit Programme
- Examination Information & Sample Examination Paper Review& Review of Course.
- Examination

CHAPTER – 9

9. TRAINERS:

BRIEF PROFILES OF LEAD TRAINERS

MEET OUR ESTEEMED LEAD TRAINERS AT BMQR:

- Sundar is an experienced professional with 30 years of expertise in areas like managing factories and new projects, handling imports and exports, human resources, administration, production planning, finance, and tax planning. He's really good at training people, making purchasing decisions, and creating both short and long-term financial plans.

  He's skilled in managing big projects involving machinery, handling financial accounts, overseeing money coming in and going out, maintaining financial records, and ensuring everything adds up correctly.

Sundar has a proven track record of effectively managing financial, purchasing, and stock-related tasks, all while helping businesses grow.

- S. Karthik is a dynamic and proactive professional with over 15 years of experience in the quality department, working in both heavy industry and auto industry sectors. His expertise covers various aspects of quality management, including in-process quality, incoming quality, customer quality, supplier quality, assembly quality, standards room, and internal & supplier audits. Additionally, he brings 2 years of experience as a consultant, specializing in establishing and implementing ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, and IATF 16949:2016 standards. Karthik's focus on results and his comprehensive understanding of quality processes make him a valuable asset in ensuring and maintaining high standards in different industrial settings.

- S. Jyothiprabha is a freelance ISO consultant, trainer, and auditor with experience since April 2011. She specializes in helping organizations establish processes that comply with ISO standards for quality Systems (QMS) and Information Security Management Systems (ISMS). Her services include providing consultancy for implementing QMS and ISMS, conducting assessments, audits, certification, renewal processes, and offering training. Jyothiprabha has a track record of successfully implementing QMS and ISMS for various reputed corporate clients, and she continues to provide ongoing support to ensure they meet certification requirements.

INDUSTRY EXPERIENCE AND CREDENTIALS

Our lead trainers at BMQR boast extensive industry experience and impeccable credentials. Sundar boasts a 30-year track record, excelling in managing factories, projects, imports/exports, HR, administration, production planning, finance, and tax planning. Proficient in training, purchasing decisions, and financial planning, he's a versatile professional. S. Karthik, with 15 years in the quality department of heavy and auto industries, brings dynamic expertise covering in-process quality, audits, and adherence to ISO standards. S. Jyothiprabha, a freelance ISO consultant since 2011, specializes in establishing ISO-compliant processes, offering consultancy, training, and auditing for Quality Management Systems (QMS) and Information Security Management Systems (ISMS). Her extensive experience ensures effective implementation and ongoing support for certification requirements.

CHAPTER – 10

10. MINIMUM QUALIFICATION

The minimum qualification for ISO 14001 involves a foundational understanding of Environmental management principles. While a high school diploma is generally the minimum educational requirement, individuals with a bachelor's degree in business, engineering, or related fields may have a competitive edge. Essential qualifications include completion of ISO 14001 training programs and gaining practical experience in Environmental management practices. Certification as an ISO 14001 Internal Auditor or equivalent is highly recommended. Continuous learning and staying abreast of Environmental management advancements ensure individuals meet the minimum qualifications to contribute effectively to organizations seeking ISO 14001 compliance and certification.

PREREQUISITES OF THE APPLICANT

EDUCATION

Applicants for certification should have completed at least secondary education (typically all the years full-time schooling prior to university entrance). Self-attested education certificate shall be provided.

As an alternative, applicants may be considered for certification if they can document 10 years full time work experience and satisfy BMQR that they have achieved a satisfactory level of knowledge relevant to Management Systems auditors. Self-attested experience certificate/ statement shall be provided. BMQR training manager will conduct an interview to verify the minimum educational level.

WORK EXPERIENCE

Applicants for certification for all grades with post-secondary education degree shall have at least 4 years full-time (or part time work that totals 4 years) work experience in a technical, professional or management position of accountability involving the exercise of judgment. This period is increased to 2 years for applicants with secondary education.

Applicants for certification shall provide documentary evidence of work experience; this evidence may be presented in the form of employer references giving information on work actually carried out and positions held. Self-attested experience certificate, experience certificate/ statement to be provided.

As an alternative to the documentation requirement in 3.2.2, the applicants can provide a signed self-declaration, or signed Resume giving information on work actually, carried out and positions held. 7

MANAGEMENT SYSTEM WORK EXPERIENCE

Applicants for certification shall have a minimum of 2 years relevant experience in the implementation, operation, and/or auditing of management systems, which provides the practical knowledge necessary to effectively audit such management systems.

CHAPTER – 11

11. PREREQUISITES

To engage in ISO 14001, candidates should have a fundamental grasp of Environmental management principles. Practical experience in Environmental management roles or related internships is beneficial. Clause wise understanding of ISO 14001 standard is an essential prerequisite. The candidates are advised to watch the clause wise explanation videos before attending the training. An internal auditor certification would be beneficial. Passion on continuous professional development, staying current with ISO standards, and possessing effective communication skills are essential prerequisites for navigating the complexities of Environmental management systems.

CHAPTER – 12

12. EXAMINATION

GENERAL INFORMATION ON THE EXAM

Candidates are required to arrive/be present at least 30 minutes before the exam starts. Candidates who arrive late will not be given additional time to compensate for the late arrival and may not be allowed to sit for the exam.

Candidates are required to bring a valid identity card (a national ID card, driver's license, or passport) and show it to the invigilator.

If requested on the day of the exam (paper-based exams), additional time can be provided to candidates taking the exam in a non-native language, not more than 30 additional minutes.

BMQR EXAM FORMAT AND TYPE

1. **Paper-based:** Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed.

   The exam session is supervised by a BMQR approved Invigilator at the location where the Reseller has organized the training course.

2. **Online:** Exams are provided electronically via the BMQR Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a BMQR Invigilator via the BMQR Exams application and an external/integrated camera.

For more detailed information about the online format, please email training@bmqr.com

BMQR exams are available in two types:

1. Essay-type question exam
2. Multiple-choice question exam
3. Case studies

This exam comprises essay-type questions. They are used to determine and evaluate whether a candidate can clearly answer questions related to the defined competency domains. Additionally, problem-solving techniques and arguments that are supported with reasoning and evidence will also be evaluated.

The exam is open book and is not intended to measure memorizing or recalling information. It aims to evaluate candidates' comprehension, analytical skills, and applied knowledge. Therefore, candidates are required to provide logical and convincing answers and explanations in order to demonstrate that they have understood the content and the main concepts of the competency domains. You will find a sample of exam questions provided below.

Since the exam is "open book," candidates are authorized to use the following reference materials:

- A hard copy of ISO 14001:2015 standard.
- Training course materials (accessed through BMQR Exams app and/or printed).
- A hard copy of ISO 19011 standard.
- Any personal notes taken during the training course A hard copy dictionary.

Any attempt to copy, collude or otherwise cheat during the exam session will lead to automatic failure. BMQR exams are available in English and other languages. To learn if the exam is available in a particular language, please contact training@bmqr.com.

RECEIVING THE EXAM RESULTS

Exam results will be communicated via email. The only possible results are pass and fail; no specific grade will be included. The time span for the communication starts from the exam date and lasts 10 to 15 working days only.

Candidates who successfully complete the exam will be able to apply for one of the credentials of the respective certification scheme.

For candidates who fail the exam, a list of the domains where they have performed poorly will be added to the email to help them prepare better for a retake.

Candidates that disagree with the results may request a re-evaluation by writing to The Course Director at connect@bmqr.com within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the re-evaluation, they have 30 days from the date they received the re-evaluated exam results to file a complaint through the connect@bmqr.com. Any complaint received after 30 days will not be processed.

EXAM RETAKE POLICY

There is no limit to the number of times a candidate can retake an exam. However, there are certain limitations in terms of the allowed time span between exam retakes.

- If a candidate does not pass the exam on the 1st attempt, they must wait 15 days from the initial date of the exam for the next attempt (1st retake). Retake fees apply.

Note: Candidates who have completed the training course but failed the exam are eligible to retake the exam once for free within a 12-month period from the initial date of the exam.

- If a candidate does not pass the exam on the 2nd attempt, they must wait three months after the initial date of the exam for the next attempt (2nd retake). Retake fees apply.

Note: For candidates that fail the exam in the 2nd retake, BMQR recommends them to attend a training course in order to be better prepared for the exam.

- If a candidate does not pass the exam on the 3rd attempt, they must wait six months after the initial date of the exam for the next attempt (3rd retake). Retake fees apply.
- After the 4th attempt, the waiting period for further retake exams is 12 months from the date of the last attempt. Retake fees apply.

To arrange exam retakes (date, time, place, costs), candidates need to contact the BMQR at training@bmqr.com.

EXAM SECURITY

A significant component of a professional certification credential is maintaining the security and confidentiality of the exam. BMQR relies upon the ethical behavior of certification holders and applicants to maintain the security and confidentiality of BMQR exams. Any disclosure of information about the content of BMQR exams is a direct violation of BMQR's Code of Ethics. BMQR will take action against any individuals that violate such rules and policies, including permanently banning individuals from pursuing BMQR credentials and revoking

any previous ones. BMQR will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

RESCHEDULE THE EXAM

For any changes with regard to the exam date, time, location, or other details, please contact training@bmqr.com

APPLY FOR CERTIFICATION

All candidates who successfully pass the exam (or an equivalent accepted by BMQR) are entitled to apply for the BMQR credentials they were examined for. The candidate who passed successfully the Lead auditor training from IRCA, Examplar Global, NBQP or any other personal certification body accredited by an accreditation body who is the member of IAF, can also apply.

LANGUAGE ASPECTS

BMQR believes that the language should not be the barrier for learning. Study shows that learning in their native language is better than English. All the presentations, reports and certificates are only in English. But the mode of teaching can be the common language of the participant. For example, out of 10 participants, all the participants are having Tamil as native language, then Tamil can be the medium of verbal teaching. If even one participant is not comfortable with one language, then English would be the language of teaching. For example, If, out of 10 participants, 9 participants are having Tamil as native language and one who do not know Tamil, then English will be the teaching language.

CHAPTER – 13

13. REGISTRATION AND FEES

APPLICATION PROCESS

BMQR's straightforward application process for lead auditor certification begins with candidates enrolling in the ISO 14001 training programs. Following successful completion, participants can apply for the certification exam. The application involves submitting relevant documentation and confirming eligibility. Once approved, candidates schedule and take the examination. Successful candidates receive internationally recognized lead auditor certification. BMQR's streamlined application process ensures accessibility and transparency, guiding professionals seamlessly from training to certification, affirming their expertise in Environmental Management Systems.

FEE STRUCTURE

BMQR's fee structure for lead auditor certification is transparent and competitive. The cost includes comprehensive training, study materials, and examination fees. The fee varies based on the chosen certification track (ISO 14001) and the selected training format (in-person, online, or blended). BMQR offers flexible

payment options, including installment plans, to accommodate diverse participant needs. The fee structure reflects our commitment to providing value-driven education and certification, making it accessible for professionals seeking excellence in Environmental Management Systems auditing. Rs.18,000/- (Non-Residential) + GST as applicable, per delegate. This includes lunch, refreshments, and delegate kit containing course material.

ACCOMMODATION:

For courses at BMQR, Chennai, Accommodation in attached Executive Hostel, can be availed against applicable charges. These are available on twin sharing basis subject to availability.

CHAPTER – 14

14. TESTIMONIALS:

FEEDBACK FROM PREVIOUS PARTICIPANTS

Pradeep Kumar Dakua

The course content was well-organized and easy to follow, which was very good. The presentations were useful and the duration of the course was just right. The trainer demonstrated excellent knowledge and experience in the subject, which was excellent. The communication of ideas and concepts was clear, and class participation was encouraged, which was very good. Relevant examples and case studies were effectively used, and the training session was interactive, also very good. The inclusion of activities and role play was very good, and the training

materials were more than adequate, excellent. Communication from the BMQR office was very good. Infrastructure and facilities was good. Visual aids were of good quality, and the class size was just right. The arrangements for food, tea, and snacks were adequate and good. Overall, a positive and well-rounded training experience.

S. Sathish

The training was interesting and clear, explaining important things well. Talking and doing activities helped me understand better, especially with real-life examples. It could be even better with more activities to practice what we learned and some extra things to read or watch after. Overall, it was great and I learned a lot because the trainer was really good at explaining things in a fun way. BMQR office communication was excellent, offering good facilities, visual aids, and a well-sized class. Adequate arrangements for food and snacks contributed to a positive, comprehensive training experience.

Debashis Sukla

So far so good the tutor is good and we were able to comprehend. The tutor used many sample forms/records to explain which kind of makes it easy to understand. I wish these forms were provided as part of the training document, which will be of help. I liked the group activities. The tools they gave us are practical and can be used right away. The training was even better than I thought, and now I feel more sure about using what I learned. Training apart, your team offered us good/Quality foods.

CHAPTER – 15

15. TRAINEE FEEDBACK / SUGGESTIONS PROCEDURE

Our Trainee Feedback/Suggestions Procedure is designed for continuous improvement. After each session, trainees confidentially submit feedback/suggestions via our online platform. This input is reviewed by our training team, and constructive suggestions are implemented promptly. Additionally, periodic surveys gather comprehensive insights into training experiences. Trainees are encouraged to share their perspectives openly, fostering a collaborative learning environment. This iterative process ensures that our programs evolve in response to trainee needs, delivering an enriched learning experience aligned with ISO 14001 standard. Continuous feedback is integral to our commitment to excellence in training and professional development.

CHAPTER – 16

16. TRAINEE COMPLAINT AND APPEAL PROCEDURE

Our Trainee Complaint and Appeal Procedure is straightforward and fair. Trainees can submit complaints or appeals in writing within 10 days of the issue arising. The complaint can be made at +91 9042091044 or email to training@bmqr.com. Our dedicated team reviews and responds within 15 days, ensuring a timely resolution.

If unsatisfied, trainees may escalate the matter to higher management. This process guarantees transparency and fairness, aligning with our commitment to continuous improvement and trainee satisfaction in ISO 14001 training. The appeal may be made at +91 9383565502 or email to connect@bmqr.com addressed to the Course Director directly. Complaints and appeals are opportunities for refinement, reinforcing our pledge to provide an optimal learning experience for all participants.

CHAPTER – 17

17. CANCELLATION, WITHDRAWAL AND REFUND POLICY

Our Cancellation, Withdrawal, and Refund Policy provide flexibility for participants. To cancel or withdraw, notify us at least 14 days before the training start date for a full refund. Within 7 days, a 50% refund applies. No refunds are available for cancellations less than 7 days before the training. Transferring to a future session is an option with a 10% administrative fee. In case of unforeseen circumstances, exceptions may be considered. We prioritize fairness and understanding, aiming to accommodate participants while maintaining the environmental and integrity of our ISO 14001 training programs.

CHAPTER – 18

18. CONTACT INFORMATION:

BMQR OFFICE LOCATIONS

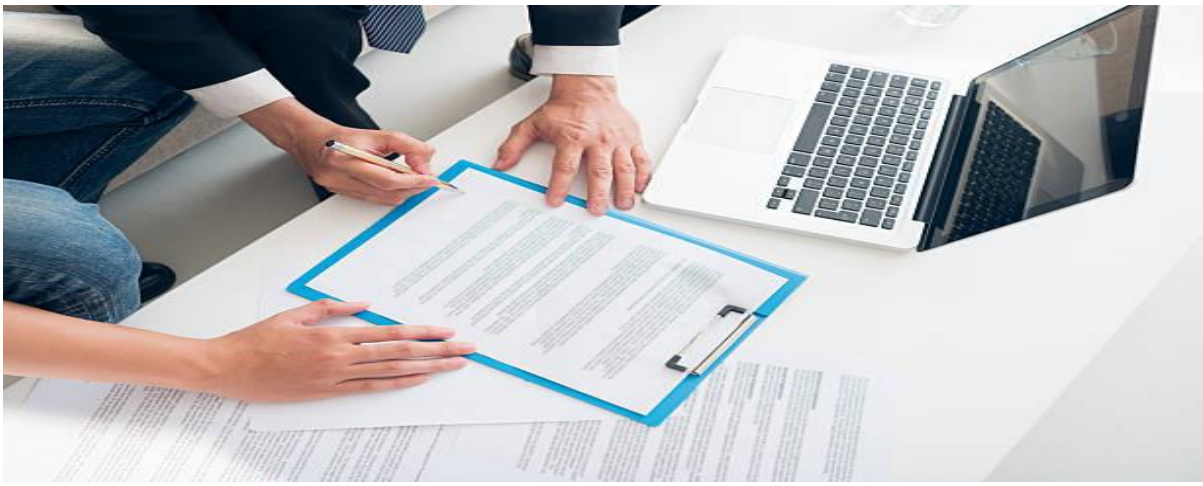
OUR ADDRESS:

BMQR CERTIFICATIONS PVT LTD

No-5, Second Floor, Sathyamoorthy Road, Thiruvalleeswarar Nagar, Thirumangalam, Anna Nagar West, Chennai- 600 040, Tamilnadu, India. Ph: +91 044 26152595, Email: training@bmqr.com Web: www.bmqr.com.

CHAPTER – 19

19. APPENDICES:



SAMPLE CERTIFICATE FOR PASSED CANDIDATE

CERTIFICATE

OF PARTICIPATION

This is to certify that

NAME OF THE TRAINEE

has participated in the

LEAD AUDITOR COURSE

of

ENVIRONMENTAL MANAGEMENT SYSTEM,

Certificate No	:	XXXXXXX
Course ID	:	XXXXX
Standard	:	ISO 14001:2015
Dates of training	:	XX/YY/ZZZZ
Date of certification	:	XX/YY/ZZZZ

BMQR

The Course Director

BMQR CERTIFICATIONS PVT LTD.,

No.5, Second Floor, Sathyamoorthy Road, Thiruvalleeswarar Nagar, Thirumangalam, Anna Nagar West, Chennai-600040, Tamil Nadu, India.
+91 44 26152595 training@bmqr.com www.bmqr.com
Page-1 of 1. Form No: BMQR /PCMS/TRG/170/R0.

This certificate is valid for five years for BMQR auditor certification purposes. To check the validity of this certificate please visit www.bmqr.com.

SAMPLE CERTIFICATE

CERTIFICATE

OF ACHIEVEMENT

This is to certify that

NAME OF THE TRAINEE

has successfully completed a training course for

LEAD AUDITOR

of

ENVIRONMENTAL MANAGEMENT SYSTEM,

Certificate No	:	XXXXXXX
Course ID	:	XXXXX
Standard	:	ISO 9001:2015
Dates of training	:	XX/YY/ZZZZ
Date of certification	:	XX/YY/ZZZZ

The Course Director

BMQR CERTIFICATIONS PVT LTD.,

No.5, Second Floor, Sathyamoorthy Road, Thiruvalleeswarar Nagar, Thirumangalam, Anna Nagar West, Chennai-600040, Tamil Nadu, India.

+91 44 26152595 training@bmqr.com www.bmqr.com

Page-1 of 1. Form No: BMQR /PCMS/TRG/170/R0.

This certificate is valid for five years for BMQR auditor certification purposes. To check the validity of this certificate please visit www.bmqr.com.

REVISION HISTORY:

Date of revision	Clause No	Details of revision	Reason for revision	Remarks