



ISO 21001 INTERNAL AUDITING TRAINING



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Course Title: ISO 21001 Internal Auditing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical skills to plan, conduct and report internal audits based on ISO 21001 requirements. It focuses on understanding audit principles, evaluating educational processes, identifying nonconformities and improving management system effectiveness. Through discussions, simulations and hands-on audit exercises, participants will gain the confidence and capability to perform internal audits professionally and support continual improvement within educational organisations.

OBJECTIVE(S):

- Understand ISO 21001 internal audit requirements.
- Learn audit principles, ethics and auditor responsibilities.
- Develop audit planning and checklist preparation skills.
- Conduct internal audits using systematic audit techniques.
- Evaluate conformance to ISO 21001 requirements.
- Identify nonconformities and improvement opportunities.
- Strengthen interviewing and evidence-gathering skills.
- Prepare and present clear audit findings and reports.

TARGET GROUP(S):

- Internal auditors
- Academic and administrative staff
- ISO 21001 implementation committee members
- Quality assurance personnel
- Lecturers, trainers and programme coordinators
- Anyone involved in educational process audits

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO 21001 Internal Audit Requirements
2. Audit Principles, Ethics and Auditor Competence
3. Understanding ISO 21001 Clauses and Audit Criteria
4. Audit Planning, Checklists and Risk-Based Approaches
5. Conducting Audits: Interviews, Evidence and Sampling
6. Identifying Nonconformities and Assessing Effectiveness
7. Audit Reporting, Follow-Up and Corrective Actions
8. Audit Simulation and Practical Assessment Exercises

LIST OF REFERENCE BOOK(S):

- ISO 21001:2018 Standard
- ISO 19011:2018 Auditing Guidelines
- Educational quality assurance and audit materials

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Audit checklists and templates

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Audit simulation and role-play
- Documentation review exercises

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Overview of ISO 21001 Internal Audit Requirements
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: Audit Principles, Ethics and Auditor Competence
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Understanding ISO 21001 Clauses and Audit Criteria
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Audit Planning and Checklist Development

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Conducting Audits – Interviews and Evidence Collection
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Identifying Nonconformities and Assessing Effectiveness
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Audit Reporting and Corrective Action Follow-Up
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Audit Simulation and Practical Assessment Workshop