



## **ISO/IEC 17065:2012 INTERNAL AUDITING TRAINING**



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

**Course Title:** ISO/IEC 17065:2012 Internal Auditing Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This program provides participants with the competency required to conduct internal audits for certification bodies operating under ISO/IEC 17065:2012. The course explains the standard requirements for product, process, and service certification bodies, and guides participants through the audit cycle—planning, conducting, reporting, and closing an internal audit. The training includes practical scenarios to evaluate conformity, impartiality, scheme requirements, decision-making, handling appeals/complaints, and maintaining a management system under Option A or B.

## **OBJECTIVE(S):**

- Understand ISO/IEC 17065:2012 requirements from an internal auditor's perspective.
- Learn how to plan, conduct, and report internal audits for certification bodies.
- Strengthen internal auditor skills interviewing, evidence gathering, sampling and reporting.
- Learn how to audit impartiality, evaluation, review, decision-making and surveillance activities.
- Identify nonconformities and evaluate corrective actions effectively.
- Build auditor competence aligned with ISO 19011 principles.

**TARGET GROUP(S):**

- Certification Body Internal Auditors
- Scheme Managers & Technical Experts
- QA/Compliance Personnel
- Certification Decision Makers

**ENTRY REQUIREMENT(S):**

- Able to read, write, and communicate in Malay/English
- Basic knowledge of conformity assessment or certification operations

**TOPIC(S):**

1. Overview of ISO/IEC 17065:2012 Requirements
2. ISO 19011 Auditing Principles & Auditor Competence
3. Audit Planning, Programme & Checklists
4. Auditing Certification Scheme Requirements
5. Auditing Evaluation & Review Processes
6. Auditing Certification Decisions & Surveillance
7. Auditing Management System Requirements (Option A/B)
8. Handling Complaints, Appeals & Impartiality Risks in Audits
9. Identifying Nonconformities & Corrective Actions
10. Practical Internal Audit Simulation

**LIST OF REFERENCE BOOK(S):**

- ISO/IEC 17065:2012 Standard
- ISO 19011:2018 Guidelines for Auditing
- ISO/IEC 17067 (Certification Fundamentals)
- Relevant IAF Mandatory Documents

**LIST OF TEACHING AID(S):**

- LCD projector
- Computer
- Whiteboard with accessories

**METHODOLOGY(S):**

- Lecture
- Group discussions
- Case studies
- Practical audit simulation

## TRAINING SCHEDULE

### Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 9:45 am	Topic 1: Overview of ISO/IEC 17065:2012
9:45 am – 10:30 am	Topic 2: ISO 19011 – Auditing Principles & Auditor Competence
10:30 am – 10:45 am	<b>Morning Tea Break</b>
10:45 am – 11:30 am	Topic 3: Understanding 17065 Requirements for Audit Purposes
11:30 am – 12:30 pm	Topic 4: Audit Planning, Program & Checklists
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 2:30 pm	Topic 5: Auditing Certification Scheme Requirements
2:30 pm – 3:30 pm	Topic 6: Auditing Evaluation Processes
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Workshop: Developing Internal Audit Checklists

## TRAINING SCHEDULE

### Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 9:45 am	Topic 7: Auditing Review & Certification Decision Processes
9:45 am – 10:30 am	Topic 8: Auditing Surveillance & Certification Maintenance
10:30 am – 10:45 am	<b>Morning Tea Break</b>
10:45 am – 11:30 am	Topic 9: Auditing Management System Requirements (Option A/B)
11:30 am – 12:30 pm	Topic 10: Auditing Impartiality, Appeals & Complaints
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 2:30 pm	Topic 11: Writing Nonconformities & Audit Findings
2:30 pm – 3:30 pm	Topic 12: Corrective Actions & Follow-Up
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Final Practical Audit Simulation & Feedback