

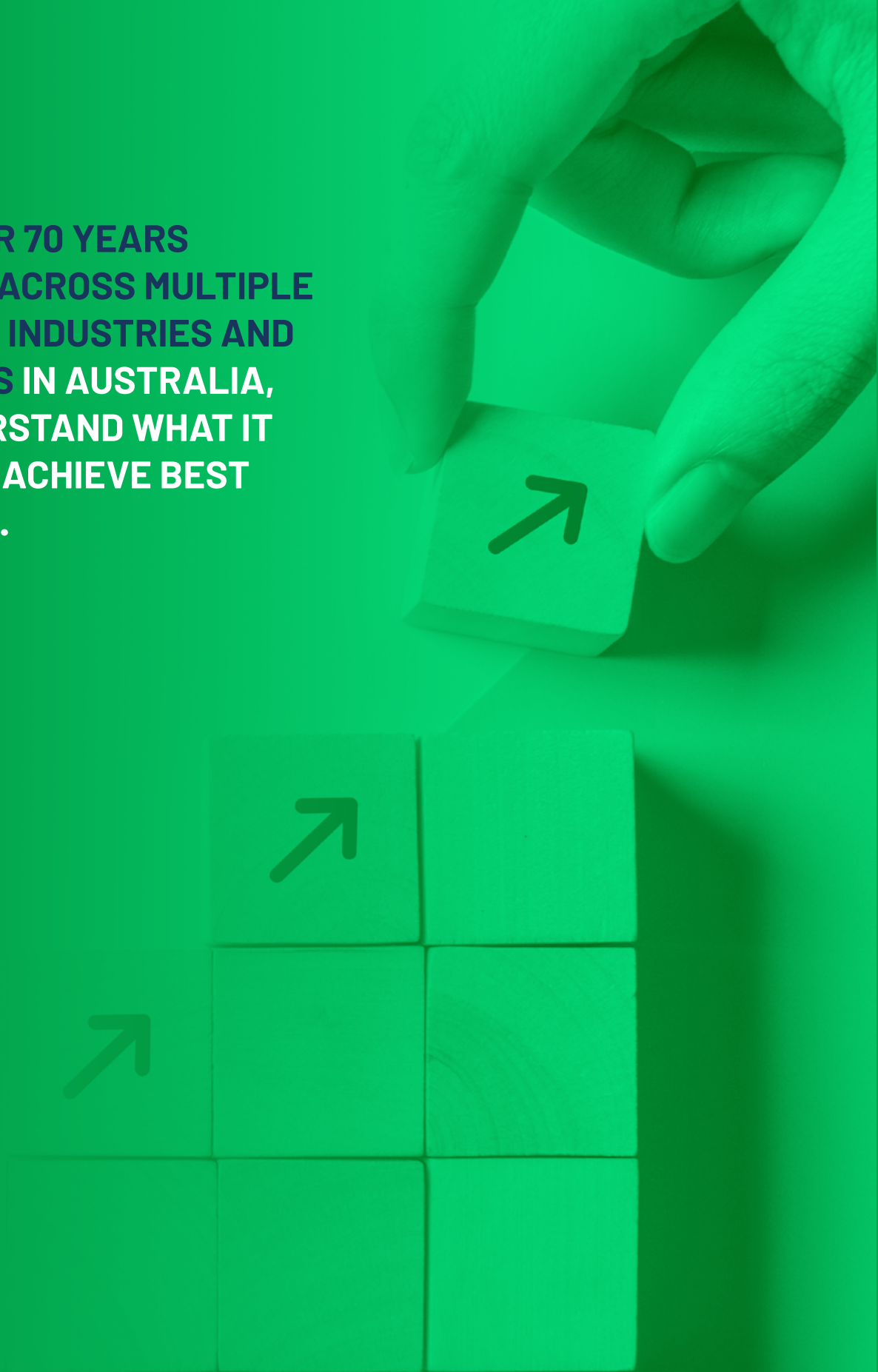


# education

# Course Portfolio

Year 2022

WITH OVER 70 YEARS  
WORKING ACROSS MULTIPLE  
BUSINESS INDUSTRIES AND  
SEGMENTS IN AUSTRALIA,  
WE UNDERSTAND WHAT IT  
TAKES TO ACHIEVE BEST  
PRACTICE.



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# ABOUT NATA

A not-for-profit, member-owned organisation operating since 1947, NATA is an integral part of Australia’s technical landscape and the national benchmark in accreditation and supporting services.

Our services meet the needs of our many members and stakeholders securing domestic and international recognition and confidence by providing assurance for their products and services.

Engaged and proactive, we partner with leaders in Australia’s technical and business communities. Our services help identify and manage risk in their organisations and add genuine value to their business operations.

Our work also helps businesses create trust and certainty in the segments they operate and gives the public the confidence and assurance to use their products and services.

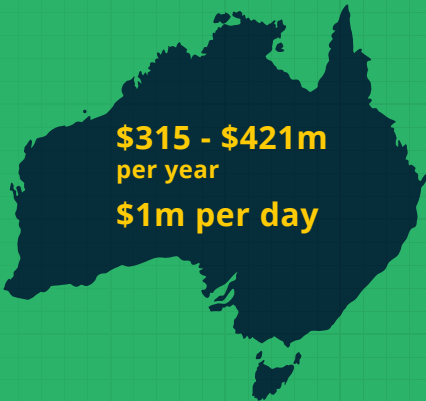
Our proven member outcomes highlight that NATA’s professional accreditation plays an essential and indeed, decisive role in driving productivity at an industry level and certainty at a community level.

As part of its operations, NATA has always placed a high value on education for its employees, volunteers, members and the public. Education ultimately benefits all stakeholders from members enhancing organisational productivity and competitiveness, to consumer confidence when purchasing products or using services.

## NATA’s economic value



Value of NATA accreditation to the Australian economy



Source: Economic Value of NATA Accreditation in Australia  
University of Technology (UTS) report 2017

# JENNIFER EVANS

CHIEF EXECUTIVE OFFICER, NATA



At NATA, we have been empowering businesses across Australia and internationally for over 70 years.

Our training courses in particular provide tools, skills, practical solutions and unique insights into accreditation. In addition, they give instant access to a professional network that will further enhance participant outcomes.

Our commitment to best practice also extends to how we deliver our courses. In 2020, the impact of COVID-19 forced us to innovate quickly with NATA Education courses rapidly pivoting to an online delivery platform ensuring we could continue to meet stakeholder needs.

This shift to virtual learning – while challenging – has proven to be an effective way of learning for many and will continue as part of our on-going offering.

Our 2021 course portfolio incorporates both virtual and face-to-face learning options to provide a choice according to requirements and circumstances.

We are looking forward to the easing of COVID-19 restrictions allowing us to travel and deliver face-to-face courses throughout Australia.

I invite you to connect with us and find out how a course with NATA can help build the skills and confidence needed to create a successful future.

Kind Regards

  
Jennifer Evans

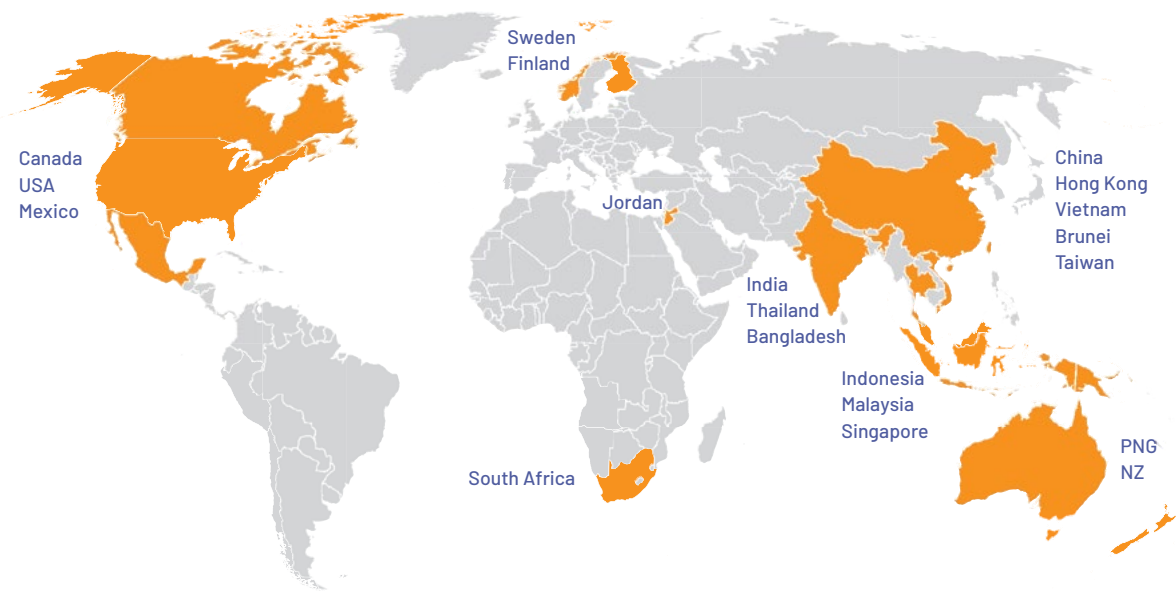
# NATA. YOUR GLOBAL PARTNER

NATA enjoys a global reputation for its training courses. Indeed, in addition to local training, we play a leading role in the international accreditation community and have trained executives from over 20 countries.

Over the past several years we have worked with International Accreditation bodies in Asia, Europe and the Middle East to train Lead Assessors and their technical staff. We have delivered our courses to clients throughout the world both virtually and face-to-face in countries including Canada, the United States, South Africa, Singapore, Jordan, Indonesia, Bangladesh and Hong Kong to name a few.

These courses have been delivered with great success. We run public courses in different time zones to support our laboratories. We encourage overseas accreditation companies and laboratories to enquire how we can partner with you to achieve your business objectives.

## NATA EDUCATION HAS DELIVERED COURSES ACROSS THE WORLD



# COURSE OPTIONS

Our flexible delivery options enable you to access our courses where, when and how it suits you. Regardless of the delivery option, each provides the opportunity to not only learn, but build a network of professionals from a cross-section of industries.



## Face-to-face

In 2022 we will be offering face-to-face classroom options. Class sizes will be ensuring a high-quality learning experience for all participants.



## Online

With the on-going impacts of COVID-19, we will continue to offer courses online via the Zoom platform. To this end, our courses have been adapted to ensure the same learning outcomes are achieved online as face-to-face.

Our virtual programs are delivered in Eastern and Western Australian Standard time zones to enable Western Australia and Asia to attend at a more reasonable time.



## In-house tailored courses

Our in-house options give organisations tailored course content for their team, business unit or organisation providing the ability to have truly targeted and leveraged course content. ~~Delivered face-to-face or virtual, we will collaborate with you to co-develop learning experiences that align to your requirements and business outcomes.~~



## Regional Australia

For regional participants, we can also offer face-to-face options. We have public courses running in MacKay, Toowoomba (QLD) New Castle, Coff Harbour (NSW) Taralga (VIC). As part of our commitment to members, and for groups of eight or more, one of our professional trainers will travel to your location and deliver the course(s).

## IN THE PAST THREE YEARS



Delivered over **250** courses



Trained **2,250** members and non-members in public courses



Delivered over **60** in-house tailored courses



Trained over **1,250** company staff in in-house courses



# THE BENEFITS OF NATA RECOGNITION

NATA accreditation enhances the public good by providing assurance that its members are technically competent and reliable. We are always committed to maintaining our position as Australia’s national accreditation authority by delivering real, tangible value.

### Recognition

In addition to learning from the trusted industry leader in accreditation services in Australia, successful completion of a NATA Education short course provides participants with recognition that is valued highly in the market.

### Completion Certificates

Participants will receive a Certificate of Completion for successfully undertaking a NATA course.

### Digital Badging

NATA short course participants will also receive their recognition as a Digital Badge.

A Digital Badge can be used and shared widely to communicate your learning achievement. You can easily share your badge on social and professional media or it can be used in email signatures or digital resumes. In addition, on social media sites such as LinkedIn, Facebook, and Twitter. Each Digital Badge contains verified information that describes the qualification and the process undertaken to earn it.

A NATA Digital Badge gives participants a highly desirable, trusted and instantly verifiable way to share capabilities with their organisation, prospective employers, business partners, customers and prospects.



# OUR COURSE PORTFOLIO

### Develop your expertise with NATA Education!

NATA Education programs contribute to providing superior technical knowledge and services to our members and ultimately the community.

Our short courses combine our extensive experience in accreditation services and our understanding of interactive course design.

With expert trainers on hand to deliver an engaging, informative, impactful and professional development experience, participants leave with an increased capability and confidence that can be immediately transferred to their work.

See our industry leading courses below.

### Course Portfolio

1	Understanding the Standards	2	Audits and Quality	3	Industry Benchmark Programs
	<ul style="list-style-type: none"><li>• Understanding ISO/IEC 17025</li><li>• Understanding ISO 15189</li></ul>	<ul style="list-style-type: none"><li>• The Art of Internal Auditing</li><li>• Leading the Laboratory Team</li><li>• OECD Principles of Good Laboratory Practice</li><li>• Quality Management in the Laboratory</li><li>• Introduction the Risk Management in the Laboratoryy</li></ul>	<ul style="list-style-type: none"><li>• Lead Assessor Development Program</li><li>• (NATA) Technical Assessor Development Program</li></ul>		

### What you can expect

NATA Education courses are highly regarded in the respective industry and subject area and also for their professional and engaging course content.

#### Pre-course (Only virtual)

Once you have enrolled in a course, you will be given access to our learning portal. The portal will be loaded with any pre-work activities, case studies and / or readings to prepare you for the course experience and maximise your learning outcomes.

#### On the course

You will participate in practical activities, real world scenarios and group discussions. Working with your peers from varied professional backgrounds, you will develop new ideas, tools and techniques that you can apply immediately to your role and workplace.

#### Post-course

You will have access to course notes and materials and trainers will be available to answer any questions you may have.

UNDERSTANDING THE STANDARDS

→ UNDERSTANDING ISO/IEC 17025

Introducing the requirements of the Standard

Overview

This course is designed to give participants a comprehensive understanding of how to apply the Standard ISO/IEC 17025. It outlines the controls required to manage risks and provides tools to support a successful laboratory operation and achieve a high level of customer satisfaction.

Who should do the course?

Laboratory and testing facility staff at all levels who need an understanding of 17025 and how it relates to their Quality Management System.

What will you learn?

The course examines the purpose of the Standard and how it is applied to the Laboratory. Specific focus will explore risk as a contributing factor to compliance and how this is managed. A key part of the learning objectives is to support your understanding and requirements for accreditation.



Enrol now

Enrol online, email [trainingservices@nata.com.au](mailto:trainingservices@nata.com.au) for more information or call one of our Course Coordinators on 1800 621 666 to discuss your needs.

This course covers

- Understanding the requirements of ISO/IEC 17025
- Identifying and applying tools to control risk factors
- Being able to apply the requirements of the Standard to the laboratory system.

Course themes

- What is ISO/IEC 17025?
- The various requirements of the Standard including:
  - General
  - Structural
  - Resource
  - Process
  - Management Systems
- Specific technical and technical competence elements required to meet the standard.

Details

- Duration: 1 Day
- Price (Ex GST):  
**Face-to-face/ Virtual**  
Member: \$650  
Non-member: \$780
- Locations:**  
See our online calendar for locations and dates.
- Website:**  
[www.nata.com.au/training](http://www.nata.com.au/training)

UNDERSTANDING THE STANDARDS

→ UNDERSTANDING ISO 15189

Accreditation requirements of the Standard for Medical Laboratories

Overview

ISO 15189 requirements are designed to apply to all types of Human Pathology Testing. The Medical Testing Accreditation Scheme is run jointly by NATA with the Royal College of Pathologists of Australasia (RCPA).

This course is designed to give participants a comprehensive understanding of how to apply the Standard ISO 15189. It outlines the controls required to manage risks and provide tools to support a successful laboratory operation and achieve a high level of customer satisfaction.

Who should do the course?

Laboratory Managers, Quality Managers, hospital and testing facility staff who need an understanding of ISO 15189 and how it relates to their Quality Management System. This also includes those professionals working in the area of blood transfusion services and clinical trials.

What will you learn?

The course examines the purpose of the Standard and how it is applied in the Medical Laboratory. Specific focus will explore risk as a contributing factor to successful QMS including discussion on NPAAC requirements. A key part of the learning objectives is to support your understanding and requirements for accreditation.

This course covers

- Understanding the requirements of ISO 15189
- Identifying and applying tools to control risk factors
- Being able to apply the requirements of the Standard to the laboratory system

- Being able to identify how management systems interact with technical requirements.

Course themes

- What is ISO 15189?
- The various requirements of the Standard including:
  - General
  - Structural
  - Resource
  - Process
  - Management Systems
- Specific technical and technical competence elements required to meet the standard.

Details

- Duration: 1 Day
- Price (Ex GST):  
**Face-to-face / Virtual**  
Member: \$650  
Non-member: \$780
- Locations:**  
See our online calendar for locations and dates.
- Website:**  
[www.nata.com.au/training](http://www.nata.com.au/training)

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AUDITS AND QUALITY

→ THE ART OF  
INTERNAL AUDITING

*Designed for individuals responsible for  
conducting audits in a facility or laboratory*

Overview

The Art of Internal Auditing is designed for participants to gain an understanding of the processes required to conduct a successful internal audit and meet quality management standards and NATA requirements. The course is based on the principles contained within ISO 19011 Guidelines for Auditing Management Systems and applies equally to ISO9001, ISO14001, ISO/IEC 17025 and ISO 15189.

Who should do the course?

The course is relevant to all those individuals who need to conduct an internal audit.

What will you learn?

This course combines a detailed exploration of the internal audit process together with the soft skills required to manage stakeholders and ensure individuals are onboard and comfortable with the process to optimise the chances of a successful audit.

“

“Thank you, this was an informative course. The pace was appropriate, the content was relevant and the trainer was an engaging presenter who made it interesting and easy.”

INTERNAL AUDITS

”


This course covers


- Gaining insight into the key factors that need to be considered in an audit schedule
- Developing and preparing an audit checklist
- Applying different approaches and communication strategies to gain organisational support
- Identifying and reporting on non-conformances.


Course themes

- Developing the right approach for your context
- Establishing an audit program
- Planning and preparing for an audit
- Conducting an audit and reporting findings
- The importance of follow-up.

Details

 Duration: 2 Days

 Price (Ex GST):  
**Face-to-face / Virtual**  
Member: \$1170  
Non-member: \$1404

 **Locations:**  
See our online calendar for locations and dates.

 **Website:**  
[www.nata.com.au/training](http://www.nata.com.au/training)

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AUDITS AND QUALITY

→ LEADING THE  
LABORATORY TEAM  
(PREVIOUSLY - THE NEW  
SUPERVISOR PROGRAM)

*Build your skills to be an effective leader*

Overview

Leading the Laboratory Team course has been designed to give laboratory staff the foundational skills and confidence to step up to be a leader and manage a successful team.

The course is designed to help you think like a leader, develop new approaches and shape actions through sound decision-making and judgement.

Who should do the course?

Designed for laboratory team members and those who aspire to become team leaders and managers within the laboratory.

What will you learn?

How to best support staff in their roles by developing your leadership style and approach.


This course covers

- The role of the supervisor and/or manager in the laboratory
- Leadership in the laboratory
- How to motivate your team
- Time management
- Managing difficult behaviours
- Setting goals and measuring progress.


Course themes

- Leadership vs management
- Effective communication
- Motivating your team
- Planning and decision-making
- Setting goals
- Managing conflict and difficult behaviour.

Details

 Duration: 2 Days

 Price (Ex GST):  
**Face-to-face / Virtual**  
Member: \$1170  
Non-member: \$1404

 **Locations:**  
See our online calendar for locations and dates.

 **Website:**  
[www.nata.com.au/training](http://www.nata.com.au/training)

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AUDITS AND QUALITY

→ QUALITY MANAGEMENT IN THE LABORATORY

Ensuring your laboratory meets quality management and technical standards

Overview

A good quality system drives consistent and reliable results. Building and maintaining an effective, sustainable quality system involves a number of key components that must be carefully considered and developed. This course looks at all aspects of the quality system to enable you to meet the technical competency requirements set by the Standard.

The course is designed to help you think like a leader, develop new approaches and shape actions through sound decision-making and judgement.

Who should do the course?

This course has been designed for Quality Managers and laboratory staff with responsibility for the implementation and maintenance of a Quality Management System.

What will you learn?

Over 3 days, participants will explore all the key factors that need to be implemented to successfully achieve a best practice quality system.

“Our trainer was a fantastic presenter as well as being very engaging and made a complex and dry topic very interesting. Extremely well-prepared, they managed the time well and involved all participants well, which really strengthened discussions and made learning the content much easier.”

QUALITY MANAGEMENT IN THE LABORATORY PARTICIPANT

WE ALSO OFFER THIS COURSE SPECIFICALLY FOR MEDICAL LABORATORIES FOCUSING ON THE REQUIREMENTS OF ISO 15189.

Enrol now

Enrol online, email [trainingservices@nata.com.au](mailto:trainingservices@nata.com.au) for more information or call one of our Course Coordinators on **1800 621 666** to discuss your needs.

This course covers

- An overview of quality concepts and standards
- Documentation management and hierarchy
- Process management and reporting requirements
- Identifying potential errors and risks within the system
- Developing the most appropriate control systems to maintain quality.

Course themes

- The importance of quality and what this really means
- Key components of a Quality Management System based on the requirements of the Standard
- How to implement a Quality Management System
- Identifying and managing risks.

Details

-  Duration: 3 Days
-  Price (Ex GST):  
**Face-to-face/ Virtual**  
Member: \$1670  
Non-member: \$2005
-  **Website:**  
[www.nata.com.au/training](http://www.nata.com.au/training)

AUDITS AND QUALITY

→ OECD PRINCIPLES OF GOOD LABORATORY PRACTICE

For managing non-clinical environmental health and safety issues

Overview

Good Laboratory Practice is a quality system that covers the organisational process and conditions under which non-clinical health and environmental safety studies are planned, recorded, monitored and reported.

Who should do the course?

This course is designed for all staff from facilities that conduct non-environmental health and safety studies. The course is also be valuable to sponsors who may be submitting data to Regulators both in Australia and overseas.

What will you learn?

This course explains the OECD principles of Good Laboratory Practice as it is applied to those companies that need to collect and submit data for the registration of chemicals such pharmaceuticals, agricultural and veterinary products and industrial chemicals.





This course covers

- GLP and the hierarchy of OECD documents
- Different types of organisations and key staff
- Quality assurance processes e.g. auditing
- Standard Operating Procedures
- The GLP recognition process.

Course themes

- Understanding document operations and activities in accordance with OECD GLP principles
- The roles and responsibility of staff
- Planning and conducting a study to meet requirements
- Compiling a GLP study report
- Compliance and Quality Management
- Requirements for multi-sites
- Plan and validate computer systems.

Details

-  Duration: 2 Days
-  Price (Ex GST):  
**Face-to-face / Virtual**  
Member: \$1170  
Non-member: \$1404  
**Virtual:**  
Member: \$1100  
Non-Member: \$1320
-  **Locations:**  
See our online calendar for locations and dates.
-  **Website:**  
[www.nata.com.au/training](http://www.nata.com.au/training)

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## AUDITS AND QUALITY

## → INTRODUCTION TO RISK MANAGEMENT IN THE LABORATORY

*Designed for individuals responsible for identifying, managing, mitigating risks a facility or laboratory*

### Overview

Risks affecting organisations may have many potential consequences in terms such as economic performance, professional reputation, environmental, safety and societal outcomes. Therefore, managing risk assists the performance of organisations in a competitive environment. Managing risk provides an evidence-based analysis of processes that may be used to make decisions about how best to address specific risks and allows organisations to plan to implement actions to minimise risk and maximise opportunities.

### Who should do the course?

This course is relevant to all laboratory staff. Managing and mitigating risk is everyone's responsibility.

### What will you learn?

This training course has been designed to meet current industry demand and expectations to understand the process of Risk Management in the Laboratory. It examines the principles and application of risk management in the laboratory.

### This course covers

- Defining risk management and its principles
- Identifying risk requirements of the relevant laboratory standards
- Establishing a context for risks in the laboratory
- Identifying the types of risks in the laboratory
- Recognising risk assessment for the categorisation and prioritisation of risks
- Establishing risk treatment plans and control measures
- Monitoring and review risk controls to ensure compliance and effectiveness



“

“I just want to say that everyone who participated thought the trainer was brilliant and everyone now wants more training from NATA! I've had similar ISO training in the past, and it wasn't nearly as engaging as this. Thank you NATA!” ”

”

OVERALL COURSE 2021 PARTICIPANT

For more information, please contact us at [trainingservices@nata.com.au](mailto:trainingservices@nata.com.au)

## Don't forget to book now!

### Discounts for Group Booking

special offer  
**15% OFF**  
WHEN YOU ENROL  
3+ PEOPLE

### Enrol now

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INDUSTRY BENCHMARK PROGRAMS

→ LEAD ASSESSOR  
DEVELOPMENT PROGRAM

*Building the skills and knowledge to be an expert Lead Assessor*

As Australia’s most trusted accreditation organisation, we are recognised by the government as the pre-eminent national authority in laboratory accreditation.

NATA is privileged to hold a high position of trust within both the national and international landscape and works to ensure the constant development and expertise of those working within the industry as a whole. We offer two courses designed to ensure that leaders and assessors have the skills, knowledge and expertise required to best meet the needs of our members and industry.

Effective Lead Assessors need to navigate all aspects of an assessment to deliver a successful outcome. For over 40 years, organisations have been relying on the NATA Lead Assessor Development Program to build the complex set of capabilities, technical knowledge and people skills to conduct successful assessments that deliver results and add value.

Overview

Being a successful Lead Assessor requires a combination of in-depth knowledge of the requirements of the relevant Standard, and a mindset and confidence that promotes trust and respect to undertake effective assessments.

Focusing on guidelines for 19011, our program is designed to provide Lead Assessors with the quality management skills, documentation and reporting knowledge and stakeholder engagement skills to be able to conduct an assessment that creates a positive experience for all.

Who should do the course?

Current and emerging Lead Assessors who are committed to quality and delivering sustainable outcomes for their organisation or other laboratories and facilities they may assess. You may be a Lead Assessor who wishes to refresh their skills or an aspiring Lead Assessor keen to start with a comprehensive toolkit of knowledge and strategies to conduct a successful assessment.

What will you learn?

You will return to work with a fresh perspective on how to conduct assessments and a mindset to lead effectively. You will also have an expanded network of industry assessors from diverse backgrounds and experiences to inform your thinking.

INDUSTRY BENCHMARK PROGRAMS

3 SKILLS NEEDED FOR A  
SUCCESSFUL ASSESSMENT

  
**Technical**

Lead Assessors need to have a comprehensive working knowledge of all the technical aspects of managing an assessment to ensure all criteria is appropriately covered and non-conformances are identified.

  
**Planning**

Organising documents, liaising with clients and preparing the facility is key to a successful assessment.

  
**Leadership**

Lead Assessors need to demonstrate strong leadership skills to manage stakeholder engagement, build effective working relationships and imbue a sense of trust and credibility in how the assessment is conducted.

Enrol now

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This course covers

- How to apply the requirements of ISO/IEC 17025 and ISO 15189 to management systems in testing and calibration laboratories
- The strategies and tools needed to plan and conduct effective assessments
- The leadership and team management skills needed to influence and take people on the assessment journey.

Program Assessment

- The Lead Assessor Development Program (LADP) is a highly interactive experience where participants have the opportunity to be involved in group discussions, exercises and workshop-based activities.
- To receive recognition as a Lead Assessor, participants will be required to successfully complete an assessment that reviews all aspects covered. The assessment will be undertaken within the program.

Details

-  Duration: 5 Days (1pm Monday to 11.30am Friday)
-  Price (Ex GST):  
**Face-to-face / Virtual**  
Member: \$3025  
Non-member: \$3630
-  **Location:**  
See our online calendar for locations and dates.
-  **Website:**  
[www.nata.com.au/training](http://www.nata.com.au/training)

INDUSTRY BENCHMARK PROGRAMS

→ NATA TECHNICAL ASSESSOR DEVELOPMENT PROGRAM

*Complimentary development for NATA Volunteer Technical Assessors*

NATA is committed to ensuring our assessments are conducted with the utmost professionalism and client care, underpinned by technical knowledge and expertise that adds value to our members' businesses.

We offer all our Technical Assessors access to a complimentary one-day development course to ensure their skills and knowledge keep up with the needs of our members and any changes to Standards and components of accreditation.

Programs are one-day in duration and available throughout the year across Australia in both face-to-face and virtual formats.



Over **750** Technical Assessors trained

Book now!  
Discounts for Group Booking

See our course calendar at:

[www.nata.com.au/training](http://www.nata.com.au/training)





WORLD RECOGNISED  
**ACCREDITATION**

[nata.com.au](https://nata.com.au)