



education

Course Portfolio

**WITH OVER 75 YEARS'
EXPERIENCE IN
ACCREDITING FACILITIES
ACROSS MULTIPLE
INDUSTRIES AND SECTORS,
IN AUSTRALIA AND
INTERNATIONALLY, NATA
UNDERSTANDS WHAT IT
TAKES TO ACHIEVE BEST-
PRACTICE QUALITY
OUTCOMES**



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NATA.

A not-for-profit, member-owned organisation since 1947, NATA has been Australia's leading accreditation authority for over 75 years. It is integral part of Australia's technical landscape, and a national and international benchmark in accreditation services.

NATA accreditation services help our members and stakeholders, to secure domestic and international recognition and confidence, by providing assurance for the quality, safety, validity and reliability of products and services.

NATA's work identifies and manages risk, adds genuine value to business operations, creates capability within industry sectors, and promotes public confidence in products and services.

Aligning with relevant international standards and addressing compliance, quality and risk elements, NATA accreditation helps organisations improve their business operations and market presence. Through NATA accreditation, organisations prove they can be trusted, that their technical results can be counted on, and their products and services are safe and reliable for public use.

Engaged and proactive, we partner with leaders in Australian technical and business communities to drive productivity, quality and certainty at industry and community levels.

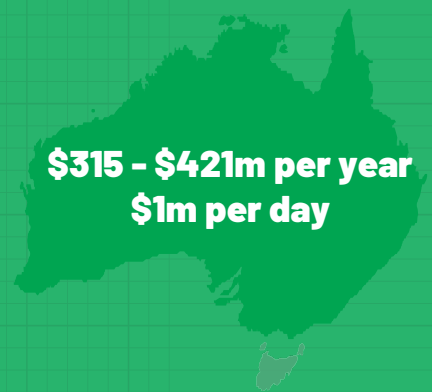
NATA's ECONOMIC VALUE



The value of NATA accreditation to the Australian economy

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

**\$315 - \$421m per year
\$1m per day**



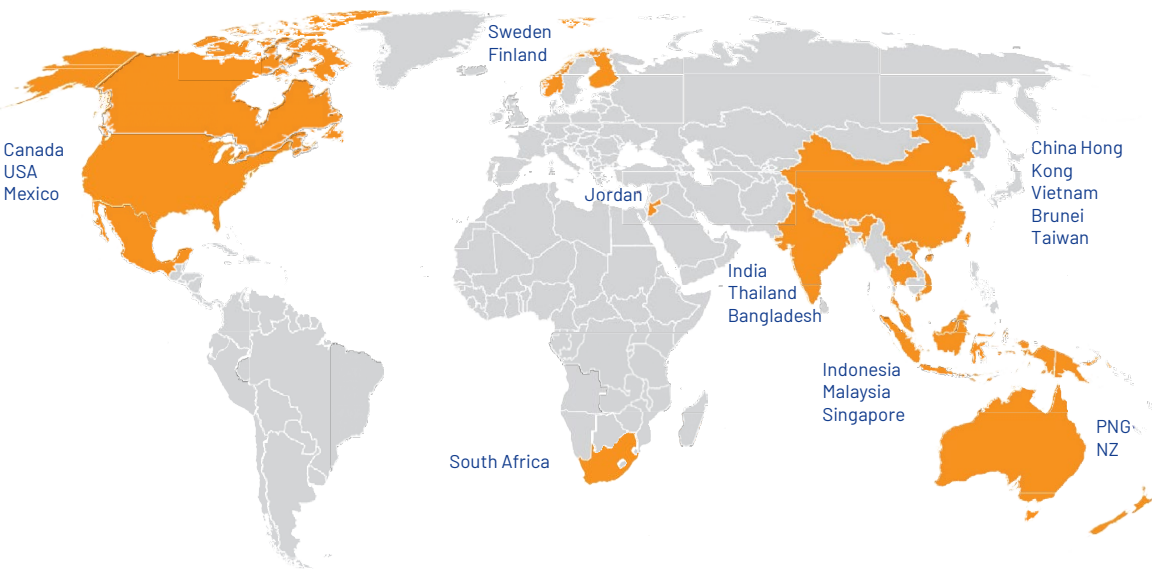
NATA EDUCATION. YOUR GLOBAL PARTNER

NATA Education enjoys a global reputation for its training courses. In addition to delivering local training in Australia, we play a leading role in the international accreditation community and have trained members, laboratory personnel, assessors, accreditation body staff and academic specialists 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 their Lead Assessors and other 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.

These courses have been delivered with great success. We deliver publicly scheduled courses in different time zones to support our member laboratories. We encourage overseas accreditation companies and laboratories to enquire how we can partner with them to achieve their business objectives.

NATA EDUCATION HAS DELIVERED TRAINING 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

NATA Education offers publicly scheduled face-to-face, group training in all Australian capital cities. Class sizes up to 20 people ensure a high-quality learning experience for all participants.



Virtual

NATA Education offers publicly scheduled virtual training courses to maximise attendance opportunities. Our virtual courses are delivered online via the Zoom platform. Virtual class sizes up to 16 people ensure a high-quality learning experience for all participants.

Virtual courses are delivered in both Eastern and Western Australian Standard time zones to enable participants in Western Australia and Asia to attend at a reasonable time.



In-house and tailored courses

NATA Education offers all of our courses as in-house training, delivered face-to-face at NATA premises, at your workplace, at a venue of your choosing, or virtually via the Zoom platform.

In-house training may be delivered in whichever time zone is appropriate for your organisation. In-house courses may also be customised to meet your organisation's requirements including content to be covered, course duration or tailored to incorporate your facility's processes or documentation. This customisation may attract a separate fee depending upon the level required.



Regional Australia

NATA Education offers face-to-face, group training courses in several regional areas in Australia, on our public training schedule. Regions include Mackay and Toowoomba (QLD), Newcastle and Coffs Harbour (NSW) and Taralga (VIC). We are committed to making our training available to all of our members across Australia and add regional locations to our public schedule wherever possible.

Please contact us if you have a requirement for training in your region that is not currently available.

IN THE PAST YEAR



Delivered over

160

courses



Trained

2,200

members and
non-members

OUR COURSE PORTFOLIO

Skyrocket your knowledge with NATA Education!

NATA Education training courses combine our extensive experience in accreditation standards and quality management practices with our extensive expertise in interactive course design and high quality training delivery. Our trainers are experts in facilitating adult learning so you can expect your NATA training to be engaging, informative, relevant, professional and enjoyable. Our participants tell us that our courses provide relevant information and resources that can be immediately applied when they return to work. Our courses are also a great way to network and share ideas with others in your industry.

Our courses

1 THE STANDARDS

- Understanding the requirements of ISO/IEC 17025
- Understanding the requirements of ISO 15189
- OECD Principles of Good Laboratory Practice (GLP)

2 QUALITY

- The Art of Internal Auditing
- Quality Management in the Laboratory
- Risk Management in the Laboratory

3 LEADERSHIP

- Leading in the Laboratory
- Lead Auditor Development Program
- Managing Performance in the Laboratory (COMING SOON!!)

What you can expect

Course materials

All course participants receive comprehensive and professional course materials to use during the course.

A couple of the relevant standard and activity resources such as case studies are provided for use during training.

Online student portal

Participants on virtual training courses are provided with access to the NATA Education online Learner Portal where they can access course resources.

Post-course support

Participants are invited to contact their trainers if they require any additional learning support after their course.

1

The Standards

→ UNDERSTANDING THE REQUIREMENTS OF ISO/IEC 17025

Overview

ISO/IEC 17025 accreditation plays an important role in ensuring accurate and reliable results from laboratory testing, calibration, sampling and measurement services across many industry sectors.

This international standard is used by testing and calibration laboratories to demonstrate they:

- operate competently
- generate valid results
- plan and address risks and opportunities
- act impartially and protect confidentiality
- perform laboratory operations consistently.

Who should attend this course

This course is ideal for individuals who:

- need to understand the requirements of ISO/IEC 17025
- are responsible for setting up their facility's management system
- are responsible for their laboratory's conformance with ISO/IEC 17025
- work in a testing or calibration laboratory
- hold a quality or management role.

The course may also be of interest to testing or calibration laboratories who are considering, or are in the process of gaining, accreditation in the NATA ISO/IEC 17025 program.

What you will learn

This course is designed to develop comprehensive understanding of:

- the requirements of ISO/IEC 17025
- how the Standard can be practically applied in testing and calibration laboratories
- how the laboratory's management system needs to address the Standard requirements and achieve quality outcomes
- managing risks and opportunities to positively impact quality outcomes and customer satisfaction.

COURSE DETAILS

**Based on ISO/IEC 17025:2017
General requirements for the
competence of testing and
calibration laboratories**

Duration

1 day

Delivery

Face-to-face / Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply ISO/IEC 17025 requirements to real-life practice
- opportunities to evaluate understanding as the course progresses

Testimonial

"Great overview of the standard for anyone working in a laboratory, especially those new to supervisory/ managerial roles."

Amelia Cecchin, SA Pathology

→ UNDERSTANDING THE REQUIREMENTS OF ISO 15189

Overview

This course explores the requirements in the international standard ISO 15189 and provides an overview of the requirements for NATA/RCPA medical laboratory accreditation in the Australian context which incorporates:

- ISO 15189
- NPAAC Standards, and
- the TGA regulatory framework.

Who should attend this course

This course is ideal for individuals who:

- need to understand the requirements in ISO 15189:
- to use as a stand-alone quality management Standard, or
- as they relate to NATA/RCPA accreditation
- interact with or work in a human pathology or medical laboratory or service
- are involved in establishing, implementing and maintaining medical laboratory quality and technical systems.

Medical laboratory roles that would benefit from attending this course include:

- Quality managers
- Quality officers
- Laboratory directors
- Laboratory managers
- Laboratory pathologists and scientists
- Auditors or audit programme managers
- Hospital pathology testing personnel
- Point of Care Testing (POCT) personnel.

The course may also be of interest to medical laboratories who are considering, or are in the process of gaining, accreditation in the NATA/RCPA human pathology program.

What you will learn

By the end of this course, participants will be able to:

- describe the requirements of ISO 15189 and corresponding NPAAC Standards
- align relevant laboratory systems, processes and management system to these requirements to ensure conformance
- identify and address risks to, and opportunities for patient care, associated with medical laboratory procedures.

COURSE DETAILS

Based on ISO 15189:2022 Medical laboratories - Requirements for quality and competence

Duration

2 days

Delivery

Face-to-Face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-life practice
- opportunities to evaluate understanding as the course progresses.

Testimonial

"In depth coverage of specific clauses within the standard and engaging problem-solving exercise."

Oliver Van Wageningen, SA Pathology

→ GOOD LABORATORY PRACTICE (GLP)

Overview

Organisation for Economic Co-operation and Development (OECD) Principles of Good Laboratory Practice (GLP) outline a quality system that incorporates the organisational process and conditions under which non-clinical health and environmental safety studies are planned, recorded, monitored, and reported.

This course covers the OECD Principles of GLP as they apply to organisations that collect and submit data for the registration of chemicals such as:

- pharmaceuticals,
- agricultural
- veterinary products
- industrial chemicals.

Who should attend this course

This course is ideal for individuals who:

- have an interest in, or who are involved in, GLP studies
- are from organisations that conduct non-environmental health and safety studies
- hold or are entering GLP study roles such as:
- Study Director
- Principle Investigator
- Quality Assurance
- Archivist.

This course:

- also has value for sponsors who are submitting data to regulators in Australia and overseas
- may be of interest to facilities who are considering, or are in the process of gaining, accreditation in the NATA GLP program.

What you will learn

By the end of the course, participants will be able to:

- describe GLP and the hierarchy of OECD documents
- explain different types of organisations and key staff
- identify quality assurance processes e.g., auditing
- develop standard operating procedures (SOPs)
- outline the GLP recognition process
- document operations and activities in accordance with GLP principles
- outline the roles and responsibility of study staff
- plan and conduct a study to meet requirements
- compile a GLP study report
- meet compliance and quality management requirements
- identify requirements for multi-sites
- plan and validate computer systems.

COURSE DETAILS

Based on OECD Principles on Good Laboratory Practice (1997)

Duration

2 days

Delivery

Face-to-Face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply GLP requirements to real-life practice
- opportunities to evaluate understanding as the course progresses.

Testimonial

"I found all aspects interesting, especially the connection between all of them. It was also helpful to do it with all personnel involved in all of these aspects in the company. Overall, the course is going to be very useful in my day-to-day job."

Vanessa Villard, Vivopharm

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Quality

→ QUALITY MANAGEMENT IN THE LABORATORY

Overview

An efficient quality management system is built using underpinning principles that ensure effectiveness and sustainability.

This course looks at all aspects of the laboratory management system to ensure it meets the requirements of international quality management Standards such as ISO/IEC 17025 and ISO 15189.

Who should attend this course

This course is ideal for anyone responsible for the implementation and maintenance of a laboratory quality management system such as:

- quality managers
- aspiring quality managers
- laboratory managers and supervisors.

The course may also be of interest to facilities who are considering, or are in the process of gaining, NATA accreditation.

What you will learn

By the end of this course, participants will be able to:

- provide an overview of quality concepts in ISO 9001
- explain documentation management and hierarchy
- describe process management and reporting requirements
- identify potential errors and risks within the quality management system
- explain the importance of quality and what this really means
- outline the key components of a quality management system
- implement a quality management system based on the requirements of a relevant Standard
- identify and manage risks and opportunities in the laboratory.

COURSE DETAILS

Explore the benefits of implementing a quality management system based on principles in ISO 9001 (2015)

Duration

3 days

Delivery

Face-to-Face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities and scenarios that apply Standard requirements to real-life quality management practice
- opportunities to evaluate understanding as the course progresses.

Testimonial

"This course was fantastic! I am a kinaesthetic learner and found the group activities helped me learn the content better. I thought the structure of the course was great and it was taught well."

Dr Louisa Parkinson, Principal Scientist (Plant Pathology), Plant Biosecurity Laboratory - Biosecurity Queensland

→ THE ART OF INTERNAL AUDITING

Overview

Internal audits provide organisations with valuable data, information and insights about their performance, their progress against performance goals and their current level of conformance with accreditation standards. This course:

- is a detailed exploration of the internal audit process
- provides a framework for internal audits that meet requirements in:
 - international quality management standards such as ISO 9001, ISO/IEC 17025 and ISO 15189, and
 - internal systems, policies, processes, methods & documentation
- includes processes, knowledge, skills & documentation to plan and conduct effective internal audits, and report on internal audit findings
- develops knowledge of auditing techniques
- builds awareness of stakeholders who can impact internal audits.

Who should attend this course

The course is ideal for individuals who:

- plan and/or conduct internal audits, and/or
- require an understanding of the facility's internal audit requirements and practices (e.g. laboratory or management staff).

The course applies to facilities who:

- are already certified in Standards such as ISO 9001, and/or accredited in a NATA program, or
- are considering, or are in the process of gaining, NATA accreditation.

What you will learn

By the end of this course, participants will be able to:

- describe the purpose and objectives of internal audits
- distinguish between different audit types and approaches
- explain the purpose of the internal audit programme and schedule
- plan and document internal audits based on their individual scope and objectives
- develop and complete documentation to support the conduct of internal audits such as checklists and report forms
- identify competencies required for the internal auditor role
- use different auditing and communication techniques to gather information and evidence
- facilitate internal audit meetings
- identify, analyse and report audit findings.

COURSE DETAILS

Based on principles in ISO 19011 Guidelines for Auditing Management Systems

The art of internal auditing involves the intentional balance of planning, technical, operational and people-based competencies and systems.

Duration

2 days

Delivery

Face-to-Face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practicing internal audit skills
- opportunities to evaluate understanding as the course progresses.

Testimonial

"I found it very useful and informative and will recommend it to my colleagues."

Cheung Kee Lok, Prince of Wales Hospital

→ RISK MANAGEMENT IN THE LABORATORY

Overview

This course introduces the principles of risk management and how these apply in a laboratory setting.

It combines risk management requirements for testing and calibration laboratories in ISO/IEC 17025 and/or human pathology laboratories in ISO 15189, with risk management practices in ISO 3100, to enable participants to develop a risk management framework that:

- conforms with international standards
- achieves quality outcomes
- identifies and maximises opportunities for their laboratory organisation.

The course is designed to meet current industry demand and expectations in risk management to enable effective application of the risk management process in the laboratory context.

Who should attend this course

This course is ideal for anyone in the laboratory who is responsible for:

- identifying, analysing and managing risks, and/or
- developing and implementing risk management policies, processes and procedures.

The course may also be of interest to facilities who are considering, or are in the process of gaining, accreditation with NATA.

What you will learn

By the end of this course, participants will be able to:

- define risk management principles
- outline the risk management framework and process
- explain risk management communication and consultation
- outline risk management scope, context and criteria
- undertake risk management assessment including risk:
- identification
- analysis
- evaluation
- monitor and review risk management
- complete risk management recording and reporting.

COURSE DETAILS

Based on principles in ISO 31000 (2018) Risk management

Duration

1 day

Delivery

Face-to-face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practicing risk management skills
- opportunities to evaluate understanding as the course progresses.

Testimonial

"I really enjoyed the practical group discussions; they were good for putting theory into practice and learning from other's experiences. A lot of new information gained."

Jennifer Buckseall, SA Pathology

3

Leadership

→ LEADING IN THE LABORATORY

Overview

This course is designed to equip participants with skills, knowledge and practical abilities to be an effective and efficient supervisor or manager in the laboratory.

It also provides strategies for dealing with some of the challenges of leading a laboratory team.

Who should attend this course

This course is ideal for:

- laboratory team leaders, supervisors, managers or leaders
- anyone who aspires to become team leader or manager in the laboratory.

What you will learn

By the end of this course, participants will be able to:

- describe their personal brand
- develop their elevator pitch
- complete a personal SWOT analysis
- uncover their blind spots using the Johari Window
- discover their own leadership style
- define their values, goals and purpose
- manage work priorities
- explain the essentials of leadership
- describe and use Situational Leadership®
- demonstrate leadership traits
- identify the stages of team development
- role-model leadership behaviours
- deal with team dysfunctions.

COURSE DETAILS

Learn how to be a leader for a high-performing laboratory team

Duration

2 days

Delivery

Face-to-Face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practicing leadership and management skills
- opportunities to evaluate understanding as the course progresses.

Testimonial

"The best course I have attended in both content and length. So engaging and so relevant."

Rebecca Wardle, SA Pathology

→ MANAGING PERFORMANCE IN THE LABORATORY

Overview

For a leader, supervisor or manager, managing people can be both the most rewarding and challenging of tasks.

This course focuses on the knowledge and skills you need to manage your team so they are performing effectively and efficiently. It covers team management tools, techniques and processes to ensure that you feel confident in supporting your team's operational performance.

Who should attend this course

This course is ideal for individuals who:

- have attended the 'Leading in the Laboratory' course and who would like to develop their leadership competencies further
- are relatively new to team leadership or management
- are experiencing performance issues within their laboratory team and would like strategies for dealing with these

What you will learn

By the end of this course, participants will be able to:

- MANAGE THE ORGANISATION:
 - complete strategic and operational planning
 - manage team achievement of organisational goals and objectives
 - facilitate team meetings
 - report on team performance
- MANAGE PERFORMANCE
 - manage team and individual performance
 - provide feedback and coaching to individual team members
 - complete formal performance management activities

COURSE DETAILS

Learn how to manage team performance issues

Duration

2 days

Delivery

Face-to-face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practicing leadership and management skills
- opportunities to evaluate understanding as the course progresses.

Testimonial

I'm looking forward to this course!

COMING SOON!!

→ LEAD AUDITOR DEVELOPMENT PROGRAM

Overview

This program:

- is focused on developing the knowledge and skills required for a lead auditor to plan, conduct and report effective audits
- develops general understanding of the auditing process into practical application
- takes experienced auditors to the next level using practical activities and opportunities for individual coaching in specific areas to build awareness, confidence and capability
- provides the framework for audit programs that meet international quality management standards, and
- covers the audit process and documentation in detail
- explores audit activities and responsibilities related to a lead auditor role
- includes assessment that is completed during training.*

Who should attend this course

This course is ideal for individuals who:

- are responsible for their facility's audit programme
- have existing knowledge about the audits process
- are experienced in planning and/or conducting audits at their facility
- lead at least one team of auditors
- have attended previous introductory training in audits such as NATA's 'The Art of Internal Auditing' course.

What you will learn

By the end of the program, participants will be able to:

- Identify audit requirements in relevant Standards (such as ISO/IEC 17025 or ISO 15189)
- describe the lead auditor role
- describe the stages in the audit process
- plan, organise and prepare for audits
- conduct documentation reviews
- conduct audits using different auditing techniques to gather information and evidence
- lead and work with an audit team
- facilitate audit meetings
- identify, record and classify nonconformities
- communicate and report audit findings
- follow up audit actions.

COURSE DETAILS

Based on principles in ISO 19011 Guidelines for Auditing Management Systems

Duration

4 days

Delivery

Face-to-Face and Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- activities for developing understanding and practicing lead auditor skills
- opportunities to evaluate understanding as the course progresses.

*Assessment activities include online theory assessment and practical activities such as documentation review, report writing and practical performance. Participants need to bring a laptop or tablet with them to complete these assessments. Video may be used to record practical activities during the program. The purpose is to provide an opportunity for each participant to review their own performance. Videos will be recorded on the participant's phone and are not shown to anyone else in the class, including the trainer.

Testimonial

"Found the course material very well presented and very useful. I feel it was very helpful and insightful for performing future assessments. Thanks!"

Darren Underwood, Scientist, Biosecurity Sciences Laboratory – Department of Agriculture and Fisheries

Book now!

Discounts for Group Bookings

See our course calendar:

www.nata.com.au/training

special
offer

10%
OFF

WHEN YOU ENROL
3+ PEOPLE