NATA 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

CONTENTS

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.

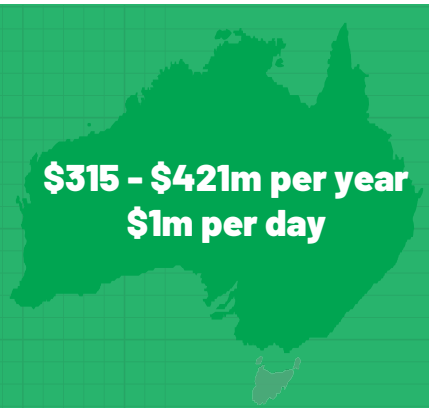
NATA's work identifies and manages risk, adds genuine value to business operations, creates capability within industry sectors, and promotes public confidence in products and services.

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

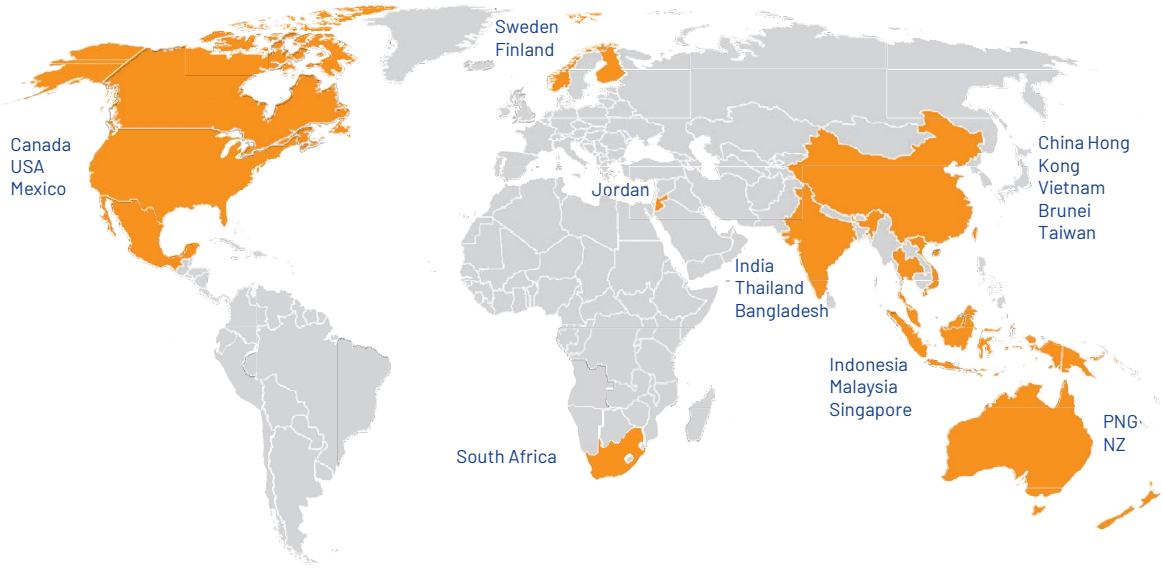
NATA EDUCATION. YOUR GLOBAL PARTNER

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

- General Quality Management Systems Program
- Quality Management in the Laboratory
- The Art of Internal Auditing
- Risk Management in the Laboratory
- Risk Management for Medical Laboratories

3 LEADERSHIP

- Leading in the Laboratory
- Mastering Audits in the Laboratory
- 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 coupe 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

2

Quality

GENERAL QUALITY MANAGEMENT SYSTEMS PROGRAM

Overview

There are 10 modules in this program, with a new module delivered each week.

1. **Risk Management**
2. **Organisational Structure & Training**
3. **Audits, Auditors & Auditing**
4. **Corrective & Preventive Action (CAPA)**
5. **Quality System Documentation (QSD)**
6. **Data Integrity**
7. **Facilities & Equipment**
8. **Computerised Systems & IT Infrastructure**
9. **Retention of Records & Materials**
10. **Business Continuity & Disaster Recovery**

The program is designed to build on the knowledge and skills of the previous week's learning.

Who should attend this program

This program is ideal for anyone who has an interest in quality management systems - and is particularly valuable for the following people / groups / organisations, from all industries:

- **New Employees** - who need to understand fundamental quality management system concepts so they are set up for success in their new role.
- **Existing Staff** – who need to stay up to date with current quality expectations to operate effectively within the existing quality management system.
- **New Graduates** - who would like a competitive advantage at the commencement of their careers, and to translate quality theory from university into quality management practice in the laboratory context.
- **Quality Leaders** - who are responsible for safeguarding, managing and improving quality in the organisation, and who need to lead others to participate fully in a quality culture.
- **Potential Accredited Facilities** - organisations considering implementing a quality management system to become accredited.
- **Quality-Focused Facilities** - organisations wanting to improve their quality, without becoming accredited.

COURSE DETAILS

This 10-week training program provides a comprehensive overview of the fundamental principles of quality management systems – whatever the industry or quality standard

Duration

10 weeks: 10 x 2.5-hour sessions over 10 consecutive weeks.

Delivery

Virtual only with a maximum of 16 participants.

The program has two delivery streams to allow participants the flexibility to choose between daytime or evening training.

Participants are strongly encouraged to attend every session 'live'; however, if a participant is unable to attend a designated session, a recording and all associated materials will be available through the online learning portal.

Sessions are designed to maximise learning through the following format.

- The first hour – module introduction.
- The second hour - workshop to apply new knowledge to team-based activities and acquire practical tools and materials to use within own workplace environment.
- The final 30 minutes - multiple-choice quiz and Q&A session.
- At the end of the session –follow-up exercises / practice activities' to be completed by the following week to clarify any learning gaps and apply what has been learned in a practical and realistic context.

GENERAL QUALITY MANAGEMENT SYSTEMS PROGRAM (CONT.)

COURSE DETAILS

What you will learn

week 1	RISK MANAGEMENT *Systematically focus resources where they need to be*	In this opening module, we introduce the concept of 'risk management'. This best-practice approach encourages development of a Quality Management System (QMS) that is specifically designed to maximise the effectiveness and efficiency of each unique workplace environment. We look at how to identify, analyse, evaluate and treat risks, and the importance of establishing a risk monitoring program that ensures the effectiveness of any actions taken, and detects any new or emerging risks. All subsequent program modules draw on the principles of risk management introduced in this first week.
week 2	ORGANISATIONAL STRUCTURE & TRAINING RECORDS *Increasing productivity and decreasing adverse events through training*	This module takes us into the world of organisational structure, training and training records – critical parts of every QMS given the benefits of having qualified staff performing activities and regulatory requirements for documenting the training process. We start with a broad lens, looking at organisational structure, and then progressively zoom in towards position descriptions, job roles and the competencies associated with a specific job role. We identify the power of a simple training matrix and provide an overarching approach to training records retained in an electronic or paper-based system.
week 3	AUDITS, AUDITORS & AUDITING *Using audits to drive continuous improvement*	Next, we take a detailed look at audits, auditors and auditing – an important role / process within any QMS as it provides an objective assessment of whether the organisation's performance and documentation conform to any applicable standards (both internal and external to the organisation). We begin by outlining different types and formats of audits before shifting to the characteristics / skill sets of a good auditor. We then focus on the audit process itself, from developing an audit program (using a risk-based approach) through to the planning, preparation, conduct, follow-up and closing-out of an audit.
week 4	CORRECTIVE & PREVENTIVE ACTION (CAPA) *Ensuring the same problem doesn't keep happening*	This module examines how we handle issues / problems that may have been identified by the management system, with a view to ensuring they do not reoccur – a key premise of every QMS. We look at the various ways in which these issues / problems are detected (e.g. through audits and risk assessment) and then assess their impact alongside their containment and correction. We then look at various approaches to root cause analysis and the subsequent development and implementation of appropriate corrective / preventive action. We also review the different ways we can verify the effectiveness of those actions.
week 5	QUALITY SYSTEM DOCUMENTATION (QSD) *Standardising processes and procedures for optimal results*	Our journey continues with a detailed review of Quality System Documentation (QSD) – perhaps the most 'widely known' component of a typical QMS. From promoting consistency in processes and output, to minimising potential errors and avoiding knowledge loss, QSD provides the framework for every QMS. We review the QSD lifecycle as we prepare, approve and distribute documentation and record that it has been read. We then look at how we ensure our QSD remains current and, importantly, how an external reviewer can understand the procedure being followed at any point in the past. We will also learn about the typical structure and format of Standard Operating Procedures (SOPs), using real-life examples.
week 6	DATA INTEGRITY *Creating confidence that today's data will satisfy tomorrow's review*	As the transition from paper-based systems to electronic systems gathers pace, the continuously evolving nature of data integrity has been at the forefront of QMS considerations in recent years. This includes concepts such as metadata, readability and back compatibility. We reflect on the 'data lifecycle' and the associated implications of ALCOA+, use risk management skills to assess high-level data integrity risks, within unique environments, and consider appropriate risk mitigation strategies.
week 7	FACILITIES & EQUIPMENT *Equipping for organisational success*	Equipment lies at the heart of the work undertaken by many organisations and has a critical role in the generation of reliable data. In this module, we review the expectations of a QMS with regards to equipment, from initial receipt through to appropriate ongoing calibration / performance checks and preventive maintenance. Concepts such as metrological traceability and measurement uncertainty are explored, and the importance of well-maintained equipment records is considered.
week 8	COMPUTERISED SYSTEMS & IT INFRASTRUCTURE *Making validation work for you*	Computerised systems, which comprise a function (process or operation) controlled by a computer system, provide us with a range of new challenges and these are explored throughout this module. Through the concept of the validation lifecycle, we explore the critical steps before and after its release into a 'production environment'. This includes a diverse range of items such as user requirement specifications, vendor audits, risk assessment, validation plans, qualification (IQ, OQ, PQ) all the way through to change control, periodic review and retirement. We also consider IT infrastructure as part of this module.
week 9	RETENTION OF RECORDS & MATERIALS *Facilitating reproducible data*	In this module we look at the importance of effective archiving within every QMS i.e. the process of protecting records from the ability to be further altered or deleted throughout the required retention period. We will look at different record categories (e.g. study / project records, facility records) and the formats (e.g. hard copy, electronic). We focus on the processes associated with initially archiving these records and the action required for retrieval. We also investigate the advantages and disadvantages associated with the use of commercial off-site archives.
week 10	BUSINESS CONTINUITY & DISASTER RECOVERY *Minimising the impact of adverse events*	In our final module we ensure we have well-established business continuity and disaster recovery plans. This is a critical aspect of any QMS as it can significantly minimise the impact of adverse events. Using what we have learned in previous modules, we identify risks, plan appropriate responses and define roles and responsibilities. We then look at the importance of testing our responses to ensure they are genuinely effective and not just a theoretical response. As with all aspects of a QMS, we explore how our approach to business continuity and disaster recovery is continuously evolving for it to remain effective.

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 practising 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 practising 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

RISK MANAGEMENT FOR MEDICAL LABORATORIES

Overview

This course provides the knowledge and tools to develop an effective risk management framework for a medical laboratory, and apply a risk-based approach to laboratory conformance.

Based on risk management requirements for medical laboratories outlined in ISO 15189 and NPAAC Standards, and risk management principles described in ISO 22367, the course enables organisations to:

- achieve quality outcomes, and
- take advantage of improvement and growth opportunities created by using a risk-based approach to performance.

Who should attend this course

This course is ideal for anyone in an accredited medical laboratory who is responsible for:

- identifying, analysing and managing risks
- developing and implementing the laboratory's risk management framework, and/or
- developing risk management policies, processes or procedures.

It may also be of interest to medical laboratories 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:

- develop and implement a risk management framework that is relevant to medical laboratory operations
- develop a register to record and manage medical laboratory risks and opportunities
- identify risks and opportunities for the medical laboratory
- apply a ratings matrix to analyse and assess risks and opportunities
- prioritise risk management actions
- use practical methods to control and treat medical laboratory risks
- review and monitor the effectiveness of the medical laboratory's risk management practices
- manage medical laboratory risks to meet ISO standards and NPAAC requirements
- use the risk management framework as a dynamic process that is continuously incorporated into medical laboratory practices.

COURSE DETAILS

Learn to apply a dynamic, risk-based approach to medical laboratory quality management

Based on risk management principles outlined in:

- **NPAAC Requirements for Medical Pathology Services**
- **ISO 15189 Medical laboratories – Requirements for quality and competence**
- **ISO 22367 – Application of risk management to medical laboratories**

Duration

1 day

Delivery

- Face-to-face
- Virtual

Course content is delivered using engaging learning activities that include:

- individual and group work
- a focus on developing an understanding of risk management and risk management skills
- opportunities to evaluate understanding as the course progresses.

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 practising 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 practising leadership and management skills
- opportunities to evaluate understanding as the course progresses.

Testimonial

I'm looking forward to this course!

COMING SOON!!

MASTERING AUDITS IN THE LABORATORY

Overview

This course:

- is focused on developing the knowledge and skills required for experienced, senior and lead auditors to plan, conduct and report effective audits
- develops general understanding of the audit process into practical application
- is designed to take 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 programmes that meet international quality management standards
- covers the audit process and documentation in detail
- explores audit activities and responsibilities related to the senior/lead auditor role.

Who should attend this course

This course is ideal for individuals who:

- are experienced or senior auditors
- are responsible for their facility's audit programme
- have existing knowledge about the audit process
- are experienced in planning and/or conducting audits at their facility
- currently lead audit teams or may lead audit teams in the future.

It is highly recommended that participants have attended previous introductory training in auditing such as NATA's 'The Art of Internal Auditing' course.

What you will learn

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

- identify audit requirements in relevant Standards (such as ISO/IEC 17025 or ISO 15189)
- describe senior and lead auditor roles
- explain the stages in the audit process
- plan, organise and prepare for audits
- conduct documentation reviews
- use different auditing techniques to gather information and evidence
- lead and work with the 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 practising auditing skills
- opportunities to evaluate understanding as the course progresses.

IMPORTANT:

This course includes assessments completed during training. Assessment activities include an 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 practice activities during the course to provide an opportunity for each participant to review their own performance. Videos are recorded using participant phones and are not shown to anyone else in the class, including the trainer.

Testimonial

"I now feel better equipped and confident when conducting, or providing advice on preparing, conducting, and reporting on audits for labs... I can take the knowledge from the training and apply it in the specific lab setting"

JOANNE LETCHFORD
Integrated Quality Laboratory Service

Book now!

Discounts for Group Bookings

See our course calendar:

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