



Overview

Internal auditing is an important and pragmatic process that can be of significant value to all companies regardless of their business type. This course will serve as a roadmap to understanding and efficient operation for an internal audit profession.

Objectives:

The main objectives of this course are to enable the participants to be certified internal auditors against the ISO 9001 QMS and all other management systems. They will be able to conduct the internal audit process using a professional approach in all its phases, planning, execution, reporting, monitoring, and follow-up until the audit process is completed.

Participants will get the required skills to conduct the opening meeting, interview the auditee, write the audit report, and conduct the closing meeting and follow-up activities. All these sessions will be conducted practically through workshops and group activities.

Course Outlines

Module 1: Introduction to QMS

- Quality overview
- Quality principles
- ISO 9001:2015 overview

Module 2: Audit Fundamentals

- Audit definition
- Audit types
- Audit purpose
- Essential auditor skills

Module 3: Audit Preparation

- Creating an audit environment
- Audit staff
- Responsibilities
- Audit preparation steps
- Developing the audit plan
- Developing the audit checklist



Module 4: Audit Execution

- Opening meeting
- Auditee interview techniques
- Basic communication skills
- Effective use of the checklist
- Sampling techniques
- Handling difficult auditees

Module 5: Audit Reporting

- Types of audit findings
- Writing effective CAR
- Audit report
- Closing meeting
- Follow-up audit activities

There will be different workshops and group activities during the training sessions. In addition, and to simulate the certification exam, there will be different questions similar to the exam questions.

Certification Process

To be “certified internal auditor”, a participant should pass the online certification exam. This exam is an open book type and contains 40 multiple-choice questions. The exam duration is 90 minutes. Pass score is 65%.

All participants get a completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA. In addition, participants who pass the certification exam will get the “Certified Internal Auditor” e-certificate issued from JAQM and accredited by the International Accreditation Organization (IAO).

Participants who fail the certification exam can sit for the next exam for fees of JD80 as administrative work.

JAQM deals with all examinees equally with no bias. Exam results are checked multiple times by different persons and scored very accurately, therefore, JAQM doesn't provide answers to the certification exam, and doesn't accept requests to review the exam results.



Before the Exam

- Choose a quiet room at your home or office to take the exam.
- Do not go to public places, such as coffee shops, restaurants, or libraries.
- Manage your place to avoid loud noises, such as television, radio, family, music, or visitors.
- Access the online exam system 15 minutes before the scheduled time using a PC or laptop, not a mobile.
- Make sure that your computer is plugged into a power source for the duration of the exam.
- Make sure that you have stable and continuous Internet connectivity for the exam duration.

During the Exam

- You should use a PC or laptop with a webcam and microphone.
- You should switch your camera and microphone ON, and you must place yourself within the webcam view, if you move out of the webcam view, then your exam session will be canceled.
- Get ready to remain in the webcam view for the duration of the exam.
- You must share your screen (Desktop) to be viewed by the exam observer.
- Access to the internet is denied.
- Exam activities will be recorded at the JAQM side for evaluation purposes. JAQM will evaluate the exam process and examinee behavior.
- Screen recording using any third-party application is strongly not allowed.
- No one else can be in the room where you sit for the exam.

Course Duration

"Certified Internal Auditor: ISO 9001 and Management Systems" training course will be held for 12 training hours over 3 days for the public. This course can be customized based on special needs as in-house training for certain organizations.

Targeted Groups

Certified Internal Auditor training course is suitable for public and private organizations, production or service companies, IT people, Banks, engineers, all management systems' people, management representatives, process owners, quality personnel, team leaders, and members who will be involved in an internal audit process, and all who looks forward to a career advance.



Benefits of Being Certified Internal Auditor

For Individuals:

1. Professional Growth:
 - Enhances knowledge of quality management principles, ISO standards, and auditing techniques.
 - Develops critical thinking, problem-solving, and analytical skills through real-world auditing experience.
2. Career Advancement:
 - Adds credibility to your profile as a qualified professional in quality management.
 - Opens up career opportunities in quality assurance, compliance, and management systems roles.
3. Recognition and Value:
 - Certified auditors are highly regarded in industries focused on compliance and continual improvement.
 - Boosts confidence in managing audits, identifying non-conformities, and suggesting improvements.
4. Broader Skillset:
 - Gain transferable skills like planning, communication, and report writing.
 - Improve ability to work with cross-functional teams.
5. Increased Understanding of Organizational Processes:
 - Deepens your understanding of how management systems work and interact within an organization.
 - Helps you see the bigger picture of organizational goals and align them with audit findings.
6. Personal Satisfaction:
 - Contributing to an organization's improvement efforts and playing a key role in ensuring compliance can be rewarding.



For Organizations:

1. Improved Compliance:
 - Certified internal auditors ensure adherence to ISO 9001 and other standards, reducing the risk of regulatory penalties or non-conformities.
2. Enhanced Efficiency:
 - Internal audits identify inefficiencies and waste in processes, helping the organization streamline operations and reduce costs.
3. Continual Improvement:
 - Regular audits encourage a culture of continuous improvement by identifying and addressing gaps in processes and systems.
4. Risk Management:
 - Proactively identifies risks and opportunities, enabling the organization to take preventive and corrective actions.
5. Cost Savings:
 - By avoiding external consultants for routine audits, the organization can reduce expenses related to compliance and certification.
6. Stronger Internal Culture:
 - Increases employee awareness and engagement in quality initiatives, fostering a culture of accountability and improvement.
7. Improved Certification Outcomes:
 - Having trained internal auditors ensures the organization is well-prepared for external audits, leading to smoother certification or surveillance audits.
8. Competitive Advantage:
 - A robust internal audit program demonstrates to stakeholders that the organization is committed to quality, environmental, or health and safety excellence.
9. Customer Satisfaction:
 - Improved processes and compliance lead to higher product or service quality, which boosts customer trust and satisfaction.



Course Fees

This course is presented using the two training options, online live and in-class (face-to-face). The usual course fees are JD300, and exam fees are JD125. JAQM offers a special discount of 40% on the total fees for online live option, and 30% on the total fees for in-class option. This discount is valid for individuals and for organizations who have at least two participants.

Accordingly, the total fees for online option will only be *JD255* including the certification exam, and the fees for the in-class option will only be JD297.

Fees for organizations who only have one participant will be JD425 including the certification exam regardless of the training option. Course fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA will be issued to all participants who attend 90% of the course time.
- "Certified Internal Auditor: ISO 9001 and Management Systems" e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) will be granted to participants who pass the certification exam and score 65% and higher.
- Training material in pdf format.
- Free access to the sessions RECORDINGS until the exam date to help the participants prepare for the certification exam.
- Handouts.
- Coffee break.

Payment Methods

To make it easy to settle the course fees, JAQM offers different alternatives for the payment of the fees as follows:

- Transfer to JAQM's bank
- Cash deposit in JAQM's bank
- CliQ: alias name: JAQM
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

Please choose in the registration form the method that is best for you so that we can send you the details based on your choice.



Training Material

Once a participant has confirmed his/her registration, he/she will receive the training material in pdf format. We strongly recommend all participants print the material in hardcopy and use it during the training sessions to follow up with the instructor and take notes on each topic or chapter.

Date and Time

- Date: 12 - 14/5/2025 (Mo, Tu, & We)
- Time: 12:00 – 4:00 PM Jordan time
- Training venue for in-class option: Almadina Almonawara Str.

Presentation Approach

- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Different workshops, group activities, and questions during the training sessions so you can get familiar with the real certification exam.

Registration Process

To enroll in this course, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/bMFCWM8sqqKsVXTz8>

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For organizations' delegates, HR or training department can send an email to confirm the registration for their delegates including their names, emails, and mobiles.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.