



Overview

Internal auditing is a systematic, independent, and evidence-based process used to evaluate the effectiveness, conformity, and performance of management systems. It is a powerful tool that helps organizations verify compliance with applicable requirements, identify risks and opportunities, improve operational effectiveness, and support continual improvement.

This course is designed in accordance with the latest guidance of **ISO 19011:2026**, the international guideline for auditing management systems. It provides participants with the knowledge, skills, and practical techniques required to plan, conduct, report, and follow up internal audits across different management system standards and organizational environments.

The course emphasizes the application of risk-based auditing, effective audit planning, evidence gathering, interviewing techniques, audit reporting, and auditor competence. It also introduces modern auditing approaches including remote auditing methods, virtual auditing environments, and the effective use of information and communication technologies (ICT) during the audit process.

Through practical workshops, case studies, and interactive exercises, participants will develop the confidence and competence necessary to perform internal audits that not only verify conformity but also contribute to organizational performance, risk management, and continual improvement.

Objectives

The main objective of this course is to provide participants with the knowledge, skills, and practical competence required to effectively plan, conduct, report, and follow up internal audits of management systems in accordance with the latest guidance of **ISO 19011:2026**.

Upon successful completion of this course, participants will be able to:

- Understand the principles, concepts, and terminology of management system auditing.
- Apply the auditing principles defined in **ISO 19011:2026**, including integrity, impartiality, confidentiality, evidence-based auditing, and risk-based auditing.
- Plan and prepare internal audits by defining audit objectives, scope, criteria, methods, and audit resources.
- Develop audit plans and effective audit checklists
- Conduct internal audits using a professional and systematic approach.
- Collect, verify, and evaluate objective audit evidence using appropriate sampling techniques.
- Conduct effective opening meetings, interviews, and closing meetings.



- Identify, document, and communicate audit findings, nonconformities, and opportunities for improvement.
- Prepare clear, accurate, and value-added audit reports.
- Understand auditor competence requirements and professional behaviors expected from internal auditors.
- Apply remote auditing methods and utilize information and communication technologies (ICT) during audit activities.
- Perform audit follow-up activities and verify the effectiveness of corrective actions.
- Contribute to continual improvement, organizational performance, and risk management through effective internal auditing.

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 look forward to a career advance.

Course Outlines

Module 1: Introduction to Management Systems

- Quality overview
- Quality management principles
- Process approach and risk-based thinking
- ISO 9001 Requirements Relevant to Internal Auditing

Module 2: Auditing Fundamentals and Principles

- Audit definition
- Types of audits
- Audit objectives
- Auditor competence
- Audit Principles:
 - Integrity
 - Fair Presentation
 - Due Professional Care
 - Confidentiality
 - Independence
 - Evidence-Based Approach
 - Risk-Based Approach



Module 3: Audit Preparation and Planning

- Creating a positive audit environment
- Audit scope
- Audit criteria
- Risk-based audit planning
- Review of documented information
- Preparing audit working documents
- Developing the audit checklist

Module 4: Conducting Internal Audits

- Opening meeting
- Interview techniques
 - Communication during the audit
- Handling difficult auditees
- Sampling techniques
- Collecting objective evidence
- Generating audit findings

Module 5: Remote Auditing and Modern Auditing Methods

- Auditing methods
 - On-site auditing
 - Remote auditing
 - Hybrid auditing
- Planning and Conducting Remote Audits
 - Remote auditing concepts
 - Benefits and limitations
 - Using ICT tools during remote auditing
 - Online interviews
 - Electronic records review

Module 6: Audit Reporting and Follow-Up

- Audit report contents
- Reporting audit findings
 - Conformities
 - Nonconformities
 - Opportunities for Improvement
- Writing effective nonconformity reports (NCRs)
- Closing meeting
 - Communicating audit results
 - Audit conclusions
- Corrective actions
- Follow-up activities
 - Verification of effectiveness



Different workshops, practical exercises, and group activities will be conducted throughout the training sessions to reinforce learning and enhance participants' auditing skills. In addition, participants will be provided with practice questions similar in style and format to the certification exam questions to help them become familiar with the exam structure and improve their readiness for the certification exam.

Certification Process

To become a Certified Internal Auditor, participants are required to pass the online certification examination. The examination is open-book and consists of 40 multiple-choice questions. The examination duration is 90 minutes, and the minimum passing score is 65%.

All participants who attend the course will receive a Completion e-Certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO), USA. In addition, participants who pass the certification examination will be awarded the "Certified Internal Auditor" e-Certificate issued by JAQM and accredited by IAO.

Participants who do not achieve the passing score may retake the certification examination for an administrative fee of JD80.

JAQM is committed to maintaining the integrity, fairness, and impartiality of its certification process. Examination results are verified and reviewed through a rigorous evaluation process to ensure accuracy and consistency. Therefore, JAQM does not provide examination answers and does not accept requests to review or appeal examination results.

Before the Exam

- Select a quiet and private location at your home or office to take the examination.
- Do not take the examination in public places such as coffee shops, restaurants, libraries, or other shared environments.
- Ensure that your examination environment is free from distractions and excessive noise, including television, radio, music, family members, or visitors.
- Access the online examination system at least 15 minutes before the scheduled examination time using a PC or laptop. Mobile phones and tablets are not permitted.
- Ensure that your computer is connected to a reliable power source for the entire examination period.
- Ensure that you have stable and uninterrupted Internet connectivity throughout the examination.



- Verify that your webcam and microphone are functioning properly before the examination begins.
- Keep all permitted reference materials readily available before the examination starts, as the examination is open-book.

During the Exam

- You must use a PC or laptop equipped with a functioning webcam and microphone.
- Your webcam and microphone must remain switched on throughout the examination.
- You must remain clearly visible within the webcam view for the entire examination period. Moving out of the webcam view without prior approval may result in the cancellation of your examination session.
- You are required to share your screen (desktop) with the examination committee for the duration of the examination.
- Accessing the Internet, except for the examination platform is prohibited.
- Examination activities may be recorded for quality assurance, integrity verification, and evaluation purposes.
- The use of screen-recording software or any third-party recording applications is strictly prohibited.
- No other person is permitted to be present in the room during the examination.
- Any violation of the examination rules may result in the cancellation of the examination session.

Course Duration

“ISO 9001 and Management Systems Auditing: Certified Internal Auditor: Modern Auditing Practices Based on the ISO 19011: 2026” training course will be held for 15 training hours over 5 days for the public.

This course can be customized based on special needs as in-house training for certain organizations.

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

The course fee is JD300, and the certification exam fee is JD125. But as JAQM supports individuals who invest in themselves and the organizations who invest in their people, JAQM is pleased to offer a special discount of 30% on the total fees. Accordingly, the total fee is only JD297, inclusive of the certification exam. The fees include:

- A Completion e-Certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO), USA, for all participants who attend at least 90% of the course duration.
- A "Certified Internal Auditor" e-Certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO), USA, for participants who achieve a score of 65% or higher and successfully pass the certification examination.
- Training materials in PDF format.
- Free access to the training session recordings until the certification examination date to support participants in their examination preparation.
- Course handouts and supporting materials.

Payment Methods

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

- Cash deposit or transfer to JAQM's bank
- CliQ: alias name: JAQM
- Western Union transfer
- ZainCash eWallet
- Orange Money eWallet

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: 26 - 30/7/2026 (Sunday to Thursday)
- Time: 6:30 – 9:30 PM Jordan time
- Venue: online live and interactive through zoom platform.

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/DshxTgBu66MhEPjx6>

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.