



TRAINING PLAN

Training Plan 2024

QualiWork is an organization **certified** according to the ISO 9001 standard in Consulting and Training services in the following scope: "Provision of Consulting, Training and Auditing services within the scope of national and international reference standards to Public and Private Entities (Quality, ISO 20000 Service Management, Information Security, Environment, Research, Development and Innovation RDI, Occupational Safety, Food Safety, DGERT Training Management, among others); Process Mapping Consulting" with its own work methodologies.



As **QualiWork** is a Training Entity **accredited** by **DGERT**, there are 3 clear advantages for trainees:

- Recognition of quality in the market
- VAT exemption on training services
- Deduction of expenses with professional training in the IRS
- SIGO Certificates

The training actions proposed are **INTER - ORGANIZATION**.

The **INTRA-ORGANIZATION** training actions are carried out according to a proposal directed to the specific needs of the Client



Areas of Training Intervention

- Quality
- Internal Audits
- Safety at Work
- Information Security
- Environment

Regulation available at:

www.qualiwork.pt





QUALITY

ISO 9001:2015 Quality
NP ISO/IEC 20000-1:2018 Service Management System



Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Location: Lisbon

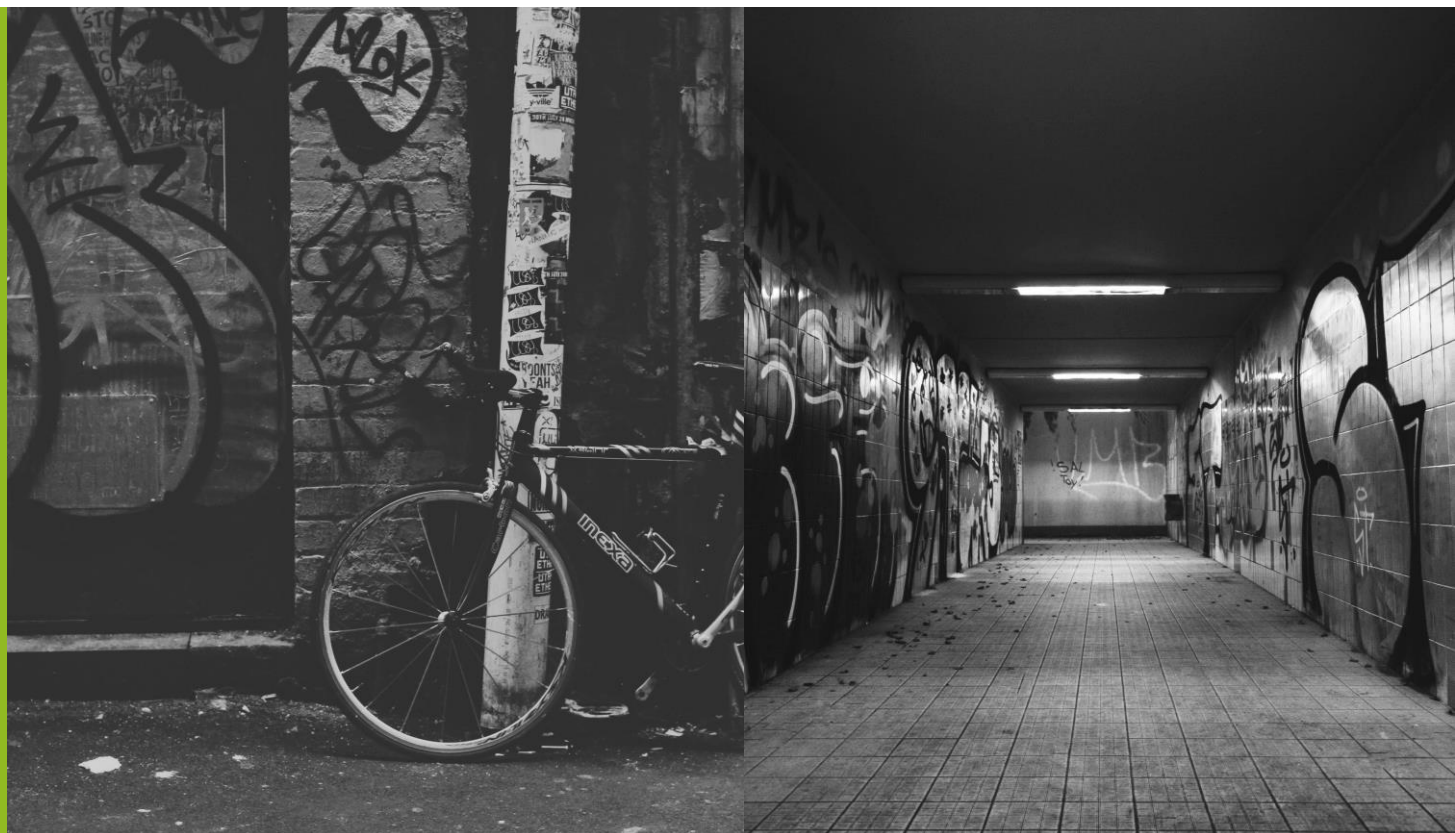
Regime: Labor

Target audience: Quality Managers

ISO 9001:2015 Quality

Modules:

- Principles of Quality
- ISO 9001 Quality Standard
- Approach to risk and opportunity management
- Organizational knowledge
- Practical exercises





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

Regime: Laboral

Recipients: Managers and Technicians

ISO/IEC 20000-1:2018 Service Management System

Modules:

- Presentation of the concepts and requirements of the ISO/IEC 20000-1:2018 Part-1 Information Technology Service Management Standard. Service management system requirements.
- Benefits in the application in the implementation of the Service Management System
- Case studies





AUDITS

Quality Audits (NP EN ISO 19011 standard)
Integrated Management Systems Audits (NP EN ISO 19011 standard)
Preparing for Certification Audits



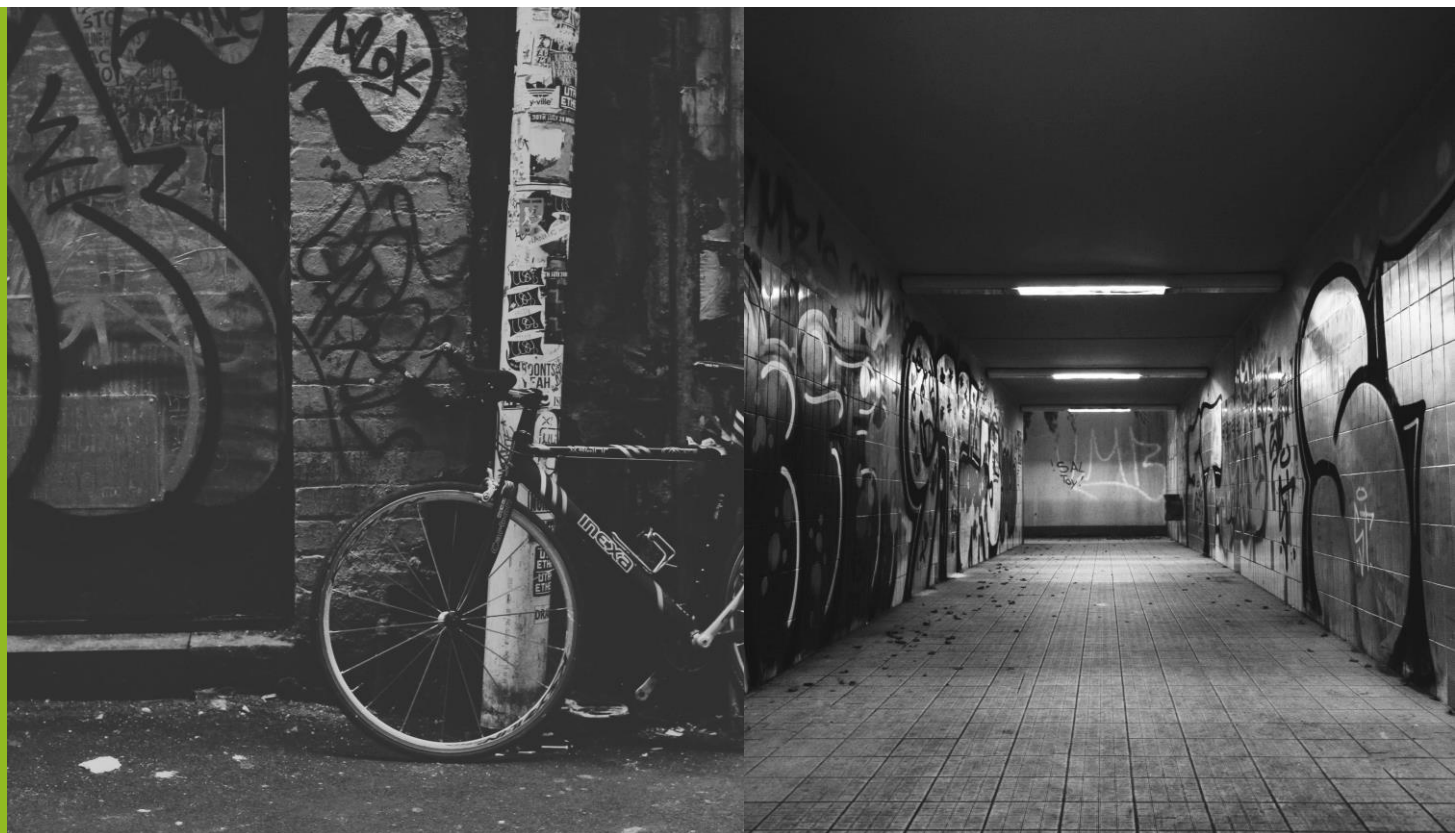
Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 14 hours theoretical part
21 hours intra-organization practice part
Local: Lisboa
Regime: Labour
Recipients: Appointed Internal Auditors

Quality Audits (according to NP EN ISO 19011)

Modules:

- NP EN ISO 9001 Quality Management Systems Standard: Requirements
- NP EN ISO 19011 Standard Guidelines for audits of management systems
- The Auditor's Profile
- Case Studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 21 Theoretical Part Hours

21 hours intra-organization practice part

Local: Lisboa

Regime: Labour

Recipients: Appointed Internal Auditors

Integrated Management Systems Audits (according to NP EN ISO 19011)

Modules:

- NP EN ISO 9001 Quality Management Systems Standard: Requirements
- NP EN ISO 14001 Standard Environmental management systems: Requirements and guidelines for their use
- NP EN ISO 45001 Occupational health and safety management systems: Requirements and guidelines for their use
- ISO/IEC27001 Information Security Management Systems: Requirements
- NP EN ISO 19011 Standard Guidelines for audits of management systems
- The Auditor's Profile
- Case Studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

Regime: Labour

Recipients: Managers and Technicians

Preparing for Certification Audits

Modules:

- Organization Certification Process
- Organization Management System
- External Audit vs. Internal Audit
- Certification Audit Preparation
- Behaviors during the External Audit





SAFETY AT WORK

Assessment and Control of Occupational Risks

ISO 45001 Occupational Safety Standard

First aid

Use of means of first intervention

Fire Safety

Awareness of ATEX Directives



Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 14 hours

Local: Lisboa

Regime: Labour

Recipients: Managers and Technicians

Assessment and control of occupational risks

Modules:

- Concepts and terminology
- Specific Chemical, Biological, Physical, Electrical, Psychosocial and Other Hazards
- Methodologies and techniques for hazard identification
- Case studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duração: 7 hours

Local: Lisboa

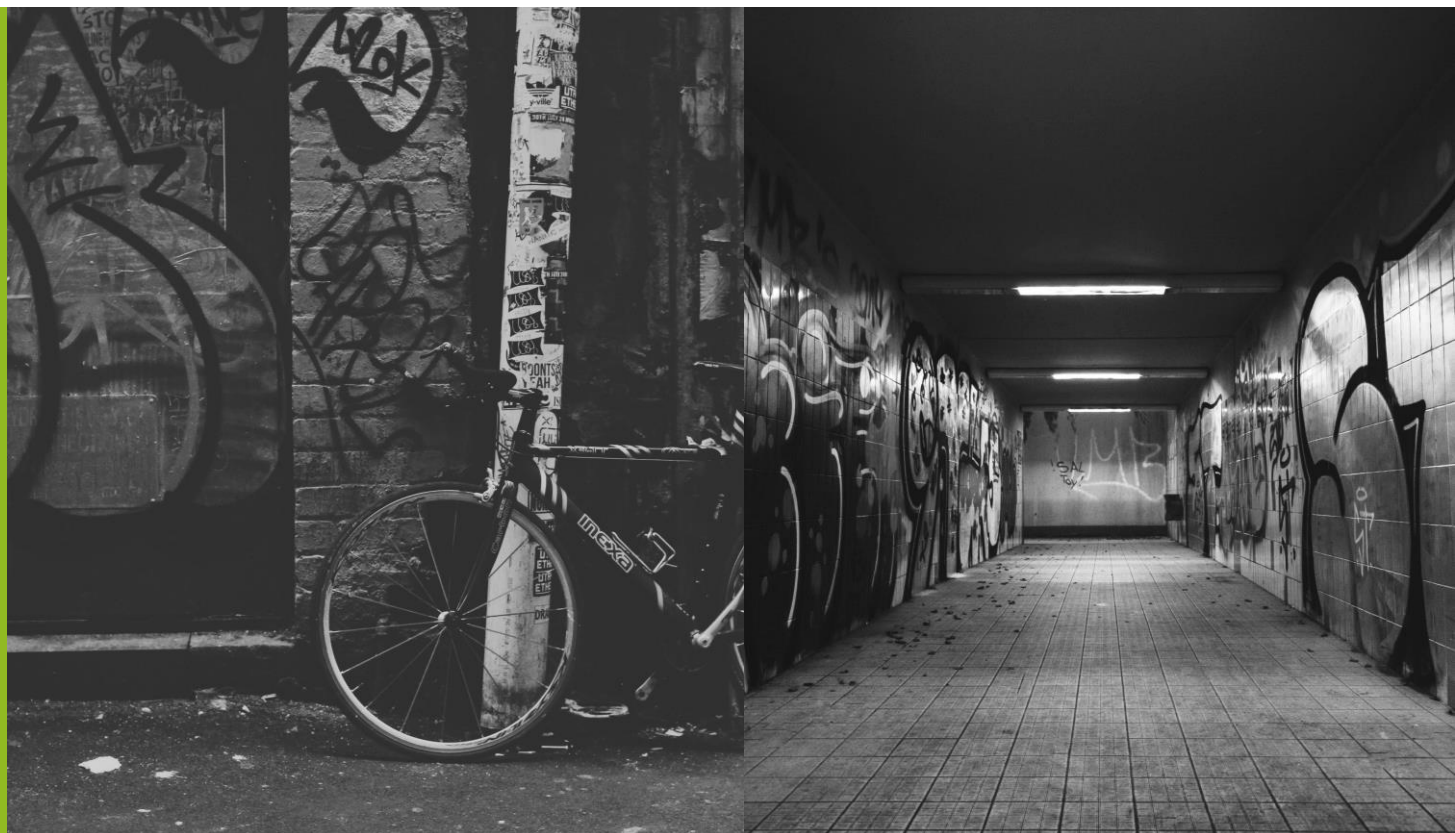
Regime: Labour

Recipients: Managers and Technicians

ISO 45001 Occupational Safety Standard

Modules:

- ISO 45001 standards
- Know and know how to apply the self-defense tools of the Management System
- Case studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

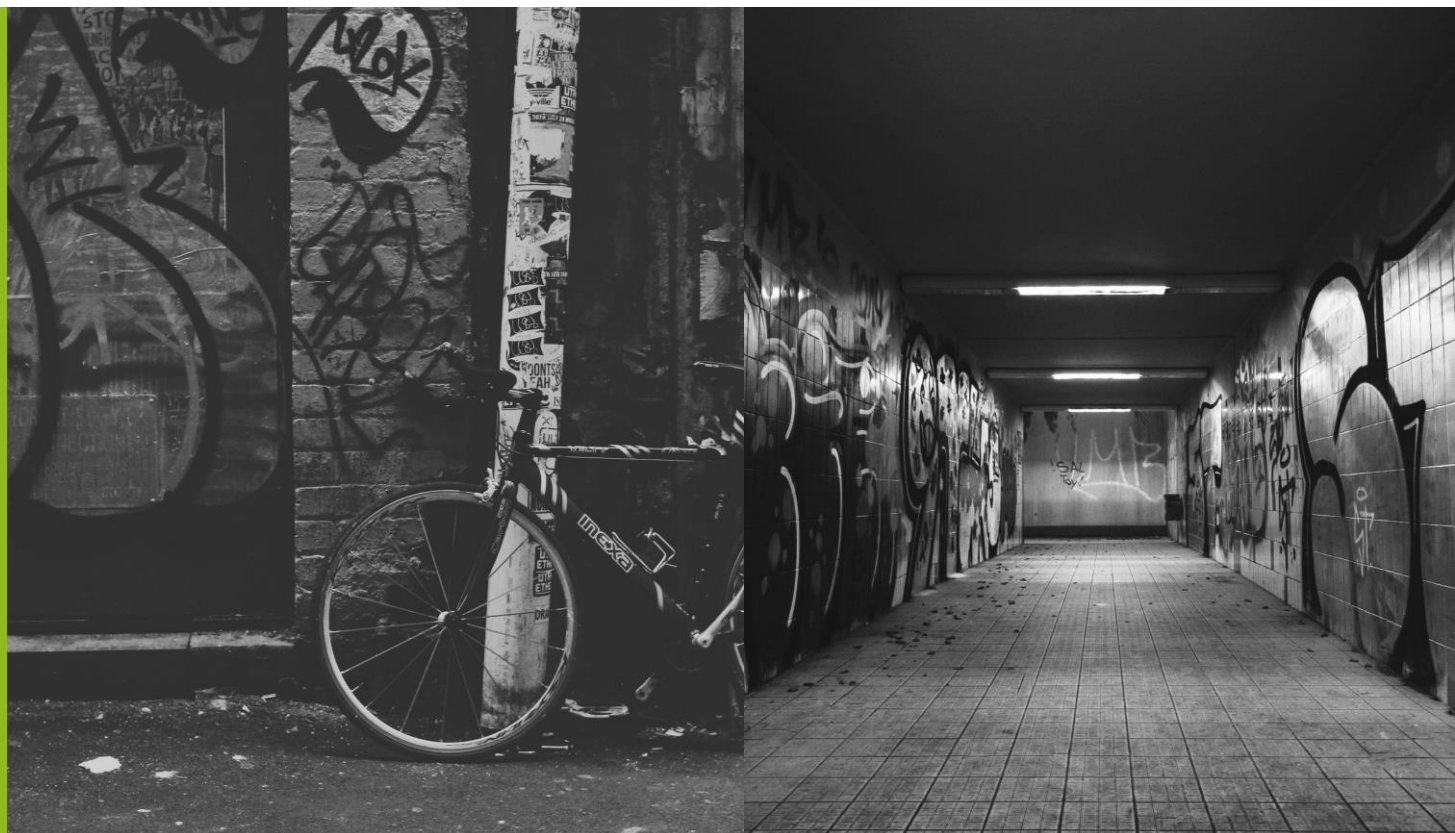
Regime: Labour

Recipients: Employees of companies that are part of emergency and evacuation and first aid teams

First aid

Modules:

- Integrated Medical Emergency System
- Examination of the victim
- Basic life support
- Case studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

Regime: Labour

Recipients: Employees of companies that are part of emergency and evacuation and first aid teams

Use of means of first intervention

Modules:

- Phenomenology of combustion
- Classes of fire
- Extinguishing methods
- Extinguishing agents
- Fire extinguishers
- Fire networks
- Fire Fighting Practices with Fire Extinguishers
- Hose Lines
- Fire Reels
- Interior and exterior of buildings.





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 14 hours

Local: Lisboa

Regime: Labour

Recipients: SHST technicians and professionals whose activity is related to fire safety

Fire Safety

Modules:

- The risk of fire
- The phenomenon of combustion
- Development and spread of a fire
- Fire extinguishing agents
- Detection, alarm and alert
- Extinguishing media in buildings
- Personal protective equipment and its characteristics (to be used by the intervention team)
- Safety signage
- Legal Regime of SCIE
- Standard uses and risk categories
- Classification of hazardous locations
- Determination of Fire Load
- Practical exercises





INFORMATION SECURITY AND PRIVACY

Information security (ISO/IEC27001) and risk management (ISO27005)
Privacy Management System (ISO/IEC27701)
Business Continuity (ISO22301)
GDPR – General Data Protection Regulation



Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

Regime: Labour

Recipients: Management and Technical Staff

Information security and risk management

Modules:

- Information Security Concepts
- ISO/IEC 27001:2022
- The ISO 27005:2022 Risk Management Standard
- The risk controls of ISO/IEC 27002:2022
- Case studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

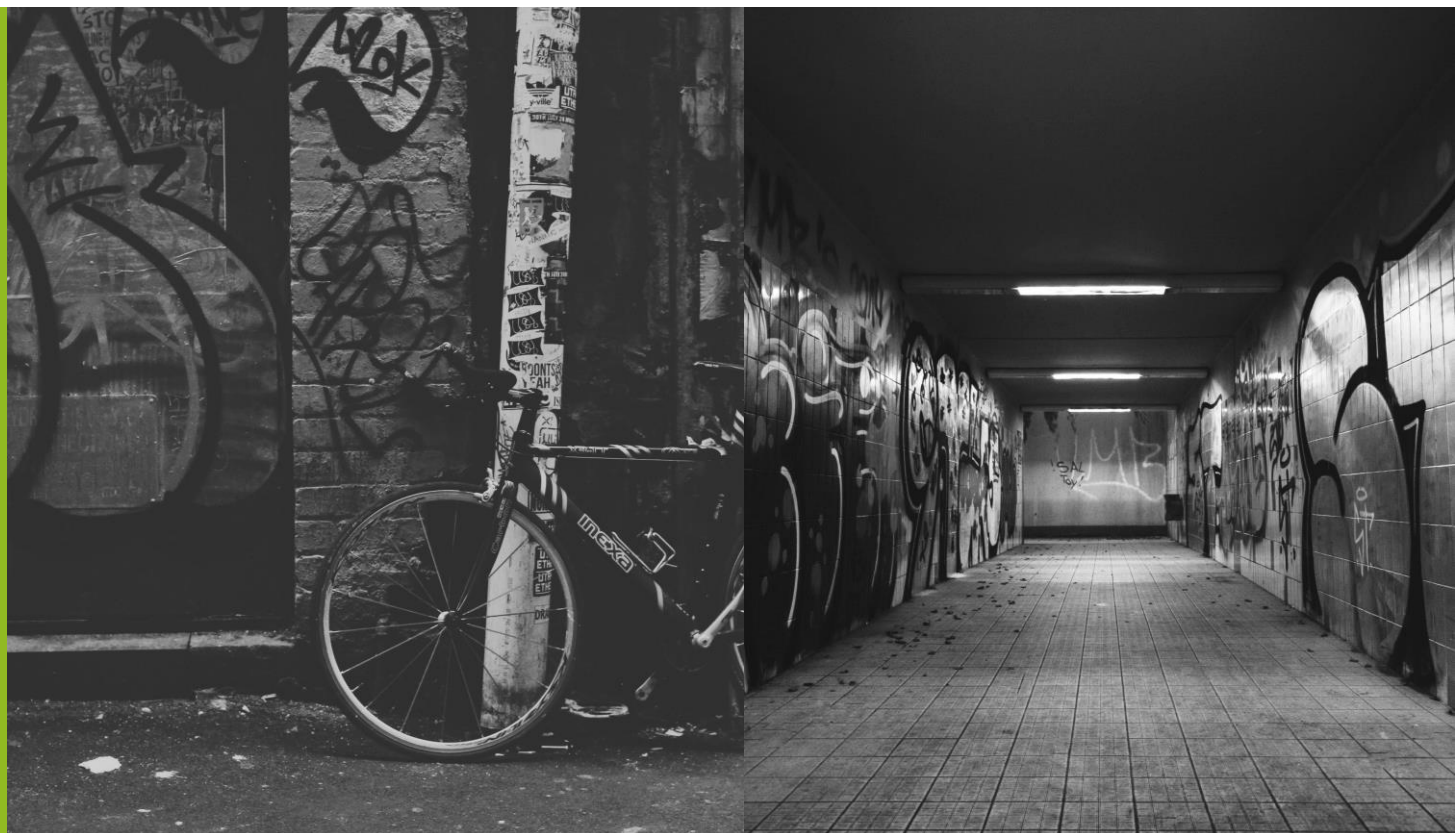
Regime: Labour

Recipients: Management and Technical Staff

ISO/IEC27002:2022 Transition to the new information security controls

Modules:

- Objectives of the transition to ISO/IEC27002:2022 controls
- The information security controls of the ISO/IEC27002:2022 standard
- ISMS transition plan
- Practical exercise





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

Regime: Labour

Recipients: Management and Technical Staff

Privacy Management System (ISO/IEC27701)

Modules:

- Privacy Concepts
- ISO/IEC 27701:2022 standard
- Relationship between ISO/IEC27001, ISO/IEC27002:2022 and ISO/IEC27701:2022
- Case studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

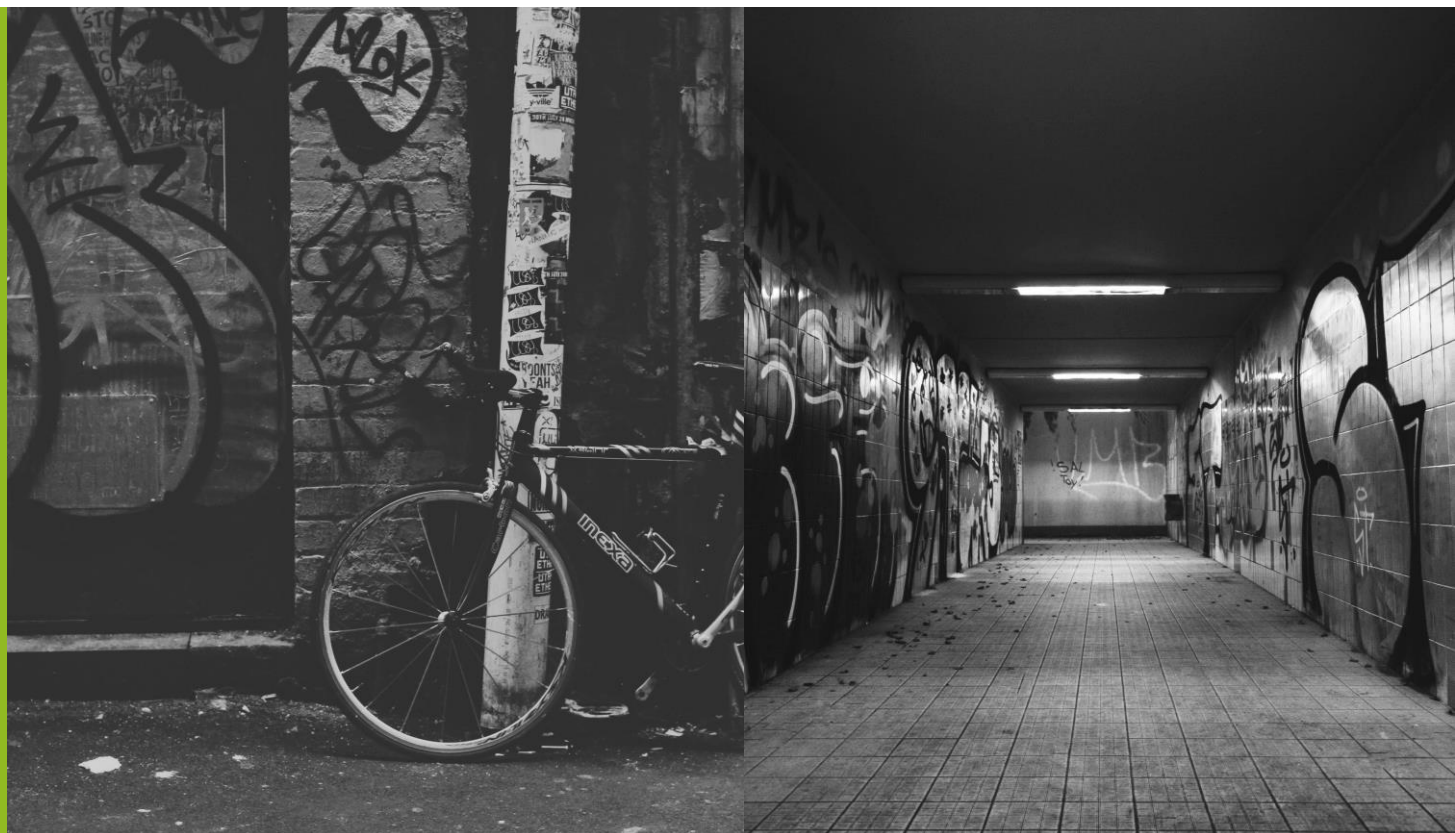
Regime: Labour

Recipients: Management and Technical Staff

Business Continuity (ISO22301)

Modules:

- Business Continuity Management System Concepts
- Standard ISO22301:2019 and its implementation
- Case studies





Sessões presenciais ou remotas, Manual Técnico da Formação, Apresentação e exercícios e Certificado de Participação

Duration: 7 hours

Local: Lisboa

Regime: Labour

Recipients: Management and Technical Staff

GDPR – General Data Protection Regulation

Modules:

- The GDPR and the Law58/2019
- Principles and rights of personal data protection and privacy
- The responsibilities of the Data Protection Officer (Officer)
- Measures to control the security of Personal Data
- Case studies





ENVIRONMENT

ISO 14001 – Environmental Management Systems



Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

Regime: Labour

Destinatários: Managers and Technicians

ISO 14001:2015 Environmental Management Systems

Modules:

- Introduction: Environmental Management Concepts
- NP EN ISO 14001:2015 Environmental management systems. Requirements and guidelines
- Environmental Policy
- Continuous improvement methodology: plan – execute – check and act
- Case studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 3,5 hours

Local: Lisboa

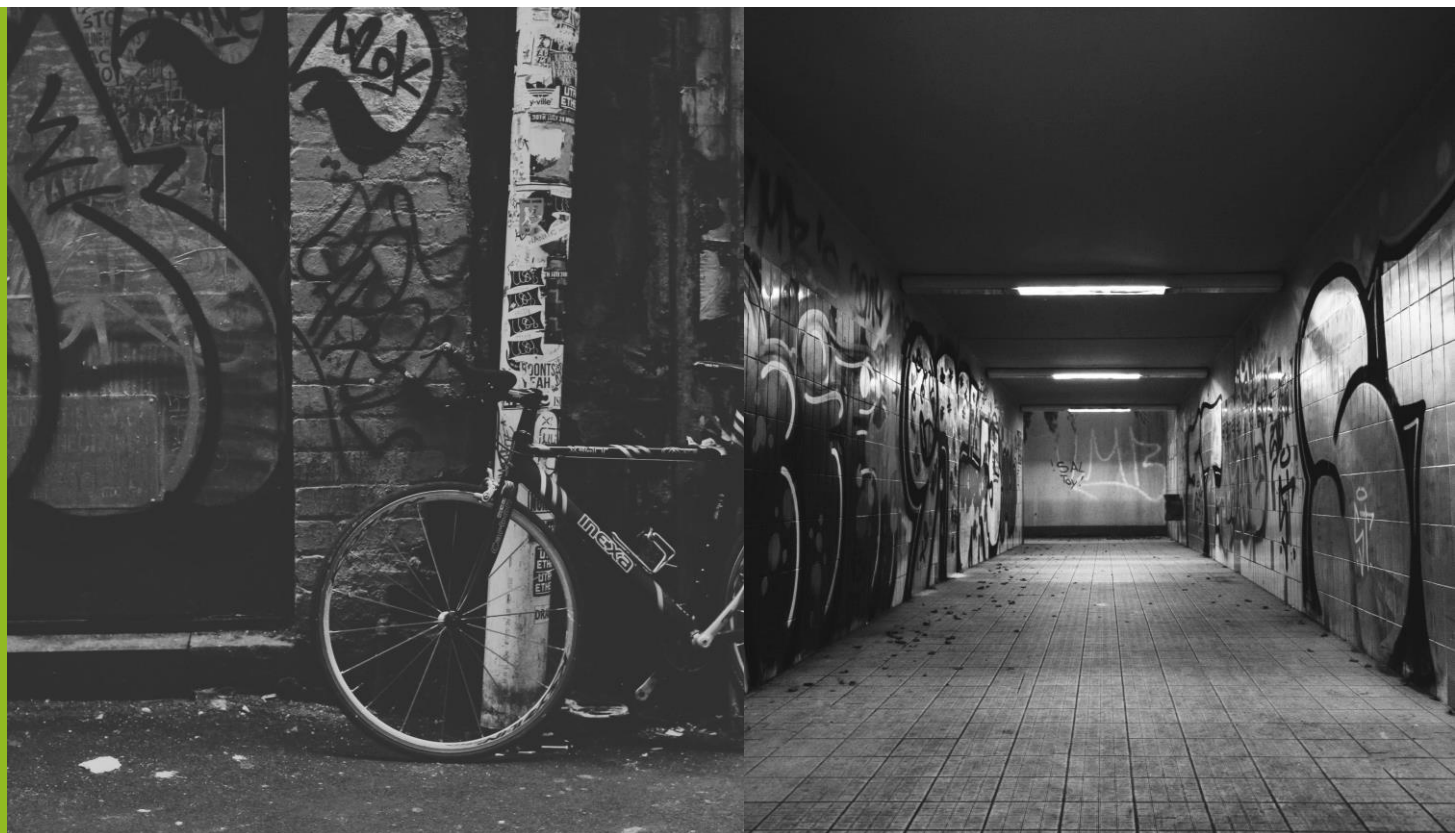
Regime: Labour

Recipients: Managers and Technicians

Minimization of Waste Production

Modules:

- Introduction: Concept of Waste and typology of waste
- Waste Management Policy
- Specific regulations
- Waste treatment methodologies
- Waste Minimization Methodology
- Case studies





Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 3,5 hours

Local: Lisboa

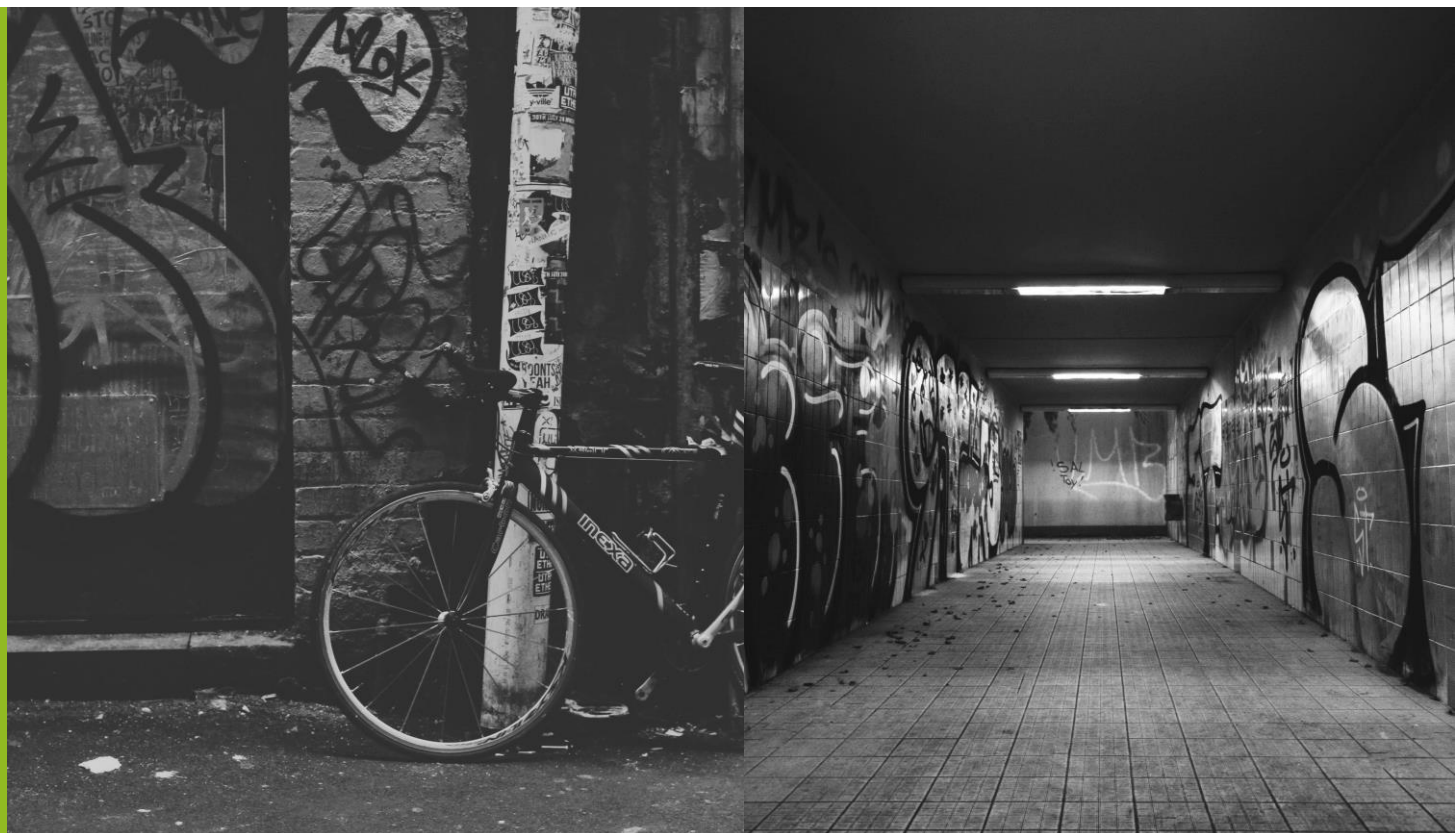
Regime: Labour

Recipients: Managers and Technicians

Sustainability in Organizations and Their Future

Modules:

- Introduction: Sustainability Concepts
- The three pillars of sustainability (Environment, Governance and Social)
- Environmental Management System
- Contribution of Sustainability in an Organization
- Case studies





CONCILIATION

Standard 4552:2022 - Work-life balance management system



Face-to-face or remote sessions, Training Technical Manual, Presentation and exercises and Certificate of Participation

Duration: 7 hours

Local: Lisboa

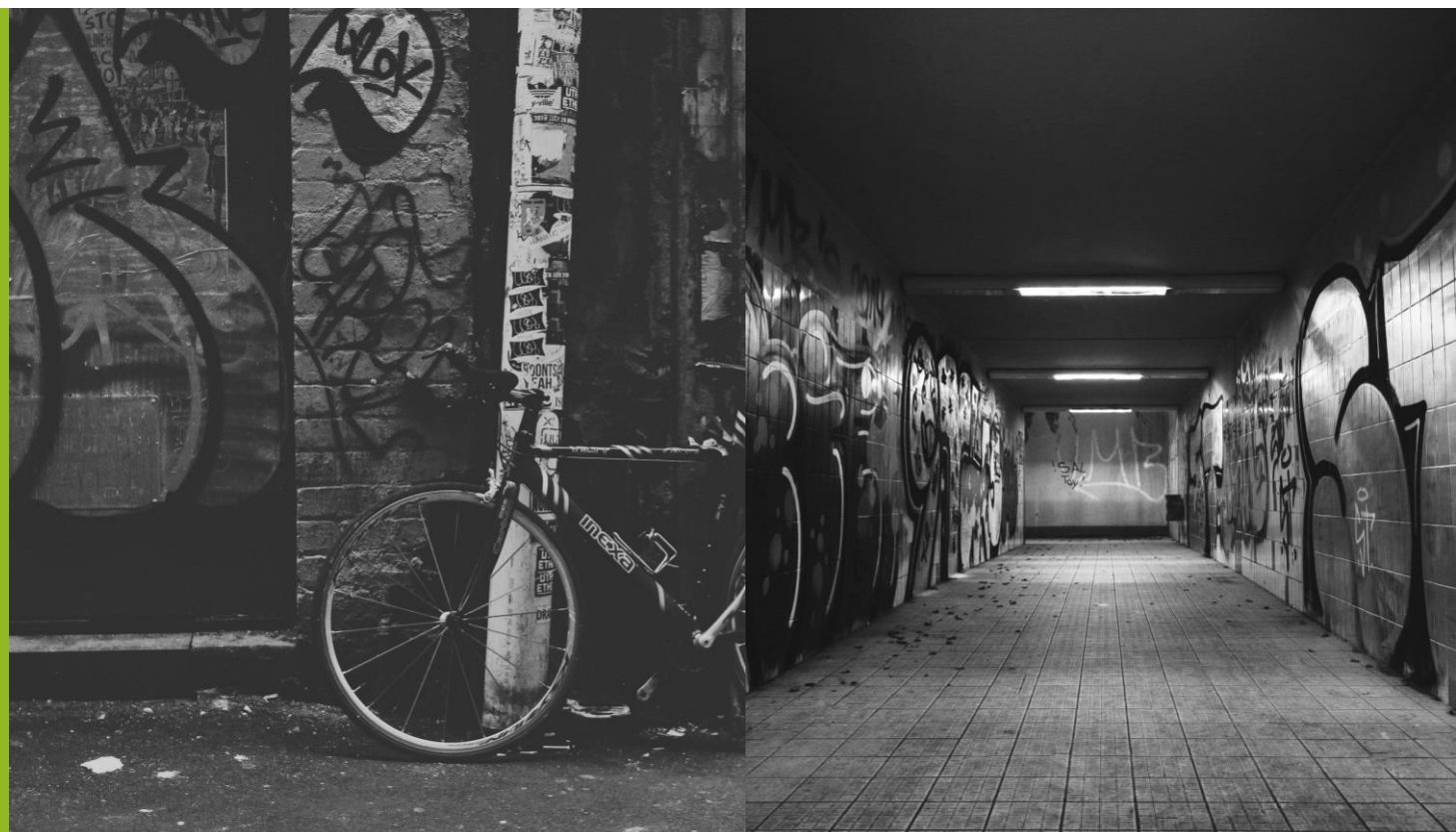
Regime: Laboral

Recipients: Managers and Technicians

4552:2022 Work-life balance management system

Modules:

- Introduction: Concepts of Conciliation
- Standard 4552:2022 Work, Family and Personal Life Balance Management Systems
- Certification Process
- External Audit
- Case studies



Thank you!

