

ISO 19011 Course Course description

Course objectives

1. Understand the specific requirements of the standard ISO 19011.
2. Develop skills relating to certification to FSC standards that reflect the requirements of the standard ISO 19011.

Course type: This is a blended course. Objective 1, above, will be achieved through e-learning, while objective 2 to be achieved through face-to-face training.

Part 1: E-learning on the AB Training platform

Students will enroll on the AB Training platform via the website www.abtraining.biz following the link “enroll in a course”, and marking on the registration form the box corresponding to ISO 19011 course.

After successful registration, students will receive a user name and password, and they will login on the website www.abtraining.biz following the link “student login”.

The online course is presented in English and consists of 6 lessons and a quiz. The individual lessons consist of a presentation with voice recording, which covers the entire standard ISO 19011.

In order to pass the final quiz, students on the platform must score at least 70%, and the student has two attempts available to pass the quiz.

Part 2: Face-to-face course

The face to face course(12 hours or 1,5 days) is aimed at developing skills relating to auditing to FSC standards, using the knowledge acquired through the online ISO 19011 course. The face-to-face course is presented in English. Depending on the location of the face-to-face course, and the availability of resources for translation, the face-to-face course will be presented in other languages, or with simultaneous translation.

The face-to-face course includes the following elements

1. Group discussion about the content of the standard ISO 19011, as presented in the online course. Clarification of concepts and standard elements (1 hour).
2. Group discussions, exercises, case studies, and role plays on the following elements:

- a. Pre-audit activities and audit planning
 - b. Audit implementation:
 - i. Opening meeting and closing meeting
 - ii. Document review
 - iii. Assessment of risk when sampling sites and the process of site selection.
 - iv. Interviewing techniques
 - v. Identification of non-conformities with the certification standard and how to word non-conformities correctly.
 - vi. Gathering information (audit findings, note-taking) for the preparation of the audit report
3. Course evaluation. The face to face course will end with a test. The overall evaluation of each student will take into account the following elements:
- The result of the quiz in the online course
 - The result of the test of the face-to-face course
 - Active and meaningful participation during the face-to-face course
4. Upon successful completion of the course, each participant will receive an AB Training certificate. Upon previous agreement, other certification bodies may issue their own certificates, in cases where the AB Training course is considered to comply with individual CB requirements for ISO training.