



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

ISO 9001 Quality Management

Custom Courses / Health, Safety and Environment (HSE)

Unit Standard AATICD-0340 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to implement and maintain a Quality Management System (QMS) based on ISO 9001:2015. Participants will understand the principles of quality management, the requirements of the standard, and how to apply them in their organisation to enhance customer satisfaction and continual improvement.

Category	Custom Courses
Subfield	Health, Safety and Environment (HSE)
Unit Standard	AATICD-0340
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles and concepts of ISO 9001:2015 to a workplace context.
- Analyse the clauses of ISO 9001:2015 and interpret their requirements.
- Design a quality management system framework tailored to organisational needs.
- Implement processes for risk-based thinking and continual improvement.
- Evaluate the effectiveness of a QMS through internal audit and management review.
- Demonstrate understanding of the role of leadership and commitment in quality management.

WHO SHOULD ATTEND

- This course is ideal for quality managers, quality assurance officers, internal auditors, process owners, and any professional involved in implementing or maintaining a quality management system in their organisation.

COURSE OUTLINE

Day 1: Introduction to Quality Management and ISO 9001

- Definition of quality and quality management
- Historical development of quality standards
- Overview of ISO 9001:2015 structure (Annex SL)
- Key clauses: context, leadership, planning, support, operation, performance evaluation, improvement
- Benefits and business case for ISO 9001 certification
- Introduction to process approach and PDCA cycle

Day 2: Context, Leadership, and Planning

- Understanding the organization and its context
- Identifying interested parties and their needs
- Determining the scope of the QMS
- Leadership and commitment, quality policy, and organizational roles
- Risk-based thinking and risk assessment tools
- Planning actions to address risks and opportunities
- Setting quality objectives and planning to achieve them

Day 3: Support, Operation, and Performance Evaluation

- Provision of resources, human resources, and competence
- Infrastructure and environment for operation
- Documented information and its control
- Operational planning and control, including design and development
- Control of externally provided products and services
- Production and service provision, release of products and services
- Monitoring, measurement, analysis, and evaluation
- Internal audit and management review

Day 4: Improvement, Audit, and Certification

- Nonconformity and corrective action
- Continual improvement techniques (Kaizen, Six Sigma, etc.)
- Internal audit principles and techniques
- Planning and conducting internal audits
- Audit reporting and follow-up
- External certification process and selecting a certification body
- Maintaining certification and surveillance audits

Day 5: Integration, Implementation, and Case Studies

- Integration with other management system standards
- Step-by-step QMS implementation roadmap
- Common implementation challenges and solutions
- Case studies from various industries
- Role of leadership in sustaining the QMS
- Future trends in quality management
- Final assessment and course wrap-up

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,700.00	R 17,700.00
1	In-House	R 23,100.00	R 23,100.00
1	On-Campus (Pretoria)	R 26,700.00	R 26,700.00

UPCOMING SESSIONS

Start	End	Method	Venue
05 Oct 2026	09 Oct 2026	On-Campus	Kigali, Rwanda
05 Oct 2026	09 Oct 2026	On-Campus	Bangkok, Thailand
05 Oct 2026	09 Oct 2026	On-Campus	Lusaka, Zambia
05 Oct 2026	09 Oct 2026	Online	—
05 Oct 2026	09 Oct 2026	On-Campus	Windhoek, Namibia
05 Oct 2026	09 Oct 2026	On-Campus	Nairobi, Kenya
05 Oct 2026	09 Oct 2026	On-Campus	Mbabane, Eswatini
12 Oct 2026	16 Oct 2026	On-Campus	London, UK

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard AATICD-0340) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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