

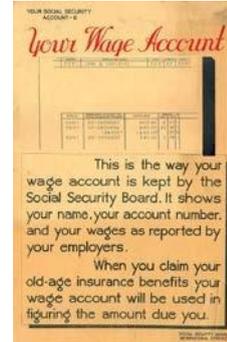


AO17328



**WRAP is pleased to offer you a two day Internal Social Systems Training Course.**

**IRCA training course reference A17332 Social systems internal auditor**



## Who Should Attend?

This course is designed to provide delegates with an in-depth understanding of the requirements of internal auditing of social compliance management systems and how to conduct social compliance internal audits. It is envisaged the course will be attended both by those who wish to become internal social compliance auditors and those who want to understand social compliance auditing in order to implement a compliance program within their business or use the knowledge to interpret audit reports.

This course satisfies the training requirements for those who wish to register as an internal auditor with IRCA (International Register of Certification Auditors). It is also essential for any serious social systems practitioner, particularly those with a responsibility to design, implement and manage a social compliance management system.

Included within this course is detailed information and exercises on how to perform five step risk assessments in health and safety and fire risk assessments.

## Course Objectives.

### Knowledge

Describe an internal audit, including:

- Audit programming: including, the typical audit cycle, the responsibilities of auditors and the principles of auditing as described in ISO 19011 (guidelines for auditing management systems)..
- Describe the fundamental purpose of a social compliance management system, and explain the purpose, content and interrelationship of: the audit criteria; WRAP requirements; local industry practice and relevant legislative framework.
- Describe the responsibilities of an internal auditor and describe the role of internal audit in the maintenance and improvement of social systems, in accordance with ISO 19011
- Audit planning: including the various work documents described in ISO 19011 that may be required, and the benefits and potential limitations of a checklist.
- Communication: including the need for effective communication with the auditee and to be responsible (for example, with regard to suitable protection for vulnerable employees), and to maintain confidentiality throughout the audit process.
- Audit techniques: including the process and different methods for gathering objective evidence during an audit, including the benefits and limitations of sampling, and including methods and approaches for interviewing workers.
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- Audit Reporting: including the purpose and typical content of a nonconformity report, the typical systems for grading non-conformity reports, and the further actions required for different grades of nonconformity.

## Skills

- Undertake the role of an auditor to plan an audit and prepare relevant work documents (including an audit checklist, sampling plan etc.)
- Undertake the role of an auditor to conduct an effective audit interview with managers or supervisors and with individual workers or focus groups:

Establish confidentiality

Build rapport with the auditee

Use appropriate types of questions

Listen effectively

Make notes, use a checklist effectively and follow audit trails

Be sensitive to the needs and expectations of the auditee, including their customs and culture.

Be sensitive to the timing, location, content, duration of planned interviews and the status/gender of the auditors conducting the interviews

- Make sense of the information gathered in the context of the audit criteria by:

Selecting sufficient and relevant samples.

Reviewing appropriate documents.

- Evaluate objective evidence gathered

Correctly identify conformance and non-conformance with requirements.

Recognize and report positive audit findings and opportunities for improvements.

Write graded non-conformity reports based on objective evidence obtained during the course of the audit.

## Style of Delivery and Course Tutors

Our course Tutors are full time WRAP employed social systems professionals, as well as being qualified, registered and experienced auditors who always talk from experience and not just theory. They have extensive knowledge across a wide range of sectors including manufacturing, processing and service industries complemented by knowledge of local and national laws. They have all cut their teeth as successful change agents within high profile organizations, and fully understand the range of technical, legislative and people challenges that face those with a responsibility for delivering real social improvements.

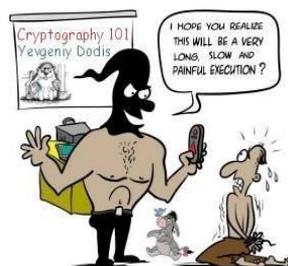
The course is extremely dependent on participation. The nature of the course material and role-play situations provides an ideal opportunity for delegates to discuss and exchange views and opinions on the subject of social compliance auditing. Since social compliance auditing relies heavily on objective auditor judgment, these types of exercises will assist the delegate in acquiring a more in-depth understanding of social compliance auditing and industry/culture related issues.

Participants are encouraged to actively engage in the discussions and team exercises in order to receive maximum benefit from the course. This provides a good foundation on which to further develop ethical auditing skills.

Courses are offered as open courses at a central venue. Alternatively, we offer in-house, company-specific courses which can be tailored to meet your specific needs. All courses are available on a global basis.

## We do not believe in

# DEATH BY POWER-POINT



## Why IRCA Approved Training?

IRCA is the world's original and largest international certification body for auditors of management systems. <http://www.irca.org/>

IRCA offers certification programs that recognize the competence of auditors who audit social, quality, environmental, occupational health and safety, software development, information security and food safety management systems.

IRCA provides auditors, business and industry with two main services:

1. **Approval** of training organizations and certification of their auditor training courses.
  - IRCA has approved over 90 training organizations that together provide training for over 50,000 students each year in over 100 countries.
2. **Certification** of auditors of management systems that include:
  - Consultants that assist organizations to develop and implement management systems;
  - Internal auditors who perform supplier audits or who audit their own organizations, and;
  - Social compliance managers.

IRCA is a division of the Chartered Quality Institute (London, England) but operates as a separate, independent organization.

### Participation

A maximum of twenty participants are allowed per course. Reservations will be confirmed upon receipt of the completed registration form and payment of the registration fee.

### Registration Fees

The cost is US\$500 per participant inclusive.

### Terms & Conditions

On receipt of e-mail confirmation of participation, an acknowledgement will be sent with pre-course information and directions. WRAP reserves the right to alter the contents of the course, cancel a course, offer an alternative date, or offer a credit or refund without liability for consequential loss.

### Cancellations and Changes

No charge will be made for a booking cancelled up to 20 working days prior to commencement of course. Charges of 50% will be made for cancellations 16 to 20 working days prior to course commencement and 75% for cancellations 11 to 15 working days prior to course commencement. For cancellation of ten and less working days, or failure to attend part of or the entire course, the full course fee will be charged. You are free to substitute a delegate with another at any time before course commencement with no additional charge.

**If you require any further information**, please contact:

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