

# CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT COURSES

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# ABOUT US

International qualification and training center “**IQTC**” is an independent educational institution registered in Latvia. The center is an exclusive and an authorised training partner of the TÜV Rheinland Akademie in the Baltic States. We offer the legal entities and individuals various professional development courses, seminars, and trainings for the further personal and career growth in the industrial and service sectors.

The “IQTC” is registered and accredited by the State Education Quality Service of the Republic of Latvia as an educational institution for continuing professional education and skills development.

**Our activities** are oriented towards the fields of renewable energy, manufacturing, and services. The training center is a *Global Wind Organisation (GWO)* certified training provider and is authorized by the *Industrial Rope Access Trade Association (IRATA)*.

**Our management system** is certified in accordance with the international standards ISO 9001:2015 and ISO 45001:2018 as well as accredited according to the regulations of the Safety Checklist Contractors (SCC).

**Our mission** is to train professionals, according to the European standards, by providing in-depth theoretical knowledge, combined with the practical skills in the real work environment. The study programs are based on the modular education system and are designed for the specialists with different professional backgrounds.

The “IQTC” tutors are the prominent professionals in their sectors with a rich personal and pedagogical work experience.

The training center is forthcoming to its customers. For those, who are coming from other countries and distant Latvian cities, the “IQTC” will help to find the perfect accommodation option or will provide advice on the place of residence, catering, transport, and any kind of organisational issues.

With the support of our tutors, we can design the study programs that suit the individual requirements of our clients.

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# ROPE ACCESS TRAINING



IRATA International's rope access system is a safe method of working at height, where ropes and associated equipment are used to gain access to and egress from the workplace, and to be supported at it.

Originally IRATA (Industrial Rope Access Trade Association) was formed to solve maintenance challenges in the offshore oil and gas industry but through the course of years it has also developed its own techniques for use in a wide range of repair, maintenance, inspection and access work.

IQTC is IRATA Full Member Trainer company in Latvia and is providing an approved training and certification to all level rope access technicians. Our instructors are experienced technicians with more than 16 years of work in rope access and industrial field.



After completing the training, the participant will be able to use IRATA International rope access methods and comprehensive basic rescue from ropes to provide a safe system of work, depending on the acquired level:

## IRATA ROPE ACCESS TECHNICIAN TRAINING LEVEL 1

This is a rope access Technician who can perform a specified range of rope access tasks under the supervision of a Level 3 rope access safety supervisor. He/she is:

- a) able to understand and follow the rope access procedures, method statements and associated risk assessments;*
- b) responsible for pre-use checks of his/her own rope access equipment;*
- c) able to assist in rigging and other operations, under the guidance of a higher grade;*
- d) able to undertake a simple rescue in descent and assist in rescue operations.*

## IRATA ROPE ACCESS TECHNICIAN TRAINING LEVEL 2

This is an experienced rope access Technician who can perform more complex tasks under the supervision of a Level 3 rope access safety supervisor. He/she is:

- a) able to demonstrate the skills and knowledge required of Level 1;*
- b) capable of more complex rigging, including re-belays, deviations and tensioned lines;*
- c) able to undertake rescues from a variety of situations;*
- d) able to assemble and implement hauling systems.*

## IRATA ROPE ACCESS TECHNICIAN TRAINING LEVEL 3

This is an experienced rope access Technician who is responsible for understanding and implementing the rope access procedures, method statements and associated risk assessments, and:

- a) is able to demonstrate the skills and knowledge required of Levels 1 and 2;*
- b) understands the elements and principles of IRATA International's safe system of work;*
- c) is conversant with relevant work techniques and legislation;*
- d) has an extensive knowledge of advanced rope access rigging and rescue techniques;*
- e) holds an appropriate and current first-aid certificate.*

### Course content for each level:

- Planning and management
- Equipment
- Rigging and rigging for rescue and hauling
- Rope manoeuvres
- Climbing techniques
- Rope and climbing rescues
- Final examination

**Course duration for each level:** 5 days  
+ 1 day an independent assessment

### Documents received:

- certificate issued by IRATA
- record in the international IRATA online system
- ID card and logbook for beginners



# INSPECTION OF PERSONAL PROTECTIVE EQUIPMENT (PPE) – COMPETENT PERSON

After completing the training, the participant will be able to provide a thorough examinations and interim inspection of equipment and keeping of traceable records of inspection as to the requirement of WaH Regulations.

## **Course content:**

- Relevant legislation and legal requirements
- Creating an equipment record system
- Equipment standards
- Equipment identification, marking, maintenance and storage
- Certificates of conformity and examination reports
- Manufacturer instructions
- User checks
- Thorough examinations of equipment
- Interim inspection
- Inspection techniques
- Equipment maintenance and cleaning
- Equipment quarantining and disposal
- Completing an inspection form and report

**Course duration for each level:** 2 days

**Documents received:** IQTC certificate



# GWO TRAINING



Safety is a top priority for companies operating in the field of global wind industry. Considering this necessity, the Global Wind Organization (GWO) has been founded to ensure a better and safer working environment.

GWO standards has been prepared in cooperation with GWO members basing on risk assessments and statistics of accidents and incidents during the installation, service and maintenance works on wind turbine generators and wind power plants.

IQTC offers an opportunity to everyone, who works or plans to work in the field of the wind industry or any similar field that to participate in the internationally approved safety training in the WTG environment.



GLOBAL WIND ORGANISATION

# BASIC SAFETY TRAINING

GWO Basic Safety Training (BST) was designed for the wind energy to enable Delegates to support and care for themselves and others working in the industry by possessing the knowledge and skills of First Aid, Working at Heights, Manual Handling, Fire Awareness, Sea Survival and in case of an emergency, to be able to evacuate, rescue and provide appropriate First Aid to Casualties.

These courses are mandatory for work on wind turbines. Courses can be taken in any sequence and combination, depending on project or employer requirements. It is required to take a refresher training every 2 years.

## Course includes following modules:

- Working at Height Full / Refresher
- First Aid Full / Refresher
- Manual Handling Full / Refresher
- Fire Awareness Full / Refresher
- Sea Survival Full / Refresher

**Course duration:** 6 days Full / 4 days Refresher

**Documents received:** Record in the international data base WINDA. IQTC digital certificate upon request.

# BASIC TECHNICAL TRAINING

GWO Basic Technical Training was designed to provide the Delegates with theoretical and practical knowledge about hazards related to working on electrical, mechanical, and hydraulic installations, as well as how to control and mitigate such hazards while working on both offshore and onshore WTGs.

Upon successful completion of the training, the GWO members consider the trained person to be competent to perform basic hydraulics, mechanical and electrical tasks in a safe manner under the supervision of an experienced technician.

BTT training consists of 3 modules. Courses can be taken in any sequence and combination, depending on project or employer requirements. No refresh training needed.

## Course includes following modules:

- Hydraulic Module
- Mechanical Module
- Electrical Module

**Course duration:** 4 days

**Documents received:** Record in the international data base WINDA. IQTC digital certificate upon request.



# ENHANCED FIRST AID

GWO Enhanced First Aid (EFA) Training was designed to enable Delegates to support and care for others working in the industry by possessing the knowledge, skills, and attitude of Enhanced First Aid.

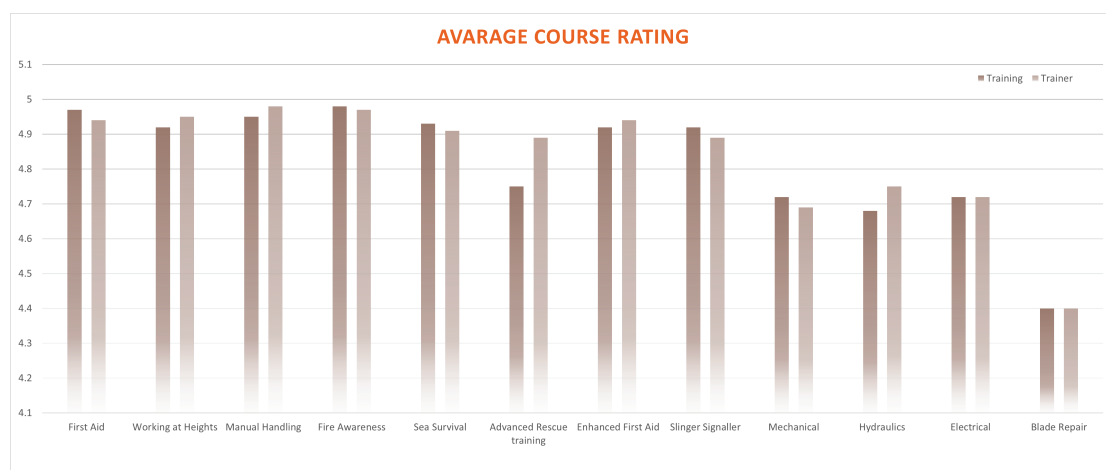
Upon completion of the training Delegates will be able to administer safe, effective and immediate lifesaving and enhanced first aid measures to save life and give assistance in remote areas using advanced emergency equipment and medical teleconsultation.

## Course content:

- Local legislation/risks/hazards and demands to ensure knowledge of the roles, responsibilities and rules that apply to Enhanced First Aid in Remote Areas
- The importance of carrying out First Aid in a safe and sound manner, in accordance with the legislative requirements of the geographic location, and according to International Liaison Committee on Resuscitation (ILCOR) under the European Resuscitation Council (ERC) and American Heart Association (AHA) guidelines
- Identification and explanation of normal function, normal signs and symptoms of injuries and illness related to the human body
- Understanding and correct order of management in an emergency situation in a Wind Turbine Generator (WTG) environment
- Delivering immediate enhanced first aid to stabilise the casualty
- Assessing the casualty, for injury or acute illness, to determine if medical advice and external-to-incident support is required
- Requesting telemedical consultation and medical/rescue assistance providing a concise and relevant report of the casualty's condition and obtaining medical advice to further stabilise the casualty
- Preparing the casualty for transfer to nominated evacuation/rescue point
- Acting as a leader in first aid situations
- Administering safe, effective and immediate lifesaving, and enhanced first aid measures to save life and give assistance in remote areas

**Course duration:** 3 days

**Documents received:** Record in the international data base WINDA. IQTC digital certificate upon request.



# ADVANCED RESCUE TRAINING

GWO Advanced Rescue Training (ART) was designed to provide the Delegates with knowledge to access and rescue an injured person from the hub, spinner, blade, nacelle, tower and basement section.

Upon successful completion of the training, the GWO members consider the trained person to be competent to conduct advanced rescue operations in a WTG using the necessary standard rescue and fall protection equipment.

ART training consists of 4 modules. Courses can be taken in any sequence, depending on project or employer requirements. It is required to refresh the training every 2 years, except Single Rescuer modules, which has no expiry date.

## Course includes following modules:

- Hub, Spinner and Inside Blade Rescue (HSIBR)
- Nacelle, Tower and Basement Rescue (NTBR)
- Single Rescuer: Hub, Spinner and Inside Blade Rescue (SR:HSIBR)
- Single Rescuer: Nacelle, Tower and Basement Rescue (SR:NTBR)

**Course duration:** 3 days

**Documents received:** Record in the international data base WINDA. IQTC digital certificate upon request.

# BLADE REPAIR

GWO blade repair training course is intended as an entry level course. Upon completion of the blade repair training module the delegate will gain theoretical and practical knowledge and skills about the composite inspection and blade repair.

## Course content:

- General safety – safety data sheet (SDS), work instruction, risk assessment, waste segregation, ergonomic etc.
- Personal Protective Equipment – PPE, masks and filters. Chemical safety
- Composites and blade construction
- Materials, tools and equipment
- Basic lamination, sandwich panel, painting
- Blade and Lightning protection system inspection
- Grinding skills, sanding and laminate repairs
- Filling, surface repairs
- Trailing and leading edge repairs
- Sandwich panel repairs, bond line repairs

**Course duration:** 9 days

**Documents received:** Record in the international data base WINDA. IQTC digital certificate upon request.

# SLINGER SIGNALLER

GWO Slinger Signaller training is designed to enable the participant to support and care for themselves and others by possessing the required knowledge and skills to conduct assigned tasks safely and efficiently.

This course will be useful for the technicians working within the wind industry conducting slinging techniques and signalling during simple lifting operations, meaning lifts conducted based on a lifting plan covering known hazards.

## Course content:

- Attaching and detaching the load to and from the crane lifting attachment
- Initiating and directing the safe movement of the crane, including multiple slinger signallers during limited or blind lifts
- Adhering to their role and responsibilities during the lift
- Conducting visual pre and post inspection on lifting accessories and load
- Handling of lifting accessories
- Ensuring safe lift-off and lay down of the load
- Slinging various types of loads, based on weight, centre of gravity, shape and size
- Carrying out generic routine lifts in accordance with the lift plan
- Complying with instruction/procedures set up by the employer to manage lifting
- Ensuring that equipment is properly used, maintained and defects reported

**Course duration:** 2 days

**Documents received:** Record in the international data base WINDA. IQTC digital certificate upon request.





# SAFETY TRAINING



HSE management (Health, Safety, Environment management) has become an integral part of successful business management. A clear and structured policy of the company focuses on ongoing improvement of HSE to reduce the number of accidents, as well as the risk of material damage and damage to the environment.

Measures for environmental protection and labour safety, regulated by the standards, include identification of risks at the workplace, as well as defining and introducing the preventive measures, to avert exposure of employees to the risks.

One of the main elements of health and safety management is a regular training of employees on the matter of labour safety and labour protection.



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Qualifikation nach  
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Gültigkeit:  
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# ELECTRICALLY INSTRUCTED PERSON (EUP)

Electrically instructed person (EuP) course is designed to train the employees that are non-electricians to perform works on electric equipment in a safe manner, allowing them to evaluate the risks and avoid dangers, which can arise from the use of electric current. The acquired qualification “Electrically instructed personnel” EuP allows to perform specific types of work according to the directive №3 DGUV (previously – BGV A3) and rules №4 DGUV (previously- DGUV-V A3), for instance, cleaning of the industrial spaces in the presence of electric equipment; performing the work in the vicinity of the electric parts under voltage; switching off the voltage according to the instructions, checking the non-existence of voltage, etc.

## **Course content:**

- Basics of electrotechnics
- The effect of electric current on a human
- Safety measures and requirements in electrotechnics
- Preconditions to perform the assigned work in a safe manner
- Preventive measures in case of direct or indirect contact with electric current
- Defining the spectrum of work allowed to persons, who have had a security briefing on safe work with electrical equipment

**Course duration:** 2 days Full / 1 day Refresh

**Documents received:** TÜV Rheinland certificate

# CONFINED SPACE AWARENESS

The confined space course designed to provide the participants with knowledge about the work conditions in the confined space, its specifics and labour safety requirements, while staying or working in the confined space. Additionally, the course participants shall acquire knowledge and skills that are necessary to perform the atmosphere monitoring and to use the gas analysis devices.

## **Course content:**

- Confined space legislation
- Personal protective equipment
- Risk assessment/method statements/permit to work
- Communication procedures
- Self-escape techniques
- Health and hygiene
- Rescue harnesses and retrieval equipment
- Hazardous atmospheres and gas detection
- Respiratory protective equipment – escape breathing apparatus

**Course duration:** 1 day

**Documents received:** IQTC digital certificate

# SAFETY, HEALTH AND ENVIRONMENT ACCORDING TO 017 AND 018 SCC STANDARDS

SCC standard is designed for contractors, where standard 017 is for Managers, but 018 – for employees. In this course the participants will gain the basic knowledge about the practical issues concerning SHE (Safety, Health, Environment) and will be prepared for an independent SCC (Safety Checklist Contractors) exam.

## Course content:

- SHE legislation. Risk assessment and evaluation
- Accidents, causes, prevention, reporting. Safe behaviour
- SHE organization at company level, requirements for activities and workplaces
- Emergency measures. Working procedures
- Hazardous substances, fire protection and explosion prevention
- Work equipment and personal protective equipment (PPE)
- Electricity and radiation
- Exam

**Course duration:** 3 days

**Documents received:** TÜV Rheinland certificate

# SAFETY, HEALTH AND ENVIRONMENT ACCORDING TO B-VCA AND VCA-VOL STANDARDS

VCA-VOL is designed for managers - project managers and construction work managers, supervisors, managing mounters, brigade leaders, whereas B- VCA for operative employees – qualified workers, mounters, partially qualified workers, etc. For the exam an independent assessor from the Netherlands is invited.

## Course content:

- SHE legislation. Risk assessment and evaluation
- Accidents, causes, prevention, reporting. Safe behaviour
- SHE organization at company level, requirements for activities and workplaces
- Emergency measures. Working procedures
- Hazardous substances, fire protection and explosion prevention
- Work equipment and personal protective equipment (PPE)
- Electricity and radiation
- Exam

**Course duration:** 3 days

**Documents received:** Registered VCA certificate and record in the international data base.



# COMPRESSED AIR EMERGENCY BREATHING SYSTEM (CA-EBS)

Course is targeted at participants that are issued with Compressed Air Emergency Breathing System (CA-EBS) whilst travelling to work by helicopter and may be required to use a CA-EBS in the event of an emergency.

Upon successful completion of the course, participants will know the basic differences between recirculating and compressed air systems (technology and use), the hazards associated with compressed air emergency breathing systems, the use of compressed air emergency breathing systems in a helicopter emergency, apply their skills to lifejacket and CA-EBS checking, correct lifejacket donning with CA-EBS, including "buddy check" and CA-EBS emergency deployment in a dry environment.

## Course content:

- Emergency Breathing Systems – Types and hazards associated of a compressed air EBS
- Compressed Air Emergency Breathing System - components and elements, operation
- User checks
- Usage CA-EBS
- Practice
- Theoretical tests

**Course duration:** 1,5 hours

**Documents received:** IQTC digital certificate



# TECHNICAL COURSES



Economic progression depends on sufficient energy sources. An attempt to remove the dependency from one source and increasing demand for energy and soaring prices for conventional energy resources has stimulated the global development of new forms of energy from renewable sources. So new infrastructure and technologies for electrical energy production are being developed in different ways.

The training center IQTC provides comprehensive services in the field of renewable energies (wind and solar energy) — from training technical staff in the maintenance of renewable energy systems to technical support and relevant testing.

# IQTC

# ONSHORE AND OFFSHORE PAINTER

This course is designed for technicians specialized in the anti-corrosion treatment of metal surfaces and structures, to develop required knowledge in Corrosion Protection and Painting of Components for Wind Turbines and skills for the specialty Offshore and onshore painter in processing and preparation for painting a metal surface, as well as to obtain new skills in two-component coatings and film coating of metals related to the technologies and features used in onshore and offshore operations.

## **Course content:**

- Protective coatings – a matter of quality, labour safety and care of the environment
- Corrosion and its prevention by painting
- Standards concerning protective coating
- Cleaning and pre-treatment
- Protective coatings – methods and equipment
- Application conditions
- Types of paint, solvents and thinners
- Film application method (using Renolit materials)

**Course duration:** 8 days

**Documents received:** IQTC digital certificate

# INSPECTION, REPAIR AND MAINTENANCE OF WIND TURBINE ROTOR BLADES

This course is designed for those, who is keen to enter wind energy, but don't know where to start, or those, who would like to get additional knowledge in relation to composite inspection and repair work. Upon completion participants will become a fully trained and qualified specialists in wind turbine rotor blade inspection, repair and maintenance.

## **Course content:**

- Manufacturing technologies of WTG rotor blades. Classification of repair works
- Materials used: plastics, polyester resin and epoxide resin, fiberglass and carbon fibre
- Technologies and methods for carrying out repair works
- Blade constructions. Blade lamination. Aerodynamic knots
- Safety rules in the process of work organisation. Documentation
- Use of personal protective equipment, fall arrest systems, interactions and procedures in case of emergency
- Practical tasks
- Examination

**Course duration:** 10 days

**Documents received:** IQTC digital certificate



# HYDRAULIC TORQUE AND TENSION BOLTED CONNECTION TECHNIQUES

The course is designed for those who have no previous experience of hydraulic systems but may also be used to up skill candidates who have some knowledge. Upon completion participants will gain enough knowledge to carry out maintenance job where bolt connections are applicable (supervised by an experienced technician), using safe working procedures, tools and the correct PPE.

## **Course content:**

- Introduction
- Bolt torquing. Fundamentals of torque tension and coefficient of friction testing
- Bolted joints tighten by hydraulic tools
- Hydraulic hoses and fittings
- Class Society requirements regarding the manufacture and maintenance of hydraulic tools
- Hydraulic torque wrench
- Practice – Hydraulic Torque Connection Techniques
- Practice – Exercises with a particular Hydraulic Torque wrench to be used on WTG
- Examination

**Course duration:** 7 days

**Documents received:** IQTC digital certificate

# ROTOR BLADE INSPECTION

This course is developed for people, who has some knowledge about the work in the wind industry. It will be good addition to the rope access technicians, who could expand their work field. Upon completion the course participants will be able to inspect the rotor blades, document damage.

## **Course content:**

- Work instructions and risk assessment
- Occupational health and safety hazards specific to wind energy facilities and activities
- Personal Protective Equipment (PPE) – requirements, selection, inspection
- Blades – operating principles, design, structure, sections
- Aerodynamics and its optimization
- Defects and damages in composite wind turbine blades
- Risks, hazards and implications of a lightning strike
- Lightning protection system, protection and measurements
- Rotor blade inspection types. Generic Inspection Standard
- Introduction to documentation and checklist. Correct completion of the Inspection report

**Course duration:** 3 days

**Documents received:** IQTC digital certificate

# ADVANCED THERMAL INSULATION LAGGER

Course is designed for those who works or plan to work in the oil and gas industry and perform the assemble, fasten, and disassemble of insulation, is able to identify, document and perform insulation works in accordance with defined working procedures, methods and occupational safety requirements and regulations.

Upon successful completion of the course, participants will be able perform an application of different types of insulation, calculate and design insulation elements, install, secure and dismantle insulation in oil and gas pipeline systems, tanks and other assemblies. This course is intended as an entry level course.

## **Course content:**

- General safety
- General Work Precautions
- Personal Protective Equipment
- Insulation Materials
- Basic Geometry
- Measurements
- Installation of Insulation
- Work with metal sheets
- Test and practical exam

**Course duration:** 30 days

**Documents received:** IQTC digital certificate

# INTRODUCTION TO HYDRAULIC TORQUE AND TENSION BOLTED CONNECTION TECHNIQUES

The course is designed for those who have no previous experience of hydraulic systems but may also be used to up skill candidates who have some knowledge. Upon successful completion of the course, the participants will know the basic knowledge and skills in bolt tightening and torque tensioning, forces acting on bolted joints, hydraulic tightening, various hydraulic tools and their applications, hydraulic hoses and fittings, safety when working with hydraulic tools.

## **Course content:**

- Safe working with hydraulic tools
- Fundamentals of Bolt torquing and torque tension
- Bolted joints - use of hydraulic tools
- Test and practical exam

**Course duration for:** 1 day

**Documents received:** IQTC digital certificate

# BASIC KNOWLEDGE OF MECHANICAL CONNECTIONS

Course is designed for those who have no previous experience of mechanical systems but may also be used to up skill participants who have some knowledge. Upon successful completion of the course, participants will know the risks and hazards associated with mechanics, know the symbols and marks used on drawings, the principles of tool marking, locate and apply the requirements of mechanical standards, understand the principles of bolted and welded joints, know the use of different tools in mechanics, apply skills in the use of torque wrenches, threads, manual tightening and measuring tools, document and report on progress.

## Course content:

- General safety and standards
- The principles of bolted and welded connections
- Threads. Thread gauges and measuring
- Manual tightening tools
- Hydraulic Torque and Tension
- Documentation
- Test and practical exam

**Course duration:** 6 days

**Documents received:** IQTC digital certificate

# BASIC KNOWLEDGE OF HYDRAULICS

Upon successful completion of the course, participants will know the basics of wind turbine hydraulics, be aware of the risks and hazards associated with hydraulic work, know the functions of different types of pumps and how to check pump start/stop pressures, know the functions of different types of actuators, valves, accumulators, sensors, check and pre-charge an accumulator, identify components that transfer oil, describe the oil treatment procedure and accurately measure hydraulic pressures.

## Course content:

- Basics of hydraulics
- Introduction to hydraulic system of wind turbine
- Hydraulic safety. Hydraulic diagrams
- Pumps, actuators, valves, accumulators, sensors
- Pipes, hoses and connections. Oil and filters
- Pressure measuring tools
- Test and practical exam

**Course duration:** 3 days

**Documents received:** IQTC digital certificate



# MACHINERY DIRECTIVE AND RISK ASSESSMENT

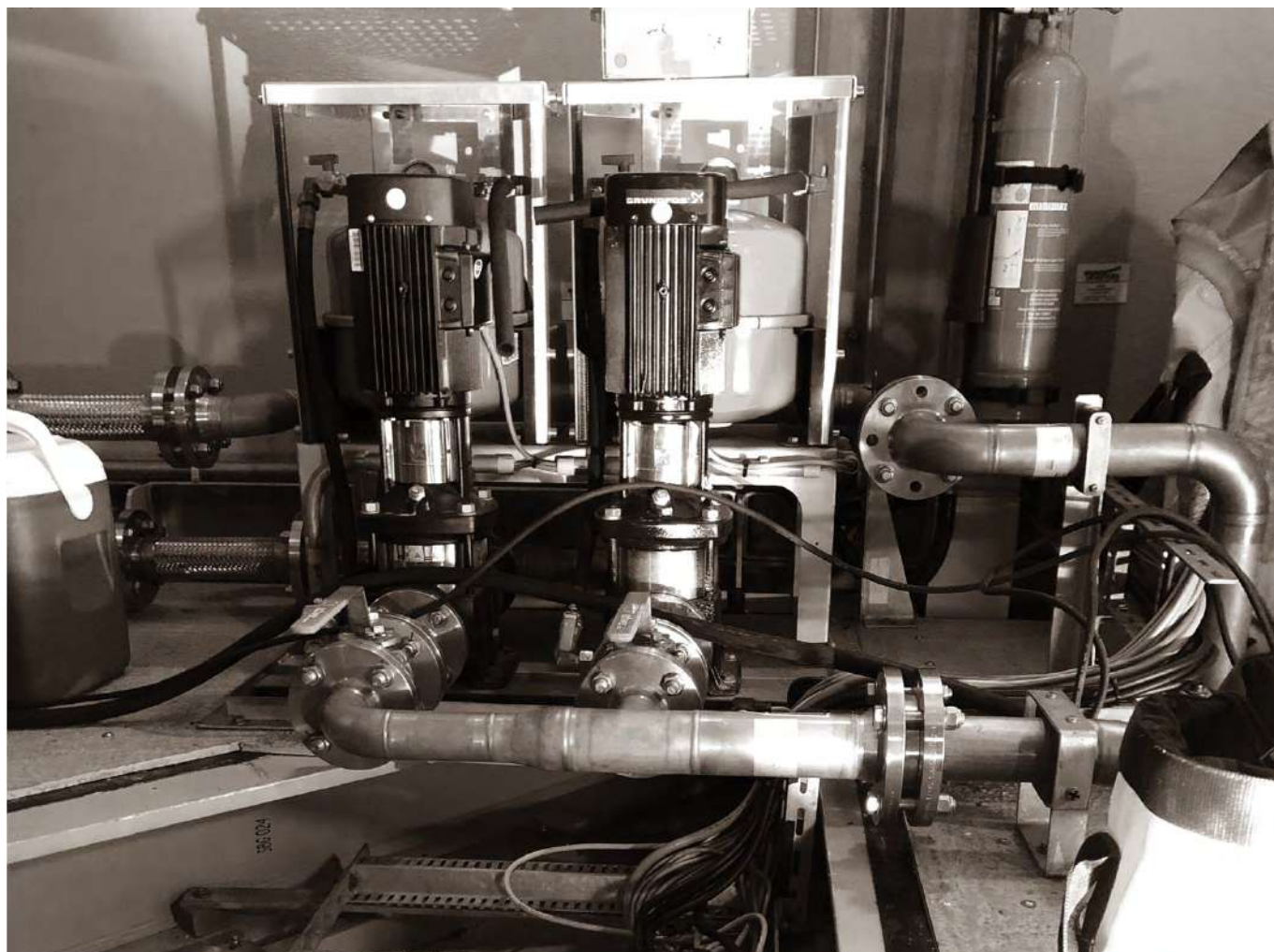
After successful completion of the course, participants are aware of the 3 safety pillars of the Machinery Directive, understand mechanical safety, electrical safety and worker safety, the purpose and use of the CE marking, the safety requirements of the Machinery Directive for machinery and its parts, the different types of hazards and risks, can identify risks, carry out risk assessment and mitigation, ways to improve machinery safety, and can apply their knowledge of risk documentation.

## Course content:

- Machinery Directive - Objectives, scope and Safety components for machinery
- ISO 12100:2010 - Safety of machinery - Objectives, scope, structure
- Phases in the risk assessment of a machine
- Collecting information and determination the limits of the machine
- Identification of latent dangers
- Risk Assessment
- Risk reduction
- Test

**Course duration:** 1 day

**Documents received:** IQTC digital certificate



# QUALITY MANAGEMENT



The latest version of the standard – ISO 9001:2015 “Quality management systems” was published on September 23rd, 2015 and is working standard in present days.

The development of quality management system, which corresponds to the requirements of the international standard ISO 9001:2015, its implementation and maintenance in the working order is impossible without the employees, who know the general principles of quality management, as well as the requirements of the international standard ISO.

In cooperation with TÜV Rheinland Akademie the training center IQTC offers the qualification enhancing courses for the specialists and managers operating in the field of quality management and personal data protection.



# BASICS OF QUALITY MANAGEMENT SYSTEM ACCORDING TO STANDARD ISO 9001:2015

The course is recommended for all employees working in enterprises or organizations, who develop and improve a quality management system.

The aim of the course is to provide the necessary knowledge about the difference between the new standard and the old standard ISO 9001:2008 requirements, the process of forming the quality management system and keeping it in the working conditions in compliance to the new standard ISO 9001:2015 requirements.

## **Course content:**

- Introduction into quality management
- Standard family ISO series 9000 (application, terminology, main principles, requirements)
- QM system model
- Documentation and QM system records
- Management system orientation to processes
- International standard ISO 9001:2015 – discrepancy elimination instrument
- Discrepancy prevention – the basis for QM system improvement

**Course duration:** 2 hours

**Documents received:** IQTC digital certificate

# QUALITY MANAGEMENT SPECIALIST (TÜV)

The course is designed for leading employees of management and quality provision in enterprises.

Upon course completion the participants will gain the necessary skills and knowledge about the basic principles of quality management system, to be able to improve the QM system, support the operative and qualitative management, perform the relevant duties, monitoring, and process fulfilment.

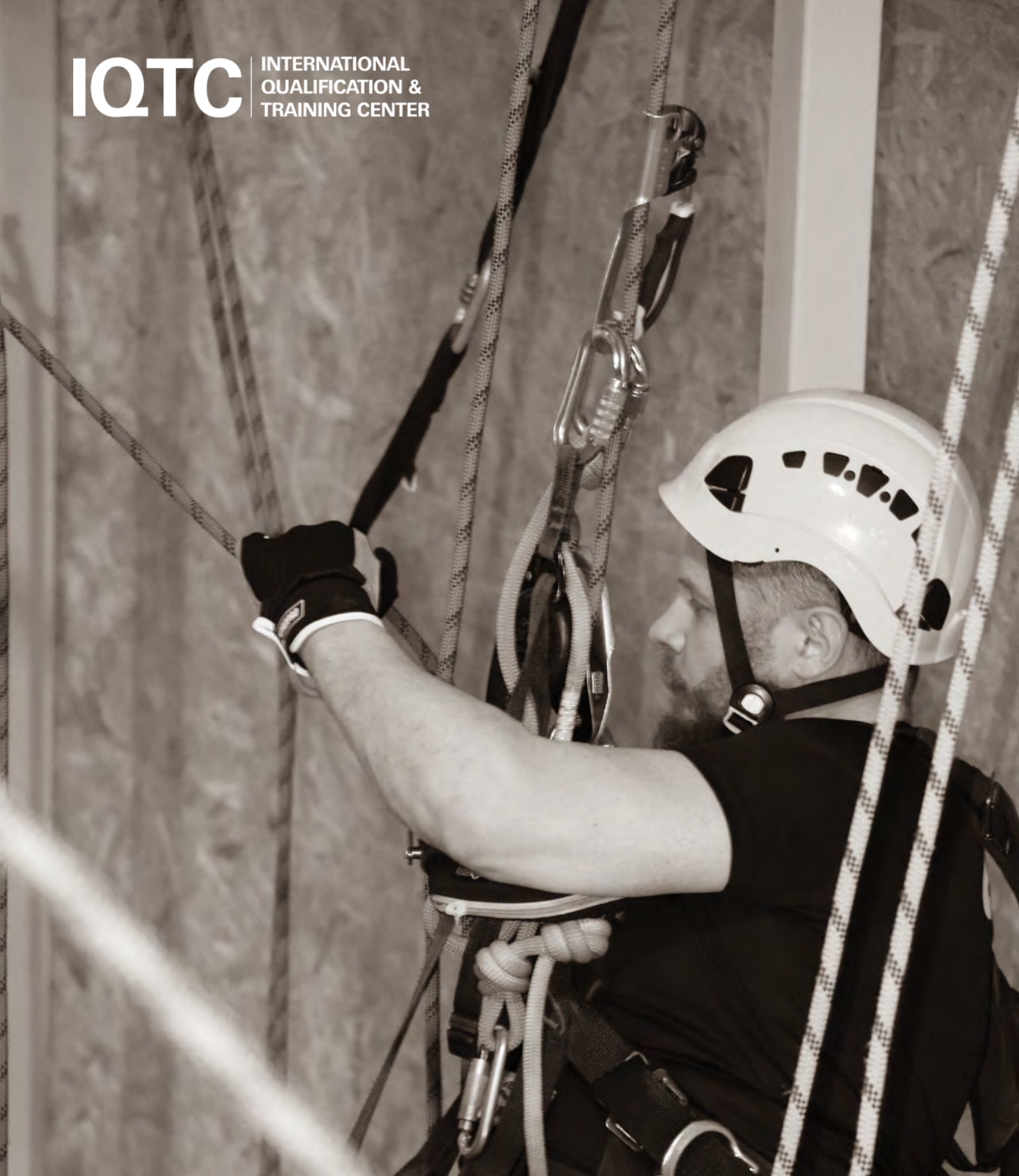
## **Course content:**

- Quality management basics
- Series ISO 9000 standard requirements
- Process basic principles
- Introduction to the quality management system documentation
- Quality control and documentation

**Course duration:** 4 days

**Documents received:** TÜV Rheinland certificate





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