

Business Executive Course

" EOQ Environmental Manager"

Content

Who we are?	3
Partner of Quality Austria	4
Course Curricula: Environmental Manager	5
+ <i>Course structure</i>	5
+ <i>Who can participate?</i>	6
+ <i>Services</i>	6
+ <i>Attendance / Knowledge control</i>	6
+ <i>Prerequisites</i>	6
1. Course Description IMS: Integrated Management Systems	7
2. Course Description UMS: Environmental Management Systems	7
3. Course Description IMSR: Integrated Management Systems - Environmental Law	7
4. Course Description IMSA: Integrated Management System – Methods and Tools	7
6. Course Description IMSO: Integrated Management System – Organization Development	8
7. Course Content	9
8. Examination: “Environmental Manager”	19
+ <i>Description of the Examination</i>	19
+ <i>Prerequisites</i>	19
+ <i>Format of Examination</i>	19
+ <i>Certificate</i>	19
+ <i>Validity of qualification</i>	19
+ <i>Criteria for extension of validity</i>	19

Who we are?

EQSC is a certification body competent in the field of conformance evaluation. **EQSC** operates through its professional staff in several private and public business sectors.

Established by a group of professionals, **EQSC** focuses on highlighting and promoting the management systems for all those entities that demonstrate the conformance in accordance with international or national standards.

We operate throughout the territory of Albania and Kosovo, and furthermore, by offering directly the services from **EQSC** or from partnerships needed to meet customer needs.

Our Environmental Management System is set up and maintained continuously in order to provide the assurance that all our services are offered Impartially and Competently.

EQSC as an Accredited Control body, combines technical knowledge and expertise with impartiality, to provide assurance in the market that EQSC certified clients operate according to the respective standards toward which they are certified.

The Training service offered by us provides professionals with the confidence that they will profit the best on issues related to compliance with standards and applicable laws as well as practical experience.

Partner of Quality Austria

EQSC boasts a network of collaborations with national and international profile, and in particular is the partner of **Quality Austria**, who is the leading Austrian contact for the Integrated Management System, based on quality, environmental and OH&S (occupational health and safety) management, and the topic of business excellence.

As an independent certification body **Quality Austria** conduct conformity assessments on the basis of international standards and regulations.

The customer focus and the national accreditation as personal certification body according to ISO 17024 by the Federal Ministry for Labour and Economy, guarantee a high and recognized standard on its Training services, at national and European level.

Career without borders

Quality Austria upon **successful completion of the examination** and **submission of proof of practical experience**, provides the candidate with:

1. **Certificate "Representative of Quality/ Environmental / Occupational Health and Safety Management Systems"**- after successful completion of the respective examinations **QBP/UBP/SBP**.
2. **Certificate "Quality/ Environmental / Occupational Health and Safety Management System"** - after successful completion of the respective examination **QMAP** (after successful completion of the respective examinations **QBP/UBP/SBP**),
3. **Certificate "Auditor" or "Lead Auditor" of Quality/ Environmental / Occupational Health and Safety Management System** - after successful completion of the respective examination **QMALP** (after successful completion of the respective examinations **QBP/UBP/SBP** and **QMAP**).



Quality Austria is authorized to issue EOQ certificates for **Quality/ Environmental/ Occupational Health and Safety Management System**.

If you have an EOQ Certificate (eoo.org), you will be part of the growing circle of more than 50,000 experts that have knowledge in the field of quality, environmental and OH&S (occupational health and safety) management. Certificates issued by the European Organization for Quality are valid in almost all the European countries and on an international scale. At international job applications, an EOQ Certificate proves to be an effective door opener. The background for the EOQ Certificates is harmonization of training contents and conduct of examinations in the European EOQ member states through the specification of European "Certification Schemes".

Additionally, to the Quality Austria certificates, the EOQ Quality / Environmental / Safety System Manager certificates can be issued on request – EOQ fee will be charged in accordance to EOQ regulation.



Quality Austria is your direct link to an IQNET Certificate

As a national representative of IQNet, Quality Austria is entitled to issue IQNET Certificates, which are valued worldwide. Can issue an IQNET Certificate for each issued ISO 9001, ISO 14001 and ISO 45001 Certificate, a separate application is not needed. So, your certificate can be used worldwide for the internal and external communication of the successful certification. For a certain number of schemes, it is possible to apply for an IQNET Certificate.



IQNet - The International Certification Network is an international non-governmental and not for profit association. Supported by more than 25 years of activity, IQNET is the leading, most credible, and reliable certification bodies network in the world. IQNET Partners worldwide certification activities include more than 360,000 valid management system certificates issued in virtually every country of the world, making IQNET network the most represented and reputable certification bodies network in the world (around one fifth of all management systems certificates were collectively issued by IQNET Partners).

Course Curricula: Environmental Manager

For each Training Program, EQSC has prepared a Curricula, where are given elements of: Training organization, Training subjects and the **Total Fees without VAT**.

The validity of the **Training Certificates** issued by **EQSC** is mostly **3** years, unless it is defined differently in the respective certification scheme.



Nr.	Course code	Subject	Timeframe
1.	IMS	Integrated Management System	3 days
2.	UMS	Environmental Management Systems	3 days
3.	IMSR	Integrated Management System – Environmental Law	1 day
4.	IMSA	Integrated Management System – Methods and Tools	3 days
5.	UMPRA	Environmental Management in Practice	3 days
6.	IMSO	Integrated Management Systems – Organization Development	3 days
7.	Examination	Environmental Manager	1 day
		TOTAL	17 days

The total cost of the course amounts at **2,076 euro**.

+ Course structure

- **Duration:** 6 months in total: 5 months theoretical Modules (17 days) and 3 weeks of Practice.
- **Timeframe:** See publication on webpage, organized in 6 Modules.
- **Examination:** Within first two weeks after finishing the theoretical modules
- **Practice:** After successful passing of the examination, practice is organized from EQSC – without separation from work, in agreement with the participants
- **Course hours:** Twice per week: on Wednesdays 16.30 – 20.00 and Fridays 16.30-20.30.
- **Language:** Base language of the course, is English. Albanian Lecturers will facilitate lessons in specific cases, also in Albanian language.
- **Materials:** Provided by the Academy printing outs or/and electronic form, in English, according to specific subjects.

+ Who can participate?

People who are responsible for the integration and further development of management systems, such as:

- Auditor's to be / Auditors in different disciplines
- Consultants of Management Systems
- Experts of Management Systems
- Production Managers
- Business Owners and Managers

The course is offered for maximum 8 participants. For more than 8 participants, specific arrangements can be made regarding venue, time and costs.

+ Services

- The lecturers of the EQSC Academy are recognized by Quality Austria, enabling you to qualify to a high professional standard.
- Course materials include:
 - PPT presentation,
 - Case studies and exercises.

+ Attendance / Knowledge control

- Participants have to attend at least 80% of the course time.

+ Prerequisites

- Qualified and relevant professional experience is advantageous.
- Knowledge of English language.
- Mastery of the materials for the all modules, depending on the respective focus (see structure of the course series)

1. Course Description IMS: Integrated Management Systems

- Duration: 3 days

The goal is to put diploma holders in the position to understand their organisation as a system, to recognise the functions and potentials of management systems, to implement the integration of management systems and to develop them further.

2. Course Description UMS: Environmental Management Systems

- Duration: 3 days

Participants learn the requirements of ISO 14001 and EMAS regulations for constructing an environmental management system. They know how to formulate and pursue environmental objectives as well as how to identify and assess environmental aspects.

3. Course Description IMSR: Integrated Management Systems - Environmental Law

- Duration: 2 days

The ISO 14001 and EMAS as well as the ISO 45001(previous OHSAS 18001) require the fulfilment of statutory requirements. This course focuses on the development and implementation of a systematic procedure for recognising statutory and regulatory requirements and for assessing their impact on the organisation.

4. Course Description IMSA: Integrated Management System – Methods and Tools

- Duration: 3 days

This course teaches the best possible application of tools and methods for building, integrating and optimising management systems.

5. Course Description UMPRA: Environmental Management in Practice

- Duration: 3 days

The course gives you possibility to recognize ecological interrelations, evaluate environmental trends, prepare material and energy balances and derive potentials for energy efficiency and possible savings.

6. Course Description IMSO: Integrated Management System – Organization Development

- Duration: 3 days

This course teaches know-how regarding essential management methods in IMS-organisations and highlights the interactions and correlations in systems.

7. Course Content

Integrated Management System – Requirements (IMS)	
0	Overview
	<p>CONTENT</p> <p>OVERVIEW OF MATERIALS AND TIME</p> <p>EXPLANATION OF EXAMINATION</p> <p>LIST OF ICONS</p>
1	System documentation
	<p>SYSTEM DOCUMENTATION</p> <ul style="list-style-type: none"> ▪ Document types ▪ Document categories ▪ Document pyramid <p>MANUAL</p> <p>REPRESENTATION OF THE OVERALL CONTEXT OF PROCESS DESCRIPTION, PROCEDURES AND WORK INSTRUCTION</p> <p>PROCESS DESCRIPTION</p> <p>PROCEDURE</p> <ul style="list-style-type: none"> ▪ Flow charts ▪ Recommended regulation for the application of flow charts ▪ Example of a flow chart ▪ Recommended structure of content when creating a procedure <p>WORK INSTRUCTION</p> <p>MATURITY LEVEL OF DOCUMENTED INFORMATION</p> <p>IMPORTANT ASPECTS RELATED TO PREPARATION OF DOCUMENTS</p>
2	Process Management
	<p>TERMS / DEFINITIONS</p> <p>ORGANIZATIONAL STRUCTURE VS. PROCESS ORGANIZATION</p> <p>PROCEDURE VS. PROCESS</p> <p>ADVANTAGES OF PROCESS ORIENTATION</p> <p>GROUPING OF PROCESSES</p> <p>PROCESS MAP</p> <p>PRINCIPLES OF PROCESS MANAGEMENT</p> <ul style="list-style-type: none"> ▪ Process identification ▪ Process modelling ▪ Roles, responsibilities and authorities ▪ Performance indicators, monitoring and measurement ▪ Process monitoring ▪ Process control and process regulation ▪ Addressing risks and opportunities ▪ Process evaluation ▪ Process improvement ▪ Process documentation ▪ Turtle diagram <p>PROCESS SEQUENCE, PROCESS INTERFACES AND PROCESS INTERACTIONS</p> <p>PROCESS VERSUS PROJECT</p>
3	Standards and Certification
	<p>STANDARDS</p> <p>OTHER STANDARDS</p> <p>DIRECTIVES</p>

	<p>CERTIFICATION</p> <ul style="list-style-type: none"> ▪ Requirements for Certification Bodies ▪ Overview of the main requirement models for system certification ▪ Procedure of a system certification acc. to ISO / IEC 17021 ▪ Illustration of a sample certificate <p>ACCREDITATION</p> <p>NOTIFICATION</p>
4	Management systems and their integration
	<p>MANAGEMENT SYSTEMS</p> <p>MODELS FOR THE INTEGRATION OF MANAGEMENT SYSTEMS (GENERIC MANAGEMENT)</p> <ul style="list-style-type: none"> ▪ Dimensions of the integration of management systems ▪ Technical integration of management systems <p>GENERAL ADVANTAGES OF INTEGRATED MANAGEMENT SYSTEMS</p>
5	Risk Management
	<p>INTRODUCTION RISK MANAGEMENT</p> <p>APPLICATION OF RISK MANAGEMENT</p> <ul style="list-style-type: none"> ▪ Areas of application ▪ Types of risk <p>THE RISK MANAGEMENT PROCESS</p> <ul style="list-style-type: none"> ▪ Risk assessment ▪ Risk treatment ▪ Risk monitoring
6	Moderation, visualization and presentation
	<p>MODERATION</p> <ul style="list-style-type: none"> ▪ Preparing the moderation ▪ Conducting the moderation ▪ Follow-up of the moderation <p>VISUALIZATION</p> <ul style="list-style-type: none"> ▪ Components of visualization ▪ Composition of visualization ▪ Tips for visualization <p>PRESENTATION</p> <ul style="list-style-type: none"> ▪ Preparing the presentation ▪ Conducting the presentation ▪ Follow-up of the presentation
Environmental Management Systems (UMS)	
1	Introduction, Standards and Regulations for Environmental Management (ISO 14001/EMAS)
	<p>HISTORY OF ENVIRONMENTAL PROTECTION</p> <p>ENVIRONMENTAL MANAGEMENT SYSTEMS</p> <p>STANDARDS AND REGULATIONS FOR ENVIRONMENTAL MANAGEMENT</p> <ul style="list-style-type: none"> ▪ EMAS REGULATION ▪ ISO 14000 FAMILY <p>HIGH LEVEL STRUCTURE (HLS) OF THE REVISED ISO MANAGEMENT STANDARDS WORKING WITH STANDARDS</p>
2	ISO 14001:2015 Structure, Context of the organization, Leadership
	<p>STRUCTURE OF ISO 14001:2015</p> <ul style="list-style-type: none"> ▪ PDCA model for environmental management systems

	<ul style="list-style-type: none"> ▪ Structure of ISO 14001 ▪ Scope ▪ Terms and definitions ▪ Essential differences compared to ISO 14001:2004 (without Annex SL) ▪ Transition from ISO 14001:2004 to ISO 14001:2015 <p>CONTEXT OF THE ORGANIZATION</p> <ul style="list-style-type: none"> ▪ Understanding the organization and its context ▪ Understanding the needs and expectations of interested parties ▪ Determining the scope of the environmental management system ▪ Environmental management system <p>LEADERSHIP</p> <ul style="list-style-type: none"> ▪ Leadership and commitment ▪ Environmental policy ▪ Organizational roles, responsibilities and authorities
3	ISO 14001:2015 Planning
	<p>INTRODUCTION</p> <p>PLANNING – THE PROCESS OF SETTING OBJECTIVES AND TARGETS IN THE EMS</p> <ul style="list-style-type: none"> ▪ Planning as a Key Process <p>ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES</p> <ul style="list-style-type: none"> ▪ Environmental aspects ▪ Compliance obligations ▪ Planning actions ▪ Environmental objectives and planning to achieve them (environmental management programs) <p>ECO-CONTROLLING</p> <ul style="list-style-type: none"> ▪ Benefits that can be drawn from environmental indicators ▪ Categorization of the environmental indicators
4	ISO 14001:2015 Resources, Competence and Awareness, Communication and Documented Information, Operation, Performance Evaluation, Improvement
	<p>SUPPORT (CLAUSE 7)</p> <ul style="list-style-type: none"> ▪ Resources ▪ Competence ▪ Awareness ▪ Communication ▪ Documented information <p>OPERATION (CLAUSE 8)</p> <ul style="list-style-type: none"> ▪ Operational planning and control ▪ Emergency preparedness and response <p>PERFORMANCE EVALUATION (CLAUSE 9)</p> <ul style="list-style-type: none"> ▪ Monitoring, measurement, analysis and evaluation ▪ Evaluation of compliance ▪ Internal audit ▪ Management review <p>IMPROVEMENT (CLAUSE 10)</p>
Occupational Safety Law and Environmental Law (IMSR)	
1	Environmental Law – Day 1

INTRODUCTION

- Function of law
- Law and management systems
- What is "environmental law?"
- What is "OH&S (occupational health and safety) law?"
- Hierarchical structure of legal order
- Relationship between national law and law of the European Union

OVERVIEW OF ENVIRONMENTAL LAW

- Waste law
- Facility law
- Water and sewage
- Forestry law
- Chemicals
- Energy efficiency
- Prevention of air pollution ("Clean Air")
- Nature protection and conservation
- Environmental Management Act 2001
- Environmental Information Act
- Electricity law

OVERVIEW OF OCCUPATIONAL HEALTH AND SAFETY LAW

- Labor Protection Act
- Workplace and workstation
- Machinery and tooling
- Operating Materials
- Organizational measures
- Legal sources

COMPETENCE AND RESPONSIBILITY, PUBLIC AUTHORITIES AND PROCEDURES

- Competence and responsibility of public authorities
- The term of party
- The course of a procedure
- Right to view files
- Party hearing and oral negotiation
- Right to refuse to testify of the witnesses
- The ruling / administrative decisions
- Legal remedy of appealing against an administrative decision

HANDLING LEGAL TEXTES

- Relevance in terms of the contents
- Relevance in terms of time

COMPETENT PERSONS AND THEIR RESPONSIBILITY

- Administrative penalties
- Person responsible in terms of administrative penal law
- Compensation for damage
- Environmental penal law
- Responsibility of legal entities
- Environmental liability
- List of the most important competent persons
- Amount of administrative penalties

2	Environmental Law - Day 2
	<p>MANAGEMENT OF ADMINISTRATIVE DECISIONS</p> <ul style="list-style-type: none"> ▪ Administrative decisions in general ▪ The administrative decision stating the permit of a facility ▪ Management of the administrative decisions ▪ Systematics of filing and administration ▪ Filing the administrative decisions <p>REVIEW OF CONSENSUS</p> <ul style="list-style-type: none"> ▪ Review of administrative decisions ▪ Review of additional burdens <p>LEGAL SELF-INSPECTION</p> <ul style="list-style-type: none"> ▪ § 82b Trade Regulation Art ▪ § 134 Act on Water Law ▪ Other legal duties of inspection <p>DUTIES OF REPORTING, INSPECTION AND DOCUMENTATION</p> <ul style="list-style-type: none"> ▪ Refrigeration plants ▪ Combustion and incineration plants ▪ Electrical plants ▪ § 13 Environmental Information Act ▪ Other duties of inspection and documentation ▪ Other duties of documentation ▪ Other duties of reporting <p>ACCESS TO ENVIRONMENTAL INFORMATION</p> <ul style="list-style-type: none"> ▪ Environmental condition ▪ Environmental information in the web
Integrated Management System – Methods and tools (IMSA)	
0	Overview
	<p>CONTENTS</p> <p>OVERVIEW OF MATERIAL AND TIME</p> <p>LIST OF ICONS</p>
1	Methods for management systems
	<p>THE 5S METHOD</p> <ul style="list-style-type: none"> ▪ What does 5S stand for? ▪ Benefits of the 5S Method ▪ Implementation of the 5S Method in practice <p>FMEA</p> <ul style="list-style-type: none"> ▪ Reasons for the application of FMEA ▪ Disadvantages of FMEA ▪ Types of FMEA ▪ Temporal application of FMEA ▪ Preparation of FMEA within a team ▪ FMEA Planning and conduct <p>POKA YOKE</p> <ul style="list-style-type: none"> ▪ Basics of Poka Yoke ▪ The Poka Yoke system ▪ Preparation and evaluation of Poka Yoke solutions

	<p>CREATIVITY TECHNIQUES</p> <ul style="list-style-type: none"> ▪ Brainstorming ▪ Mindmapping ▪ Cause-Effect-Diagram (Ishikawa, Fishbone Diagram) ▪ 5 Whys <p>PROBLEM SOLVING WITH 8D AND 4D</p> <ul style="list-style-type: none"> ▪ 8D problem solving method ▪ 4D problem solving method
2	Audits
	<p>WHAT IS AN AUDIT?</p> <ul style="list-style-type: none"> ▪ Reasons for conducting an audit ▪ Types of audits <p>AUDIT PROCESS</p> <ul style="list-style-type: none"> ▪ Establishing the audit program ▪ Preparing the audit ▪ Conducting an audit on-site ▪ Preparing the audit report ▪ Initiate audit follow-up action <p>COMPETENCE OF AUDITORS</p> <ul style="list-style-type: none"> ▪ Personal behavior ▪ Knowledge and skills
3	Legal aspects
	Has to be adapted to national law.
Environmental Management in Practice (UMPRA)	
1	Environmental Management in Practice – Module Ecology
	<p>COURSE "ECOLOGY"</p> <p>WHAT IS ECOLOGY?</p> <ul style="list-style-type: none"> ▪ Ecology, Environment, Environmental Protection <p>INTERNATIONAL ENVIRONMENTAL INITIATIVES</p> <p>ECOLOGY AND ENVIRONMENTAL MANAGEMENT</p> <ul style="list-style-type: none"> ▪ Revision ISO 14001:2015 – The organization and its context ▪ Requirements placed on the environmental auditor ▪ Implementation of the environmental management system <p>ECOSYSTEMS</p> <ul style="list-style-type: none"> ▪ Elements of the ecosystems ▪ The food chain ▪ Material cycles ▪ Cultural ecosystems ▪ Ecosystems and management systems <p>ECOLOGICAL IMPACTS POLLUTANTS</p> <ul style="list-style-type: none"> ▪ Air pollution ▪ Pollution of water bodies ▪ Industrial pollutants <p>RESOURCE CONSUMPTION</p>
2	Environmental Economy
	ENVIRONMENTAL ECONOMY – DEFINITION AND DELIMITATION

	<ul style="list-style-type: none"> ▪ Macro-Economic Environmental Economics ▪ Internal Environmental Economics <p>ENVIRONMENTAL MANAGEMENT ACCOUNTING</p> <ul style="list-style-type: none"> ▪ Introduction ▪ Financial Accounting ▪ Cost Accounting ▪ Environmental Management Accounting (EMA) acc. to IFAC ▪ Steps at Environmental Management Accounting ▪ Material balance sheet ▪ Defining facilities affecting the environment ▪ Identification of environmental cost types ▪ Defining the environmental media ▪ Acquisition of the Environmental Costs ▪ Calculation of environmental costs <p>COST-BENEFIT ANALYSIS</p> <p>ECOSYSTEM SERVICES UND NATURAL CAPITAL</p> <ul style="list-style-type: none"> ▪ Introduction ▪ Economic Assessment of Ecosystem Services ▪ Natural Capital Accounting ▪ Case Study: Wetland Restoration <p>ENVIRONMENTAL PERFORMANCE EVALUATION</p>
3	Environmental Technology
	<p>INITIAL SITUATION</p> <p>PROCESS ENGINEERING – BASICS</p> <ul style="list-style-type: none"> ▪ Unit operations of process engineering <p>EXAMPLES OF APPLICATION OF TECHNOLOGIES</p> <ul style="list-style-type: none"> ▪ Prevention of waste and emissions ▪ Reduction of waste and emissions ▪ Internal recycling ▪ Other recycling ▪ Disposal <p>ENERGY TECHNOLOGY / MANAGEMENT</p> <ul style="list-style-type: none"> ▪ Strategies for optimizing energy ▪ Energy efficiency in companies ▪ Renewable Energy ▪ Energy Management <p>MEASUREMENT TECHNOLOGY</p> <ul style="list-style-type: none"> ▪ General information ▪ Measurement methods <p>ALTERNATIVE CONCEPTS</p> <ul style="list-style-type: none"> ▪ Circular economy ▪ Zero Emissions ▪ Networks ▪ Urban Mining <p>SOURCES AND LINKS</p>
	Integrated Management System - Corporate Development (IMSO)
0	Overview

	<p>CONTENT OVERVIEW OF MATERIALS AND TIME AUTHORS</p>
1	<p>Vision, Mission, Policy, Strategy, Objectives, Processes</p>
	<p>INTRODUCTION ESSENTIAL TERMS ORGANIZATION - MISSION - VISION - STRATEGY - POLICY – OBJECTIVE – PROCESSES</p> <ul style="list-style-type: none"> ▪ Organization ▪ Mission – Vision ▪ Strategy ▪ Policy ▪ Objectives ▪ Processes <p>RELATIONSHIP OF BUSINESS DEVELOPMENT TERMS GROUP WORK KNOWLEDGE CHECK</p>
2	<p>Determining the relevant context and Addressing risks and opportunities</p>
	<p>CONTEXT OF THE ORGANIZATION</p> <ul style="list-style-type: none"> ▪ Understanding the organization and its context ▪ Understanding the needs and expectations of interested parties <p>PURPOSE OF DEALING WITH THE CONTEXT</p> <ul style="list-style-type: none"> ▪ Process of the strategic management ▪ Control loop of context work <p>METHODS AND EXAMPLES OF USE</p> <ul style="list-style-type: none"> ▪ Determining the external and internal issues and interested parties ▪ Determining internal issues ▪ Evaluation of relevance of external and internal issues ▪ Evaluation of relevance of interested parties ▪ Requirements of relevant interested parties <p>RESULTS OF THE CONTEXT AND THEIR BENEFITS GROUP WORK KNOWLEDGE CHECK</p>
3	<p>Planning and implementing changes to the Management System</p>
	<p>INTRODUCTION INTERRELATION SYSTEMIC RELATION / TERMS CHANGES</p> <ul style="list-style-type: none"> ▪ Changes within the organization ▪ Changes from outside the organization ▪ Sources of error during change ▪ Objectives and benefits <p>NORMATIVE REQUIREMENTS Q/E/S/En</p> <ul style="list-style-type: none"> ▪ ISO 9001:2015 ▪ ISO 14001:2015 ▪ ISO 45001:2018 ▪ ISO 50001:2018 <p>IMPORTANT PHASES OF THE CHANGE PROCESS</p>

	METHODS IN CHANGE MANAGEMENT GROUP WORK KNOWLEDGE CHECK
4	Competence
	INTRODUCTION DEFINITION OF COMPETENCE <ul style="list-style-type: none"> ▪ Definition of competence – Psychology ▪ Definition of competence – Educational theory ▪ Definition of competence – Organizational theory ▪ Definition of competence – ISO 9000 ▪ Other terms related to competence NORMATIVE AND INTERPREATION OF REQUIREMENTS IMPLEMENTATION POSSIBILITIES, MODELS AND METHODS <ul style="list-style-type: none"> ▪ Competency Atlas ▪ Competency Matrix ▪ Shop floor matrix ▪ Personal development meetings (employee appraisals) ▪ Training plan KNOWLEDGE CHECK
5	Management review
	INTRODUCTION INTERRELATION OBJECTIVES AND BENEFITS OF MANAGEMENT REVIEW <ul style="list-style-type: none"> ▪ Management review objectives ▪ Benefits of the management review ▪ Tips for conducting a management review IMPLEMENTATION ERRORS NORMATIVE REQUIREMENTS Q/E/S/En <ul style="list-style-type: none"> ▪ Normative requirements – Inputs ▪ Inputs from ISO 9001 ▪ Inputs from ISO 14001 ▪ Inputs from ISO 45001 ▪ Inputs from ISO 50001 ▪ Examples CARRYING OUT THE MANAGEMENT REVIEW PLANNING THE MANAGEMENT REVIEW <ul style="list-style-type: none"> ▪ Input factors for the Management Review ▪ Evaluation of the Management Review ▪ Management Review Decision PLANNING ACTIONS IN THE COURSE OF THE MANAGEMENT REVIEW <ul style="list-style-type: none"> ▪ Suitability ▪ Adequacy ▪ Effectiveness TYPES OF DOCUMENTATION GROUP WORK KNOWLEDGE CHECK

6	EFQM Model
	INTRODUCTION
	DESIGN OF THE EFQM MODEL
	<ul style="list-style-type: none">▪ Direction▪ Execution▪ Results
	THE EFQM DIAGNOSTIC TOOL: RADAR
	<ul style="list-style-type: none">▪ Difference Certification vs. EFQM Assessment
	KNOWLEDGE CHECK

8. Examination: “Environmental Manager”

+ Description of the Examination

The contents of the examination refer to the courses IMS, UMS, IMSR, IMSA, UMPRA and IMSO. Examination might take time for more than 1 day.

+ Prerequisites

- Qualification in the courses: IMS, UMS, IMSR, IMSA, UMPRA and IMSO.
- 4 years of practical professional experience with two of these in environmental management.

+ Format of Examination

The examination consists of two parts:

- Written Examination: multiple-choice questions and takes 60 minutes.
- Oral Examination consists of:
 - o Moderation of a case example, which takes 1.5 hours
 - o Presentation of a case example 10 minutes (+ 2 minutes)
 - o Three expert questions (oral) approx. 10minutes.

+ Certificate

Issued Certificate: EOQ Environmental Manager.

If the proof of practical experience cannot be provided before the examination, participation in the examination is still possible. In this case, the certificate applicant will receive a certificate as “Environmental Manager Candidate” if s/he passes the examination. As soon as we receive the missing proof of practice, the certificate will be re-issued free of charge.

+ Validity of qualification

Validity of qualification “Environmental Manager”, lasts 3 years from the moment of the issuing of the certificate.

+ Criteria for extension of validity

- Proof (e.g. letter from employer, interim certification, self-declaration) about 2 years of professional practice in the field of environmental management within the last 3 years.
- Refresher course for Integrated Management Systems (RIMS) or appropriate qualityaustria training