



**GHANA  
STANDARDS  
AUTHORITY**



**GHANA STANDARDS AUTHORITY**

**CERTIFICATION DIRECTORATE-**

**INDUSTRIAL SUPPORT DEPARTMENT**

**2021 Training Brochure**

## **FOREWORD**

The Industrial Support Department of GSA takes this opportunity of a New Year to thank all its loyal customers. We believe that despite the challenges presented by the Covid 19 pandemic we succeeded in our goal of providing professional training services.

The Department is upbeat about the prospects that 2021 brings. Out of our challenges, we have evolved and have developed virtual versions of some of our training courses. These virtual options are available to our clients in 2021. Where virtual options of a course exist, this and the date for the virtual option is indicated by the course.

Our trainings are delivered by resource persons with several years of relevant experience. As a policy, we offer a conducive environment at each training to encourage maximum learning.

In 2021, we would continue offering our Chartered Quality Institute (CQI) approved ISO 9001 Foundation Course and hope to see many more of you taking part in this internationally recognized course.

For corporate entities, we assure you that our trainings would increase the knowledge base of your staff and sharpen their Management System Audit skills.

We look forward to a great partnership with you and a successful year in 2021.

Also, note that all courses listed in the brochure can be presented at your premises by arrangement with GSA/ISD Department.

Please also visit our website at [www.gsa.gov.gh](http://www.gsa.gov.gh) or send any training enquiries to [gsaids2015@gmail.com](mailto:gsaids2015@gmail.com) or [isd@gsa.gov.gh](mailto:isd@gsa.gov.gh)

Yours truly,

**THE GSA/ISD TRAINING COORDINATOR**

## **Management Systems Programmes Being Offered by GSA/ISD Department**

### **ISO 9001:2015 – QUALITY MANAGEMENT SYSTEMS**

Foundation course in Quality Management Systems

Internal Quality Auditor course

Lead Auditors Course

### **ISO 14001:2015 – ENVIRONMENTAL MANAGEMENT SYSTEMS**

Foundation course in Environmental Management Systems

Internal Auditor course in Environmental Management Systems

### **ISO 45001:2018 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS**

Foundation course in Occupational Health and Safety Management Systems

Internal Auditor course in Occupational Health and Safety Management Systems

### **GS ISO 22000:2018 – FOOD SAFETY MANAGEMENT SYSTEMS**

Foundation course in Food Safety Management Systems

Internal Auditor course in Food Safety Management Systems

### **GS ISO/IEC 17025:2018 –GENERAL REQUIREMENTS FOR THE COMPETENCY OF TESTING AND CALIBRATION LABORATORIES**

Foundation course in Laboratory Management Systems

Internal Auditor Course in Laboratory Management Systems

**Other Programmes being offered by GSA/ISD Department:**

- ❖ **HACCP FOUNDATION COURSE**
- ❖ **ADVANCED HACCP COURSE**
- ❖ **HACCP FOR RESTAURANTEURS**
- ❖ **GOOD HYGIENIC PRACTICES IN FOOD INDUSTRIES**
- ❖ **METROLOGY FOR PUMP MECHANICS**
- ❖ **QUALITY ASSURANCE AND QUALITY CONTROL COURSE**
- ❖ **TESTING AND INSTRUMENTATION COURSE**
- ❖ **COURSE IN FOOD HANDLING AND PACKAGING**
- ❖ **CALCULATION OF MEASUREMENT UNCERTAINTY FOR TESTING LABORATORIES**
- ❖ **IN-HOUSE COURSES ( Not limited to the list above )**

(Offered on-site, upon request by 10 or more learners at a time)

## **GENERAL INFORMATION**

### **COURSE APPLICATIONS**

As much as we try to accommodate all learners, the maximum number of trainees we allow in our courses at a time is **20**. This is due to our desire to optimize the learning experience.

The application form is attached at the back of the brochure and should be completed, scanned and e-mailed to [gsaisd@gmail.com](mailto:gsaisd@gmail.com)/ [isd@gsa.gov.gh](mailto:isd@gsa.gov.gh)

### **TERMS AND CONDITION OF BOOKING**

#### **Terms and conditions of bookings:**

Registration forms must be completed and submitted with all evidence of prior knowledge requirements 20 days prior to a scheduled course. All submitted documents shall be reviewed for adequacy.

A prospective delegate shall be informed of the outcome of their application within 5 days of receipt of their application.

Full course fees are payable in advance. Attendance is only guaranteed upon submission of a receipt indicating full payment.

Failure to provide proof of payment will lead to the learner being refused entry to the course.

GSA reserves the right to cancel /reschedule the course due to insufficient learner registrations.

All cancellations by learner must reach the above address, in writing, not later than 10 days prior to the commencement date of the course.

An administration and cancellation fee of 50% will be payable in respect of a cancellation received less than 10 days prior to the commencement date of the course.

There would be no refund of course fee in the event of non-attendance without cancellation.

### **FEES**

**NOTE:** All course fees are charged per person and per course. Group discount may be given in cases where one organization sends ten (10) or more delegates.

### **TRAVEL AND ACCOMMODATION**

Learners are responsible for their own travel and accommodation arrangements. GSA will not be held liable if conditions of these places do not meet your expectations. However, the Department may upon request from the learners assist by supplying contact numbers, of guesthouses, hotels as bed and breakfast establishments in the vicinity of GSA.

## **COURSE PRESENTATION**

Courses will be presented in **English only**. Courses are presented using a variety of training methods and techniques, and these include lectures, videos, assignments, handbooks and exercises. Group participation is encouraged throughout, as it enhances the learning experience. Learners are continuously evaluated throughout the learning program.

## **ISSUANCE OF CERTIFICATES**

### **100% attendance is compulsory.**

The pass mark for all courses where examinations are required is 70% upon which a certificate of **SUCCESSFUL COMPLETION** will be issued. For such courses; a participant who obtains less than 70% score shall be issued a certificate of **PARTICIPATION**.

For courses where no examinations are required, only certificates of **PARTICIPATION** shall be issued.

Certificates will be issued to all customers who successfully complete a course within twenty-one (21) working days provided all necessary requirements have been fulfilled, including payments. All certificates issued must bear a serial number, the name of the bearer of the certificate, the Unique Identification Number of the bearer in the case of CQI/IRCA certified courses, the GSA logo, the course title and date, the certificate type as well as the signatures of the course coordinator and the Director General of GSA.

Certificates may be invalidated, withdrawn and replaced only in the event that a mistake emanating from ISD has been made.

Customers may only be given certified true copies of certificates in the event of a loss of certificate in which case, certificate replacement shall not be permissible.

In the case of CQI/IRCA approved courses, the Industrial Support Department shall always approve, produce and distribute certificates in respect of such courses. Re-issue of certificates will be at a cost of GHS 100.00.

Certificates are issued to participants/delegates who attend the course and not to their companies. Clients who wish to allow the companies to have copies of their certificates must give ISD written authorization to do so

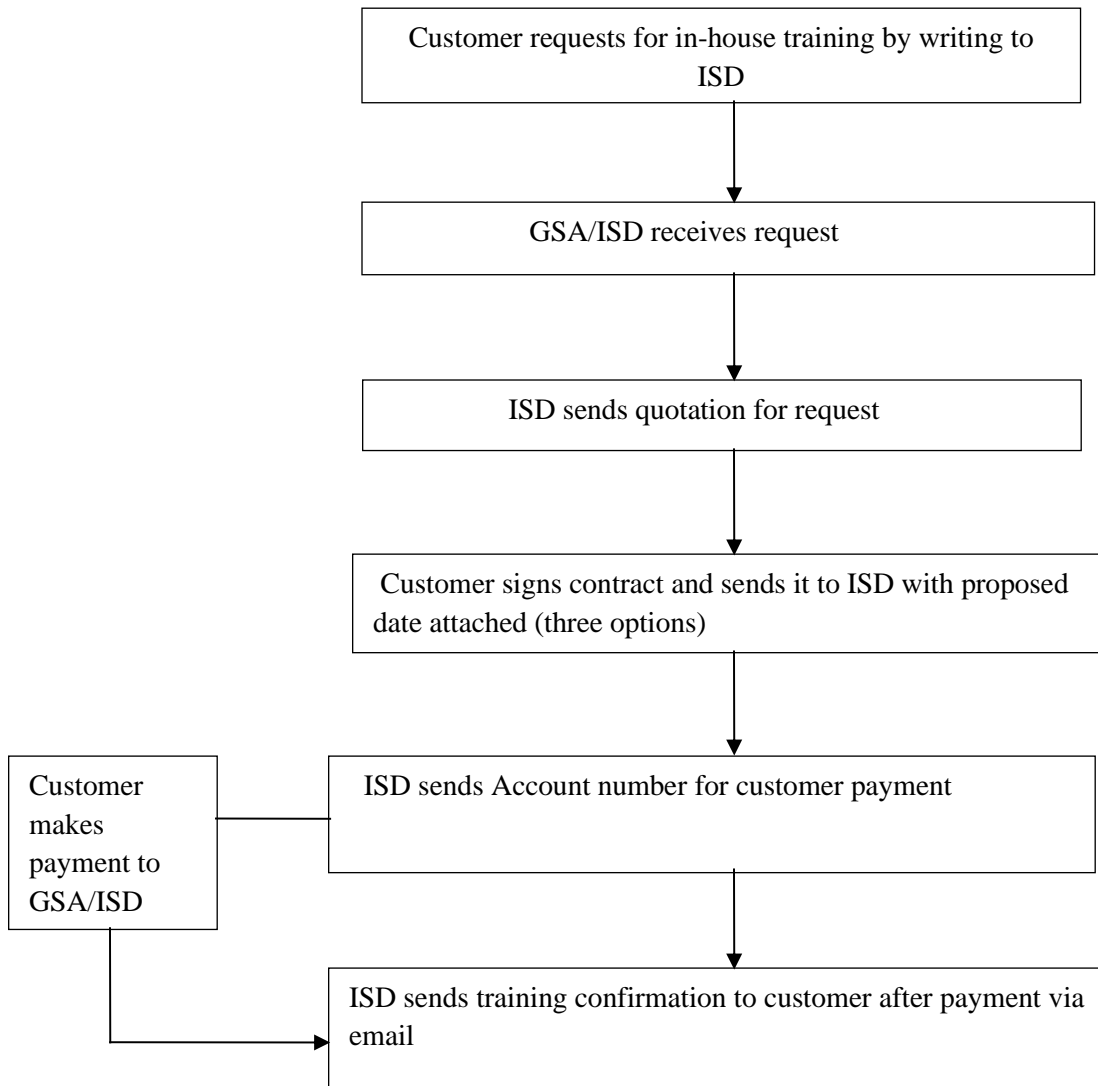
## **IN-HOUSE PRESENTATION OF COURSES**

An in-house presentation means, a trainer representing GSA is sent to the customer's site or their preferred venue at the customer's cost to conduct the requested training. The selected venue must meet GSA requirements for training venues.

All GSA/ISD courses may be presented as In-house training courses. These training courses can be customized to suit the customer's requirements.

**Only written requests for In-house training will be accepted.**

### **Steps involved in requesting for in-house Training**



**NOTE:** In-house courses will be presented to a *maximum of 20 learners per session*.

To facilitate professional service, efficient planning and supply of competitive quotation, a customer is requested to provide notification of where the training will be presented and expected number of people to be quoted on.

**The customer or organisation will be responsible for providing a suitable training room with audio-visual equipment and all necessary training tools (including projectors, flip charts etc.) as well as refreshments and any amenities they see fit. Customer training room is expected to meet GSA/ISD health and safety policies before it can be used.**

## CONTACT DETAILS

For bookings, payments and enquiries

***Customer Liaison Officer***

E-mail: [gsaisd2015@gmail.com](mailto:gsaisd2015@gmail.com)

Tel: +233 (0) 244 821-332

***Training Coordinator***

Tel: +233 (0) 207 885- 611

***Alternative Number***

Tel: +233 (0) 244 209292

***Head Office Number***

Tel: 03025000/65-66

***Centralised e-mail:*** [gsaisd2015@gmail.com](mailto:gsaisd2015@gmail.com)

***Postal address:*** Private bag MB 245, Accra

**Physical address: Shiashi Adjacent. Gulf house. (On the corner of Jerry John Rawlings Road and Gulf street)**



## ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS

### Overview

ISO 9001 is an internationally recognized management system that helps the implementing organization to achieve consistent results, products and services while continually improving the process with the sole aim of satisfying the customer.

### Quality Management Systems Foundation Course (CQI/IRCA Certified)

#### *Prior knowledge Requirements*

- *Familiarity with quality issues as the course focuses on the requirements and implementation of management systems.*
- *prior knowledge in Management systems, the PDCA cycle, fundamental concepts and the 7 quality Management principles as well as the terms and definitions commonly used in managements systems (ISO 9000).*

#### Learning Objectives

On completion, successful delegates will have the **knowledge** needed to:

- ✓ Explain the purpose of quality management system and the business benefits of improved performance of the quality management system
- ✓ Outline the structures and content of ISO 9001 and its relationship with ISO 9000
- ✓ Explain the specific quality management related requirements of ISO 9001

**COURSE DURATION:** One (1) day

**TARGET GROUPS:** Manufacturers and service providers, Quality/production Managers and Staff of MMDAs

#### **COURSE OUTLINE:**

- Overview of QMS
- Purpose and business benefits of QMS
- Process approach and PDCA cycle
- QMS principles and processes
- Context of the organization
- Quality Policy, Quality Planning and Quality Objectives
- Product realization and controls
- Performance evaluation

## **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**  
Certificate of Participation will be awarded.

**Fees: GHS 1,700.00/Head inclusive of one ISO 9001:2015 Standard**

## **ISO 9001:2015 – Internal Quality Auditor Course**

### ***Overview***

The aim of this course is to provide delegates with the knowledge and skills required to perform an internal audit of a Quality Management System based on ISO 9001(or equivalent), and report on the effective implementation and maintenance of the Management System in accordance with ISO 19011.

### ***Prior knowledge Requirements***

**Learners must have had a foundation course in ISO 9001:2015**

### **Learning Objectives**

Learning objectives describe in outline what delegates will know and be able to do by the end of the course.

#### **Knowledge**

- ✓ With reference to the PDCA cycle, explain the process-based quality management system model for ISO 9001 and the role of an internal audit in the maintenance and improvement of quality management systems
- ✓ Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up and internal quality management system audit, in accordance with ISO 1901:2018

#### **Skills**

- ✓ Plan, conduct, report and follow-up an internal audit of part of a quality management system based on ISO 9001, and in accordance with ISO 19011:2018

**COURSE DURATION:** Four (4) days.

**TARGET GROUPS:** Manufacturers and service providers, Quality/production Managers and Staff of MMDAs

### **COURSE OUTLINE**

- Understanding the purpose and benefits of auditing
- Understanding the difference between 1st, 2nd and 3rd party audits and other types of audits
- Using and interpretation of ISO 9001 as a basis for audits
- Preparing and planning for audits (audit schedules, audit plans, audit checklist)

- Performing audits, displaying appropriate auditor traits, such as using effective questioning techniques and recording non-conformances
- Writing audit reports and follow-up on corrective actions
- Explaining the process of certification

### **EXAMINATION AND CERTIFICATION**

100% attendance required. An examination will be taken at the end of the course if delegate scores more than 50% on continuous assessment. Delegates with 70% or above test score will be awarded a certificate of **SUCCESSFUL COMPLETION**. Delegates with test scores below 70% will be awarded certificate of **PARTICIPATION**.

**Fees: GHS 2,860.00 /Head Inclusive of one (1) ISO 19011:2018 Standard**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

### **Lead Auditor Course on ISO 9001 Quality Management Systems**

#### **Overview**

This course covers the process approach to quality management systems and auditing, the eight quality management principles, the requirements of ISO 9001 (and guidance in the accompanying document 9004). At the end of the course, participants will acquire needed knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011) the certification process according ISO 17021.

This course is for those intending to acquire the competence to audit an organisation's ISO 9001-based management system, either as third or second party audit.

#### ***Prior knowledge Requirements***

***ISO 9001:2015 Foundation course***

#### **Learning Objectives**

On completion, successful students will be able to:

- Master audit techniques and
- Become competent to manage an audit program, audit team,
- Communication with Customers and conflict resolution.

**COURSE DURATION FIVE (5) days**

#### **TARGET GROUPS:**

- ✓ Auditors
- ✓ Certification Managers

- ✓ Chefs Facility Managers
- ✓ Food Safety & Quality Consultants
- ✓ Production Managers/Supervisors
- ✓ QA/QC Personnel
- ✓ Quality Auditors
- ✓ Quality Systems Coordinators
- ✓ Training Personnel

**COURSE OUTLINE:**

- Introduction to Quality Management System (QMS) concepts as required by ISO 9001
- Planning and Initiating an ISO 9001 audit
- Conducting an ISO 9001 audit
- Concluding and ensuring the follow-up of an ISO 9001 audit

**EXAMINATION AND CERTIFICATION**

100% attendance required. An examination will be taken at the end of the course if delegates scores more than 50% on continuous assessment. Delegates with 70% or above test score will be awarded a certificate of **SUCCESSFUL COMPLETION**. Others with test scores below 70% will be awarded a certificate of **PARTICIPATION**.

The ISO 9001 Lead Auditor Certification exam covers the following competence areas:

- Fundamental principles and concepts of a Quality Management System (QMS)
- Quality Management System (QMS)
- Fundamental audit concepts and principles
- Preparation of an ISO 9001 audit
- Conducting an ISO 9001 audit
- Closing an ISO 9001 audit
- Managing an ISO 9001 audit program

**Fees: GHS 4,310.00/Head inclusive of one ISO 19011:2018 Standard**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

<b>COURSE TITLE</b>	<b>FOUNDATION</b>	<b>INTERNAL AUDITOR</b>	<b>LEAD AUDITOR</b>
ISO 9001:2015	March 11 <sup>th</sup>	February 16 <sup>th</sup> – 19 <sup>st</sup>	December 6 <sup>th</sup> -10 <sup>th</sup>
ISO 9001:2015	June 9 <sup>th</sup>	August 24 <sup>th</sup> -27 <sup>th</sup>	
ISO 9001:2015	August 11 <sup>th</sup>	November 16 <sup>th</sup> -19 <sup>th</sup>	
ISO 9001:2015	November 10 <sup>th</sup>		
ISO 9001:2015	December 16 <sup>th</sup>		

## **ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)**

### **Overview**

An Environment Management System (EMS) is a tool for managing the impacts of an organization's activities on the environment. It provides a structured approach to planning and implementing environment protection measures. The training is applicable to all employees requiring an understanding of Environmental Management Systems or those involved with the establishment, implementation, maintenance, continual improvement, management and evaluation of an ISO 14001 (EMS).

### **Environmental Management System Foundation Course (EMS)**

#### ***Prior knowledge Requirements***

- *Familiarity with Environmental issues as the course focuses on the requirements and implementation of Environmental Management Systems.*
- *Prior knowledge of in Management Systems in general.*

#### **Learning Objectives**

On completion, successful students will be able to

- ✓ Explain the fundamentals of Environmental Management
- ✓ Explain the interrelationships between ISO14001 and the other ISO Management Systems
- ✓ Explain the key components of an Environmental Management System (EMS) In accordance with ISO14001
- ✓ Explain the concepts, approaches, standards, methods and techniques required to effectively manage an EMS
- ✓ Explain the relationship between an Environmental Management System and Compliance with the requirements of different Stakeholders of the organization
- ✓ Explain the stages of the ISO 14001 certification process

**COURSE DURATION:** Two (2) days

**TARGET GROUPS:** Environmental Managers, Officers in Private organizations and Public Organizations

#### **COURSE OUTLINE**

- Brief Overview of the ISO 14001
- EMS Policy, EMS Aspects, Concepts and Issues
- Environmental Risk Assessment
- Legal and Other requirements
- EMS Requirements of ISO 14001:2015

- Objectives, Targets & Programs (EMP)
- Resources, Roles, Responsibilities Authority, Communication, Competence
- Documentation, Document and Operational Control, Emergency preparedness
- Management Review/ Commitment
- Benefits of Environmental Management System

### **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance required.**

**Certificate of Participation will be awarded.**

**Fees: GHS 1,960.00/Head, inclusive of one ISO 14001:2015 Standard**

### **Internal Auditor Course in Environmental Management System (EMS)-ISO 1400:2015**

#### ***Prior knowledge Requirements***

***Learners must have gone through an ISO 14001 EMS Foundation course***

#### **Learning Objectives**

On completion, successful students will be able to

- ✓ Explain Environmental Management System in accordance to ISO 14001 Standard
- ✓ Explain the ISO 14001:2015 requirements & its interpretation
- ✓ Identify and evaluate environmental aspects, impacts and their significance
- ✓ Explain the Environmental laws
- ✓ Conduct a document review and prepare audit checklist
- ✓ Explain the EMS Audit Process, Audit Roles & Responsibilities

**COURSE DURATION: Four (4) days**

**TARGET GROUPS:** Environmental Managers, Officers in Private organizations and Public Organizations

#### **COURSE OUTLINE:**

- Introduction to Environmental Management System, policy, legal requirements
- Internal auditing definitions and auditing principles
- Audit types/audit program and planning
- Roles and responsibilities of Auditors
- Conducting the Audit
- Communication
- Audit Review meetings/audit Findings

## **EXAMINATION AND CERTIFICATION**

100% attendance required. An examination will be taken at the end of the course if delegates scores more than 50% on continuous assessment. Delegates with 70% or above test score will be awarded a certificate of **SUCCESSFUL COMPLETION** while delegates with test scores below 70% will be awarded a **CERTIFICATE OF PARTICIPATION**.

**Fees: GHS 2,860.00/Head inclusive of one (1) ISO 19011:2018 Standard**  
**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

<b>COURSE TITLE</b>	<b>FOUNDATION</b>	<b>INTERNAL AUDITOR</b>
ISO 14001:2015	May 18 <sup>th</sup> -19 <sup>th</sup>	July 13 <sup>h</sup> -16 <sup>th</sup>
ISO 14001:2015		October 17 <sup>th</sup> -20 <sup>th</sup>

## **ISO 45001:2018 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS**

### **Overview**

The course aims to help organizations comply with the ISO 45001:2018 requirements. It ensures that participants understand and are able to implement these requirements in their own environment. It also helps to make personnel aware of the roles and responsibilities within the organization and its occupational health and safety obligations and commitments.

### **ISO 45001:2018 Foundation Training Course**

#### ***Prior knowledge Requirements***

- *Familiarity with Health and Safety issues as the course focuses on the requirements and implementation of OHSAS management systems.*
- *Prior knowledge in Management Systems*

#### **Learning Objectives**

On completion, successful students will be able to:

- ✓ Explain the elements and operations of an Occupational Health and Safety Management System and its principal processes
- ✓ Explain the correlation between ISO 45001 and other standards and regulatory frameworks
- ✓ Explain the approaches, methods and techniques used for the implementation and management of an OHSM

**COURSE DURATION Two (2) days**

**TARGET GROUPS:** Health and Safety Managers, Officers in Public and Private Organization

**COURSE OUTLINE:**

- Overview of OH & Management Systems
- Details of Management System Elements
- Policy and Planning
- Implementation and Operation
- Checking
- Management Review and Commitment
- Benefits of Safety Management System

### **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**

**CERTIFICATE OF PARTICIPATION** will be awarded.

**Fees: GHS 1,960.00 /Head inclusive of one (1) ISO 45001: 2018 Standard**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

<b>COURSE TITLE</b>	<b>FOUNDATION</b>
ISO 45001:2918	March 3 <sup>rd</sup> -4 <sup>th</sup> (Virtual)
ISO 45001:2018	August 18 <sup>th</sup> -19 <sup>th</sup>
ISO 45001:2018	November 6 <sup>th</sup> -7 <sup>th</sup>

### **ISO 22000:2018 FOOD SAFETY MANAGEMENT SYSTEMS**

#### **Overview**

ISO 22000 is an International food safety standard developed by the International Organization for Standardization. It is the frame work for a Food Safety Management System (FSMS) incorporating Good Manufacturing Practices (GMPs), Hazard Analysis Critical Control Point (HACCP) principles and ISO 9001 elements.

#### **ISO 22000 -Food Safety Foundation Course**

#### ***Prior knowledge Requirements***

- *Basic knowledge in Management Systems and the Plan-Do-Check-Act cycle*
- *Concepts of Food Safety management including HACCP principles.*

#### **Learning objectives**

On completion, successful students will be able to:

- ✓ Explain the purpose and business benefits of a Food Safety Management system
- ✓ Outline the structure and content of ISO 22000 or acceptable equivalent



- ✓ Explain the specific Food Safety management- related requirements of ISO 22000 or acceptable equivalent

**COURSE DURATION one (1) day**

**TARGET GROUP:** Economic operators in the food chain, food processors, restaurateurs and Caterers

**COURSE OUTLINE:**

- Definitions, Terminologies & Concepts in Food Safety Management Systems
- Prerequisite Programmes
- The HACCP Principles
- Food Safety Management System
- Management Responsibility
- Resource Management
- Planning & Realization of Safe Products
- Validation, Verification & Improvement of the Food Safety Management System

**EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**

**Certificate of PARTICIPATION will be awarded.**

**Fees: GHS 1,510.00/ Head inclusive of one ISO 22000:2018 Standard**

**ISO 22000 -Food Safety Internal Audit Course**

**Overview**

The aim of this course is to provide delegates with the knowledge and skills required to perform an internal audit of a Food Safety Management System based on ISO 22000 (or equivalent) and report on the effective implementation and maintenance of the Management System in accordance with ISO 19011.

***Prior knowledge Requirements***

***ISO 22000:2018 Foundation course***

**Learning objectives**

Leaners must be able to:

- ✓ with reference to the Plan, Do, Check, Act cycles, explain the Food Safety Management system model for ISO 22000, and the role of internal audit in the maintenance and improvement of Food Safety Management Systems
- ✓ Explain the role and responsibilities of an auditor to plan, conduct, report and follow up an internal Food Safety management system audit, in accordance with ISO 19011 Skills
- ✓ Plan, conduct, report and follow up an internal audit of a Food Safety management system based on ISO 22000 or acceptable equivalent, and in accordance with ISO 19011.

**COURSE DURATION Four (4) days**

**TARGET GROUP:** Economic operators in the food chain, food processors, restaurateurs and caterers

**COURSE OUTLINE:**

- Accreditation/ FSMS Certification
- Overview of FSMS Standards ISO 22000:2018
- Pre-Requisite Programmes
- Risk Assessment of Food Safety Hazard
- Risk Analysis
- Food Safety Hazard Identification
- Hazard Assessment/Risk Characterization
- Auditing according to ISO 19011:2018
- System / Process Requirements for FSMS (ISO 22000:2018)
  - Required Documents of ISO 22000
  - Required Records of ISO 22000
  - Validation and Verification
  - Audit Approach and Plan

**EXAMINATION AND CERTIFICATION**

100% attendance required. An examination will be taken at the end of the course if delegates scores more than 50% on continuous assessment. Delegates with 70% or above test score will be awarded a **CERTIFICATE OF SUCCESSFUL COMPLETION**. Delegates with test scores below 70% will be awarded **CERTIFICATE OF PARTICIPATION**.

**Fees: GHS 2,860/ Head inclusive of one ISO 22000:2018 Standard**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

<b>COURSE TITLE</b>	<b>FOUNDATION</b>	<b>INTERNAL AUDITOR</b>
ISO 22000 : 2018	February 2 <sup>nd</sup> (Virtual)	April 20 -23 <sup>rd</sup>
ISO 22000: 20`8	September 14 <sup>th</sup>	October 2 <sup>th</sup> -15 <sup>th</sup>

## **ISO/IEC GS 17025:2018- LABORATORY MANAGEMENT SYSTEMS**

### **Overview**

ISO/IEC 17025:2018. Is the global quality standard for testing and calibration laboratories. It is the basis for accreditation from an accreditation body. ISO/IEC 17025 Foundation training enables you to learn the basic components to implement and manage a Laboratory Management System (LMS) as specified in ISO/IEC 17025. During this training course, you will be able to understand the different modules of a LMS, including LMS policy, procedures, performance measurements, management commitment, internal audit, management review and continual improvement.

### **Laboratory Management Systems Foundation Course**

#### ***Prior knowledge Requirements***

- *Knowledge in Good laboratory practices*
- *Knowledge in Management Systems in general*

#### **Learning objectives**

On completion, successful students will be able to:

- ✓ Explain the components and operations of a Laboratory Management System (LMS)
- ✓ Explain the correlation between ISO/IEC 17025 and other standards and regulatory frameworks
- ✓ Explain the approaches, methods and techniques used for the implementation and management of a LMS

#### **COURSE DURATION Two (2) days**

**TARGET GROUPS:** Laboratory Managers, Supervisors and Technicians

#### **COURSE OUTLINE:**

- Laboratory Accreditation
- History of ISO/IEC 17025 Standard
- Management Systems Requirements

- Resource Requirements
- Process Requirements
- Technical Requirements

### **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**

Certificate of Participation will be awarded.

**Fees: GHS 1,960.00 Head inclusive of one ISO 17025:2017 Standard  
Internal Audit Laboratory Management Systems Course**

### ***Prior knowledge Requirements***

**ISO/IEC 17025 Foundation course**

### **Learning objectives**

On completion, successful students will be able to:

- ✓ Explain the correlation between ISO/IEC 17025 and other standards and regulatory frameworks
- ✓ Explain the concepts, approaches, methods and techniques used for the implementation and effective management of a Laboratory Management System (LMS)
- ✓ Interpret the ISO/IEC 17025 requirements in the specific context of the laboratory
- ✓ Advise a laboratory in implementing Laboratory Management System best practices

**COURSE DURATION Four (4) days**

**TARGET GROUPS:** Laboratory Managers, Supervisors and Technicians

### **COURSE OUTLINE:**

- Introduction to ISO/IEC 17025 and initiation of a LMS
- Plan the implementation of a LMS
- Implementation of a LMS
- LMS monitoring, measurement, continuous improvement and preparation for accreditation
- Auditing of an LMS

### **EXAMINATION AND CERTIFICATION**

100% attendance required. An examination will be taken at the end of the course if delegates scores more than 50% on continuous assessment. Delegates with 70% or above test score will be awarded a certificate of **SUCCESSFUL COMPLETION**. Delegates with test scores below 70% will be awarded **CERTIFICATE OF PARTICIPATION**.

**Fees: GHS 2,860.00/Head inclusive of one ISO 19011:2018 Standard**

## LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA

COURSE TITLE	FOUNDATION	INTERNAL AUDITOR
ISO/IEC 17025 : 2017	June 15 <sup>h</sup> -16 <sup>th</sup>	August 10 <sup>th</sup> -13 <sup>th</sup>

## HACCP-HAZARD ANALYSIS CRITICAL CONTROL POINTS (HACCP)

### Overview

HACCP is a systematic approach to the identification, evaluation, and control of food safety hazards. It is a proactive strategy where hazards are identified and assessed, and control measures are developed to prevent, reduce, or eliminate a hazard.

### INTRODUCTION TO HACCP Course

#### *Prior knowledge Requirements*

*Knowledge in basic prerequisite programmes (PRPs)*

#### Learning Objectives

On completion, successful students will be able to:

- ✓ Explain the basic concepts of HACCP.
- ✓ Apply the 7 Principles of HACCP.
- ✓ Explain how HACCP is integrated into formal management systems for the food industry.
- ✓ Review good manufacturing practices.
- ✓ Identify and control hazards.
- ✓ Implement a HACCP plan

**COURSE DURATION** Two (2) days

**TARGET GROUPS:** Quality control Managers in the food Industry

#### COURSE OUTLINE:

- Overview of Food Safety and Food Quality
- Concept of HACCP
- Food Safety Hazards
- Prerequisite programmes (PRPs)
- Implementing HACCP
- Detailed principles of HACCP

## **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**  
Certificate of Participation will be awarded.

**Fees: GHS 750.00/Head**

## **ADVANCED HACCP Course**

### ***Prior knowledge Requirements*** ***Basic HACCP***

### **Learning Objectives**

On completion, successful students will be able to:

- ✓ Explain the basic concepts of HACCP.
- ✓ Apply the 7 Principles of HACCP.
- ✓ Explain how HACCP is integrated into formal management systems for the food industry.
- ✓ Plan and implement HACCP.
- ✓ Audit a HACCP system

**COURSE DURATION Three (3) days**

**TARGET GROUPS:** Quality control Managers in the food Industry

### **COURSE OUTLINE:**

- The relationship between HACCP and other national/international standards
- HACCP certification schemes and their potential advantages
- Prerequisite programmes (PRPs)
- HACCP planning and implementation
- HACCP auditing

## **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**  
Certificate of Participation will be awarded.

**Fees: GHS 1,100.00/Head**

## LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA

COURSE TITLE	FOUNDATION	ADVANCED HACCP
HACCP	May 20 <sup>th</sup> -21 <sup>st</sup>	May 8 <sup>th</sup> -10 <sup>th</sup>
HACCP		November 17 <sup>th</sup> -19 <sup>th</sup>

## GOOD HYGIENIC PRACTICES IN THE FOOD INDUSTRIES

### Overview

It is an introduction to Good Hygienic Practice (GHP). It covers: the basics of GHP, hygienic zoning, the basic concepts of cleaning and disinfection, and food safety education of food handlers. The methods and chemicals used for cleaning and/or disinfection, and the methods for assessing efficacy are also highlighted.

### *Prior knowledge Requirements*

*No prior knowledge required*

### Learning objectives

After completing this course the participant will be able to:

- ✓ Explain the different levels of zoning used in food factories, and when and how to apply zoning;
- ✓ Assess what knowledge food handlers and personnel in food production facilities need to have to work according GHP;
- ✓ Explain why cleaning and disinfection are important in a food factory, which methods are available and when and how to apply them.

### COURSE DURATION: TWO (2) DAYS

**TARGET GROUP:** Stakeholders in the Industry, Production Managers and Food Operators

### COURSE CONTENT:

- General Definitions of terminologies used in industry
- Good Manufacturing Practices (GMP)
- Good Hygienic Practices (GHP)
- Food processing techniques (heat treatments, freezing, sterilisation, pasteurisation, drying) etc

## **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**  
Certificate of Participation will be awarded.

**Fees: GHS 750.00/Head**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

<b>COURSE TITLE</b>	<b>DATES</b>
GOOD HYGIENIC PRACTICES IN FOOD INDUSTRIES	January 19 <sup>th</sup> -20 <sup>th</sup> (Virtual)
GOOD HYGIENIC PRACTICES IN FOOD INDUSTRIES	June 2 <sup>nd</sup> -3 <sup>rd</sup>

## **METROLOGY FOR PUMP MECHANICS**

**COURSE DURATION: Two (2) days**

### **COURSE OUTLINE:**

- Legal and technical requirement for the Petroleum/oil industry
- Certificate of Participation will be awarded

**TARGET GROUP:** Stakeholders in the Oil Marketing Industry

**Fees: GHS 750.00/Head**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

## **COURSE IN QUALITY ASSURANCE AND QUALITY CONTROL INDUSTRIES**

### **Overview**

This interactive training course is designed to develop the delegates' skills in quality assurance and control and give them the best practices they require to implement different types of quality programmes within their organization. Quality assurance and control are integral components of a Quality Management System that ensure that the product or service being delivered meets the customer's expectations. Quality assurance and control systems provide guidance on principles, methods, and best practices for organizations to strive for excellence in everything they do.

### ***Prior knowledge Requirements***

***No prior knowledge required***



## Learning objectives

On the completion of the course, participants will be able to:

- ✓ Explain the concept of quality
- ✓ Explain the purpose and benefits of quality assurance and quality control
- ✓ Identify and define their production processes and its necessary control(s)
- ✓ Apply the concept of quality assurance to their businesses
- ✓ Implement the concept of documentation in their businesses

**COURSE DURATION: Two (2) days**

**TARGET GROUP:** Quality Managers in the Industries

## COURSE OUTLINE:

- Concept & Definition of Quality
- Establishing a Quality System
- Quality Assurance & Quality Control
- Benefits of Q.A
- Elements of Quality Assurance
- Understanding the Production Process
- Continual Improvement & PDCA
- Housekeeping (GMP & GHP)
- Specification & Defects
- Documentation and its relevance

## EXAMINATION AND CERTIFICATION

No examination will be written but **100% attendance is required.**

**Certificate of Participation will be awarded.**

**Fees: GHS 750.00/Head**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**

<b>COURSE TITLE</b>	<b>DATES</b>
QUALITY ASSURANCE AND QUALITY CONTROL INDUSTRIES	April 14 <sup>th</sup> -15 <sup>th</sup> (Virtual) December 8 <sup>th</sup> -9 <sup>th</sup>

## **COURSE IN FUNDAMENTALS OF MEASUREMENT UNCERTAINTY**

### **Overview**

This programme is a practical approach to measurement uncertainty applications in testing laboratories.

***Prior knowledge Requirements: Basic statistics***

### **Learning objectives**

On the completion of the course, participants will be able to:

- ✓ Explain the importance of Measurement Uncertainties
- ✓ Explain the steps required and the types of uncertainties that need to be considered in an ISO 17025 accredited laboratory
- ✓ Calculate specific examples of measurement uncertainty.

**COURSE DURATION: Two (2) days**

**TARGET GROUP:** Managers and Technicians of testing laboratories

### **COURSE OUTLINE:**

- Concept of measurement uncertainty
- Calculating measurement uncertainty in testing laboratories other than microbiology laboratories
- Calculating measurement uncertainty in microbiology laboratories Benefits of Q.A

### **EXAMINATION AND CERTIFICATION**

No examination will be written but **100% attendance is required.**

**Certificate of Participation will be awarded.**

**Fees: GHS 750.00/Head**

**LOCATION: GSA HEAD OFFICE, SHIASHI-ACCRA**



**GHANA STANDARDS AUTHORITY  
INDUSTRIAL SUPPORT DEPARTMENT  
FORM**

**TITLE: TRAINING REGISTRATION FORM**

**DOC No. ISD-FM-(G) 16-C**

To: Ghana Standards Authority  
Industrial Support Department  
P.O.Box MB 245  
Accra

Fax No. : (233-302) 500092  
Tel. (233-302) 506991-5, 500065/6  
E-mail : gsadir@gsa.gov.gh

**SECTION A**

Surname and Initials Dr/Mr/Ms/Mrs \_\_\_\_\_

Preferred name: \_\_\_\_\_

Name of organisation:  
\_\_\_\_\_

Organisation Postal address: (Where invoice must be posted to)

\_\_\_\_\_  
\_\_\_\_\_

Postal address of Certificate (Where certificate must be posted to)

\_\_\_\_\_  
\_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Cell No: \_\_\_\_\_

Learner E-mail address:  
\_\_\_\_\_



**GHANA STANDARDS AUTHORITY**  
**INDUSTRIAL SUPPORT DEPARTMENT**  
**FORM**

**TITLE: TRAINING REGISTRATION FORM**

**DOC No. ISD-FM-(G) 16-C**

Course Name:

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Dates of course:

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Dates when pre-requisite programme was completed (*please check online or in the ISD brochure if a prerequisite programme or a Prior Knowledge Requirement in the case of CQI/IRCA courses for the course applied for is required*)\*

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Payment advice: When and how?

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Organisation's Accounts Contact person & Tel No.:

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*\*please attach a copy of certificate for any completed pre-requisite programmes and/or proof of Prior Knowledge Requirements such as a certificate or testimonial)*

**SECTION B**

Please indicate your dietary preference: \_\_\_\_\_

(Vegetarian, Halaal or any food allergies)

Please indicate if you have any disabilities \_\_\_\_\_

(e.g Dyslexia, physical challenge)

Emergency contact person's name and number:

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Please indicate first language: (excluding Ghanaian languages) by underlining

English

Other (please specify)

GHANA STANDARDS AUTHORITY  
INDUSTRIAL SUPPORT DEPARTMENT  
FORM

TITLE: TRAINING REGISTRATION FORM

DOC No. ISD-FM-(G) 16-C

**SECTION C**

Please indicate how you came to know about the course:

Website, Brochure, Colleague, Exhibition Other Specify: \_\_\_\_\_

**Terms and conditions of bookings:**

Registration forms must be completed and submitted with all evidence of prior knowledge requirements 20 days prior to a scheduled course.

All submitted documents shall be reviewed for adequacy.

A prospective delegate shall be informed of the outcome of their application within 5 days of receipt of their application.

Full course fees are payable in advance. Attendance is only guaranteed upon submission of a receipt indicating full payment.

Failure to provide proof of payment will lead to the learner being refused entry to the course.

GSA reserves the right to cancel /reschedule the course due to insufficient learner registrations.

All cancellations by learner must reach the above address, in writing, not later than 10 days prior to the commencement date of the course.

An administration and cancellation fee of 50% will be payable in respect of a cancellation received less than 10 days prior to the commencement date of the course.

## GSA 2021 TRAINING SCHEDULES

No	Programmes	Course Fee GHS	Days	Target groups	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Foundation Course on ISO 22000 (Food Safety)	1,960.00	1	Economic operators in the food chain, food processors, restaurateurs and caterers		2							14			
2	Internal Auditors Course in ISO 22000 (Food Safety)	2,860.00	4	Economic operators in the food chain, food processors, restaurateurs and caterers				20-23						12-15		
3	Introduction to Management Systems (FD 107)	510.00	1	Quality/production Managers and Staff of MMDAs			10			8		10			9	
4	Foundation Course on ISO 9001 (Quality Management)	1,700.00	1	Manufacturers and service providers, Quality/production Managers and Staff of MMDAs			11			9		11			10	16
5	Internal Auditors Course in ISO 9001 (Quality Management)	2,860.00	4	Manufacturers and service providers, Quality/production Managers and Staff of MMDAs		16-19						24-27			16-19	
6	Foundation Course on ISO 45001 (Occupational Health and Safety)	1,960.00	2	Health and Safety Managers , Officers in Public and Private Organizations			3-4					18-19			6-7	
7	Lead Auditors Course on ISO 9001 (Quality Management Systems)	4,310.00	5	Manufacturers and service providers, Quality/production Managers and Staff of MMDAs												6-10
8	Foundation Course on ISO 14001 (Environmental Management)	1,960.00	2	Environmental Managers , Officers in Private organizations and Public Organizations					18-19							
9	Internal Auditor course in ISO 14001 (Environmental Management)	2,860.00	4	Environmental Managers , Officers in Private organizations and Public Organizations							13-16			17-20		

10	Foundation Course in ISO/IEC 17025 (Laboratory Quality Management)	1,960.00	2	Laboratory Managers, Supervisors and Technicians,						15-16						
11	Internal Auditor Course in ISO/IEC 17025 (Laboratory Quality Management)	2,860.00	4	Laboratory Managers, Supervisors and Technicians,							10-13					
14	Foundation Course on Hazard Analysis and Critical Control Point	750.00	2	Quality control Managers in the food Industry					20-21							
15	Advanced HACCP	1,100.00	3	Quality control Managers in the food Industry					8-10							17-19
16	Good Hygienic practices in Food Industries	750.00	2	Production Managers and Food process operators	19-20					2-3						
17	Course in Quality Assurance and Quality Control	750.00	2	Quality control Managers in the food Industry				14-15								8-9
18	Course in Testing and Instrumentation	750.00	2	Laboratory Managers, Supervisors and Technicians involved in Analysis and Instrumentation	UPON REQUEST											
19	Course in Food Handling and Packaging	750	1	Quality Managers in the Food Industry									23			
20	Metrology for pump Mechanics	750.00	2	Stakeholders in the Oil Marketing companies	UPON REQUEST											
21	Uncertainty measurement for testing Laboratories	750.00	2	Laboratory Managers, Supervisors and Technicians	UPON REQUEST											