Management system standards

Internal Auditor — ISO 19011:2018

Two to three days to train internal auditors who can prepare, conduct and conclude an audit that moves the system forward. The course follows the guidelines of ISO 19011:2026, which replaces the 2018 edition, and applies to ISO 9001, ISO 14001, ISO 45001 or an integrated system. Participants audit a real process of your company, then write the report and the follow-up of actions.

Duration : 2–3 days

Objectives

1. Explain the principles of auditing and the role of internal audit in a management system
2. Build a risk-based audit programme and an audit plan for a process
3. Conduct interviews, observe and collect objective evidence in the field
4. Formulate precise findings and nonconformities tied to a requirement and a piece of evidence
5. Write an audit report and follow corrective actions through to verification of their effectiveness

Programme

Day 1 — morning

• Role of internal audit: what management system standards require, what management expects from it
• ISO 19011:2026, the fourth edition replacing the 2018 edition: principles of auditing and vocabulary
• Competence and behaviour expected of an internal auditor
• Objectivity and impartiality: not auditing your own work

Day 1 — afternoon

• Audit programme: objectives, frequency according to risks and previous results, resources
• Audit plan: scope, criteria, timetable, people met
• Preparation: document review, results of previous audits, list of questions
• Exercise: annual audit programme for your system and audit plan for a process

Day 2 — morning

• Opening meeting and conduct of the audit
• Interview techniques: open questions, rephrasing, listening, delicate situations
• Collecting evidence: observation, sampling, checking of records
• Role play: interview with a process owner

Day 2 — afternoon

• From finding to nonconformity: requirement, evidence, finding; nonconformity, observation, opportunity for improvement
• Exercise: writing nonconformities from real audit situations
• Closing meeting: presenting conclusions without sterile debate
• Mid-course quiz

Day 3 — morning

• Preparing in pairs the audit of a process in your company
• Audit in the field: interviews, visit of workstations, checking of records
• Pair synthesis of the findings

Day 3 — afternoon (workshop)

• Writing the audit report and presenting the conclusions to the process owner
• Follow-up of corrective actions and verification of their effectiveness
• Knowledge test and feedback on the practical audit

Teaching methods

• Interview role plays observed and debriefed by the group
• Exercises on writing nonconformities from real audit situations
• Practical audit of a process in your company, conducted in pairs
• Audit programme, plan and report templates adaptable to your system
• Mid-course quiz, final test and assessment of the practical audit

Assessment and documents

Mid-course quiz, knowledge test and assessment of the practical audit (preparation, interviews, quality of nonconformities and report), post-course evaluation at D+1. Numbered training certificate, verifiable online; training report and the audit reports produced in the workshop handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

The two-day version reduces the practical audit to half a day; the three-day version devotes a full day to it. An auditor who is new to the standard to be audited benefits from first taking the course on its requirements, for example “ISO 9001:2026 — Requirements and Implementation”.

Practical information

Duration	2–3 days
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Why does the title cite ISO 19011:2018?
It is the catalogue title. ISO 19011:2026, the fourth edition published on 27 May 2026, replaces the 2018 edition; the course follows this new edition.

For which standards is the course valid?
ISO 19011 gives guidelines for auditing any management system. The exercises cover the standard or standards of your system: ISO 9001:2026, ISO 14001:2026, ISO 45001:2018 or an integrated QHSE system.

Two or three days: how to choose?
Two days suit participants who have already taken part in audits. Three days are preferable for new auditors: the third day is entirely devoted to auditing a real process, from the field to the report.

Can an internal auditor audit their own department?
The guidelines require objectivity and impartiality: an auditor does not audit their own work. In a small organisation, cross-audits between departments or an outsourced internal audit make it possible to respect this principle.