



# **IEMA - Approved Internal EMS Auditor**

## **Navigating Environmental Management Systems with Confidence**



# Introduction



In this course, you'll dive into the intricacies of auditing environmental management practices within organizations. From understanding the fundamental principles to conducting effective audits, this course will equip you with the knowledge and skills necessary to excel in auditing EMS.

# Course Objectives



- 1** Understand the core principles and standards of internal EMS auditing.
- 2** Develop proficiency in planning, conducting, and reporting on internal EMS audits.
- 3** Gain practical insights into identifying environmental management system non-conformities and recommending corrective actions.
- 4** Learn to interpret audit findings and communicate effectively with stakeholders.
- 5** Enhance your problem-solving and analytical skills within the context of environmental management.

# Course Benefits

- Gain industry-recognized certification from IEMA, enhancing your credibility as an internal EMS auditor.
- Acquire practical skills to effectively identify and address environmental risks within organizations.
- Expand career opportunities by becoming proficient in a sought-after field with growing demand.
- Contribute to the global sustainability agenda by promoting environmentally responsible practices within your organization.

# Course Modules

## Introduction to Internal EMS Auditing

1

1. Understanding the purpose and benefits of internal EMS audits
2. Overview of relevant standards and regulations
3. Role of internal auditors in environmental management

## Planning and Preparation

2

1. Developing an audit plan and checklist
2. Identifying audit criteria and objectives
3. Gathering necessary documentation and resources

## Conducting the Audit

3

1. Techniques for effective interviewing and observation
2. Documenting audit evidence and observations
3. Addressing challenges and maintaining audit integrity

## Audit Reporting and Follow-Up

4

1. Compiling audit findings and observations
2. Writing clear and concise audit reports
3. Implementing corrective actions and tracking follow-up activities

## Communication and Stakeholder Engagement

5

1. Communicating audit results to stakeholders
2. Building rapport and trust with auditees
3. Facilitating constructive feedback and dialogue

## Continuous Improvement and Professional Development

6

1. Strategies for continuous improvement in auditing practices
2. Staying updated on emerging trends and best practices
3. Networking and learning from peers and industry experts



# Who Should Join This Course

→ Professionals working in environmental management or sustainability roles seeking to enhance their auditing skills.

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→ Individuals aspiring to become internal EMS auditors within their organizations.

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→ Students or recent graduates interested in pursuing a career in environmental auditing or management systems.

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→ Anyone passionate about contributing to environmental sustainability efforts and ensuring compliance with relevant standards and regulations.



# Module 1 : Introduction to Internal EMS Auditing

## Lesson 1: Understanding the Purpose and Benefits of Internal EMS Audits

### Objective :

To grasp the significance of internal EMS audits in promoting environmental sustainability and organizational compliance.

### Content :

- Explanation of the purpose of internal EMS audits in identifying environmental risks and improving management systems.
- Discussion on the benefits of conducting internal audits, including enhanced performance, risk mitigation, and compliance assurance.
- Case studies illustrating real-world examples of how internal EMS audits have contributed to organizational success and sustainability initiatives.



# Module 1 : Introduction to Internal EMS Auditing

## Lesson 2 : Overview of Relevant Standards and Regulations

### Objective :

To familiarize learners with the key standards and regulations governing internal EMS audits, such as ISO 14001 and applicable environmental laws.

### Content :

- Introduction to ISO 14001: Environmental Management Systems standard and its relevance to internal EMS auditing.
- Overview of other relevant standards and guidelines, such as ISO 19011: Guidelines for Auditing Management Systems.
- Explanation of regulatory requirements related to environmental management and auditing, including legal compliance and reporting obligations.
- Interactive activities to explore the application of standards and regulations in auditing practices.





# Module 1 : Introduction to Internal EMS Auditing

## Lesson 3: Role of Internal Auditors in Environmental Management

### Objective :

To understand the responsibilities and expectations of internal auditors in the context of environmental management systems.

### Content :

- Overview of the role of internal auditors in assessing and verifying compliance with environmental policies, procedures, and objectives.
- Explanation of the competencies and qualifications required for effective internal auditing, including technical knowledge, communication skills, and ethical considerations.
- Discussion on the importance of independence, objectivity, and impartiality in conducting internal EMS audits.
- Practical tips and best practices for internal auditors to uphold professionalism and integrity in their auditing activities.



# Module 2 : Planning and Preparation

## Lesson 1 : Developing an Audit Plan and Checklist

### Objective :

To understand the importance of developing a comprehensive audit plan and checklist to guide the auditing process effectively.

### Content :

- Explanation of the components of an audit plan, including scope, objectives, criteria, and methodology.
- Guidelines for identifying audit criteria and establishing measurable objectives to assess environmental performance.
- Demonstration of techniques for developing an audit checklist tailored to the specific requirements of the organization and relevant standards.
- Practical exercises to draft an audit plan and checklist for a hypothetical audit scenario.



# Module 2 : Planning and Preparation

## Lesson 2 : Identifying Audit Criteria and Objectives

### Objective :

To learn how to identify appropriate audit criteria and objectives based on organizational goals, regulatory requirements, and stakeholder expectations.

### Content :

- Overview of different types of audit criteria, including legal requirements, organizational policies, and industry standards.
- Techniques for defining clear and measurable audit objectives that align with the organization's environmental management objectives.
- Discussion on the importance of considering stakeholder perspectives and feedback when establishing audit criteria and objectives.
- Case studies highlighting the importance of setting relevant and achievable audit criteria to ensure the effectiveness of internal EMS audits.



# Module 2 : Planning and Preparation

## Lesson 3 : Gathering Necessary Documentation and Resources

### Objective :

To explore strategies for collecting and organizing documentation and resources essential for conducting internal EMS audits.

### Content :

- Explanation of the types of documentation and records typically required for internal EMS audits, such as procedures, manuals, records of training, and incident reports.
- Guidelines for assessing the adequacy and reliability of documentation to support audit findings and conclusions.
- Discussion on the importance of obtaining access to relevant resources, including personnel, equipment, and facilities, to facilitate audit activities.
- Practical tips and tools for organizing and managing audit documentation effectively throughout the auditing process.



# Module 3 : Conducting the Audit

## Lesson 1 : Techniques for Effective Interviewing and Observation

### Objective :

To understand the importance of effective interviewing and observation techniques in gathering relevant information during internal EMS audits.

### Content :

- Explanation of the principles and best practices of conducting interviews with auditees to gather information and assess compliance.
- Overview of active listening skills and questioning techniques to encourage open communication and elicit accurate responses from auditees.
- Guidelines for conducting objective and unbiased observations of processes, procedures, and environmental practices during audits.
- Role-playing exercises and simulations to practice interviewing and observation techniques in a controlled environment.



# Module 3 : Conducting the Audit

## Lesson 2 : Documenting Audit Evidence and Observations

### Objective :

To learn how to effectively document audit evidence and observations to support audit findings and conclusions.

### Content :

- Explanation of the importance of accurate and reliable documentation in audit reports to substantiate findings and recommendations.
- Overview of different methods and formats for documenting audit evidence, including written notes, photographs, and audio recordings.
- Guidelines for maintaining objectivity and impartiality in documenting audit observations and conclusions.
- Practical exercises to practice documenting audit evidence and observations in simulated audit scenarios.



# Module 3 :

## Conducting the Audit

### Lesson 3 : Addressing Challenges and Maintaining Audit Integrity

#### Objective :

To explore strategies for addressing challenges and maintaining integrity during the auditing process, including managing conflicts of interest and ensuring audit objectivity.

#### Content :

- Identification of common challenges and obstacles encountered during internal EMS audits, such as resistance from auditees, lack of cooperation, and conflicting priorities.
- Techniques for maintaining audit integrity and objectivity, including managing conflicts of interest, maintaining confidentiality, and avoiding bias.
- Discussion on the importance of maintaining professionalism and ethical conduct throughout the auditing process.
- Case studies and real-life examples illustrating how auditors can effectively navigate challenges and uphold audit integrity in various audit situations.



# Module 4 : Audit Reporting and Follow-Up

## Lesson 1: Compiling Audit Findings and Observations

### Objective :

To understand the process of compiling audit findings and observations into a comprehensive report for stakeholders.

### Content :

- Explanation of the key components of an audit report, including executive summary, scope, methodology, findings, conclusions, and recommendations.
- Guidelines for organizing and presenting audit findings and observations in a clear, logical, and objective manner.
- Techniques for prioritizing and categorizing audit findings based on their significance and potential impact on environmental performance.
- Practical exercises to practice compiling audit findings and observations into a structured audit report format.





# Module 4 : Audit Reporting and Follow-Up

## Lesson 2 : Writing Clear and Concise Audit Reports

### Objective :

To learn how to communicate audit findings, conclusions, and recommendations effectively through clear and concise written reports.

### Content :

- Overview of the principles of effective written communication, including clarity, conciseness, coherence, and professionalism.
- Guidelines for writing clear and concise audit reports that are easily understandable by stakeholders with varying levels of expertise.
- Techniques for structuring audit reports to convey information logically and persuasively, using headings, bullet points, and visual aids.
- Review of common pitfalls to avoid when writing audit reports, such as jargon, ambiguity, and excessive detail.



# Module 4 :

## Audit Reporting and Follow-Up

### Lesson 3 : Implementing Corrective Actions and Tracking Follow-Up Activities

#### Objective :

To explore strategies for implementing corrective actions based on audit recommendations and tracking follow-up activities to ensure resolution.

#### Content :

- Explanation of the importance of timely and effective corrective action to address identified non-conformities and improve environmental performance.
- Overview of the steps involved in developing and implementing corrective action plans, including root cause analysis, action planning, and monitoring progress.
- Discussion on the role of auditors in verifying the effectiveness of corrective actions and tracking follow-up activities to ensure resolution.
- Case studies and real-life examples illustrating best practices for implementing corrective actions and tracking follow-up activities in response to audit findings.



# Module 5 : Communication and Stakeholder Engagement

## Lesson 1: Communicating Audit Results to Stakeholders

### Objective :

To learn how to effectively communicate audit results to stakeholders in a clear, concise, and transparent manner.

### Content :

- Explanation of the importance of effective communication in conveying audit findings, conclusions, and recommendations to stakeholders.
- Overview of different communication channels and formats for presenting audit results, including written reports, presentations, and meetings.
- Guidelines for tailoring communication approaches to different stakeholder groups based on their interests, needs, and level of understanding.
- Role-playing exercises and simulations to practice delivering audit results to stakeholders in a professional and engaging manner.



# Module 5 : Communication and Stakeholder Engagement

## Lesson 2 : Building Rapport and Trust with Auditees

### Objective :

To explore strategies for building rapport and trust with auditees to facilitate open communication and collaboration during audits.

### Content :

- Explanation of the importance of establishing positive relationships with auditees based on trust, respect, and empathy.
- Techniques for building rapport with auditees through active listening, empathy, and understanding their perspectives and concerns.
- Guidelines for managing conflicts and disagreements with auditees in a constructive and respectful manner.
- Case studies and real-life examples illustrating effective strategies for building rapport and trust with auditees in various audit scenarios.



# Module 5 : Communication and Stakeholder Engagement

## Lesson 3 : Facilitating Constructive Feedback and Dialogue

### Objective :

To learn how to facilitate constructive feedback and dialogue with auditees to promote continuous improvement and organizational learning.

### Content :

- Overview of the principles of effective feedback, including specificity, timeliness, and constructive criticism.
- Techniques for providing feedback to auditees in a supportive and non-threatening manner, focusing on behaviors and outcomes rather than personal attributes.
- Guidelines for encouraging open dialogue and collaboration with auditees to identify root causes of issues and develop effective corrective actions.
- Role-playing exercises and simulations to practice facilitating constructive feedback and dialogue with auditees in challenging audit situations.



# Module 6 : Continuous Improvement and Professional Development

## Lesson 1 : Strategies for Continuous Improvement in Auditing Practices

### Objective :

To explore strategies for identifying opportunities for improvement and implementing changes to enhance auditing practices.

### Content :

- Explanation of the importance of continuous improvement in auditing practices to adapt to changing environmental contexts and stakeholder expectations.
- Overview of different approaches and methodologies for conducting self-assessments and peer reviews to identify strengths, weaknesses, and areas for improvement.
- Guidelines for developing action plans to address identified areas for improvement and tracking progress over time.
- Case studies and real-life examples illustrating successful strategies for continuous improvement in auditing practices in various organizational settings.



# Module 6 :

## Continuous Improvement and Professional Development

### Lesson 2 : Staying Updated on Emerging Trends and Best Practices

#### Objective :

To learn how to stay informed about emerging trends, developments, and best practices in internal EMS auditing.

#### Content :

- Overview of resources and sources of information for staying updated on emerging trends and best practices in internal EMS auditing, including professional associations, industry publications, and online forums.
- Guidelines for actively seeking out opportunities for professional development, such as attending conferences, workshops, and training programs.
- Discussion on the importance of networking and collaborating with peers and industry experts to share knowledge and experiences and stay informed about emerging trends and best practices.
- Interactive activities to explore emerging trends and best practices in internal EMS auditing and discuss their potential implications for auditing practices.



# Module 6 :

## Continuous Improvement and Professional Development

### Lesson 3 : Networking and Learning from Peers and Industry Experts

#### Objective :

To understand the value of networking and learning from peers and industry experts in professional development and knowledge sharing.

#### Content :

- Explanation of the benefits of networking and building relationships with peers and industry experts in the field of internal EMS auditing.
- Overview of different networking opportunities and platforms for connecting with peers and industry experts, such as professional associations, online forums, and social media groups.
- Techniques for effectively networking and engaging with peers and industry experts to exchange knowledge, share experiences, and collaborate on common challenges and opportunities.
- Case studies and real-life examples illustrating the benefits of networking and learning from peers and industry experts in professional development and continuous improvement in internal EMS auditing practices.





## BASIC PRINCIPLES FOR COURSE IMPLEMENTATION



### Emphasize practical application

- Ensure that theoretical concepts are reinforced through hands-on exercises, case studies, and real-world examples.



### Foster interactive learning

- Encourage active participation and engagement through discussions, group activities, and simulations to enhance comprehension and retention.



### Provide constructive feedback

- Offer personalized feedback and guidance to learners to support their progress and address areas for improvement effectively.



### Promote collaboration

- Facilitate opportunities for peer learning and collaboration to encourage knowledge sharing and foster a supportive learning community.



### Support continuous learning

- Offer resources and opportunities for ongoing learning and professional development beyond the course, such as access to additional reading materials, webinars, and networking events.

## PRACTICAL TIPS FOR IMPLEMENTING THE COURSE



### **Establish clear learning objectives**

- Define specific, measurable learning outcomes to guide course design and assessment.



### **Provide comprehensive resources**

- Offer a variety of learning materials, including readings, case studies, and multimedia content, to accommodate diverse learning styles and preferences.



### **Foster active engagement**

- Encourage regular participation through interactive activities, discussions, and assignments to enhance learning retention and application.



### **Facilitate peer interaction**

- Create opportunities for learners to collaborate and share insights with peers through group projects, forums, or peer review activities.



### **Offer timely feedback**

- Provide constructive feedback on assignments and assessments promptly to support learners' progress and encourage continuous improvement.

## READING MATERIAL AND CASE STUDIES

### "ISO 14001 Environmental Management Systems"

Offers a comprehensive overview of the ISO 14001 standard, guiding learners through the principles and requirements of environmental management systems.

### "Internal Auditing Assurance and Consulting Services"

Provides insights into internal auditing practices, including auditing methodologies, techniques, and best practices.

### Case Study 1: "Company X Implementing ISO 14001"

- Explores the journey of Company X in implementing ISO 14001 and the challenges and successes encountered during the process.

### Case Study 2: "Environmental Audit at Organization Y"

- Examines a real-life environmental audit conducted at Organization Y, highlighting key findings, recommendations, and outcomes.

### Case Study 3: "Best Practices in Internal EMS Auditing"

- Analyzes successful internal EMS auditing practices from various organizations, showcasing strategies for effective auditing and continuous improvement.



# Who We Are



**KLCC ACADEMY** an Accredited Education Centre in Malaysia - provides an enriched learning environment that has helped countless students get ahead. Founded in 2013, the Academy is in heart of Kuala Lumpur near the iconic KLCC - Petronas Twin Towers (distance of 500m) and reflects the diverse backgrounds and cultures of the area.

We believe that education is a fundamental right, and everyone should have access to quality higher education. With this view in mind, we strive to create opportunities for those who have genuine aspiration and honest intention, who seek high-quality education, great academic experience, unparalleled student services, globally recognizable qualifications, and career prospects post qualification after studying in their chosen destination countries.

# Contact Information



**KLCC ACADEMY**

PERFECTION OF SKILLS

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