

Facing an Audit with Confidence

A Skills Based Programme for Laboratory Auditees

A practical training course for laboratory personnel preparing for ISO/IEC 17025 audits and assessments.



COURSE FORMAT

Face-to-face |
Leuven, Belgium



DATE

15-17 December 2026



UNDERSTAND EXPECTATIONS

Know what auditors expect.



PRESENT EVIDENCE CLEARLY

State → show → confirm.



PRACTISE

Practise realistic audit situations.

Designed for laboratory personnel who will interact with auditors, demonstrate activities, and present records.



RESERVE YOUR PLACE

Leuven • 15-17 Dec 2026

Registration / contact:

<https://forms.gie/sprHwwJsFcABPPr9>
info@aim-consultoria.com

Registration fee: 900 € exc. VAT

Turn audits into
constructive, positive
experiences



LABORATORY AUDIT READINESS & CONFIDENCE PROGRAMME

Ten concise modules for confident, constructive participation

15-17 DECEMBER
2026

LEARN FACE-TO-
FACE TRAINING



WHY THIS PROGRAMME?

Audits and accreditation assessments underpin laboratory competence and reliability. Yet many laboratory professionals experience uncertainty or stress when facing an audit.

This course is designed specifically for auditees: the people who speak with auditors, demonstrate activities, and present records. It provides practical guidance, interactive exercises and realistic simulations to improve the communication, behavioral and organizational skills needed to navigate audits with confidence.



SKILLS PARTICIPANTS WILL GAIN

Clarify
Understand what auditors expect and present information clearly.

Practical
Convincingly present evidence, demonstrate activities and handle questions professionally.

Composure
Manage challenging situations and stay calm under pressure.



THE PROGRAMME



1. INTRODUCTION

Why audits matter: the improvement mindset; internal, external and accreditation audits; the auditee role.



2. WHO IS WHO

Lead auditor/assessor, technical assessors, observers, management, auditees and technical staff; what auditors/assessors look for.



3. HOW AN AUDIT UNFOLDS

Planning, opening meeting, management system review, witnessing, interviews, evidence review, closing and reporting.



4. PREPARING YOURSELF

Organise your records; review methods, equipment, responsibilities, internal audits, management reviews and evidence checklist.



5. THE ROLE OF LEADERSHIP

Build readiness, support staff, promote transparency and implement continuous improvement.



6. PRACTICAL SKILLS

How to explain clearly and demonstrate competence; how to handle uncertainty and staying calm during witnessing; how to avoid guessing, hiding, improvising and defensiveness.



7. COMMUNICATION

How to answer clearly using state – show – confirm; how to ask for clarification and avoiding unnecessary detail; using professional tone and body language.



8. HANDLING NONCONFORMITIES

Understanding findings; how to respond professionally; distinguishing between correction and corrective action; root cause analysis and defining effective actions.



9. FEAR AND COMMON MISTAKES

How to manage stress and correct misconceptions, avoiding defensive behaviour and turning audits into a learning activity.



10. DISCUSSION AND PRACTICAL EXERCISES

Share experience and consolidate learning.

LEARN WITH CONFIDENCE

A focused face-to-face programme by AIM and TrainQual, combining practical guidance, interactive exercises, and realistic simulations.

AUDIT READINESS

Evidence, communication, behavioural skills, audit readiness, and constructive responses to findings.

CONFIDENT COMMUNICATION

Preparing people to participate clearly, calmly and professionally in audits and assessments.

CONTINUOUS IMPROVEMENT

Turn the audit into a constructive and positive experience.

WHO SHOULD ATTEND?

Laboratory personnel preparing for ISO/IEC 17025 audits and assessments, especially auditees who will reply to questions, demonstrate work and present records.