TECHNICAL LEARNING AND ASSESSMENT DOSSIER

ISO 9001:2015 Awareness Training – Exam

Price / certificate issuance
99,00 €
VAT excluded

Course code	Minimum duration	Final pass score	Dossier issue
ISO9001_AWR_LA	60 min	70%	28/11/2026

1. Course identity, purpose and scope

The "ISO 9001:2015 Awareness Training – Exam" course is designed to provide participants with a comprehensive understanding of the ISO 9001:2015 standard and its core quality management principles. During the 60-minute session, key topics such as the High Level Structure (Annex SL), organizational context, leadership, risk-based planning, support, operation, performance evaluation, and continuous improvement are covered. The course includes practical examples that demonstrate the concrete application of the standards within businesses, preparing learners for the awareness exam. Training emphasizes the role of each individual in supporting the Quality Management System (QMS) through proper and informed behavior. Suitable for professionals across various fields, this training strengthens the skills needed to effectively contribute to quality activities and understand related responsibilities within the organization.

This extended technical dossier describes the pathway as published in CIWZ Academy on the issue date. It consolidates purpose, references, learning architecture, module contents, assessment system, passing criteria and certificate conditions. It does not replace the official texts of the standards, laws, guidelines or schemes referenced.

2. Normative, regulatory and technical references

Introduction to ISO 9001:2015 and quality management principles + High Level Structure (Annex SL) + organizational context and interested parties + leadership, policy and roles/responsibilities + planning (risk-based thinking, quality objectives) + support (competence, awareness, communication, documented information) + operation (process control, customer requirements, supplier management) + performance evaluation (monitoring, measurement, internal audits, management review) + improvement (nonconformities, corrective actions, continual improvement) + practical application examples and certification readiness

References are used as the learning and assessment framework within the limits of published content and available sources. For professional application, the official and current versions of the referenced documents always prevail.

3. Learning architecture and assessment system

- minimum tracked time: 60 min
- active final-exam bank: 200 questions
- final exam: 30 questions selected from the bank
- passing threshold: 70%
- Direct access to the final assessment under the published rules for the exam-only pathway.
- Exam assembly from the active course bank and scoring against the published pass threshold.
- Recording of the result and, where applicable, request for the final certificate.

4. Official catalogue technical information

Learning Objectives

- Understand the structure and principles of ISO 9001:2015
- Learn the importance of organizational context and interested parties
- Know roles and responsibilities in quality management
- Develop awareness of risk-based thinking and planning
- Learn operational control, supplier management, and corrective actions

Skills Acquired

- Ability to identify standard requirements and processes
- Knowledge of performance evaluation and improvement methods
- Awareness of one’s role in supporting the QMS

Target Audience

- Professionals interested in quality management
- Staff from various departments involved in ISO 9001 activities
- Individuals requiring preparation for ISO 9001 awareness exam

Prerequisites

- No formal requirements; basic knowledge of business systems recommended

Program

- Introduction to ISO 9001:2015 and quality principles
- High Level Structure (Annex SL)
- Context and interested parties
- Leadership, policy, and roles
- Planning: risks and quality objectives

- Support: competence, awareness, communication
- Operation: processes, customer requirements, suppliers
- Performance evaluation: monitoring, audits, management reviews
- Continuous improvement and corrective actions
- Practical examples and exam preparation

Teaching Method

Lectures supported by practical examples, case studies, and interactive mock exam quizzes

Assessment Method

Awareness exam with minimum 70% correct answers to pass

Duration

60 minutes

Certification

Certificate of exam passing (fee applies, €99)

Expected Outcomes

Participants aware of ISO 9001:2015 and able to apply its principles in their work roles

7. Assessment system, final exam and passing criteria

- The final assessment consists of 30 questions selected from the active course bank. The platform applies an anti-repetition logic for new attempts when the bank size allows it.
- Final question-bank size detected at generation time: 200 active questions.
- Published passing threshold for the course: 70%.
- Questions are intended to assess not only recall but also interpretation, application, evidence selection, scenario assessment and quality of decision-making, depending on the subject matter.

8. Tracking, learning continuity and session integrity

- Path status, completed modules and recorded time are managed server-side when the course uses the Academy learning mode.
- The platform allows the pathway to resume from the recorded point and retains the results of required checks.
- Assessment sessions may be subject to the integrity and proctoring controls enabled by the platform and described in the applicable usage rules.
- Technical and integrity events support assessment and do not replace professional judgement where human review is required.

9. Certificate, use and limitations

The CIWZ certificate, where provided by the pathway and requested after passing, records the result achieved in the stated CIWZ pathway or assessment. It does not automatically replace personnel certification, professional registration, statutory licence, legal qualification or credentials issued by third-party bodies where such requirements are imposed by the applicable scheme.

10. Commercial and tax conditions

- Price / certificate issuance: 99,00 € VAT excluded.
- UAE VAT is applied to UAE customers according to billing data and the applicable tax rules.
- Any specific commercial terms, agreements or corporate orders override the public price only when formally accepted by Certificato IWZ FZCO.

11. Dossier document control

- Document automatically generated by CIWZ Academy from the course data published at the time of the request.
- Course code: ISO9001_AWR_LA
- Document language: EN

- Generation date: 28/11/2026
- For normative and professional application, the current official sources and any applicable procedures/schemes prevail.