ProCertify

The standard in professional training

PROGRAMMES DEVELOPED TO ISO 29993:2017 SPECIFICATION

ProCertify training catalogue

ProCertify designs and delivers accredited seminars across ISO management systems, regulatory compliance, food safety, health & safety, and professional development. Every programme is led by a qualified subject-matter expert and developed to the ISO 29993:2017 specification for non-formal learning services.

Specializations

ISO management systems

ISO 9001 quality, ISO 14001 environment, ISO 22000 food safety, ISO 45001 occupational health & safety, ISO 27001 information security. Awareness, internal auditor and lead auditor tracks.

Food safety & HACCP

HACCP principles, ISO 22000 / FSSC 22000, EU Regulation 1169/2011 allergen management, hygiene rules, cross-contamination control, inspector-ready documentation.

Regulatory compliance

Sector-specific EU rules — allergen labelling, Package Travel Directive, Waste Framework Directive, Digital Services Act, PSD2 payments, consumer protection.

Hospitality operations

Front office, housekeeping, F&B service, guest relations, reservations and yield, night audit, service recovery — for hotels, restaurants and catering businesses of every size.

Customer experience

Service design, complaint handling, upselling and cross-selling, loyalty programmes, customer feedback systems. For front-line staff and their managers.

GDPR & data protection

Regulation (EU) 2016/679 in depth — lawful basis, data-subject rights, DPIAs, records of processing, DPO duties, incident response, cross-border transfers.

Health, safety & risk

Workplace risk assessment, emergency preparedness, fire safety, first aid, manual handling, bloodborne pathogens, chemical safety.

Leadership & management

Team management, performance reviews, difficult conversations, change management, delegation, decision-making under pressure. Mid-manager and senior tracks.

Finance & cost control

P&L literacy for operators, budgeting, cost-of-sales, variance analysis, menu engineering, procurement cost control, capex vs opex planning.

Delivery modes

- In-person — our instructor travels to your location
- Live online — real-time webinar with full instructor interaction
- On-demand — self-paced modules through our secure portal

Methodology

- Needs analysis aligned to ISO 29993:2017
- Learning objectives mapped to participant roles
- Assessment designed per sector and level
- Verifiable PDF certificate with unique code
- Continuous improvement based on participant feedback

Request a proposal

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