

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 37002 — Whistleblowing Management Systems

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-GOV-37002 • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-GOV-37002
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Continuous Improvement Practices

5 chapters · 30 classes 45 marks

• 1 Understanding Continuous Improvement in Whistleblowing Management Systems — 6 classes

› 1.1 Define Continuous Improvement in Whistleblowing Management Systems

› 1.2 Identify Key Components of Effective Whistleblowing Processes

› 1.3 Analyze the Role of Leadership in Continuous Improvement

› 1.4 Assess Current Whistleblowing Practices for Improvement Opportunities

› 1.5 Develop an Action Plan for Implementing Improvements

› 1.6 Evaluate the Impact of Continuous Improvement on Whistleblowing Outcomes

• 2 Identifying Key Performance Indicators for Effective Whistleblowing Practices — 6 classes

› 2.1 Define Key Performance Indicators for Whistleblowing Effectiveness

› 2.2 Analyze Industry Standards for Whistleblowing KPI Selection

› 2.3 Develop SMART Criteria for Whistleblowing KPIs

› 2.4 Create a Balanced Scorecard for Whistleblowing Management

› 2.5 Assess Data Sources for Accurate KPI Measurement

› 2.6 Implement Continuous Monitoring of Whistleblowing KPIs

• 3 Analyzing Whistleblower Feedback for System Enhancements — 6 classes

› 3.1 Identify Key Themes in Whistleblower Feedback

› 3.2 Analyze Whistleblower Feedback for Compliance Gaps

› 3.3 Assess the Impact of Whistleblower Feedback on Workplace Culture

› 3.4 Develop Action Plans Based on Whistleblower Insights

› 3.5 Communicate Findings and Recommendations to Leadership

› 3.6 Implement Continuous Improvement Strategies from Feedback Analysis

• 4 Implementing Change: Strategies for Continuous Improvement — 6 classes

› 4.1 Identify Key Drivers of Change in Continuous Improvement

› 4.2 Analyze Stakeholder Impact and Engagement Strategies

› 4.3 Develop a Structured Approach to Implement Change

› 4.4 Create an Action Plan for Continuous Improvement Initiatives

› 4.5 Monitor and Evaluate the Effectiveness of Change Strategies

› 4.6 Foster a Culture of Continuous Improvement within Teams

• 5 Sustaining Continuous Improvement in Whistleblowing Management Systems — 6 classes

› 5.1 Identify Key Components of Effective Whistleblowing Management Systems

› 5.2 Analyze Case Studies on Successful Continuous Improvement Practices

› 5.3 Develop Metrics for Measuring Improvement in Whistleblowing Processes

› 5.4 Implement Feedback Mechanisms to Enhance Whistleblowing Systems

› 5.5 Foster a Culture of Trust and Openness within Organizations

› 5.6 Evaluate and Revise Whistleblowing Policies for Continuous Improvement

• 1 Understanding ISO 37002: Principles and Framework — 6 classes

- › 1.1 Define the Key Principles of ISO 37002
- › 1.2 Explore the Importance of Whistleblowing in Organizations
- › 1.3 Identify the Framework Components of ISO 37002
- › 1.4 Analyze Case Studies on Effective Whistleblowing Management
- › 1.5 Develop Strategies for Implementing ISO 37002 in Your Organization
- › 1.6 Create an Action Plan for Continuous Improvement in Whistleblowing Systems

• 2 Key Components of Whistleblowing Management Systems — 6 classes

- › 2.1 Define Key Components of Whistleblowing Management Systems
- › 2.2 Identify Roles and Responsibilities in Whistleblowing Reporting
- › 2.3 Explore Legal Frameworks Supporting Whistleblower Protections
- › 2.4 Develop Communication Strategies for Whistleblowing Systems
- › 2.5 Assess Risks and Barriers to Effective Whistleblowing
- › 2.6 Create an Implementation Plan for Whistleblowing Management Systems

• 3 Stakeholder Engagement and Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders for Whistleblowing Management
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Create Feedback Mechanisms for Stakeholder Input
- › 3.5 Implement Training Sessions on Whistleblowing Protocols
- › 3.6 Evaluate the Effectiveness of Stakeholder Engagement Strategies

• 4 Implementing and Integrating the Whistleblowing System — 6 classes

- › 4.1 Analyze Key Components of a Whistleblowing System
- › 4.2 Assess Stakeholder Roles in Whistleblowing Integration
- › 4.3 Develop Policies for Effective Whistleblowing Procedures
- › 4.4 Design Training Programs for Whistleblowing Awareness
- › 4.5 Evaluate the Whistleblowing System's Impact on Organizational Culture
- › 4.6 Implement Continuous Improvement Strategies for Whistleblowing Systems

• 5 Monitoring, Evaluation, and Continuous Improvement — 6 classes

- › 5.1 Establish Key Performance Indicators for Whistleblowing Management
- › 5.2 Conduct Surveys to Gather Stakeholder Feedback on Whistleblowing Processes
- › 5.3 Analyze Data to Identify Trends in Whistleblowing Reports
- › 5.4 Evaluate the Effectiveness of Current Whistleblowing Policies
- › 5.5 Implement Improvements Based on Evaluation Findings
- › 5.6 Develop a Continuous Improvement Plan for Whistleblowing Systems

• 1 Understanding Whistleblowing: Concepts and Importance — 6 classes

- › 1.1 Define Whistleblowing: Key Concepts and Terminology
- › 1.2 Explore the Importance of Whistleblowing in Organizations
- › 1.3 Identify Types of Whistleblowing: Internal vs. External
- › 1.4 Examine the Legal Framework Surrounding Whistleblowing
- › 1.5 Discuss the Role of Whistleblowers in Promoting Accountability
- › 1.6 Apply Best Practices for Whistleblowing Management Systems

• 2 The Legal Framework of Whistleblowing in the UK — 6 classes

- › 2.1 Identify Key Legislation Influencing Whistleblowing in the UK
- › 2.2 Explore Rights and Protections for Whistleblowers Under UK Law
- › 2.3 Analyze the Role of Regulatory Bodies in Whistleblowing Cases
- › 2.4 Examine Case Studies of Whistleblowing Breaches in the UK
- › 2.5 Discuss the Implications of Non-Compliance with Whistleblowing Laws
- › 2.6 Develop Strategies for Implementing Effective Whistleblowing Policies

• 3 Establishing a Whistleblowing Management System — 6 classes

- › 3.1 Define the Purpose and Scope of a Whistleblowing Management System
- › 3.2 Identify Key Stakeholders in Whistleblowing Processes
- › 3.3 Establish Confidential Reporting Channels for Whistleblowers
- › 3.4 Create Policies and Procedures for Handling Whistleblower Reports
- › 3.5 Train Staff on Whistleblowing Protocols and Responsibilities
- › 3.6 Evaluate and Improve the Whistleblowing Management System Regularly

• 4 Promoting a Whistleblower-Friendly Culture — 6 classes

- › 4.1 Understand the Importance of a Whistleblower-Friendly Culture
- › 4.2 Identify Key Characteristics of a Supportive Environment for Whistleblowers
- › 4.3 Explore Best Practices for Encouraging Whistleblowing in the Workplace
- › 4.4 Develop Strategies to Reduce Barriers for Potential Whistleblowers
- › 4.5 Create Communication Plans to Promote Whistleblower Policies
- › 4.6 Assess the Impact of a Whistleblower-Friendly Culture on Organizational Integrity

• 5 Evaluating and Improving Whistleblowing Practices — 6 classes

- › 5.1 Assess Current Whistleblowing Practices
- › 5.2 Identify Key Performance Indicators for Whistleblowing
- › 5.3 Analyze Feedback from Previous Whistleblowing Cases
- › 5.4 Conduct Risk Assessments in Whistleblowing Management
- › 5.5 Develop an Action Plan for Improvement
- › 5.6 Implement Continuous Improvement Strategies in Whistleblowing Practices

• 1 Understanding ISO 37002 Standards and Their Importance in Governance — 6 classes

- › 1.1 Define ISO 37002 Standards and Governance Principles
- › 1.2 Analyze the Role of Whistleblowing in Organizational Culture
- › 1.3 Explore the Framework of Whistleblowing Management Systems
- › 1.4 Identify Key Stakeholders in Whistleblowing Processes
- › 1.5 Assess the Impact of ISO 37002 on Organizational Integrity
- › 1.6 Develop an Action Plan for Implementing ISO 37002 Standards

• 2 Key Components of a Whistleblowing Management System — 6 classes

- › 2.1 Identify the Purpose of a Whistleblowing Management System
- › 2.2 Recognize Key Stakeholders and Their Roles
- › 2.3 Analyze the Essential Elements of the Framework
- › 2.4 Assess Risk Factors and Challenges in Whistleblowing
- › 2.5 Develop Procedures for Reporting and Management
- › 2.6 Evaluate the Effectiveness of a Whistleblowing Management System

• 3 Roles and Responsibilities in Whistleblowing Management — 6 classes

- › 3.1 Define the Key Roles in Whistleblowing Management Systems
- › 3.2 Identify the Responsibilities of Senior Leadership in Whistleblowing
- › 3.3 Outline the Duties of Compliance Officers and Whistleblowing Champions
- › 3.4 Explain the Role of Human Resources in Supporting Whistleblowers
- › 3.5 Assess the Importance of Training and Awareness for All Staff
- › 3.6 Develop a Collaborative Approach to Whistleblowing Framework Implementation

• 4 Implementing ISO 37002: Best Practices and Challenges — 6 classes

- › 4.1 Assessing Current Whistleblowing Practices Against ISO 37002
- › 4.2 Identifying Key Stakeholders for Effective Implementation
- › 4.3 Developing a Whistleblowing Policy Aligned with ISO 37002
- › 4.4 Training Employees on Whistleblowing Procedures and Benefits
- › 4.5 Establishing Monitoring Mechanisms for Whistleblowing Processes
- › 4.6 Evaluating Challenges in Adopting ISO 37002 in Your Organisation

• 5 Measuring the Effectiveness of Whistleblowing Management Systems — 6 classes

- › 5.1 Define Key Metrics for Assessing Whistleblowing Effectiveness
- › 5.2 Identify Sources of Data for Measuring Whistleblowing Outcomes
- › 5.3 Develop a Framework for Evaluating Whistleblowing Reporting Processes
- › 5.4 Analyze Trends in Whistleblowing Reports and Outcomes
- › 5.5 Implement Continuous Improvement Strategies for Whistleblowing Systems
- › 5.6 Create a Stakeholder Feedback Mechanism to Enhance Whistleblowing Policies

• 1 Understanding the Importance of Whistleblowing Measurement — 6 classes

- › 1.1 Define Whistleblowing and Its Significance in Organizations
- › 1.2 Identify Key Components of Whistleblowing Measurement Systems
- › 1.3 Explore International Standards for Whistleblowing Management
- › 1.4 Assess Current Whistleblowing Practices in Your Organization
- › 1.5 Develop Metrics for Evaluating Whistleblowing Effectiveness
- › 1.6 Create an Action Plan to Improve Whistleblowing Measurement

• 2 Key Performance Indicators for Whistleblowing Systems — 6 classes

- › 2.1 Identify Key Performance Indicators for Whistleblowing Systems
- › 2.2 Analyze the Importance of KPIs in Whistleblowing Management
- › 2.3 Develop SMART Criteria for Effective KPIs
- › 2.4 Evaluate Data Collection Methods for Whistleblowing KPIs
- › 2.5 Interpret KPI Data and Insights for System Improvement
- › 2.6 Design an Action Plan Based on KPI Evaluation Results

• 3 Data Collection Methods in Whistleblowing Management — 6 classes

- › 3.1 Identify Key Data Collection Methods for Whistleblowing
- › 3.2 Analyze Qualitative Data Sources for Effective Reporting
- › 3.3 Evaluate Quantitative Data Techniques in Whistleblowing Management
- › 3.4 Develop a Survey Tool for Whistleblower Feedback
- › 3.5 Implement Focus Group Discussions for In-Depth Insights
- › 3.6 Synthesize Data Collected to Enhance Whistleblowing Policies

• 4 Analyzing Whistleblower Feedback and Outcomes — 6 classes

- › 4.1 Identify Key Metrics for Whistleblower Feedback
- › 4.2 Analyze Patterns in Whistleblower Reports
- › 4.3 Evaluate the Impact of Whistleblower Outcomes
- › 4.4 Develop a Framework for Measuring Reporting Effectiveness
- › 4.5 Interpret Feedback for Continuous Improvement
- › 4.6 Communicate Findings to Stakeholders Effectively

• 5 Continuous Improvement and Reporting in Whistleblowing Systems — 6 classes

- › 5.1 Identify Key Metrics for Evaluating Whistleblowing Systems
- › 5.2 Analyze Current Reporting Mechanisms in Whistleblowing Systems
- › 5.3 Assess Stakeholder Feedback on Whistleblowing Processes
- › 5.4 Develop Continuous Improvement Strategies for Whistleblowing Systems
- › 5.5 Implement Measurement Tools for Effectiveness of Whistleblowing Systems
- › 5.6 Report Findings and Recommendations for Whistleblowing System Enhancements

• 1 Understanding Organisational Culture and Its Impact on Whistleblowing — 6 classes

- › 1.1 Define Organisational Culture and Its Key Components
- › 1.2 Explore the Relationship Between Culture and Ethical Behaviour
- › 1.3 Identify Signs of a Positive vs. Negative Organisational Culture
- › 1.4 Examine the Role of Leadership in Shaping Culture
- › 1.5 Assess the Impact of Culture on Whistleblowing Practices
- › 1.6 Develop Strategies to Foster a Culture that Supports Whistleblowing

• 2 Ethics in the Workplace: Foundations for a Whistleblowing-friendly Environment — 6 classes

- › 2.1 Identify Key Ethical Principles in the Workplace
- › 2.2 Analyze the Role of Organisational Culture in Whistleblowing
- › 2.3 Explore Legal Protections for Whistleblowers
- › 2.4 Develop Strategies to Promote Ethical Behaviour among Employees
- › 2.5 Create an Action Plan for Implementing a Whistleblowing Policy
- › 2.6 Evaluate Case Studies of Whistleblowing in Various Organisations

• 3 Identifying and Mitigating Barriers to Reporting: Cultural Challenges — 6 classes

- › 3.1 Recognize Cultural Barriers to Whistleblowing
- › 3.2 Analyze the Impact of Organizational Climate on Reporting
- › 3.3 Identify Personal and Societal Influences on Whistleblower Decisions
- › 3.4 Evaluate Existing Reporting Procedures and Their Effectiveness
- › 3.5 Develop Strategies to Foster a Whistleblower-Friendly Culture
- › 3.6 Create an Action Plan for Mitigating Reporting Barriers

• 4 Developing an Effective Whistleblowing Policy: Aligning Culture and Ethics — 6 classes

- › 4.1 Assess Current Whistleblowing Practices in Your Organisation
- › 4.2 Identify Key Ethical Principles for Whistleblowing Policies
- › 4.3 Analyse the Role of Organisational Culture in Whistleblowing
- › 4.4 Design a Draft Whistleblowing Policy Aligned with Ethical Standards
- › 4.5 Engage Stakeholders in Refining the Whistleblowing Policy
- › 4.6 Implement and Monitor the Whistleblowing Policy for Effectiveness

• 5 Sustaining Ethical Culture: Leadership's Role in Whistleblowing Management — 6 classes

- › 5.1 Define Ethical Culture and Its Importance in Whistleblowing
- › 5.2 Identify Leadership Responsibilities in Fostering Ethics
- › 5.3 Explore Best Practices for Creating a Whistleblowing-Friendly Environment
- › 5.4 Analyze Case Studies on Leadership Impact in Whistleblowing
- › 5.5 Develop a Personal Action Plan for Ethical Leadership
- › 5.6 Engage in Role-Playing Scenarios to Practice Whistleblowing Leadership