



# ISO 21101:2014

## ADVENTURE TOURISM SAFETY MANAGEMENT SYSTEMS

### Course Description:

This one-day training program provides participants with a comprehensive understanding of ISO 21101, the international standard for Adventure Tourism Management Systems. The course aims to familiarize participants with the key concepts, requirements, and benefits of implementing ISO 21101 to enhance the safety and quality of adventure tourism activities.

### Benefits:

- **Global Recognition:** Gain insight into an internationally recognized standard for adventure tourism management.
- **Risk Mitigation:** Learn how ISO 21101 helps in identifying and managing risks associated with adventure tourism.
- **Enhanced Safety Measures:** Understand how the standard promotes safety and quality in adventure tourism operations.
- **Competitive Advantage:** Explore how ISO 21101 certification can provide a competitive edge in the adventure tourism industry.
- **Improved Customer Confidence:** Discover how adherence to ISO 21101 can build trust and confidence among customers.



## WHAT WILL YOU LEARN:

- Overview of Adventure Tourism Management Systems
- Structure and requirements of ISO 21101
- Risk assessment and management in adventure tourism
- Implementation steps for ISO 21101
- Case studies and real-world applications
- Preparation for ISO 21101 certification

## UPON COMPLETION, YOU WILL BE ABLE TO:



Grasp the fundamental principles, structure, and requirements of ISO 21101.



Recognize the significance of safety and risk management in adventure tourism.



Gain insights into the practical application of ISO 21101 in adventure tourism operations.



Learn how to identify, assess, and manage risks associated with adventure tourism activities.



Understand the steps and processes involved in achieving ISO 21101 certification.

## WHO SHOULD ATTEND:

- Adventure Tourism Operators
- Tour Guides
- Safety Managers
- Quality Assurance Professionals
- Regulatory Compliance Officers
- Risk Management Personnel
- Anyone interested in enhancing their knowledge of adventure tourism standards

## CERTIFICATION:

Participants who successfully complete the course Certificate of Attendance.

## COURSE FEE INCLUDES:

- Certificate of Attendance
- Training materials

## REGISTRATION:



**RM 378.00**

\*Contact us for Inhouse Training quotation.



# COURSE OUTLINE

## DESCRIPTION

This training course is designed to provide participants with a comprehensive understanding of the ISO 21101:2014 standard for Adventure Tourism Safety Management Systems (ATSMS). The course aims to equip adventure tourism operators and safety managers with the knowledge and skills necessary to implement and maintain effective safety management practices. Through a combination of lectures and interactive discussions, participants will learn about the requirements of ISO 21101:2014 and how to apply them to ensure the safety of adventure tourism staffs and participants.


## OBJECTIVES


- Gain a thorough understanding of the scope, objectives, and principles of the ISO 21101:2014 standard
- Learn how to implement and maintain an effective Safety Management System in compliance with ISO 21101:2014
- Able to apply best practices to enhance operational safety and manage incidents effectively

## TOPICS

- Introduction to ISO 21101 ATS Management System
- High Level Structure in 21101
  - Clause 4: Context of the Organization
  - Clause 5: Leadership
  - Clause 6: Planning
  - Clause 7: Support
  - Clause 8: Operation
  - Clause 9: Performance Evaluation
  - Clause 10: Continual Improvement
- Summary of the course

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