

ISO Certification & Compliance Masterclass for Gaming Operations

This customized 16-hour masterclass is designed for the Country Manager and Chief Compliance Officer of Choplife Gaming, Kigali. It focuses on ISO certification, compliance, and internal audit processes relevant to the gaming industry, integrating best practices from ISO 9001, 27001, 22301, and 31000 frameworks with Anti-Money Laundering (AML) governance.

Program Overview

- Duration: 16 Hours (2 Days)
- Mode: Live Online / Onsite
- Target Audience: Compliance Managers, Internal Auditors, Risk & Governance Professionals
- Certification: Koenig Certified ISO Implementation & Audit Essentials – Gaming Sector Focus

Learning Objectives

By the end of this course, participants will be able to:

- Understand ISO certification processes and identify relevant standards for gaming.
- Integrate ISO 9001, 27001, and 22301 frameworks with gaming compliance operations.
- Develop documentation, audit mechanisms, and corrective actions aligned with ISO standards.
- Conduct internal audits and maintain certification readiness.
- Align AML and ISO frameworks for unified governance and risk management.

Detailed 2-Day Curriculum (16 Hours)

Day 1 – 8 Hours

ISO Overview, Certification Process & Documentation

Key Topics & Activities:

1. Introduction & Context

- Understanding ISO ecosystem and international standardization bodies (ISO, IEC, IAF).
- ISO standards relevant to gaming (ISO 9001 – Quality, ISO 27001 – Security, ISO 22301 – Continuity, ISO 31000 – Risk).

2. Certification Process Deep Dive

- The end-to-end certification cycle: Readiness, Documentation, Implementation, Internal Audit, and External Audit.
- Gap assessment and pre-audit planning for gaming companies.

3. Documentation & Implementation (Hands-on)

- Establishing process controls and policy frameworks (KYC, transaction monitoring, data security).
- Drafting documentation: Policy statements, operational SOPs, risk registers, audit logs.
- Alignment between ISO and AML frameworks for operational governance.

Activity: Gap assessment exercise for Choplife Gaming's existing compliance setup.

Day 2 – 8 Hours:

Internal Audits, Corrective Actions & Certification Readiness

1. Internal Audit Fundamentals

- ISO 19011 guidelines – planning, conducting, and reporting audits.
- Role of internal audit in ISO 9001 and 27001 compliance.
- Creating internal audit schedules and checklists.

2. Corrective and Preventive Actions (CAPA)

- Identifying non-conformities and performing root-cause analysis.
- Designing corrective action plans linked to business risk.

3. Preparing for Certification

- Documentation readiness and evidence collection.
- Mock audit simulation (Stage 1 & Stage 2).

4. Integration with AML Governance

- Mapping ISO controls to AML obligations (EDD, record-keeping, risk ownership).
- Developing a unified compliance dashboard.

Activity: Conduct mock internal audit & build 90-day ISO readiness plan.

Key Takeaways

- Roadmap for ISO certification readiness tailored to the gaming sector.
- Custom ISO documentation templates (policies, checklists, audit forms).
- Integration approach between ISO 27001 (information security) and AML governance.
- Certificate of Completion: Koenig Certified ISO Implementation & Audit Essentials – Gaming Sector Focus.

Why This Program Fits Choplife Gaming

- Executive-level content condensed to 16 hours of high-impact learning.
- Directly relevant to gaming compliance, digital transactions, and AML oversight.
- Provides practical, implementation-driven understanding of ISO compliance.
- Aligns gaming governance with international risk and quality frameworks.

Conclusion

This masterclass equips Choplife Gaming's compliance leadership with practical knowledge to strengthen governance, internal audits, and operational alignment with ISO standards. It bridges gaming sector compliance requirements with ISO's internationally recognized best practices for sustainable and compliant growth.