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## Language learning services outside formal education — Requirements

*Services d'apprentissage de langues en dehors de l'éducation  
formelle — Exigences*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is Technical Committee ISO/TC 232, *Learning services outside formal education*.

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## Introduction

The objective of this International Standard is to specify requirements for language learning services outside formal education. This International Standard uses the term “learning services”, rather than “training”, in order to encourage a focus on the learner and the results of the learning process, and to emphasize the full range of options available for language learning.

This International Standard is intended to set minimum requirements for language learning services. The aims of this International Standard are:

- a) to improve transparency and enhance the credibility of the language learning services market;
- b) to protect consumers by preventing prejudicial practices;
- c) to improve the quality of language learning for all interested parties.

This International Standard is necessary because, while in some countries the quality control of language learning services is well established, the standards applied vary greatly, and in many other countries there is limited or no regulation.

This International Standard incorporates the broad interdisciplinary expertise of various organizations involved in standardization: quality assurance, educational technology, programme evaluation, second language acquisition and applied linguistics, at both national and international levels.