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Learning services outside formal education — Service requirements

*Services de formation fournis en dehors du cadre de l'enseignement
formel — Exigences de services*



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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).

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 232, *Learning services outside formal education*.

ISO/TC 232 has also developed the following documents:

- ISO 29990:2010¹⁾, *Learning services for non-formal education and training — Basic requirements for service providers*
- ISO 29991:2014, *Language learning services outside formal education — Requirements*

1) The service requirements for a learning service provider contained in ISO 29990:2010 are addressed in this document. The management system elements for an educational organization contained in ISO 29990:2010 will be addressed in the future ISO 21001.

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Introduction

This document is intended to provide a generic frame of reference for quality learning services outside formal education by specifying its various elements and delivery.

The structure of this document reflects a typical sequence of experiences of learners and sponsors in a prototypical learning service, including advertising, information provided prior to acquisition of the service, needs analysis, design, assessment and evaluation.

However, the way in which the learning service is planned and delivered can vary depending on the context. The learning service provider (LSP) can implement a management system designed to ensure consistent delivery of service and conformity with this document.