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## Education and learning services — Requirements for distance learning

*Éducation et services de formation — Exigences relatives aux services  
d'enseignement à distance*



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<b>Contents</b>	Page
<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
<b>4 General information provided by the DLSP</b> .....	<b>3</b>
<b>5 Proposal development</b> .....	<b>3</b>
<b>6 Information provided prior to the acquisition of the distance learning services</b> .....	<b>3</b>
<b>7 Needs analysis</b> .....	<b>3</b>
<b>8 Design of the distance learning services</b> .....	<b>4</b>
<b>9 Information about the distance learning services for enrolled learners or their sponsors</b> .....	<b>4</b>
<b>10 Service delivery</b> .....	<b>4</b>
10.1 Technology-supported distance learning .....	<b>4</b>
10.2 Learning materials available via distance learning .....	<b>5</b>
10.3 Learner support .....	<b>5</b>
<b>11 Personnel</b> .....	<b>5</b>
11.1 Facilitators .....	<b>5</b>
11.2 Learner-support staff .....	<b>6</b>
<b>12 Assessment of learning</b> .....	<b>6</b>
<b>13 Monitoring and evaluation of the distance learning services</b> .....	<b>6</b>
<b>14 Payment</b> .....	<b>6</b>
<b>Bibliography</b> .....	<b>7</b>

## Foreword

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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 of 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 [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 232, *Education and learning services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

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## Introduction

This document is intended to provide specific requirements for distance learning services. The aims of this document are to improve transparency and enhance the credibility of distance learning services, to protect consumers by preventing prejudicial practices and to improve the quality of distance learning services for all interested parties.

The structure of this document reflects a typical sequence of experiences of learners and sponsors in prototypical distance learning services. This document is intended to be used alongside ISO 29993. Distance learning service providers (DLSP) can implement this document and ISO 29993 to ensure the consistent delivery of distance learning services.