



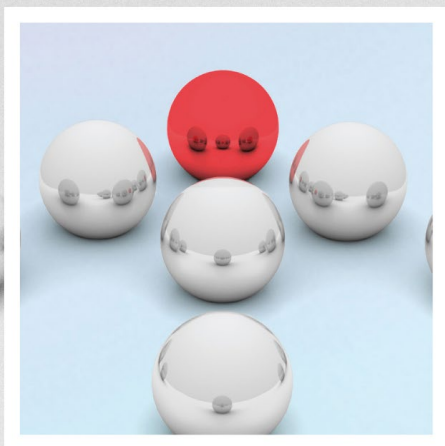
qualityaustria

Succeed with Quality

ISO 29993
ISO 21001

Standards for Education Providers

- Education services outside formal education
- Management systems for educational organizations



Institutions providing formal education (e.g. schools or universities) do not belong to the immediate target group. However, utilisation of the Standards can be very useful for the further development of the respective organisation and the services offered by this organisation.

Objectives and targets

- internationally recognised certifiable ISO Standards
- sector specific strategic alignment based on clear requirements placed on the management system and processes of an education provider
- comparability and transparency of services offered on a national and international scale
- increase in effectiveness and efficiency thanks to continual processes and tools for evaluation
- enhanced credibility of the educational organisation

Motivation and benefits

The two Standards ISO 29993:2017 and ISO 21001:2018 are Standards specially created for educational organisations and thus supplement the range of different approaches to the topic of Standards in the educational sector.

This enables organisations providing training and further training to choose among different Standards. Depending on the objectives and requirements, the system fitting best can be used.

The Standards address any types of educational institutions imparting knowledge to learners, e.g. by giving lessons, providing practice oriented training, holding playful teaching units in the kindergarten or being involved in research projects. No matter what the education service is like, endeavours to support the learners in acquiring competencies are in the centre of interest.

ISO 29993

The focus of ISO 29993 is on the service processes and the range of services. The Standard defines a generic reference framework for education services by specifying the different elements and their implementation. This covers any types of education services, including the forms of lifelong learning (e.g. vocational training and in-company training, which may be external or internal). The Standard encompasses all learning methods and techniques: face-to-face, e-learning or a combination thereof (blended learning).

Target group

Any educational institutions, which range from the personal tutor via private seminar and course providers and in-company training and further training to academies and higher-education institutions that want to focus on the education service.



qualityaustria

Succeed with Quality

ISO 29993
ISO 21001

ISO 21001

ISO 21001 has been adapted to the structure of ISO 9001 and thus follows the present trend for harmonisation in the sense of the High Level Structure. As far as the contents are concerned, ISO 21001 clearly focuses on the needs of the learners and other interested parties as well as beneficiaries of the service. As far as the topics and terms and concepts are concerned, ISO 21001 focuses on the topics relevant to educational institutions, no matter what the education service is like. The Standard also includes hints facilitating practical implementation.

ISO 21001 is a Standard covering a very wide range of target groups, namely the kindergarten, post-doctoral education and lifelong learning, including vocational training, as well as any types of learning methods, such as distance learning.

Target group

Any educational institutions, which range from the one-to-one trainer via private seminar and course providers and in-company training and further training to academies and higher-education institutions striving for a comprehensive management system.

Other relevant norms

ISO 29990, ISO 9001

Quality Austria introduces itself

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH is your - competence partner for the Integrated Management System in the fields of Quality, Environment, Safety and Industry Standards as well as Business Excellence. The services provided by Quality Austria range from trainings in the field of international management trends and techniques via certification of management systems according to international standards, regulations, national guidelines, directives and assessments acc. to the EFQM Excellence Model to awarding the Austria Quality Seal. The Austrian Excellence Award will be presented to Austrian organizations in cooperation with the Federal Ministry for Digital and Economic Affairs. Quality Austria is accredited by the Federal Ministry for Digital and Economic Affairs and has numerous international registrations and accreditations.

Having more than 1.200 auditors, trainers, assessors and technical experts, Quality Austria secures successful implementation of standards and regulations within the organizations and provides sector and product specific know-how with a very high focus on practical work. Based on the competence network in the field of comprehensive sector specific, technical and methodological knowledge as well as comprehensive experience, trends will be influenced while innovations will be interpreted and tomorrow's requirements will be co-designed actively and consistently in corresponding bodies even on an international scale.

The close connection of Quality Austria as a national representative with international partner organizations as well as cooperations enable global know-how to be imparted and turn the organization into a competent partner. Quality Austria cooperates with some 50 partner and member organizations. Quality Austria is a stable factor when it comes to creating valuable synergies at the economic site of Austria.

Contact



Georg Smolek

Network partner,
Produkt Expert Education
georg.smolek@qualityaustria.com



qualityaustria
Succeed with Quality

Quality Austria

Trainings, Zertifizierungs und Begutachtungs GmbH

Headquarters

Zelinkagasse 10/3
1010 Vienna, Austria, Europe
Phone: +43 1 274 87 47
Fax: +43 1 274 87 47-100

Customer Service Center

Am Winterhafen 1
4020 Linz, Austria, Europe
Phone: +43 732 34 23 22
Fax: +43 732 34 23 23
E-Mail: office@qualityaustria.com

www.qualityaustria.com

