BS ISO 29993:2017

BSI Standards Publication

Learning services outside formal education - Service requirements

Documents
Document Sharing Hub

Full document details: BS ISO 29993:2017

National foreword

This British Standard is the UK implementation of ISO 29993:2017.

The UK participation in its preparation was entrusted to Technical Committee IST/43, Information technology for learning, education and training.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2017
Published by BSI Standards Limited 2017

ISBN 978 0 580 92838 3

ICS 03.180

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 October 2017.

Amendments/corrigenda issued since publication

Date	Text affected

Documents
Document Sharing Hub

Full document details: BS ISO 29993:2017

INTERNATIONAL STANDARD

ISO 29993

First edition
2017-08-15

Learning services outside formal education — Service requirements

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

Reference number
ISO 29993:2017(E)

Documents
Document Sharing Hub

© ISO 2017

Full document details: BS ISO 29993:2017

COPYRIGHT PROTECTED DOCUMENT

© ISO 2017, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

© ISO 2017 – All rights reserved

Documents
Document Sharing Hub

Full document details: BS ISO 29993:2017

Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 General information provided by the LSP **3**
5 Proposal development **3**
6 Information provided prior to acquisition of the learning service **3**
7 Needs analysis **4**
8 Design of the learning service **5**
9 Information about the learning service for enrolled learners or their sponsors **6**
10 Service delivery **6**
10.1 Staff engaged in the delivery of learning services 6
10.2 Learning material 6
10.3 Learning environment 6
11 Facilitators **7**
12 Assessment of learning **8**
13 Monitoring and evaluation of the learning service **8**
14 Invoicing **9**
Bibliography **10**

© ISO 2017 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 29993:2017

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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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 29990:2010 [1], *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.

© ISO 2017 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 29993:2017