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Education and learning services — Distance and digital learning services (DDLS) — Case studies

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Foreword

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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.

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Introduction

Distance and digital learning services (DDLS) have been developing and increasing rapidly at the global level. In order to implement and maintain quality DDLS, there are some requirements and recommendations to be met by distance and digital learning service providers (DDLSP), which are provided by ISO 29992, ISO 29993 and ISO 29994, for example:

— ISO 29992 provides recommendations on assessment planning and assessment development applicable to DDLS;

— ISO 29993 puts forward requirements for education and learning services, including DDLS, from the aspects of needs analysis, design of the learning service, etc;

— ISO 29994 provides specific requirements for technology-supported distance learning, learning materials available via distance learning and learner support for DDLS on the basis of ISO 29992 and ISO 29993.

As a methodology, case studies can help DDLSP to identify, clarify and achieve the requirements and recommendations related to the goal of quality DDLS in the International Standards mentioned above, by providing practical solutions and effective experiences. By understanding and referring to the cases in this document, DDLSP can find out the applicable practices and strategies, and apply them under similar circumstances to promote and/or improve the quality of DDLS.

The purpose of this document is to support DDLSP to understand how to apply the related contents of ISO 29992, ISO 29993 and ISO 29994 through case studies, by providing DDLSP with situational understanding and practical illustrations for the relevant requirements and recommendations.

This document can be helpful for DDLSP who wish to analyse and improve their DDLS, by providing practical solutions and suggestions for DDLSP to pursue and realize quality DDLS with the help of ISO 29992, ISO 29993 and ISO 29994.

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1 Scope

This document provides real cases, situational understanding and practical solutions to apply the related contents of ISO 29992, ISO 29993 and ISO 29994 in the scenario of DDLS.

This document can be used as a reference and/or inspiration for DDLSP analysing and improving their DDLS, and pursuing quality DDLS, by applying ISO 29992, ISO 29993 and ISO 29994.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 29992, *Assessment of outcomes of learning services — Guidance*

ISO 29993, *Learning services outside formal education — Service requirements*

ISO 29994, *Education and learning services — Requirements for distance learning*

ISO 29995, *Education and learning services — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 29992, ISO 29993, ISO 29994, and ISO 29995 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
distance and digital learning services
DDLS
sequence of activities, designed to enable learning, delivered by digital technology while learners and facilitators are separated by time, space or both

[SOURCE: ISO 29994:2021, 3.1, modified — Term and definition revised, examples removed.]

3.2
distance and digital learning service provider
DDLSP
organization or individual providing *distance and digital learning services* (3.1), including any associates involved in the provision of the distance and digital learning services

[SOURCE: ISO 29994:2021, 3.2, modified — Term and definition revised.]

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