Management system standards

ISO 21001:2018 — Education

Two days to structure the management system of a training provider or a corporate training centre under ISO 21001:2018. Learners and other beneficiaries, course design, delivery, assessment of learning, complaints: each requirement is applied to your programmes, your learner files and your assessments, through to the gap analysis of your organisation.

Duration : 2 days

Objectives

1. Explain the structure of ISO 21001:2018 and its principles specific to education and training organisations
2. Identify learners, other beneficiaries and their expectations, including special needs
3. Apply the design and delivery requirements to your training products and services
4. Organise the assessment of learning, the protection of learner data and the handling of complaints
5. Assess the gap between your organisation and the standard and prioritise actions

Programme

Day 1 — morning

• Why a management standard for training: customers, funders, learners

• Structure of ISO 21001:2018, kinship with ISO 9001 and specific principles: accessibility, equity, ethical conduct, data protection

• Context, interested parties, scope

• Leadership, policy, roles and responsibilities

Day 1 — afternoon

• Risks and opportunities, objectives, planning

• Resources: trainers and their competence, infrastructure, learning environment

• Communication with learners and beneficiaries, documented information

• Exercise: process map of your organisation

Day 2 — morning

• Design and development of training products and services

• Delivery: admission, conduct of the course, support for learners

• Assessment of learning, attestation and recognition of results

• Complaints, appeals and nonconforming training services

Day 2 — afternoon (workshop)

• Satisfaction of learners and beneficiaries, internal audit, management review

• Workshop: gap analysis on one of your programmes, from design to assessment

• Action plan before certification

• Knowledge test and presentation of the work

Teaching methods

• Guided reading of the standard, requirement by requirement

• Exercises on your programmes, your materials and your learner files

• Case study: a learner complaint handled from start to finish

• Mid-course quiz and final test

• Delivered by trainer-consultants who design and assess training pathways themselves

Assessment and documents

Mid-course quiz and knowledge test, post-course evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report and the gap analysis from the workshop handed to the organisation.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For the question of internal competence alone, the day “ISO 10015:2019 — Competence” is enough. To then run your internal audits, see “Internal Auditor — ISO 19011:2018”.

Practical information

Duration	2 days
Audience	Management and quality managers of training providers, managers of training centres and corporate academies, heads of curriculum
Prerequisites	General knowledge of management system standards desirable
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

What is the difference between ISO 21001:2018 and ISO 9001?
ISO 21001 takes the structure of management standards and adds requirements specific to training: learners and beneficiaries, instructional design, assessment of learning, special needs, data protection. An organisation already certified to ISO 9001 finds a common base and mainly works on these additions.

Is a company’s in-house training department concerned?
Yes. The standard applies to any organisation that designs and delivers training, including a corporate academy or an in-house training centre. The scope is defined with you during the session.

Should we bring documents?
Yes: a complete training programme, its materials, its assessments and two or three anonymised learner files. The workshop on day 2 puts them through the standard.

Can this training be funded?
Depending on your status, it can be part of a training plan submitted under OFPPT special training contracts. We prepare the file with you; the decision rests with the funding body.