



# ISO 29993 and ISO 21001

## Standards for education providers



### MOTIVATION AND BENEFITS

The two standards ISO 29993 and ISO 21001 are standards specially created for educational organizations and thus supplement the range of different approaches to the topic of standards in the educational sector.

This enables organizations 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.

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

- 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

### 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.

### ISO 21001

ISO 21001 has been adapted to the structure of ISO 9001 and thus follows the present trend for harmonization 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 personal tutors via private seminar and course providers, in-company training and further training to academies and higher-education institutions striving for a comprehensive management system.

## OTHER RELEVANT STANDARDS

ISO 29990, ISO 9001

## QUALITY AUSTRIA – WHO WE ARE

We are the leading Austrian contact for the Integrated Management System, based on quality, environmental and OH&S (occupational health and safety) management, and the topic of business excellence. Our main focuses are system and product certification, training and personal certification. We are accredited by the Federal Ministry for Digital and Economic Affairs (BMDW) for system, product as well as personal certification and have many international registrations and accreditations. Furthermore, we present the Austrian Excellence Award together with the BMDW and award the Austria Quality Seal.

Additionally, we organize several forums and conferences and have issued numerous publications. We participate actively in standardization bodies and international networks such as EOQ, IQNet and EFQM. We cooperate with some 50 partner and member organizations worldwide and thus ensure the facilitation of global know-how.

Having more than 1.000 auditors, trainers, assessors and technical experts all over the world, we ensure the successful implementation of standards and regulations within the organizations and provide sector and product specific knowledge with a very high focus on practical relevance. More than 10.000 customers in approx. 30 countries and over 6.000 annual participants in our trainings benefit from the long-standing expertise of our organization. We adapt our offer according to our clients' needs and support them in achieving their long-term goals!



**Georg Smolek**  
**Network partner**  
**Product Expert Education**  
georg.smolek@qualityaustria.com

