



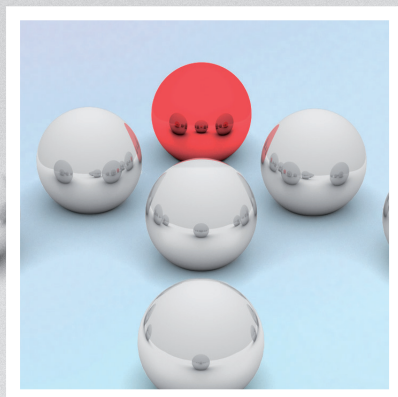
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Succeed with Quality

ISO 29990

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The international Standard for providers of non-formal education and training



ISO 29990 is basically subdivided into two areas: learning services (for example, these services include designing, providing and monitoring of learning services) and management at the learning service provider for example business planning, financial management, risk management as well as human resources management. This Standard is the first Standard for learning providers that is valid and applied on an international scale. The advantages for learning providers are transparency of their own services, international comparability and defined processes for quality assurance. The **qualityaustria** certificate is an objective demonstration of conformity, creating confidence for learners and other interested parties in the ability of the organization to achieve quality throughout the learning process.

Objectives and targets

- assuring quality, transparency and comparability in educational institutions;
- creating a generic quality model for professional practice and rendering of services
- focusing on competence of the teaching staff and of the organization

Target group

- all educational institutions - from the single trainer via private providers of seminars and courses, internal training and further training to academies and university institutions providing non-formal education and training

Motivation and benefits

ISO 29990:2010 is an International Standard for providers of training and further training. It offers a certifiable and state of the art Standard according to ISO requirements for Management Systems. The Standard addresses – for the first time with international validity – all types of educational institutions.

This includes single trainers, private seminar providers, organizations providing further training with courses, curricula and internal training as well as further training up to higher educational institutions and universities. The Standard has some congruent features with other management systems, above all with ISO 9001.

Criteria

Regarding human resources management the teaching provider will have to define, assess and further develop clear competence profiles for the employees. Feedback loops and a complaints management process are required. The management system acc. to ISO 29990 enables systematic further development of the organization, including process optimization. Internal and external audits are supposed to support this development.



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Other relevant standards

ISO 9001, EFQM

Quality Austria introduces itself

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH is your competence partner for integrated management systems in the fields of quality, environment and safety and industry standards as well as business quality. 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 and regulations and national guidelines and directives and assessments acc. to the EFQM Excellence Model to awarding the Austria Quality Seal. The Austrian Quality Award will be presented to Austrian organizations in cooperation with the Federal Ministry of Science, Research and Economy. Quality Austria is accredited by the Federal Ministry of Science, Research and Economy and has numerous international registrations and accreditations.

Having more than 1.000 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 the international partner organizations IQNet, EOQ and EFQM as well as cooperation of Quality Austria with IPC, VDA-QMC and IATF enable global know-how to be imparted and turn the organization into a competent partner. Quality Austria cooperates with some 50 partner and member organisations. Quality Austria is a stable factor when it comes to creating valuable synergies at the economic site of Austria.



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