

## ISO 29990:2010 Lead Auditor Course

International Standard for Learning Service Providers  
(Education & Training)



### Certification

The Course is approved by IFCES - The International Forum For The Certification Of Educational Services is the international organization related to ISO 29990:2010 founded in Tokyo/Japan. Certified by DeuZert, which was the only certification body of the world to have been a founding member.

### Target audience:

- Professionals with about 2 years' experience in management in education/ L&D/Training
- Top & middle management of modern learning service providers/L&D/Training Departments
- Internal auditors of learning service providers
- ISO 9001 Auditors and consultants who want to specialize in education

### Objective:

To gain an in-depth and practical understanding of the ISO 29990:2010 audit requirements, with particular reference to audit management and help for certification.

### Course material:

Booklet Quality management for education and training – Guidelines for the implementation of ISO 29990 (German edition published by DIN – The German Standardization Organization)



## Highlights:

- History and Purpose of a management system for learning service provider
- Establishing, implementing, operating and monitoring, reviewing and improving a MS according to ISO 29990, including the significance of these for ISO 29990 auditors
- ISO 29990 as a combination of service and system standard
- Role of the auditor to plan, conduct, report and follow up an MS audit according to ISO 29990
- Skills to interpret the requirements of ISO 29990:2010

## Course Content

1. Introduction to the modern educational management
2. History of ISO 29990:2010
3. Market significance
4. ISO 29990 in context to ISO 9001
5. Scope of application of ISO 29990:2010
6. Benefits of ISO 29990:2010
7. The structure of ISO 29990:2010 – dialectic of service and system standard
8. Participative approach and focus on the learning process as the decisive success factor for quality management
9. Terms and definitions
10. Requirements of ISO 29990:2010 - Information for the application and implementation (chapter 3 and 4)
11. Certification according to ISO 29990:2010
  - Why certification?
  - Who should certify? – Choice of certification body.
  - Subject of certification
  - Exclusions and constraints
  - Management manual
  - Process of certification
12. Conclusion, examination.

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