

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 29993 — Learning Services Outside Formal Education

ISO Certification Programme



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference MGT-EDU-29993 • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-EDU-29993
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Designing Learning Services

5 chapters · 30 classes 105 marks

• 1 Understanding the ISO 29993 Framework for Learning Services — 6 classes

› 1.1 Explore the Key Principles of ISO 29993

› 1.2 Identify the Components of Learning Services

› 1.3 Analyze the Role of Stakeholders in Learning Services

› 1.4 Evaluate Quality Assurance Mechanisms in ISO 29993

› 1.5 Design a Learning Service Proposal Based on ISO 29993

› 1.6 Implement Feedback Strategies to Enhance Learning Services

• 2 Identifying Learner Needs and Outcomes — 6 classes

› 2.1 Analyze Existing Learning Needs Assessments

› 2.2 Identify Key Stakeholders for Learner Insights

› 2.3 Define Desired Learning Outcomes and Objectives

› 2.4 Develop Learner Personas for Tailored Services

› 2.5 Create a Needs Assessment Framework

› 2.6 Evaluate and Prioritize Learner Needs for Program Design

• 3 Designing Engaging Learning Activities and Resources — 6 classes

› 3.1 Identify Key Elements for Engaging Learning Activities

› 3.2 Explore Various Learning Styles and Preferences

› 3.3 Develop Interactive Learning Resources for Engagement

› 3.4 Implement Collaborative Learning Techniques Effectively

› 3.5 Assess Learning Activities for Engagement and Effectiveness

› 3.6 Design a Comprehensive Learning Activity Proposal

• 4 Implementing and Managing Learning Services — 6 classes

› 4.1 Identify Key Components of Learning Services

› 4.2 Develop a Strategic Plan for Learning Service Implementation

› 4.3 Design Engaging Learning Activities for Diverse Audiences

› 4.4 Establish Effective Evaluation Mechanisms for Learning Services

› 4.5 Foster Collaborative Partnerships in Learning Service Delivery

› 4.6 Apply Continuous Improvement Strategies to Enhance Learning Services

• 5 Evaluating and Improving Learning Services Effectively — 6 classes

› 5.1 Identify Key Metrics for Learning Outcomes

› 5.2 Analyze Feedback Mechanisms for Continuous Improvement

› 5.3 Assess Learner Engagement Strategies

› 5.4 Develop Action Plans Based on Evaluation Results

› 5.5 Implement Best Practices for Effective Evaluation

› 5.6 Create a Culture of Continuous Learning and Adaptation

• 1 Understanding the Framework of Evaluation in Learning Services

— 6 classes

- › 1.1 Define Key Concepts in Evaluation for Learning Services
- › 1.2 Explore the Importance of Quality Assurance in Education
- › 1.3 Identify Components of an Effective Evaluation Framework
- › 1.4 Analyze Various Evaluation Models and Their Applications
- › 1.5 Develop Evaluation Criteria Aligned with Learning Objectives
- › 1.6 Create an Action Plan for Implementing Evaluation Strategies

• 2 Types of Evaluation: Formative vs. Summative — 6 classes

- › 2.1 Define Formative Evaluation and Its Purpose
- › 2.2 Explore Characteristics of Summative Evaluation
- › 2.3 Compare and Contrast Formative and Summative Evaluation
- › 2.4 Identify Key Tools for Conducting Formative Evaluation
- › 2.5 Assess the Impact of Summative Evaluation on Learning Outcomes
- › 2.6 Apply Evaluation Types to Real-World Learning Scenarios

• 3 Quality Assurance Mechanisms in Learning Services — 6 classes

- › 3.1 Identify Key Quality Assurance Mechanisms in Learning Services
- › 3.2 Analyze the Role of Stakeholder Feedback in Quality Assurance
- › 3.3 Evaluate the Effectiveness of Assessment Tools in Learning
- › 3.4 Implement Continuous Improvement Practices in Learning Services
- › 3.5 Develop a Quality Assurance Framework for Non-Formal Education
- › 3.6 Integrate Technology Solutions to Enhance Quality Assurance Processes

• 4 Data Collection and Analysis Techniques for Evaluation — 12

classes

- › 4.1 Identify Key Data Collection Methods for Evaluation
- › 4.1 Identify Key Data Collection Methods for Evaluation
- › 4.2 Design Effective Surveys and Questionnaires for Data Collection
- › 4.2 Design Effective Surveys and Questionnaires
- › 4.3 Implement Qualitative Data Gathering Techniques
- › 4.3 Implement Observational Techniques for Quality Assurance
- › 4.4 Analyze Quantitative Data to Assess Learning Outcomes
- › 4.4 Analyze Quantitative Data Using Statistical Tools
- › 4.5 Interpret Data Findings to Inform Quality Assurance Practices
- › 4.5 Interpret Qualitative Data Through Thematic Analysis
- › 4.6 Develop an Action Plan Based on Data Analysis Results
- › 4.6 Apply Findings to Enhance Learning Services and Quality

• 5 Implementing Continuous Improvement through Evaluation Findings — 6 classes

- › 5.1 Assess Current Evaluation Practices for Continuous Improvement
- › 5.2 Identify Key Metrics for Evaluating Learning Services
- › 5.3 Analyze Evaluation Findings to Inform Quality Assurance
- › 5.4 Develop Action Plans Based on Evaluation Insights
- › 5.5 Incorporate Stakeholder Feedback into Continuous Improvement
- › 5.6 Monitor Progress and Adjust Strategies for Ongoing Quality Enhancement

• 1 Understanding the ISO 29993 Framework for Learning Services —

12 classes

- › 1.1 Explore the Key Principles of ISO 29993
- › 1.1 Explore the Principles of ISO 29993 Framework
- › 1.2 Identify Learning Services and Their Importance
- › 1.2 Identify Key Components of Learning Services
- › 1.3 Analyze the Components of the ISO 29993 Framework
- › 1.3 Analyze the Role of Stakeholders in Learning Services
- › 1.4 Evaluate Stakeholder Roles in Learning Services Implementation
- › 1.4 Assess Quality Assurance Mechanisms within ISO 29993
- › 1.5 Develop Strategies for Aligning Learning Services with ISO 29993
- › 1.5 Develop Implementation Strategies for Learning Services
- › 1.6 Create an Action Plan for ISO 29993 Adoption in Your Organization
- › 1.6 Evaluate the Impact of ISO 29993 on Learner Outcomes

• 2 Identifying Stakeholders and Their Roles in Implementation — 12

classes

- › 2.1 Define Key Stakeholders in Learning Services
- › 2.1 Define Key Stakeholders in Implementation Processes
- › 2.2 Analyze Roles and Responsibilities of Each Stakeholder
- › 2.2 Analyze the Roles and Responsibilities of Stakeholders
- › 2.3 Assess Stakeholder Influence on Implementation Success
- › 2.3 Identify Interest Levels and Influence of Stakeholders
- › 2.4 Map Stakeholder Relationships and Communication Channels
- › 2.4 Map Stakeholder Relationships and Communication Channels
- › 2.5 Develop Strategies for Engaging Stakeholders Effectively
- › 2.5 Develop Stakeholder Engagement Strategies for Implementation
- › 2.6 Evaluate the Impact of Stakeholder Engagement on Implementation
- › 2.6 Evaluate Feedback Mechanisms from Stakeholders During Implementation

• 3 Developing a Strategic Plan for ISO 29993 Implementation — 12

classes

- › 3.1 Identify Key Components of ISO 29993 for Implementation
- › 3.1 Identify Key Stakeholders for ISO 29993 Implementation
- › 3.2 Analyze Stakeholder Needs in Learning Services
- › 3.2 Define Objectives and Goals for ISO 29993 Compliance
- › 3.3 Develop Measurable Objectives for Strategic Planning
- › 3.3 Conduct a Gap Analysis for Current Learning Services
- › 3.4 Create a Roadmap for ISO 29993 Implementation
- › 3.4 Develop Action Plans Based on Gap Analysis Findings
- › 3.5 Establish Evaluation Metrics for Success
- › 3.5 Establish a Monitoring and Evaluation Framework
- › 3.6 Formulate a Communication Strategy for Stakeholder Engagement
- › 3.6 Communicate the Strategic Plan to Stakeholders

• 4 Evaluating and Adapting Learning Services for ISO Compliance

— 12 classes

- › 4.1 Assess Current Learning Services Against ISO 29993 Criteria
- › 4.1 Assess Current Learning Services for ISO Compliance
- › 4.2 Identify Gaps in Compliance and Quality Assurance
- › 4.2 Identify Key Performance Indicators for Evaluation
- › 4.3 Develop Evaluation Frameworks for Learning Services
- › 4.3 Analyze Feedback Mechanisms to Inform Adaptations
- › 4.4 Implement Feedback Mechanisms for Continuous Improvement
- › 4.4 Develop Action Plans for Service Improvements
- › 4.5 Adapt Learning Services Based on Evaluation Outcomes
- › 4.5 Implement Changes and Monitor Outcomes
- › 4.6 Create an Action Plan for Sustained ISO Compliance
- › 4.6 Document and Report on Compliance Status

• 5 Monitoring and Continuous Improvement of Learning Services —

6 classes

- › 5.1 Define Key Performance Indicators for Learning Services
- › 5.2 Develop a Monitoring Framework for Continuous Improvement
- › 5.3 Implement Data Collection Techniques for Learning Impact
- › 5.4 Analyze Feedback and Data to Identify Areas for Improvement
- › 5.5 Design Action Plans Based on Monitoring Results
- › 5.6 Communicate Continuous Improvement Strategies to Stakeholders

• 1 Identifying Stakeholders in Learning Services — 6 classes

- › 1.1 Define Key Stakeholder Roles in Learning Services
- › 1.2 Analyze the Impact of Stakeholders on Learning Outcomes
- › 1.3 Identify Primary and Secondary Stakeholders in Your Context
- › 1.4 Develop Strategies for Effective Stakeholder Communication
- › 1.5 Map Stakeholder Influence and Interest Levels
- › 1.6 Create an Action Plan for Engaging Identified Stakeholders

• 1 Understanding Stakeholders in Learning Services — 6 classes

- › 1.1 Identify Key Stakeholders in Learning Services
- › 1.2 Analyze Stakeholder Needs and Expectations
- › 1.3 Map Stakeholder Influence and Interest
- › 1.4 Develop Effective Communication Strategies for Stakeholders
- › 1.5 Engage Stakeholders in Collaborative Decision-Making
- › 1.6 Evaluate Stakeholder Feedback and Adjust Learning Services

• 2 Understanding Stakeholder Needs and Expectations — 6 classes

- › 2.1 Identify Stakeholders: Mapping Key Players in Your Organization
- › 2.2 Analyze Needs: Understanding What Stakeholders Expect
- › 2.3 Prioritize Stakeholder Interests: Allocating Resources Effectively
- › 2.4 Engage Stakeholders: Techniques for Effective Communication
- › 2.5 Gather Feedback: Tools for Assessing Stakeholder Satisfaction
- › 2.6 Develop Action Plans: Aligning Strategies with Stakeholder Insights

• 2 Identifying Stakeholder Needs and Expectations — 6 classes

- › 2.1 Analyze the Importance of Identifying Stakeholder Needs
- › 2.2 Recognize Different Types of Stakeholders in Education
- › 2.3 Conduct Stakeholder Mapping for Effective Engagement
- › 2.4 Collect Stakeholder Feedback Through Surveys and Interviews
- › 2.5 Interpret Stakeholder Feedback to Identify Trends and Expectations
- › 2.6 Develop Action Plans Based on Stakeholder Needs Assessment

• 3 Effective Communication Strategies for Engagement — 6 classes

- › 3.1 Identify Key Stakeholders for Effective Communication
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Tailored Communication Strategies for Engagement
- › 3.4 Utilise Active Listening Techniques in Stakeholder Interactions
- › 3.5 Implement Feedback Mechanisms for Continuous Improvement
- › 3.6 Evaluate the Impact of Communication Strategies on Stakeholder Engagement

• 3 Building Effective Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders for Communication Strategies
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Tailored Messages for Diverse Audiences
- › 3.4 Choose Appropriate Communication Channels for Engagement
- › 3.5 Implement Feedback Mechanisms to Enhance Communication
- › 3.6 Evaluate the Effectiveness of Communication Strategies

• 4 Collaborative Decision-Making Processes — 6 classes

- › 4.1 Understand the Importance of Stakeholder Engagement in Collaborative Decision-Making
- › 4.2 Identify Key Stakeholders and Their Roles in the Decision-Making Process
- › 4.3 Explore Techniques for Effective Communication Among Stakeholders
- › 4.4 Assess Collaborative Decision-Making Models and Their Applications
- › 4.5 Practice Consensus-Building Strategies in Case Studies
- › 4.6 Evaluate Outcomes and Impact of Collaborative Decisions on Stakeholders

• 4 Engagement Techniques for Diverse Stakeholders — 6 classes

- › 4.1 Identify Diverse Stakeholder Groups in Engagement Contexts
- › 4.2 Analyze Stakeholder Needs and Expectations
- › 4.3 Explore Active Listening Techniques for Effective Engagement
- › 4.4 Implement Tailored Communication Strategies for Different Stakeholders
- › 4.5 Facilitate Interactive Workshops to Enhance Stakeholder Involvement
- › 4.6 Evaluate Engagement Outcomes and Continuous Improvement Strategies

• 5 Evaluating Stakeholder Engagement Outcomes — 6 classes

- › 5.1 Identify Key Stakeholders for Engagement Evaluation
- › 5.2 Define Success Criteria for Stakeholder Engagement Outcomes
- › 5.3 Develop Methods for Collecting Stakeholder Feedback
- › 5.4 Analyze Collected Feedback to Assess Engagement Effectiveness
- › 5.5 Create Actionable Recommendations Based on Evaluation Results
- › 5.6 Communicate Evaluation Outcomes to Stakeholders Effectively

• 5 Evaluating Stakeholder Engagement Outcomes — 6 classes

- › 5.1 Identify Key Metrics for Evaluating Stakeholder Engagement
- › 5.2 Analyze Stakeholder Feedback and Data Collection Methods
- › 5.3 Assess the Impact of Stakeholder Engagement on Project Outcomes
- › 5.4 Develop Tools for Measuring Stakeholder Satisfaction
- › 5.5 Compare Stakeholder Engagement Outcomes Across Different Projects
- › 5.6 Formulate Strategies for Continuous Improvement in Stakeholder Engagement

• 1 Understanding the Foundations of Strategic Management in Education — 6 classes

- › 1.1 Analyze the Role of Strategic Management in Educational Settings
- › 1.2 Identify Key Components of Strategic Management Frameworks
- › 1.3 Evaluate Historical Perspectives on Strategic Management in Education
- › 1.4 Assess Stakeholder Influence in Educational Strategic Planning
- › 1.5 Develop a Strategic Vision for an Educational Institution
- › 1.6 Implement a Strategic Management Plan in Practical Scenarios

• 2 Analyzing the Educational Environment: Internal and External Factors — 6 classes

- › 2.1 Identify Key Internal Factors Affecting Educational Institutions
- › 2.2 Assess the Impact of External Regulations on Strategic Management
- › 2.3 Evaluate Stakeholder Influence on Educational Direction
- › 2.4 Analyze Market Trends Affecting Education Delivery
- › 2.5 Apply SWOT Analysis to Educational Organizations
- › 2.6 Develop Action Plans Based on Environmental Analysis

• 3 Strategic Planning Processes in Educational Settings — 6 classes

- › 3.1 Analyze the Importance of Strategic Planning in Educational Settings
- › 3.2 Identify Key Stakeholders in the Strategic Planning Process
- › 3.3 Develop a Vision and Mission Statement for Educational Institutions
- › 3.4 Evaluate Current Resources and Needs in Educational Settings
- › 3.5 Formulate Strategic Goals and Objectives for Educational Improvement
- › 3.6 Implement and Monitor Strategic Plans in Educational Contexts

• 4 Implementing and Managing Strategic Initiatives in Education — 12 classes

- › 4.1 Define Key Concepts in Strategic Management for Education
- › 4.1 Analyze the Importance of Strategic Initiatives in Education
- › 4.2 Analyze the Role of Leadership in Strategic Initiatives
- › 4.2 Identify Key Stakeholders for Strategic Initiative Implementation
- › 4.3 Identify Stakeholder Engagement Strategies for Educational Change
- › 4.3 Develop Measurable Objectives for Educational Strategic Plans
- › 4.4 Develop a Framework for Assessing Strategic Initiatives
- › 4.4 Design an Action Plan for Executing Strategic Initiatives
- › 4.5 Implement Action Plans for Effective Strategic Management
- › 4.5 Assess Risks and Challenges in Strategic Management within Education
- › 4.6 Evaluate the Impact of Strategic Initiatives on Educational Outcomes
- › 4.6 Evaluate the Outcomes of Strategic Initiatives in Educational Settings

• 5 Monitoring and Evaluating Strategic Outcomes in Education — 6 classes

- › 5.1 Define Key Strategic Outcomes in Educational Settings
- › 5.2 Identify Indicators for Monitoring Strategic Success
- › 5.3 Develop a Monitoring Framework for Educational Initiatives
- › 5.4 Analyze Data Collection Methods for Strategic Evaluation
- › 5.5 Conduct SWOT Analysis to Evaluate Strategic Outcomes
- › 5.6 Create an Action Plan for Continuous Improvement in Education

• 1 Introduction to ISO 29993: Principles and Purpose — 6 classes

- › 1.1 Define ISO 29993 and Its Importance in Learning Services
- › 1.2 Identify Key Principles of ISO 29993
- › 1.3 Explore the Purpose and Scope of ISO 29993
- › 1.4 Discuss the Benefits of Implementing ISO 29993 in Learning Services
- › 1.5 Analyze Real-World Applications of ISO 29993
- › 1.6 Develop an Action Plan for Aligning Learning Services with ISO 29993

• 2 Key Concepts and Definitions in ISO 29993 — 6 classes

- › 2.1 Define Key Concepts in ISO 29993
- › 2.2 Identify the Scope of ISO 29993 Certification
- › 2.3 Explain the Importance of Learning Services Outside Formal Education
- › 2.4 Describe Core Principles Underpinning ISO 29993
- › 2.5 Illustrate Roles and Responsibilities in ISO 29993 Implementation
- › 2.6 Evaluate the Impact of ISO 29993 on Learning Outcomes

• 3 The ISO 29993 Framework: Structure and Components — 6 classes

- › 3.1 Identify the Key Components of ISO 29993
- › 3.2 Analyze the Structure of the ISO 29993 Framework
- › 3.3 Explore the Benefits of ISO 29993 for Learning Services
- › 3.4 Compare ISO 29993 with Other Education Standards
- › 3.5 Evaluate the Implementation Process for ISO 29993
- › 3.6 Develop an Action Plan for Adopting ISO 29993 Framework

• 4 Implementing ISO 29993: Best Practices and Case Studies — 6 classes

- › 4.1 Identify Key Components of ISO 29993 Implementation
- › 4.2 Analyze Best Practices in ISO 29993 Adoption
- › 4.3 Evaluate Case Studies of Successful ISO 29993 Implementation
- › 4.4 Develop a Strategy for Implementing ISO 29993 in Your Organization
- › 4.5 Assess Potential Challenges in ISO 29993 Implementation
- › 4.6 Create an Action Plan for Continuous Improvement Post-Implementation

• 5 Evaluating and Maintaining ISO 29993 Compliance — 6 classes

- › 5.1 Assess Compliance with ISO 29993 Standards
- › 5.2 Identify Key Performance Indicators for Learning Services
- › 5.3 Develop an Evaluation Framework for ISO 29993
- › 5.4 Conduct a Self-Assessment for Ongoing Compliance
- › 5.5 Implement Continuous Improvement Strategies in Learning Services
- › 5.6 Document Findings and Create an Action Plan for Compliance