

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 29995 — Learning Services Terminology

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-29995 • ISO Management & Services

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	MGT-EDU-29995
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Application of ISO Standards

5 chapters · 30 classes105 marks

• 1 Understanding ISO 29995: Core Concepts and Terminology — 6 classes

› 1.1 Define Key Terms in ISO 29995

› 1.2 Explain the Purpose of ISO 29995 Standards

› 1.3 Identify the Stakeholders Involved in Learning Services

› 1.4 Analyze the Structure of ISO 29995 Documentation

› 1.5 Discuss the Benefits of ISO 29995 Compliance

› 1.6 Apply ISO 29995 Terminology to Real-World Scenarios

• 2 The Role of Standardization in Learning Services — 6 classes

› 2.1 Define Key Terminology in Learning Services Standardization

› 2.2 Explore the Importance of Standardization in Educational Settings

› 2.3 Analyze the Benefits of ISO Standards for Learning Services

› 2.4 Identify Stakeholders in the Standardization Process

› 2.5 Assess Challenges in Implementing ISO 29995 Standards

› 2.6 Develop Strategies for Integrating ISO Standards into Learning Services

• 3 Implementing ISO 29995: Process and Best Practices — 6 classes

› 3.1 Understand ISO 29995: Key Terminology and Concepts

› 3.2 Explore the Importance of Learning Services in ISO 29995

› 3.3 Identify the Steps for Implementing ISO 29995 in Organizations

› 3.4 Analyze Case Studies: Successful Implementation of ISO 29995

› 3.5 Develop a Best Practices Framework for ISO 29995 Compliance

› 3.6 Create an Action Plan for Continuous Improvement in Learning Services

• 4 Measuring Compliance and Quality in Learning Services — 6 classes

› 4.1 Define Key Terms in Compliance and Quality Measurement

› 4.2 Identify ISO 29995 Compliance Requirements for Learning Services

› 4.3 Analyze Current Practices in Measuring Learning Quality

› 4.4 Develop Metrics for Assessing Compliance with ISO Standards

› 4.5 Evaluate Tools for Monitoring Quality in Learning Services

› 4.6 Implement Continuous Improvement Strategies for Learning Services

• 5 Continuous Improvement: Auditing and Feedback Mechanisms — 6 classes

› 5.1 Identify Key Auditing Principles in ISO 29995

› 5.2 Analyze the Role of Feedback Mechanisms in Continuous Improvement

› 5.3 Develop an Effective Audit Plan for Learning Services

› 5.4 Implement Feedback Collection Techniques in Educational Environments

› 5.5 Evaluate Audit Outcomes for Continuous Quality Enhancement

› 5.6 Create an Action Plan Based on Audit Findings and Feedback

• 1 Understanding Evaluation Frameworks in Learning Services — 12

classes

- › 1.1 Define Key Evaluation Terms in Learning Services
- › 1.1 Define Key Concepts in Evaluation Frameworks
- › 1.2 Identify Different Evaluation Frameworks and Their Purposes
- › 1.2 Explore Different Types of Evaluation Frameworks
- › 1.3 Analyze The Components of Effective Evaluation Frameworks
- › 1.3 Identify Stakeholders in Learning Services Evaluation
- › 1.4 Compare Qualitative and Quantitative Evaluation Methods
- › 1.4 Analyze the Role of Data in Continuous Improvement
- › 1.5 Develop Criteria for Evaluating Learning Service Outcomes
- › 1.5 Develop an Evaluation Plan for Learning Services
- › 1.6 Create an Action Plan for Continuous Improvement Based on Evaluation Results
- › 1.6 Implement Feedback Mechanisms for Ongoing Improvement

• 2 Data Collection Methods for Learning Evaluation — 12 classes

- › 2.1 Identify Key Objectives for Learning Evaluation
- › 2.1 Identify Key Objectives for Learning Evaluation
- › 2.2 Explore Qualitative Data Collection Techniques
- › 2.2 Explore Quantitative Data Collection Techniques
- › 2.3 Examine Quantitative Data Collection Methods
- › 2.3 Analyze Qualitative Data Collection Methods
- › 2.4 Implement Surveys and Questionnaires for Feedback
- › 2.4 Implement Mixed Methods for Comprehensive Evaluation
- › 2.5 Analyze Data for Continuous Improvement Insights
- › 2.5 Assess Data Reliability and Validity in Learning Contexts
- › 2.6 Develop Action Plans Based on Evaluation Findings
- › 2.6 Develop an Action Plan for Continuous Improvement Based on Findings

• 3 Analyzing Evaluation Data for Continuous Improvement — 12

classes

- › 3.1 Identify Key Evaluation Metrics for Improvement
- › 3.1 Identify Key Metrics for Evaluation
- › 3.2 Collect and Organize Evaluation Data Effectively
- › 3.2 Collect and Organize Evaluation Data
- › 3.3 Analyze Data Trends and Patterns for Insights
- › 3.3 Analyze Data Trends and Patterns
- › 3.4 Assess the Impact of Changes Based on Evaluation Findings
- › 3.4 Interpret Evaluation Results for Improvement
- › 3.5 Develop Action Plans for Continuous Improvement
- › 3.5 Develop Action Plans Based on Findings
- › 3.6 Communicate Evaluation Results to Stakeholders
- › 3.6 Implement and Monitor Changes for Continuous Improvement

• 4 Implementing Change: Strategies for Improvement in Learning Services — 12 classes

- › 4.1 Assessing Current Learning Service Effectiveness
- › 4.1 Identify Key Areas for Improvement in Learning Services
- › 4.2 Identifying Key Areas for Improvement
- › 4.2 Analyze Stakeholder Feedback to Inform Change
- › 4.3 Engaging Stakeholders in Change Initiatives
- › 4.3 Develop Actionable Strategies for Effective Learning Service Delivery
- › 4.4 Developing Action Plans for Implementation
- › 4.4 Implement Change Management Techniques in Learning Initiatives
- › 4.5 Measuring Progress and Outcomes of Changes
- › 4.5 Monitor Progress and Evaluate Outcomes of Improvement Strategies
- › 4.6 Reflecting on Lessons Learned for Future Enhancements
- › 4.6 Foster a Culture of Continuous Improvement in Learning Services

• 5 Sustaining Improvement: Monitoring and Feedback Loops — 12

classes

- › 5.1 Define Key Concepts of Monitoring for Continuous Improvement
- › 5.1 Analyze Current Improvement Metrics
- › 5.2 Identify Effective Feedback Mechanisms in Learning Services
- › 5.2 Identify Key Stakeholders for Feedback
- › 5.3 Analyze Data Collection Methods for Evaluating Improvement
- › 5.3 Develop Effective Feedback Collection Methods
- › 5.4 Develop Strategies for Implementing Feedback Loops
- › 5.4 Implement Real-Time Monitoring Systems
- › 5.5 Create a Plan for Sustaining Improvement Through Monitoring
- › 5.5 Evaluate Collected Feedback for Trends
- › 5.6 Evaluate Real-World Applications of Monitoring and Feedback Loops
- › 5.6 Design Continuous Improvement Action Plans

• 1 Understanding ISO 29995: Scope and Purpose — 6 classes

- › 1.1 Define ISO 29995 and Its Importance in Learning Services
- › 1.2 Identify Key Terms and Terminology Associated with ISO 29995
- › 1.3 Explore the Scope of ISO 29995: What It Covers and What It Doesn't
- › 1.4 Analyze the Objectives of ISO 29995 in the Context of Learning Services
- › 1.5 Discuss the Intended Benefits of Implementing ISO 29995
- › 1.6 Evaluate Real-World Applications of ISO 29995 in Learning Environments

• 2 Key Terminologies in Learning Services — 6 classes

- › 2.1 Define Key Terminologies in Learning Services
- › 2.2 Explain the Importance of ISO 29995 in Learning Services
- › 2.3 Identify Key Stakeholders in Learning Services Terminology
- › 2.4 Discuss the Relevance of Learning Services in Today's Education Landscape
- › 2.5 Apply ISO 29995 Terminologies in Real-World Learning Scenarios
- › 2.6 Evaluate the Impact of Standardized Terminology on Learning Outcomes

• 3 Principles of Learning Services Under ISO 29995 — 6 classes

- › 3.1 Define Key Terminology in ISO 29995 Learning Services
- › 3.2 Explore the Core Principles of Learning Services Under ISO 29995
- › 3.3 Identify Stakeholder Roles in Learning Service Delivery
- › 3.4 Examine Quality Assurance Mechanisms in Learning Services
- › 3.5 Assess Learning Outcomes and Effectiveness in ISO 29995
- › 3.6 Develop a Framework for Implementing ISO 29995 Best Practices

• 4 Implementation of ISO 29995 in Educational Settings — 6 classes

- › 4.1 Define ISO 29995 and Its Purpose in Education
- › 4.2 Explore Key Terminologies within ISO 29995 Framework
- › 4.3 Identify Stakeholders Involved in ISO 29995 Implementation
- › 4.4 Assess Current Educational Practices Against ISO 29995 Standards
- › 4.5 Develop a Step-by-Step Plan for Implementing ISO 29995
- › 4.6 Evaluate the Effectiveness of ISO 29995 Implementation in Real Scenarios

• 5 Evaluating and Improving Learning Services Compliance — 6 classes

- › 5.1 Analyze Current Compliance Status of Learning Services
- › 5.2 Identify Key Performance Indicators for Evaluation
- › 5.3 Implement Feedback Mechanisms for Learner Insights
- › 5.4 Conduct Self-Assessments to Measure Compliance Gaps
- › 5.5 Develop Improvement Plans Based on Evaluation Results
- › 5.6 Review and Revise Learning Services for Continuous Compliance

• 1 Understanding Leadership Theories in Education — 6 classes

- › 1.1 Identify Key Leadership Theories in Education
- › 1.2 Analyze the Impact of Transformational Leadership
- › 1.3 Explore Situational Leadership in Educational Contexts
- › 1.4 Evaluate Distributed Leadership and Collaboration
- › 1.5 Compare Autocratic vs. Democratic Leadership Styles
- › 1.6 Apply Leadership Theories to Real-World Educational Scenarios

• 1 Understanding Leadership Theories in Education — 6 classes

- › 1.1 Explore Key Leadership Theories in Education
- › 1.2 Identify Characteristics of Effective Educational Leaders
- › 1.3 Analyze the Impact of Leadership Styles on Learning Environments
- › 1.4 Compare Transformational and Transactional Leadership in Schools
- › 1.5 Assess the Role of Emotional Intelligence in Educational Leadership
- › 1.6 Apply Leadership Theories to Real-World Educational Scenarios

• 2 Developing a Leadership Vision for Educational Settings — 6 classes

- › 2.1 Define the Key Elements of a Leadership Vision
- › 2.2 Analyze the Impact of Leadership Vision on Educational Outcomes
- › 2.3 Create a Personal Leadership Vision Statement
- › 2.4 Collaborate to Develop a Shared Leadership Vision
- › 2.5 Evaluate Existing Leadership Visions in Educational Settings
- › 2.6 Present and Advocate for a Leadership Vision to Stakeholders

• 2 Building a Vision for Educational Leadership — 6 classes

- › 2.1 Define Vision: Understanding the Core Components of Educational Leadership
- › 2.2 Analyze Current Trends: Identifying Influential Factors in Educational Vision
- › 2.3 Create Collaborative Goals: Engaging Stakeholders in the Vision-Building Process
- › 2.4 Develop a Strategic Plan: Mapping a Path to Achieve the Vision
- › 2.5 Communicate Effectively: Crafting a Message that Inspires and Motivates
- › 2.6 Evaluate and Adjust: Monitoring Progress and Adapting the Vision as Needed

• 3 Strategic Decision-Making in Educational Leadership — 6 classes

- › 3.1 Analyze the Role of Strategic Decision-Making in Educational Leadership
- › 3.2 Identify Key Factors Influencing Strategic Decisions in Education
- › 3.3 Evaluate Different Decision-Making Models for Educational Leaders
- › 3.4 Apply SWOT Analysis to Educational Leadership Scenarios
- › 3.5 Develop a Strategic Decision-Making Framework for Your Institution
- › 3.6 Reflect on Real-Life Case Studies of Strategic Decisions in Education

• 3 Effective Communication and Collaborative Leadership — 6 classes

- › 3.1 Define Effective Communication in Leadership
- › 3.2 Identify Key Components of Collaborative Leadership
- › 3.3 Analyze the Role of Active Listening in Team Dynamics
- › 3.4 Explore Strategies for Facilitating Constructive Feedback
- › 3.5 Develop a Communication Plan for Leadership Initiatives
- › 3.6 Implement Collaborative Techniques for Group Decision-Making

• 4 Building and Leading Diverse Teams in Education — 6 classes

- › 4.1 Understand the Importance of Diverse Teams in Education
- › 4.2 Identify Barriers to Diversity in Educational Settings
- › 4.3 Explore Strategies for Recruitment of Diverse Team Members
- › 4.4 Cultivate an Inclusive Team Culture in Education
- › 4.5 Implement Effective Communication Techniques for Diverse Teams
- › 4.6 Evaluate the Impact of Diversity on Team Performance in Education

• 4 Transformational Leadership Practices in Education — 6 classes

- › 4.1 Explore the Foundations of Transformational Leadership
- › 4.2 Identify Key Characteristics of Transformational Leaders
- › 4.3 Analyze Real-World Examples of Transformational Leadership in Education
- › 4.4 Assess the Impact of Transformational Leadership on School Culture
- › 4.5 Develop Action Plans for Implementing Transformational Leadership Strategies
- › 4.6 Reflect on Personal Leadership Growth Through Transformational Practices

• 5 Assessing and Enhancing Leadership Effectiveness in Education — 6 classes

- › 5.1 Identify Key Indicators of Leadership Effectiveness
- › 5.2 Analyze Leadership Styles and Their Impact on Learning
- › 5.3 Evaluate the Role of Communication in Leadership Success
- › 5.4 Explore Strategies for Fostering Collaborative Leadership
- › 5.5 Develop Action Plans for Leadership Improvement
- › 5.6 Implement Feedback Mechanisms to Enhance Leadership Practices

• 5 Leading Change and Innovation in Educational Settings — 6 classes

- › 5.1 Identify Key Drivers of Change in Educational Settings
- › 5.2 Analyze Barriers to Implementing Change in Leadership
- › 5.3 Develop Strategies for Fostering Innovation in Schools
- › 5.4 Engage Stakeholders in the Change Process
- › 5.5 Evaluate the Impact of Change Initiatives on Learning Outcomes
- › 5.6 Create a Sustainable Change Management Plan for Educational Institutions

• 1 Understanding Quality Assurance Principles in Learning Services

— 6 classes

- › 1.1 Define Key Quality Assurance Terms in Learning Services
- › 1.2 Explore the Importance of Quality Assurance in Education
- › 1.3 Identify Standards and Frameworks for Quality Assurance
- › 1.4 Examine Methods for Assessing Learning Service Quality
- › 1.5 Analyze Case Studies of Effective Quality Assurance Practices
- › 1.6 Develop a Quality Assurance Improvement Plan for Learning Services

• 2 Frameworks and Standards for Educational Quality Assurance —

6 classes

- › 2.1 Identify Key Educational Quality Assurance Frameworks
- › 2.2 Analyze the Role of ISO Standards in Learning Services
- › 2.3 Evaluate the Impact of Quality Assurance on Learner Outcomes
- › 2.4 Compare National vs. International Standards in Education
- › 2.5 Develop a Quality Assurance Strategy for Learning Services
- › 2.6 Implement Continuous Improvement Processes in Educational Settings

• 3 Implementing Quality Assurance Processes in Learning Environments —

12 classes

- › 3.1 Define Quality Assurance in Learning Services
- › 3.1 Define Quality Assurance Concepts in Learning Services
- › 3.2 Identify Key Components of Quality Assurance Processes
- › 3.2 Explore ISO 29995 Standards and Their Importance
- › 3.3 Analyze Existing Quality Assurance Models in Education
- › 3.3 Identify Key Quality Assurance Processes in Learning Environments
- › 3.4 Evaluate Stakeholder Roles in Quality Assurance Implementation
- › 3.4 Develop a Quality Assurance Framework for Learning Services
- › 3.5 Develop Action Plans for Quality Assurance Strategies
- › 3.5 Assess the Effectiveness of Quality Assurance Measures
- › 3.6 Monitor and Review Quality Assurance Outcomes in Learning Environments
- › 3.6 Implement Continuous Improvement Strategies in QA Processes

• 4 Evaluating Learning Service Quality Through Metrics and Feedback —

6 classes

- › 4.1 Define Key Metrics for Evaluating Learning Service Quality
- › 4.2 Explore Feedback Mechanisms in Learning Services
- › 4.3 Analyze Quantitative Data for Quality Assessment
- › 4.4 Utilize Qualitative Feedback to Enhance Learning Services
- › 4.5 Develop an Action Plan Based on Evaluation Findings
- › 4.6 Implement Continuous Improvement Strategies in Learning Services

• 5 Leading Quality Assurance Initiatives in Learning Services —

6 classes

- › 5.1 Define Key Terms in Quality Assurance for Learning Services
- › 5.2 Identify Best Practices in Leading Quality Assurance Initiatives
- › 5.3 Analyze Case Studies of Successful Quality Assurance Leadership
- › 5.4 Develop Quality Assurance Metrics for Learning Outcomes
- › 5.5 Implement Stakeholder Feedback Mechanisms in Assurance Processes
- › 5.6 Create a Continuous Improvement Plan for Quality Assurance

• 1 Understanding Strategic Planning Principles — 6 classes

- › 1.1 Define Key Concepts in Strategic Planning
- › 1.2 Explore the Importance of Vision and Mission Statements
- › 1.3 Identify Stakeholder Roles in Strategic Development
- › 1.4 Analyze SWOT Assessment Techniques for Strategic Planning
- › 1.5 Develop Strategic Objectives Aligned with Organizational Goals
- › 1.6 Create an Action Plan for Effective Strategy Implementation

• 2 Analyzing the Educational Environment — 12 classes

- › 2.1 Identify Key Factors Influencing the Educational Environment
- › 2.1 Identify Key Educational Trends Impacting Strategic Planning
- › 2.2 Assess Stakeholder Needs and Expectations in Education
- › 2.2 Assess Stakeholder Needs in the Educational Environment
- › 2.3 Analyze Trends and Challenges in Educational Delivery
- › 2.3 Evaluate Internal Resources for Effective Implementation
- › 2.4 Evaluate the Role of Technology in Learning Services
- › 2.4 Analyze External Influences on Educational Service Delivery
- › 2.5 Develop a Strategic Framework for Educational Planning
- › 2.5 Synthesize Data to Formulate Strategic Objectives
- › 2.6 Create an Action Plan for Implementation of Educational Strategies
- › 2.6 Develop Action Plans to Address Environmental Challenges

• 3 Setting Strategic Objectives and Goals — 6 classes

- › 3.1 Define Strategic Objectives: Understanding the Core Concepts
- › 3.2 Analyze Organizational Vision: Aligning Objectives with Purpose
- › 3.3 Set SMART Goals: Creating Measurable and Achievable Targets
- › 3.4 Prioritize Objectives: Evaluating Impact and Feasibility
- › 3.5 Develop Action Plans: Outlining Steps to Achieve Goals
- › 3.6 Monitor and Adjust: Implementing a Review Process for Objectives

• 4 Developing a Strategic Implementation Plan — 6 classes

- › 4.1 Analyze Organizational Goals for Strategic Alignment
- › 4.2 Identify Key Stakeholders and Their Roles
- › 4.3 Develop Measurable Objectives for Implementation
- › 4.4 Create a Timeline for Actionable Steps
- › 4.5 Allocate Resources Effectively for Execution
- › 4.6 Evaluate and Adjust the Strategic Implementation Plan

• 5 Evaluating and Adapting Strategic Plans — 6 classes

- › 5.1 Assessing Strategic Plan Effectiveness
- › 5.2 Identifying Key Performance Indicators for Evaluation
- › 5.3 Gathering and Analyzing Stakeholder Feedback
- › 5.4 Conducting SWOT Analysis on Current Strategies
- › 5.5 Adapting Strategic Plans Based on Evaluation Findings
- › 5.6 Implementing Continuous Improvement in Strategic Planning