

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 19796-1 — Quality Management for E-Learning

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-EDU-19796-1 • ISO Management & Services

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6	35	258	430	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	MGT-EDU-19796-1
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

• 1 Understanding Quality Management Principles in E-Learning — 12

classes

- › 1.1 Define Key Concepts of Quality Management in E-Learning
- › 1.1 Define Key Concepts of Quality Management in E-Learning
- › 1.2 Explore the Importance of Quality Management Systems in Education
- › 1.2 Explore Quality Management Principles Relevant to E-Learning
- › 1.3 Identify Core Quality Management Principles Relevant to E-Learning
- › 1.3 Identify Stakeholders and Their Roles in E-Learning Quality Management
- › 1.4 Analyze the Role of Stakeholders in Quality Management Processes
- › 1.4 Assess Current Quality Management Practices in E-Learning
- › 1.5 Assess Best Practices for Implementing Quality Management in E-Learning
- › 1.5 Develop a Quality Improvement Plan for E-Learning Programs
- › 1.6 Develop a Simple Quality Management Plan for an E-Learning Course
- › 1.6 Evaluate the Impact of Quality Management on E-Learning Outcomes

• 2 ISO 19796-1 Framework: Key Components and Requirements —

12 classes

- › 2.1 Identify Key Components of ISO 19796-1 Framework
- › 2.1 Explore the ISO 19796-1 Framework for E-Learning Quality Management
- › 2.2 Explain the Importance of Quality Management in E-Learning
- › 2.2 Identify Key Components of Quality Management Systems in E-Learning
- › 2.3 Analyze Requirements for Quality Management Systems Compliance
- › 2.3 Analyze Requirements for Effective Quality Assurance Processes
- › 2.4 Discuss Roles and Responsibilities in Quality Management Leadership
- › 2.4 Assess Implementation Strategies for Quality Management Systems
- › 2.5 Evaluate Case Studies of Successful ISO 19796-1 Implementation
- › 2.5 Develop Metrics for Evaluating E-Learning Quality Standards
- › 2.6 Develop an Action Plan for Implementing Quality Management Systems
- › 2.6 Create an Action Plan for Continuous Improvement in Quality Management

• 3 Developing Quality Management Systems for E-Learning — 12

classes

- › 3.1 Identify Key Components of E-Learning Quality Management Systems
- › 3.1 Identify Key Components of Quality Management Systems for E-Learning
- › 3.2 Analyze Current Standards and Best Practices in E-Learning
- › 3.2 Assess Current Quality Standards in E-Learning Environments
- › 3.3 Design Customized Quality Assurance Frameworks for E-Learning
- › 3.3 Design a Framework for E-Learning Quality Management
- › 3.4 Implement Evaluation Criteria for E-Learning Quality Assessment
- › 3.4 Develop Evaluation Metrics for E-Learning Quality Assessment
- › 3.5 Develop Continuous Improvement Strategies for E-Learning Programs
- › 3.5 Implement Continuous Improvement Strategies in E-Learning
- › 3.6 Create an Action Plan for Quality Management System Implementation
- › 3.6 Create a Quality Assurance Plan for E-Learning Programs

• 4 Measuring and Evaluating Quality in E-Learning Systems — 12

classes

- › 4.1 Define Key Metrics for Evaluating E-Learning Quality
- › 4.1 Identify Key Metrics for Evaluating E-Learning Quality
- › 4.2 Develop Tools for Measuring Learner Engagement and Outcomes
- › 4.2 Develop Tools for Measuring User Engagement in E-Learning
- › 4.3 Analyze Feedback Mechanisms for Continuous Improvement
- › 4.3 Analyze Feedback Mechanisms for Continuous Improvement
- › 4.4 Implement Data Collection Techniques in E-Learning Environments
- › 4.4 Compare Quantitative vs. Qualitative Assessment Methods
- › 4.5 Interpret Quality Data to Inform Future E-Learning Strategies
- › 4.5 Implement Evaluation Frameworks for E-Learning Approaches
- › 4.6 Create an Action Plan for Sustaining Quality Management in E-Learning
- › 4.6 Create Action Plans Based on Quality Measurement Outcomes

• 5 Continuous Improvement and Best Practices in E-Learning Quality Management — 12 classes

- › 5.1 Identify Key Elements of Quality Management in E-Learning
- › 5.1 Define Continuous Improvement in E-Learning Quality Management
- › 5.2 Analyze Current E-Learning Quality Practices
- › 5.2 Identify Key Principles of Best Practices in E-Learning
- › 5.3 Assess Stakeholder Involvement in Quality Improvement
- › 5.3 Analyze Current E-Learning Quality Management Practices
- › 5.4 Develop Strategies for Continuous Improvement in E-Learning
- › 5.4 Develop a Framework for Continuous Improvement in E-Learning
- › 5.5 Implement Best Practices for Monitoring and Evaluation
- › 5.5 Implement Best Practices for E-Learning Quality Assessment
- › 5.6 Create an Action Plan for Quality Management System Enhancement
- › 5.6 Evaluate Outcomes of Continuous Improvement Initiatives in E-Learning

• 1 Understanding ISO 19796-1: Framework and Principles — 6 classes

- › 1.1 Explore the Purpose of ISO 19796-1 in E-Learning
- › 1.2 Identify Key Components of the ISO 19796-1 Framework
- › 1.3 Examine Principles of Quality Management in E-Learning
- › 1.4 Analyze the Role of Stakeholders in ISO 19796-1 Implementation
- › 1.5 Assess the Benefits of Adopting ISO Standards in Educational Settings
- › 1.6 Develop a Plan for Integrating ISO 19796-1 Principles into E-Learning Practices

• 2 Key Components of Quality Management in E-Learning — 6 classes

- › 2.1 Identify Key Principles of Quality Management in E-Learning
- › 2.2 Analyze Components of ISO 19796-1 Relevant to E-Learning
- › 2.3 Evaluate Stakeholder Roles in E-Learning Quality Management
- › 2.4 Establish Quality Assurance Mechanisms for E-Learning
- › 2.5 Implement Continuous Improvement Processes in E-Learning Platforms
- › 2.6 Design a Quality Management Framework for an E-Learning Course

• 3 Implementation Strategies for ISO Standards in E-Learning — 6 classes

- › 3.1 Identify Key ISO Standards Relevant to E-Learning
- › 3.2 Analyze the Benefits of Implementing ISO Standards
- › 3.3 Develop an Implementation Plan for ISO Compliance
- › 3.4 Integrate Stakeholder Engagement in ISO Implementation
- › 3.5 Assess and Monitor ISO Standard Compliance in E-Learning
- › 3.6 Evaluate Continuous Improvement Strategies for ISO Standards

• 4 Monitoring and Evaluating E-Learning Quality — 6 classes

- › 4.1 Identify Key Indicators for E-Learning Quality Assessment
- › 4.2 Analyze Data Collection Methods for E-Learning Evaluation
- › 4.3 Develop Frameworks for Continuous Quality Improvement in E-Learning
- › 4.4 Implement Feedback Mechanisms to Enhance Learner Experience
- › 4.5 Evaluate the Effectiveness of E-Learning Programs Against ISO Standards
- › 4.6 Create Action Plans Based on Quality Evaluation Outcomes

• 5 Continuous Improvement and Future Trends in E-Learning Quality Management — 6 classes

- › 5.1 Analyze Current E-Learning Quality Management Practices
- › 5.2 Identify Key Metrics for Measuring Continuous Improvement
- › 5.3 Evaluate Case Studies of Successful E-Learning Quality Enhancements
- › 5.4 Implement Feedback Loops for Ongoing Quality Assessment
- › 5.5 Explore Emerging Technologies Impacting E-Learning Quality
- › 5.6 Develop a Strategic Plan for Future Trends in E-Learning Quality Management

• 1 Understanding E-Learning Performance Metrics — 6 classes

- › 1.1 Identify Key Performance Metrics for E-Learning
- › 1.2 Analyze Data Collection Methods for Performance Evaluation
- › 1.3 Assess the Impact of Learner Engagement on Performance Metrics
- › 1.4 Interpret E-Learning Analytics for Continuous Improvement
- › 1.5 Develop Strategies for Enhancing E-Learning Performance
- › 1.6 Create a Performance Improvement Action Plan for E-Learning

• 1 Foundations of Performance Evaluation in E-Learning — 6 classes

- › 1.1 Define Key Concepts of Performance Evaluation in E-Learning
- › 1.2 Identify Performance Metrics for E-Learning Success
- › 1.3 Analyze Data Collection Methods for Effective Evaluation
- › 1.4 Evaluate the Role of Stakeholder Feedback in Assessment
- › 1.5 Apply Improvement Strategies Based on Performance Data
- › 1.6 Create a Continuous Improvement Plan for E-Learning Environments

• 2 Frameworks for Evaluating E-Learning Outcomes — 6 classes

- › 2.1 Identify Key E-Learning Outcomes for Evaluation
- › 2.2 Explore Frameworks for Measuring E-Learning Effectiveness
- › 2.3 Analyze Data Collection Methods for E-Learning Assessment
- › 2.4 Apply Evaluation Frameworks to Real-World E-Learning Scenarios
- › 2.5 Develop a Continuous Improvement Plan Based on Evaluation Results
- › 2.6 Present Findings and Recommendations for E-Learning Enhancement

• 2 Metrics and Tools for Measuring E-Learning Performance — 6 classes

- › 2.1 Identify Key Performance Indicators for E-Learning
- › 2.2 Analyze Data Sources for E-Learning Metrics
- › 2.3 Apply Quantitative Methods for Performance Measurement
- › 2.4 Evaluate Qualitative Feedback in E-Learning Assessments
- › 2.5 Utilize Tools for Tracking Learner Engagement Effectively
- › 2.6 Develop Action Plans Based on Performance Evaluation Results

• 3 Data Collection Methods for Performance Evaluation — 6 classes

- › 3.1 Identify Key Performance Indicators for E-Learning
- › 3.2 Explore Qualitative and Quantitative Data Collection Techniques
- › 3.3 Design Effective Surveys and Questionnaires for User Feedback
- › 3.4 Analyze the Role of Analytics in Performance Measurement
- › 3.5 Utilize Observation Methods for Direct Performance Assessment
- › 3.6 Develop a Data Collection Plan for Continuous Improvement

• 3 Data Analysis Techniques for Performance Improvement — 6 classes

- › 3.1 Identify Key Performance Indicators for E-Learning
- › 3.2 Collect Quantitative Data for Performance Analysis
- › 3.3 Analyze Qualitative Feedback from Learners
- › 3.4 Utilize Statistical Techniques for Data Interpretation
- › 3.5 Develop Actionable Recommendations Based on Data Findings
- › 3.6 Implement Continuous Improvement Strategies in E-Learning

• 4 Analyzing E-Learning Performance Data — 6 classes

- › 4.1 Identify Key Performance Indicators for E-Learning
- › 4.2 Collecting and Organizing E-Learning Performance Data
- › 4.3 Analyzing E-Learning Data Trends and Patterns
- › 4.4 Evaluating Learner Engagement through Performance Metrics
- › 4.5 Identifying Areas for Improvement Based on Data Analysis
- › 4.6 Developing Action Plans for E-Learning Performance Improvement

• 4 Implementing Continuous Improvement Strategies in E-Learning — 6 classes

- › 4.1 Identify Key Performance Indicators for E-Learning Success
- › 4.2 Analyze Current E-Learning Performance Data
- › 4.3 Explore Models of Continuous Improvement in Education
- › 4.4 Develop Action Plans for Enhancing E-Learning Quality
- › 4.5 Implement Feedback Loops for Ongoing Improvement
- › 4.6 Evaluate the Impact of Continuous Improvement Strategies

• 5 Implementing Continuous Improvement Strategies — 6 classes

- › 5.1 Identify Key Performance Indicators for Continuous Improvement
- › 5.2 Analyze Data for Performance Gaps and Opportunities
- › 5.3 Develop Action Plans for Targeted Improvement Initiatives
- › 5.4 Implement Continuous Feedback Mechanisms with Stakeholders
- › 5.5 Evaluate the Effectiveness of Improvement Strategies
- › 5.6 Foster a Culture of Continuous Improvement in E-Learning Environments

• 5 Leadership Role in Performance Evaluation and Improvement — 6 classes

- › 5.1 Analyze the Role of Leadership in Performance Evaluation
- › 5.2 Identify Key Performance Indicators for E-Learning Success
- › 5.3 Develop a Framework for Continuous Improvement in E-Learning
- › 5.4 Implement Strategies for Effective Feedback in Performance Evaluation
- › 5.5 Evaluate Leadership Styles and Their Impact on Performance Improvement
- › 5.6 Design a Personal Action Plan for Enhancing Leadership in E-Learning

• 1 Understanding Quality Assurance in E-Learning — 6 classes

- › 1.1 Define Quality Assurance in E-Learning
- › 1.2 Identify Key Components of Quality Assurance Frameworks
- › 1.3 Explore Standards and Models for E-Learning Quality
- › 1.4 Analyze Quality Assurance Techniques in E-Learning
- › 1.5 Implement Quality Assurance Processes in Course Design
- › 1.6 Evaluate the Impact of Quality Assurance on Learner Outcomes

• 2 Quality Assurance Frameworks and Standards — 12 classes

- › 2.1 Identify Key Components of Quality Assurance Frameworks
- › 2.1 Identify Key Quality Assurance Frameworks in E-Learning
- › 2.2 Explore International Standards for E-Learning Quality
- › 2.2 Analyze the Importance of Standards in Quality Management
- › 2.3 Analyze the Importance of ISO 19796-1 in E-Learning
- › 2.3 Evaluate ISO 19796-1 and Its Relevance to E-Learning
- › 2.4 Examine Best Practices in Implementing Quality Standards
- › 2.4 Apply Quality Assurance Techniques in E-Learning Environments
- › 2.5 Assess Tools for Measuring Quality in E-Learning
- › 2.5 Develop a Quality Assurance Plan Based on ISO Standards
- › 2.6 Develop an Action Plan for Quality Improvement in E-Learning
- › 2.6 Reflect on Continuous Improvement Practices in Quality Assurance

• 3 Developing Quality Assurance Policies and Procedures — 6 classes

- › 3.1 Define Key Concepts in Quality Assurance for E-Learning
- › 3.2 Analyze the Importance of Quality Assurance Policies
- › 3.3 Identify Stakeholder Roles in Quality Assurance Processes
- › 3.4 Develop Templates for Quality Assurance Procedures
- › 3.5 Implement Best Practices for Quality Assurance Monitoring
- › 3.6 Evaluate the Effectiveness of Quality Assurance Policies

• 4 Assessment and Evaluation Techniques — 12 classes

- › 4.1 Identify Key Assessment Frameworks in E-Learning
- › 4.1 Define Assessment Methodology in E-Learning
- › 4.2 Analyze Quantitative vs. Qualitative Evaluation Methods
- › 4.2 Distinguish Between Formative and Summative Assessment Techniques
- › 4.3 Design Effective Assessment Criteria for E-Learning
- › 4.3 Explore Key Evaluation Frameworks for E-Learning
- › 4.4 Develop Strategies for Continuous Improvement in Assessment
- › 4.4 Analyze the Role of Feedback in Learner Assessment
- › 4.5 Implement Feedback Mechanisms to Enhance Learning Outcomes
- › 4.5 Implement Assessment Tools and Technologies in E-Learning
- › 4.6 Create an Action Plan for Evaluating E-Learning Effectiveness
- › 4.6 Evaluate the Effectiveness of Assessment Methods in E-Learning

• 5 Continuous Improvement and Quality Enhancement Strategies — 6 classes

- › 5.1 Identify Key Principles of Continuous Improvement
- › 5.2 Analyze Common Quality Enhancement Techniques
- › 5.3 Develop a Continuous Improvement Action Plan
- › 5.4 Implement Quality Assurance Metrics in E-Learning
- › 5.5 Evaluate the Effectiveness of Quality Enhancement Strategies
- › 5.6 Foster a Culture of Continuous Improvement within Teams

• 1 Understanding Quality Management Principles in E-Learning — 6 classes

- › 1.1 Define Key Quality Management Principles for E-Learning
- › 1.2 Identify Stakeholders in E-Learning Quality Assurance
- › 1.3 Analyze the Role of Leadership in Quality Management
- › 1.4 Evaluate Quality Management Frameworks Relevant to E-Learning
- › 1.5 Develop Metrics for Assessing E-Learning Quality
- › 1.6 Implement a Quality Improvement Plan in E-Learning Environments

• 2 ISO 19796-1: Framework and Standards Overview — 6 classes

- › 2.1 Explore the History of ISO 19796-1 Standards
- › 2.2 Identify Key Quality Management Principles in E-Learning
- › 2.3 Analyze the Framework Structure of ISO 19796-1
- › 2.4 Discuss the Importance of Leadership in Quality Management
- › 2.5 Examine Quality Assurance Processes in E-Learning
- › 2.6 Develop an Implementation Plan for ISO 19796-1 in Your Organization

• 3 Evaluating E-Learning Quality: Metrics and Tools — 6 classes

- › 3.1 Identify Key Metrics for E-Learning Quality Assessment
- › 3.2 Analyze Different Evaluation Tools for E-Learning
- › 3.3 Compare Qualitative and Quantitative Metrics in E-Learning
- › 3.4 Design a Quality Evaluation Framework for E-Learning Courses
- › 3.5 Implement Feedback Mechanisms for Continuous Quality Improvement
- › 3.6 Evaluate Case Studies of E-Learning Quality Metrics in Practice

• 4 Implementing Continuous Improvement in E-Learning — 6 classes

- › 4.1 Assess Current E-Learning Practices for Improvement Opportunities
- › 4.2 Identify Key Performance Indicators for Continuous Improvement
- › 4.3 Develop a Framework for Implementing Quality Feedback Loops
- › 4.4 Create Action Plans Based on Feedback and Performance Data
- › 4.5 Facilitate Stakeholder Engagement in Continuous Improvement Initiatives
- › 4.6 Evaluate the Impact of Changes on E-Learning Effectiveness

• 5 Leading Quality Management Initiatives in E-Learning — 6 classes

- › 5.1 Define Key Concepts of Quality Management in E-Learning
- › 5.2 Identify Stakeholders and Their Roles in Quality Initiatives
- › 5.3 Develop Effective Communication Strategies for Quality Leadership
- › 5.4 Implement Quality Assurance Processes in E-Learning Projects
- › 5.5 Analyze Data for Continuous Improvement in Quality Management
- › 5.6 Create an Action Plan for Leading Quality Improvement Initiatives

• 1 Principles of Strategic Leadership in Education — 6 classes

- › 1.1 Define Key Concepts of Strategic Leadership in Education
- › 1.2 Analyze the Role of Vision and Mission in Strategic Leadership
- › 1.3 Evaluate the Importance of Stakeholder Engagement in Educational Policies
- › 1.4 Explore Effective Communication Strategies for Educational Leaders
- › 1.5 Assess the Impact of Data-Driven Decision Making in Leadership
- › 1.6 Develop a Personal Action Plan for Implementing Strategic Leadership Principles

• 2 Setting Vision and Mission for Educational Institutions — 12 classes

- › 2.1 Define the Importance of Vision and Mission in Education
- › 2.1 Analyze the Role of Vision in Educational Leadership
- › 2.2 Identify Key Components of an Effective Vision Statement
- › 2.2 Define Core Values and Beliefs for Educational Institutions
- › 2.3 Analyze Successful Mission Statements from Leading Institutions
- › 2.3 Develop a Collaborative Approach to Crafting a Mission Statement
- › 2.4 Develop a Draft Vision Statement for Your Institution
- › 2.4 Create a Vision Statement that Inspires and Motivates
- › 2.5 Construct a Mission Statement Using SMART Criteria
- › 2.5 Align Strategic Goals with the Established Vision and Mission
- › 2.6 Present and Refine Your Vision and Mission Statements for Feedback
- › 2.6 Evaluate the Impact of Vision and Mission on Institutional Culture

• 3 Stakeholder Engagement and Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Educational Environments
- › 3.2 Analyze the Needs and Expectations of Different Stakeholders
- › 3.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 3.4 Implement Collaborative Tools for Stakeholder Interaction
- › 3.5 Evaluate the Impact of Stakeholder Feedback on Leadership Decisions
- › 3.6 Create a Comprehensive Stakeholder Engagement Plan

• 4 Data-Driven Decision Making in Educational Leadership — 6 classes

- › 4.1 Understand Educational Data Metrics and Their Importance
- › 4.2 Analyze Sourcing and Validating Educational Data
- › 4.3 Interpret Data Trends to Inform Leadership Decisions
- › 4.4 Develop Data-Driven Action Plans for Educational Improvement
- › 4.5 Implement Feedback Loops for Continuous Improvement in Data Usage
- › 4.6 Evaluate the Impact of Data-Driven Changes on Student Outcomes

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

- › 5.1 Identify Key Drivers of Change in Educational Settings
- › 5.2 Analyze the Role of Leadership in Fostering Innovation
- › 5.3 Evaluate Change Management Strategies for Sustainable Impact
- › 5.4 Develop a Vision for Innovative Educational Practices
- › 5.5 Create a Plan for Implementing Change Initiatives
- › 5.6 Assess and Reflect on the Outcomes of Change in Education