

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 20282M — Ease of Operation of Everyday Products

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-AGEM-20282M • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-AGEM-20282M
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Demographics and Product Impact

5 chapters · 30 classes65 marks

• 1 Understanding Demographic Shifts in Society — 6 classes

› 1.1 Analyze Current Demographic Trends and Their Implications

› 1.2 Identify Key Factors Influencing Demographic Changes

› 1.3 Examine the Impact of Aging Populations on Product Design

› 1.4 Explore the Role of Migration in Shaping Market Needs

› 1.5 Assess Technological Advancements and Their Effect on Demographics

› 1.6 Develop Strategies to Adapt Products for Diverse Demographic Groups

• 2 Analyzing Age-Related Consumer Behavior — 6 classes

› 2.1 Identify Key Demographics Affecting Consumer Behavior

› 2.2 Analyze Consumer Trends Across Different Age Groups

› 2.3 Evaluate Product Features Preferred by Various Age Segments

› 2.4 Assess the Influence of Technology on Age-Related Purchasing Decisions

› 2.5 Develop Strategies to Enhance Product Accessibility for Older Adults

› 2.6 Design a Marketing Campaign Targeting Multiple Generations

• 3 Impact of Accessibility on Product Development — 6 classes

› 3.1 Identify Key Accessibility Principles in Product Development

› 3.2 Analyze the Demographic Factors Influencing Accessibility Needs

› 3.3 Evaluate Real-World Examples of Accessible Products

› 3.4 Explore the Relationship Between Accessibility and User Experience

› 3.5 Design a Concept for an Accessible Product Prototype

› 3.6 Present and Critique Accessibility Features in Peer Products

• 4 Evaluating Product Usability Across Age Groups — 6 classes

› 4.1 Assess User Needs for Different Age Groups

› 4.2 Identify Key Usability Challenges for Seniors

› 4.3 Analyze Usability Features Valued by Young Users

› 4.4 Compare Usability Metrics Across Age Demographics

› 4.5 Design User-Centric Solutions for Diverse Age Groups

› 4.6 Implement Usability Testing with Varied Age Participants

• 5 Strategies for Inclusive Product Design — 6 classes

› 5.1 Identify Key Demographic Factors in Product Design

› 5.2 Analyze User Needs Through Inclusive Design Principles

› 5.3 Evaluate Accessibility Standards in Everyday Products

› 5.4 Develop User Personas for Diverse Populations

› 5.5 Create Prototypes Incorporating Inclusive Features

› 5.6 Test and Refine Products Through User Feedback Sessions

• 1 Understanding Usability Principles and Definitions — 6 classes

- › 1.1 Define Key Usability Terms and Concepts
- › 1.2 Explore the Importance of Usability in Product Design
- › 1.3 Identify User-Centered Design Principles
- › 1.4 Examine Common Usability Evaluation Methods
- › 1.5 Analyze Real-World Examples of Usable Products
- › 1.6 Apply Usability Principles to Evaluate a Product

• 2 ISO 20282M Standards in Usability Evaluation — 6 classes

- › 2.1 Understand ISO 20282M Standards and Their Importance
- › 2.2 Identify Key Usability Metrics in Product Evaluation
- › 2.3 Analyze Usability Test Methods Aligned with ISO 20282M
- › 2.4 Conduct a Basic Usability Evaluation Using ISO Guidelines
- › 2.5 Interpret Usability Test Results Consistent with ISO Standards
- › 2.6 Develop Recommendations for Improving Product Usability

• 3 Methods for Assessing Usability in Everyday Products — 6 classes

- › 3.1 Identify Key Usability Principles for Everyday Products
- › 3.2 Explore Different Usability Assessment Methods
- › 3.3 Conduct a Heuristic Evaluation of a Common Product
- › 3.4 Analyze User Feedback and Common Usability Issues
- › 3.5 Develop a Usability Testing Plan for a Selected Product
- › 3.6 Present Findings and Recommendations from Usability Assessments

• 4 Conducting Usability Tests: Design and Implementation — 6 classes

- › 4.1 Define Usability Testing Objectives and Goals
- › 4.2 Identify Target User Groups for Usability Studies
- › 4.3 Design Usability Test Scenarios and Tasks
- › 4.4 Develop Usability Testing Protocols and Guidelines
- › 4.5 Conduct Usability Tests: Observation and Data Collection
- › 4.6 Analyze Usability Test Results and Report Findings

• 5 Applying Usability Insights to Enhance Product Design — 6 classes

- › 5.1 Identify Key Usability Principles for Product Design
- › 5.2 Analyze User Feedback to Inform Design Decisions
- › 5.3 Assess Accessibility Features in Everyday Products
- › 5.4 Develop Usability Testing Protocols for New Products
- › 5.5 Integrate Usability Insights into Design Iteration Process
- › 5.6 Present Usability Recommendations to Enhance Product Appeal

• 1 Understanding ISO 20282M and Its Relevance to Ageing Society

— 6 classes

- › 1.1 Introduce ISO 20282M: Understanding the Framework for Ease of Operation
- › 1.2 Explore the Importance of Ease of Operation for Ageing Populations
- › 1.3 Analyze Case Studies: Successful Implementation of ISO 20282M
- › 1.4 Identify Key Challenges Facing Ageing Society in Product Usability
- › 1.5 Develop Innovative Strategies: Designing Products for All Ages
- › 1.6 Evaluate Impact: Measuring Effectiveness of ISO 20282M Solutions

• 2 Identifying Stakeholder Needs and Preferences — 6 classes

- › 2.1 Analyze Stakeholder Groups and Their Influence
- › 2.2 Explore Effective Methods for Gathering Stakeholder Feedback
- › 2.3 Identify Key Needs and Preferences of Stakeholders
- › 2.4 Evaluate Stakeholder Feedback Against Product Design
- › 2.5 Develop Strategies to Address Stakeholder Needs
- › 2.6 Create a Stakeholder Engagement Plan for Implementation

• 3 Developing Inclusive Design Principles — 6 classes

- › 3.1 Explore Barriers to Accessibility in Everyday Products
- › 3.2 Identify Key Principles of Inclusive Design
- › 3.3 Analyze Case Studies of Successful Inclusive Design
- › 3.4 Develop User Personas for Diverse Needs
- › 3.5 Create Prototypes Incorporating Inclusive Design Principles
- › 3.6 Evaluate Feedback on Inclusive Design Solutions

• 4 Strategic Innovation: Tools and Frameworks — 6 classes

- › 4.1 Explore Key Concepts of Strategic Innovation
- › 4.2 Analyze Tools for Identifying Innovation Opportunities
- › 4.3 Apply Frameworks for Assessing Market Needs
- › 4.4 Design a Strategic Innovation Roadmap
- › 4.5 Evaluate Case Studies of Successful Innovations
- › 4.6 Present a Strategic Innovation Proposal

• 5 Implementing and Evaluating Innovative Strategies — 6 classes

- › 5.1 Identify Key Components of Innovative Strategies
- › 5.2 Analyze the Impact of Market Trends on Strategy Development
- › 5.3 Design an Innovative Strategy Framework for Everyday Products
- › 5.4 Apply Metrics for Evaluating Strategy Effectiveness
- › 5.5 Conduct a SWOT Analysis for Innovative Strategy Implementation
- › 5.6 Present Evaluation Findings and Recommendations for Future Strategies

• 1 Understanding Fundamental Management Theories and Their Historical Context — 6 classes

- › 1.1 Explore the Origins of Management Theories
- › 1.2 Analyze Classical Management Approaches
- › 1.3 Compare Behavioral Management Theories
- › 1.4 Evaluate Contemporary Management Models
- › 1.5 Examine the Role of Cultural Context in Management
- › 1.6 Apply Management Theories to Real-World Scenarios

• 2 Applying Management Theories to the Ageing Society Context — 6 classes

- › 2.1 Analyze Key Management Theories Relevant to Ageing Populations
- › 2.2 Evaluate the Impact of Demographic Changes on Product Design
- › 2.3 Explore Strategies for Enhancing User Experience for Older Adults
- › 2.4 Implement Change Management Practices in Ageing Society Context
- › 2.5 Assess the Role of Leadership in Promoting Inclusivity in Product Development
- › 2.6 Design a Framework for Continuous Improvement in Product Usability for Seniors

• 3 Leadership Styles and Their Impact on Product Design for Ease of Use — 6 classes

- › 3.1 Analyze Different Leadership Styles in Product Design
- › 3.2 Examine the Role of Leadership in User-Centric Design
- › 3.3 Identify Key Leadership Qualities That Influence Ease of Use
- › 3.4 Evaluate Case Studies on Leadership Styles and Product Usability
- › 3.5 Design a User-Friendly Product with a Chosen Leadership Style
- › 3.6 Present Findings on Leadership Impact in Product Design Teams

• 4 Innovative Management Practices in the ISO 20282M Framework — 6 classes

- › 4.1 Explore the Core Principles of ISO 20282M
- › 4.2 Identify Innovative Management Practices Within the Framework
- › 4.3 Analyze Case Studies of Successful Implementation
- › 4.4 Develop Leadership Strategies for ISO 20282M Compliance
- › 4.5 Create a Plan to Foster Innovation in Daily Operations
- › 4.6 Evaluate the Impact of ISO 20282M on Customer Satisfaction

• 5 Evaluating and Improving Management Effectiveness in Product Operation — 6 classes

- › 5.1 Assess Current Management Practices for Product Operation Efficiency
- › 5.2 Identify Key Performance Indicators for Management Effectiveness
- › 5.3 Analyze Stakeholder Feedback to Enhance Product Usability
- › 5.4 Implement Management Theories to Improve Operational Processes
- › 5.5 Develop Action Plans for Continuous Improvement in Management
- › 5.6 Evaluate the Impact of Management Changes on Product Operation

• 1 Understanding the Principles of Team Dynamics in Product Development — 6 classes

- › 1.1 Identify the Key Components of Team Dynamics
- › 1.2 Analyze Roles and Responsibilities within a Team
- › 1.3 Explore Communication Styles and Their Impact on Teamwork
- › 1.4 Examine the Stages of Team Development
- › 1.5 Assess Team Performance Metrics in Product Development
- › 1.6 Implement Strategies for Improving Team Cohesion and Collaboration

• 2 Roles and Responsibilities in Successful Team Leadership — 6 classes

- › 2.1 Define Key Roles in Team Leadership
- › 2.2 Identify Responsibilities of Team Leaders
- › 2.3 Explore Effective Communication Strategies
- › 2.4 Assess Team Dynamics and Member Contributions
- › 2.5 Develop Conflict Resolution Skills
- › 2.6 Implement Strategies for Team Accountability

• 3 Collaborative Techniques for Enhancing Team Performance — 6 classes

- › 3.1 Identify Key Collaborative Techniques for Team Performance
- › 3.2 Explore the Role of Communication in Team Collaboration
- › 3.3 Utilize Brainstorming Sessions to Generate Innovative Ideas
- › 3.4 Implement Conflict Resolution Strategies in Team Settings
- › 3.5 Assess Team Dynamics through Feedback Mechanisms
- › 3.6 Apply Collaborative Tools for Enhanced Project Management

• 4 Navigating Challenges in Leadership: Conflict Resolution and Decision Making — 6 classes

- › 4.1 Identify Common Sources of Conflict in Product Development Teams
- › 4.2 Analyze the Impact of Conflict on Team Dynamics and Product Outcomes
- › 4.3 Explore Effective Communication Techniques for Conflict Resolution
- › 4.4 Apply Conflict Resolution Strategies in Real-World Scenarios
- › 4.5 Evaluate Decision-Making Models for Leadership in Teams
- › 4.6 Develop a Personal Action Plan for Improved Leadership and Conflict Management

• 5 Measuring Success: Evaluating Team Performance and Product Outcomes — 6 classes

- › 5.1 Define Key Performance Indicators for Product Success
- › 5.2 Analyze Team Dynamics and Their Impact on Performance
- › 5.3 Evaluate Customer Feedback as a Measure of Success
- › 5.4 Conduct Comparative Analysis of Product Outcomes
- › 5.5 Implement Continuous Improvement Strategies in Team Processes
- › 5.6 Develop a Success Measurement Framework for Future Projects

• 1 Understanding User-Centred Design in Everyday Products — 6 classes

- › 1.1 Define User-Centred Design Principles in Everyday Products
- › 1.2 Identify Key Components of User Experience
- › 1.3 Analyze User Needs and Behavior Through Research
- › 1.4 Develop Personas for Target User Groups
- › 1.5 Create Prototypes to Test User Interaction
- › 1.6 Evaluate Feedback and Iterate on Design Solutions

• 2 Principles of User Research and Needs Assessment — 6 classes

- › 2.1 Identify Key User Research Methods
- › 2.2 Define User Personas for Target Audiences
- › 2.3 Conduct Effective Interviews for User Insights
- › 2.4 Analyze Qualitative Data from User Feedback
- › 2.5 Prioritize User Needs for Design Solutions
- › 2.6 Apply User Findings to Enhance Product Usability

• 3 Prototyping and Testing User-Centred Products — 6 classes

- › 3.1 Explore Prototyping Techniques for User-Centred Designs
- › 3.2 Identify Key User Needs Through Research and Feedback
- › 3.3 Develop Low-Fidelity Prototypes for Initial Testing
- › 3.4 Conduct Effective User Testing Sessions with Prototypes
- › 3.5 Analyze Testing Results to Enhance User Experience
- › 3.6 Iterate and Refine Prototypes Based on User Insights

• 4 Implementing Accessibility Standards in Design — 6 classes

- › 4.1 Identify Key Accessibility Standards in User-Centred Design
- › 4.2 Analyze the Importance of Accessibility in Product Design
- › 4.3 Evaluate Current Products Against Accessibility Standards
- › 4.4 Develop Strategies for Implementing Accessibility Features
- › 4.5 Test Design Prototypes for Accessibility Compliance
- › 4.6 Reflect on the Impact of Accessibility on User Experience

• 5 Evaluating User Experience and Continuous Improvement — 6 classes

- › 5.1 Analyze User Feedback for Continuous Improvement
- › 5.2 Identify Key User Experience Metrics
- › 5.3 Implement Changes Based on User Insights
- › 5.4 Conduct Usability Testing for Enhanced Design
- › 5.5 Evaluate the Impact of Design Modifications
- › 5.6 Create a Plan for Ongoing User Experience Assessment