

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 20282ACC — Ease of Operation of Everyday Products

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference DIV-ACC-20282ACC • ISO Diversity & Inclusion

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	DIV-ACC-20282ACC
AWARD	Certificate
ASSESSMENT	300 marks — 180 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

ISO DIV Foundation

7 chapters · 42 classes100 marks

• 4 Clause 4: Context of the Organisation — 6 classes

› Identifying Organisation Context in ISO 20282ACC

› Recognising Interested Parties and Their Needs

› Defining the Scope of ISO 20282ACC Application

› Establishing Management System Boundaries Effectively

› Mapping Stakeholder Influence on Operation Ease

› Integrating Contextual Analysis into ISO 20282ACC

• 5 Clause 5: Leadership — 6 classes

› Understanding Leadership Commitment in ISO 20282ACC

› Establishing an Effective Policy for Everyday Product Ease

› Defining Roles and Responsibilities in ISO 20282ACC

› Authority Levels and Decision-Making in Product Design

› Promoting a Culture of Leadership in Product Development

› Monitoring Leadership Effectiveness in ISO 20282ACC Compliance

• 6 Clause 6: Planning — 6 classes

› Identifying Risks in Everyday Product Operation

› Opportunities for Improvement in Product Usability

› Defining Objectives for Enhanced User Experience

› Strategic Planning for ISO 20282ACC Compliance

› Integrating Risk Management into Product Development

› Monitoring and Reviewing Operational Objectives Effectively

• 7 Clause 7: Support — 6 classes

› Resources for Implementing ISO 20282ACC Support Systems

› Developing Competence in ISO 20282ACC Support Frameworks

› Raising Awareness of ISO 20282ACC Support Requirements

› Effective Communication Strategies for ISO 20282ACC

› Documented Information Practices for ISO 20282ACC Compliance

› Evaluating Support Resources in ISO 20282ACC Implementation

• 8 Clause 8: Operation — 6 classes

› Understanding Operational Planning in ISO 20282ACC

› Control Mechanisms for Everyday Products under ISO 20282ACC

› Implementing User-Centric Operations in ISO 20282ACC

› Assessing Operational Effectiveness in ISO 20282ACC

› Documenting Procedures for ISO 20282ACC Compliance

› Continuous Improvement in Operations per ISO 20282ACC

• 9 Clause 9: Performance Evaluation — 6 classes

› Understanding Performance Evaluation in ISO 20282ACC

› Developing Effective Monitoring Techniques for ISO 20282ACC

› Implementing Measurement Strategies in ISO 20282ACC

› Analysing Data for ISO 20282ACC Performance Assessment

› Conducting Internal Audits in ISO 20282ACC Compliance

› Facilitating Management Reviews in ISO 20282ACC Framework

• 10 Clause 10: Improvement — 6 classes

› Identifying Nonconformities in Everyday Product Operations

› Implementing Corrective Actions for Enhanced Usability

› The Role of Continuous Improvement in Product Design

› Documenting Nonconformities: Best Practices and Standards

› Evaluating Effectiveness of Corrective Actions in ISO 20282ACC

› Fostering a Culture of Improvement in Daily Product Use

• CH1 Understanding ISO 20282ACC and Its Importance — 6 classes

- › Introduction to ISO 20282ACC Standards
- › Benefits of Accessibility in Everyday Products
- › Overview of Diversity and Inclusion Principles
- › Key Stakeholders in ISO Implementation
- › Understanding Legal and Regulatory Requirements
- › Impact of Accessibility on User Experience

• CH2 Conducting Effective Gap Analysis — 6 classes

- › Identifying Current Accessibility Practices
- › Tools for Assessing Existing Product Operations
- › Comparative Analysis of ISO 20282ACC Requirements
- › Engaging Stakeholders in Gap Assessment
- › Documenting Findings and Areas for Improvement
- › Prioritising Gaps Based on Business Impact

• CH3 Project Planning for Standard Implementation — 6 classes

- › Setting Clear Objectives for Implementation
- › Developing a Comprehensive Project Plan
- › Resource Allocation and Budgeting Essentials
- › Timeline Development and Milestone Setting
- › Risk Assessment and Mitigation Strategies
- › Communication Strategies for Stakeholder Engagement

• CH4 Effective Documentation Practices for ISO Standards — 6 classes

- › Creating Documentation for ISO 20282ACC
- › Maintaining Compliance with Record Keeping
- › Standard Operating Procedures and Templates
- › Documentation Review and Approval Process
- › Leveraging Technology for Document Management
- › Ensuring Accessibility in Documentation Formats

• CH5 Preparing for Internal Audits and Certification — 6 classes

- › Internal Audit Methodology for ISO Standards
- › Planning and Conducting Internal Audits Effectively
- › Evaluating Audit Findings and Recommendations
- › Management Review Process for Continuous Improvement
- › Readiness Assessments for Certification
- › Post-Certification Practices for Sustaining Compliance

• CH1 Introduction to ISO 20282ACC Standards — 6 classes

- › Understanding ISO 20282ACC Fundamentals
- › The Importance of Accessibility in Everyday Products
- › Navigating ISO Diversity & Inclusion Sectors
- › Key Principles of Ease of Operation
- › ISO Documentation and Compliance Basics
- › Assessing Current Industry Practices

• CH2 Integrating ISO Skills into Industry — 6 classes

- › Mapping ISO Skills to Industry Standards
- › Identifying Industry Sectors for Accessibility
- › ISO Implementation Strategies in Business
- › Case Studies: ISO Success Stories
- › Challenges in ISO Integration
- › Future Trends in Accessibility Standards

• CH3 Developing Your Consultant Brand — 6 classes

- › Crafting Your Unique Value Proposition
- › Building a Personal Brand in Consultancy
- › Using Social Media for Consultant Branding
- › Networking Strategies for ISO Consultants
- › Creating a Compelling Portfolio
- › Establishing Credibility and Trust

• CH4 Client Advisory Services for Accessibility — 6 classes

- › Identifying Client Needs and Expectations
- › Effective Communication with Clients
- › Presenting ISO Solutions to Clients
- › Building Long-Term Client Relationships
- › Measuring Success in Client Projects
- › Navigating Ethical Considerations in Consulting

• CH5 Building a Sustainable Consulting Practice — 6 classes

- › Creating a Business Plan for Consulting
- › Financial Management for Consultants
- › Marketing Strategies for ISO Consulting
- › Leveraging Partnerships within the LAPT Framework
- › Expanding Service Offerings Effectively
- › Evaluating and Adapting Business Strategies