

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 classes 100 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
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• 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