

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001ACC — Quality Management Applied to Accessibility Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference DIV-ACC-9001ACC • ISO Diversity & Inclusion

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	DIV-ACC-9001ACC
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

› Understanding Your Organisation's Context in Accessibility Services

› Identifying Interested Parties in the Quality Management System

› Establishing the Scope of Accessibility Services Quality Management

› Defining Boundaries of the Management System for Accessibility

› Assessing Internal and External Factors Impacting Accessibility Services

› Aligning Stakeholder Needs with ISO 9001ACC Requirements

• 5 Clause 5: Leadership — 6 classes

› Understanding Leadership Commitment in ISO 9001ACC

› Developing Quality Management Policies for Accessibility Services

› Defining Roles and Responsibilities in ISO 9001ACC

› Establishing Authorities for Effective Leadership in Accessibility

› Communicating Leadership Vision in Accessibility Quality Management

› Engaging Stakeholders in ISO 9001ACC Leadership Practices

• 6 Clause 6: Planning — 6 classes

› Identifying Risks and Opportunities in Accessibility Services

› Establishing Quality Objectives for Accessibility Management

› Strategies for Risk Mitigation in Accessibility Services

› Planning Actions to Achieve Accessibility Quality Objectives

› Integrating Stakeholder Perspectives in Accessibility Planning

› Monitoring and Reviewing Progress in Accessibility Quality Initiatives

• 7 Clause 7: Support — 6 classes

› Resource Allocation for Quality Management in Accessibility Services

› Ensuring Competence within Accessibility Services Teams

› Fostering Awareness of Accessibility Standards in ISO 9001ACC

› Effective Communication Strategies for Accessibility Services Quality

› Documenting Information in Compliance with ISO 9001ACC Standards

› Integrating Support Systems in Quality Management for Accessibility

• 8 Clause 8: Operation — 6 classes

› Establishing Operational Planning in Accessibility Services

› Implementing Control Measures for Quality Management

› Risk Management in ISO 9001ACC Operations

› Monitoring Performance in Accessibility Quality Management

› Documenting Procedures for Operational Consistency

› Improving Service Accessibility through Effective Operations

• 9 Clause 9: Performance Evaluation — 6 classes

› Monitoring Accessibility Service Performance under ISO 9001ACC

› Measuring Effectiveness in Accessibility Service Quality Management

› Analysing Data for ISO 9001ACC Accessibility Services

› Evaluating Outcomes of Accessibility Management Processes

› Conducting Internal Audits for ISO 9001ACC Compliance

› Management Review for Continuous Improvement in Accessibility Services

• 10 Clause 10: Improvement — 6 classes

› Understanding Nonconformity in Accessibility Services Management

› Implementing Corrective Actions for Accessibility Services

› Root Cause Analysis in Quality Improvement for Accessibility

› Monitoring the Effectiveness of Corrective Actions in Services

› Principles of Continual Improvement in Accessibility Quality Management

› Establishing a Culture of Improvement in Accessibility Services

• **CH1 Understanding ISO 9001ACC and Its Principles** — 6 classes

- › Overview of ISO 9001ACC Framework and Benefits
- › Key Principles of Quality Management in Accessibility
- › Understanding Accessibility Services in the Context of ISO
- › Role of Diversity and Inclusion in Quality Management
- › Legal and Regulatory Requirements for Accessibility Services
- › Identifying Stakeholders in Accessibility and Quality Management

• **CH2 Conducting a Thorough Gap Analysis** — 6 classes

- › Preparing for an Effective Gap Analysis Process
- › Identifying Current Accessibility Practices and Standards
- › Assessing Compliance with ISO 9001ACC Requirements
- › Tools and Techniques for Conducting Gap Analysis
- › Documenting Findings and Recommendations Clearly
- › Developing an Action Plan from Gap Analysis Results

• **CH3 Strategic Project Planning for Implementation** — 6 classes

- › Creating a Detailed Project Plan for ISO 9001ACC
- › Establishing Clear Objectives and Milestones
- › Resource Allocation and Budgeting for Accessibility Projects
- › Risk Management Strategies in Implementation Planning
- › Engaging Stakeholders in the Project Planning Process
- › Tools for Effective Project Management and Tracking

• **CH4 Documentation and Record Keeping Strategies** — 6 classes

- › Understanding ISO Documentation Requirements
- › Creating Quality Manuals and Policy Statements
- › Developing Procedures for Accessibility Services
- › Effective Record Keeping Practices for Compliance
- › Utilising Digital Tools for Document Management
- › Ensuring Accessibility in Documentation and Communication

• **CH5 Implementing Internal Audits and Management Review** — 6 classes

- › Internal Audit Methodology for ISO 9001ACC
- › Preparing for and Conducting Internal Audits
- › Evaluating Audit Findings and Non-Conformities
- › Strategies for Management Review Meetings
- › Setting SMART Goals from Management Reviews
- › Readiness for ISO 9001ACC Certification and Beyond

• **CH1 Understanding ISO Standards in Accessibility** — 6 classes

- › Introduction to ISO 9001ACC
- › Linking Quality Management with Accessibility
- › Key Principles of ISO in Diverse Sectors
- › Benefits of ISO Compliance for Accessibility Services
- › Navigating ISO Documentation Requirements
- › Case Studies: ISO Success in Accessibility

• **CH2 Branding as an Accessibility Consultant** — 6 classes

- › Developing Your Consultant Brand Identity
- › Marketing Strategies for Accessibility Consultants
- › Crafting a Compelling Value Proposition
- › Building a Personal Brand in Accessibility
- › Utilizing Social Media for Visibility
- › Networking and Collaboration for Exposure

• **CH3 Navigating the LAPT Partner Framework** — 6 classes

- › Introduction to the LAPT Partner Framework
- › Identifying Potential Partnerships
- › Aligning Interests with LAPT Standards
- › Creating Win-Win Scenarios for Partnerships
- › Managing Partner Relations Effectively
- › Measuring Partnership Success: Metrics and KPIs

• **CH4 Consulting Skills for Client Advisory Services** — 6 classes

- › Understanding Client Needs in Accessibility
- › Techniques for Effective Consultation
- › Creating Tailored Accessibility Solutions
- › Advocating for Accessibility in Client Projects
- › Evaluating Client Satisfaction and Feedback
- › Continuous Improvement in Consulting Services

• **CH5 Building a Sustainable Consulting Practice** — 6 classes

- › Establishing Your Consulting Business Framework
- › Financial Planning for Accessibility Consultants
- › Legal Considerations in Consulting Practice
- › Scaling Your Consultancy: Strategies and Challenges
- › Integrating ISO Standards into Business Operations
- › Future Trends and Innovations in Accessibility Consulting