

Navigating ISO 29990:2010



Learning Services Management Systems

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Process cycle and structure of ISO 29990: 2010



ISO 29990: 2010 Standard : Structure

Two Main Sections: Section A - focuses on learning services and Section B - on management of the learning service provider

Learning services

- | Determining Learning Need
- | Design of the Learning Service
- | Provision of Learning Service
- | Monitoring of Delivery of the Services
- | Evaluation Carried out by the Provider

Management of the Learning Service Providers

- | General Requirements
- | Atrategy and Business Management
- | Management Review
- | Preventive and Corrective Actions
- | Finance and Risk Management
- | Human Resources
- | Communication Management
- | Allocation of Resources
- | Internal Audits
- | Feedback from Intrested Parties

Management Actions Affect Learning Services.

Benefits of implementing ISO 29990:2010

ISO 29990:2010 certification provides several advantages for service providers, learners and international cooperation.

Benefits for service providers

- ◆ Successful certification provides proof of quality.
- ◆ Greater success when tendering for work from official bodies.
- ◆ International marketability.
- ◆ Process optimisation using the PDCA quality cycle.
- ◆ Clearly defined and documented processes.
- ◆ Development of internal quality capability.
- ◆ Motivated and active staff participation in the change process.

Benefits for learners

- ◆ Transparency/comparability of services on offer.
- ◆ Transparency/comparability across national borders.
- ◆ Reliability of training courses on offer.
- ◆ Information on evaluation criteria for courses.
- ◆ Optimised processes.
- ◆ Improved learning environment.
- ◆ Assured resources, including trainers with suitable competence.

Benefits for international cooperation

- ◆ Common quality based on unified standards/common understanding of quality.
- ◆ No distortion of the competitive market.
- ◆ International comparable benchmarks for quality improvement.

ISO 29990: 2010 Certification:

We, at **Infomatics Consultancy**, are a team of highly skilled, qualified and motivated consultants and trainers, having vast experience in the learning/education industry. We partner with organizations across the world to implement and achieve **ISO 29990:2010** certification. Our consulting approach is highly professional, time bound and effective, resulting in ease of implementation, and adds value to the business processes of our client. We provide **ISO 29990:2010** training, consulting, implementation and certification services in more than 40 countries, including India, USA, UK, Saudi Arabia, UAE, Europe & African nations.

Infomatics is committed to partner with you on your path to success and has comprehensive services that are aimed at helping the organization achieve **ISO 29990:2010** certification.

We enable organizations to align themselves for certification by :

- ◆ Systematically examining operations and processes.
- ◆ Conducting a gap analysis and reviewing existing information and systems.
- ◆ Identifying applicable laws and regulations.
- ◆ Establishing a quality policy and objectives.
- ◆ Designing and developing operation procedures.
- ◆ Identifying documentation requirements & developing effective documentation system.
- ◆ Training employees at all the levels on **ISO 29990: 2010**.
- ◆ Assisting in the implementation of **ISO 29990:2010** in the organization effectively.
- ◆ Providing assistance to successfully conduct an Internal audit.
- ◆ Helping the organization seek certification for **ISO 29990: 2010**.

In addition to consulting (online & onsite), we provide the following trainings:

- ◆ **ISO 29990: 2010** Awareness Training
- ◆ **ISO 29990: 2010** Implementation Training
- ◆ **ISO 29990: 2010** Documentation Training
- ◆ **ISO 29990: 2010** Internal auditor training

Contact us at

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to get your organization

ISO 29990:2010 certified.



We Measure our **Success** by **Customer Success..**

And our Customers Make us Feel Very Successful..