

Introduction



ISO 29990 is a quality management system standard for education and training, which concentrates on learning and improvement of the learning process. The standard is relevant to teachers, students and all those who are interested in successful education and training. This new standard differs from its predecessors in the sector because it is applicable internationally. **ISO 29990:2010** provides a unified standard for learning service providers (IC), including corporations, vocational institutions, and life-long learning centres, around the globe. Certification against the standard ensures that the design, development and delivery of the learning experience you provide meet the **ISO** requirements. The audit and certification process also provides you with a transparent analysis of your present program and is a valuable tool for developing effective, learner-centred training.

The standard enables change of focus from "training" to "learning" to meet the undefined need of the learners. The replacement also ensures a focus on the outcome of the training with respect to the needs of the individual. Using the term "learning services", instead of "educational services", again emphasizes a focus on the results, or outcome of the learning process. The standard also ensures that the LSP should have a financial and risk management System in place.

Objectives of ISO 29990:2010

- Optimizing business processes.
- Maximizing LSPs organizational effectivness.
- Protecting learners rights.
- Reducing the possibility of discrimination and technical trade barriers in transitional learning services caused by using national standards .
- Evaluation of learning services.
- Assuring quality, transparency and compatibility in educational institutions.
- Creating a generic quality model for non-formal educations and training.
- Focusing on competence of the teaching staff and the organization.
- Customer oriented approach with focus on the needs of learners.
- Documented quality that gives competitive advantages in tenders and quotes.
- Measurements and evaluatetion ensure the effectiveness of learning services.
- igspace Monitoring and controlling the effectiveness of the learning processes.
- Globally recognized education Standard.

Satifaction of interested parties of learner, corporations, other

sponsors and socity

Process cycle and structure of ISO 29990: 2010

corporations, other sponsors and socity Needs of interested parties of learner,

Design of the Learning **Services Provision** of Learning **Monitoring** Services the delivery of the Learning **Determining** Services Learning **Needs Evalution carried** out by Learning **Service Providers**

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





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 Succesful..