Transitioning from
ISO 29990

Goodbye ISO 29990, hello opportunities

Future landscape of ISO standards for education

Published in 2010 to provide a common reference for learning service providers in the design, development and delivery of non-formal education and training, ISO 29990 has been on the market for some years now. ISO 29990 consists of elements addressing services delivered by the implementing organization as well as management system elements to support its activities. The standard is used in more than 50 countries and is implemented by thousands of organizations and government agencies.

Recognizing the complexity and diversity of the global market for learning services, ISO later published ISO 29993 to provide minimum requirements for learning services. At the same time, it developed ISO 21001 in order to give the education sector its own management system standard.

Organizations will be offered more flexibility with standards dealing with learning services on one hand and standards addressing management systems on the other hand. This new standards offering will give educational and training providers new possibilities and opportunities to mix and match as best suits their interests.

Figures are used in this document to give an overview of the standards available in the field of learning services. Designed for the information of all interested organizations and their stakeholders, this document presents the main characteristics of these different standards. It also gives examples of how the different standards can be applied depending on your organization's individual situation and needs.

The following service standards are available or in development. Although their titles specify "outside formal education", most of the requirements they contain are equally valid in formal education.
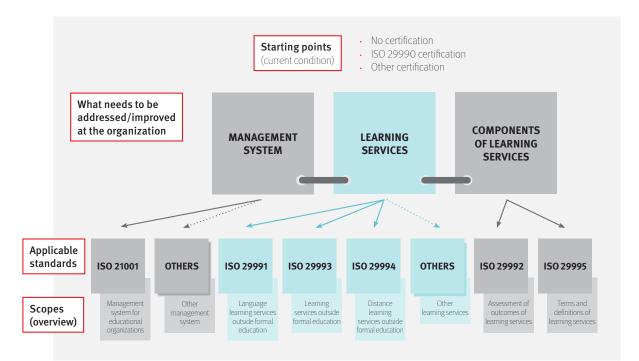
- ISO 29993:2017, *Learning services outside formal education – Service requirements*, focuses on educational services in a general sense.
- ISO 29991:2014, *Language learning services outside formal education – Requirements*, is aimed at organizations that provide language courses solely or alongside other courses.
- ISO 29994, *Learning services outside formal education – Additional requirements for distance learning* (under development).

The above standards can be combined with the following new standards, currently under development, which will address various components of learning services.

- ISO 29992, *Assessment of outcomes of learning services – Guidance* (under development). The focus of this standard is on assessment of the outcome of learning.
- ISO 29995, *Learning services outside formal education – Terminology* (under development). The focus of this standard is to facilitate comprehension of the terms and definitions of learning services.

The possible options for learning service standards are also shown in the following figure.
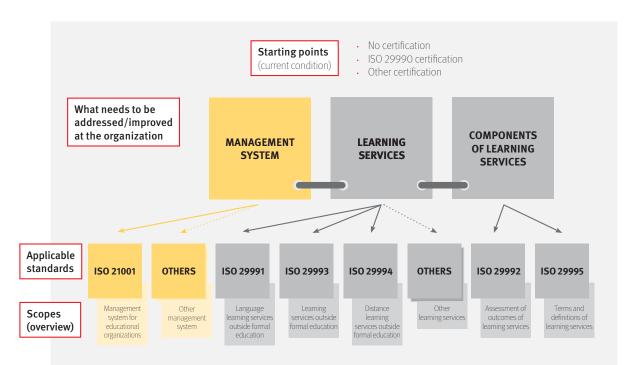
Possible options for standards for learning services

Photo : UNIGE

ISO management system standards – **What standards does ISO have for the management of educational organizations ?**

The following ISO standard focuses on management systems specific to the education sector :

- ISO 21001, *Educational organizations – Management system for educational organizations – Requirements with guidance for use*, specifies management system requirements formulated with the specific needs of a variety of educational organizations in mind. It follows ISO's "high level structure" for management system standards, making it easy to use in conjunction with other ISO management system standards.

The possible options for management system standards are shown in the following figure.

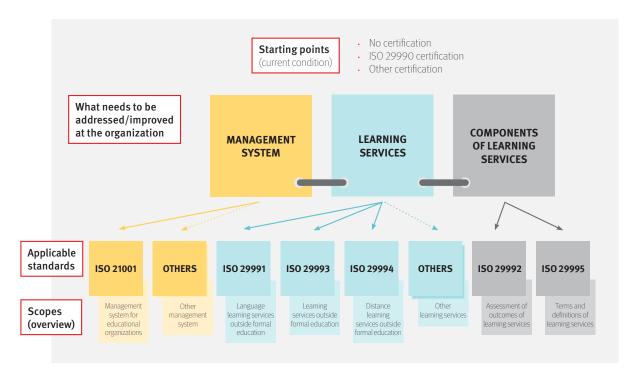### Possible options for standards for management system

Depending on its objectives, strategies, contexts and external requirements (such as regulations or contractual arrangements), an educational organization can decide which standards it wants to implement. As a result, different combinations of standards can be used :

- ISO 29993 alone when the sole focus of the organization is on learning services
- ISO 29993 and ISO 21001 (or another management system standard) in replacement of ISO 29990
- ISO 29991 alone when the sole focus of the organization is on language learning services
- ISO 29991 and ISO 21001 (or other management system standard),
- etc.

The possible options for combining different standards are shown in the following figure.

Possible options for combining different standards

| Starting points (current condition) | · No certification
· ISO 29990 certification
· Other certification |

What needs to be addressed/improved at the organization

| MANAGEMENT SYSTEM | LEARNING SERVICES | COMPONENTS OF LEARNING SERVICES |

Applicable standards

| ISO 21001 | OTHERS | ISO 29991 | ISO 29993 | ISO 29994 | OTHERS | ISO 29992 | ISO 29995 |

Scopes (overview)

| Management system for educational organizations | Other management system | Language learning services outside formal education | Learning services outside formal education | Distance learning services outside formal education | Other learning services | Assessment of outcomes of learning services | Terms and definitions of learning services |

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