

ISO 29990:2010-09 (E)

Learning services for non-formal education and training - Basic requirements for service providers

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Terms and definitions	1
3	Learning services	3
3.1	Determining learning needs	3
3.2	Design of the learning services	4
3.3	Provision of learning services	4
3.4	Monitoring the delivery of the learning services	5
3.5	Evaluation carried out by learning service providers	5
4	Management of the learning service provider	6
4.1	General management requirements	6
4.2	Strategy and business management	7
4.3	Management review	7
4.4	Preventive actions and corrective actions	7
4.5	Financial management and risk management	7
4.6	Human resources management	7
4.7	Communication management (internal/external)	8
4.8	Allocation of resources	8
4.9	Internal audits	8
4.10	Feedback from interested parties	9
Annex A (informative) Business plan content		10
Annex B (informative) Information for management system reviews		11
Annex C (informative) Preventive actions and corrective actions		12
Annex D (informative) Examples of core competencies for learning service providers		13
Bibliography		18