

ISO 29993:2017-08 (E)

Learning services outside formal education - Service requirements

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	General information provided by the LSP	3
5	Proposal development	3
6	Information provided prior to acquisition of the learning service	3
7	Needs analysis	4
8	Design of the learning service	5
9	Information about the learning service for enrolled learners or their sponsors	6
10	Service delivery	6
10.1	Staff engaged in the delivery of learning services	6
10.2	Learning material	6
10.3	Learning environment	6
11	Facilitators	7
12	Assessment of learning	8
13	Monitoring and evaluation of the learning service	8
14	Invoicing	9
Bibliography		10