# DIN ISO 29993:2018-10 (E)

## Learning services outside formal education - Service requirements (ISO 29993:2017)

## Contents


Page

**National foreword** ... 3

**National Annex NA** (informative) **Bibliography** ... 3

**Foreword** ... 4

**Introduction** ... 5

**1 Scope** ... 6

**2 Normative references** ... 6

**3 Terms and definitions** ... 6

**4 General information provided by the LSP** ... 8

**5 Proposal development** ... 8

**6 Information provided prior to acquisition of the learning service** ... 8

**7 Needs analysis** ... 9

**8 Design of the learning service** ... 10

**9 Information about the learning service for enrolled learners or their sponsors** ... 11

**10 Service delivery** ... 11

10.1 Staff engaged in the delivery of learning services ... 11

10.2 Learning material ... 11

10.3 Learning environment ... 11

**11 Facilitators** ... 12

**12 Assessment of learning** ... 13

**13 Monitoring and evaluation of the learning service** ... 13

**14 Invoicing** ... 14

**Bibliography** ... 15