

ISO/TS 21030:2023-10 (E)

Educational organizations - Requirements for bodies providing audit and certification of educational organizations' management systems

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Principles	6
5	General requirements	6
5.1	Legal and contractual matters	6
5.2	Management of impartiality	6
5.3	Liability and financing	6
6	Structural requirements	7
7	Resource requirements	7
7.1	Competence of personnel	7
7.1.1	General considerations	7
7.1.2	Determination of competence criteria	7
7.1.3	Evaluation processes	7
7.1.4	Other considerations	7
7.2	Personnel involved in the certification activities	8
7.3	Use of individual external auditors and external technical experts	8
7.4	Personnel records	8
7.5	Outsourcing	8
8	Information requirements	8
8.1	Public information	8
8.2	Certification documents	8
8.3	Reference to certification and use of marks	8
8.4	Confidentiality	8
8.5	Information exchange between a certification body and its clients	8
9	Process requirements	9
9.1	Pre-certification activities	9
9.1.1	General	9
9.1.2	Application	9
9.1.3	Application review	9
9.1.4	Audit programme	9
9.1.5	Determining audit time	9
9.1.6	Multi-site sampling	10
9.1.7	Multiple management system standards	11
9.2	Planning audits	11
9.3	Initial certification	11
9.4	Conducting audits	13
9.5	Certification decision	13
9.6	Maintaining certification	13

9.7	Appeals	13
9.8	Complaints	13
9.9	Records of applicants and clients	13
10	Management system requirements for certification bodies	13
	Annex A (normative) Determination of audit time	14
	Annex B (normative) Specific knowledge and skills for certification functions in EOMS	17
	Bibliography	22