

ISO/TS 21030

Educational organizations

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

5-Day Program Outline

Day-1

- Introduction to ISO 21001:2018 (Educational organizations — Management systems for educational organizations — Requirements with guidance for use)

Day-2

- Terms and definitions
- Principles
- General requirements (Legal and contractual matters, Management of impartiality, Liability and financing)
- Structural requirements
- Resource requirements (Competence of personnel, General considerations, Determination of competence criteria, Evaluation processes, Other considerations, Personnel involved in the certification activities, Use of individual external auditors and external technical experts, Personnel records, Outsourcing)

Day-3

- Information requirements (Public information, Certification documents, Reference to certification and use of marks, Confidentiality, Information exchange between a certification body and its clients)

Day-4

- Process requirements (Pre-certification activities, General, Application, Application review, Audit programme, Determining audit time, Multi-site sampling, Multiple management system standards, Planning audits, Initial certification, Conducting audits, Certification decision, Maintaining certification, Appeals, Complaints, Records of applicants and clients)
- Management system requirements for certification bodies
- Determination of audit time
- Specific knowledge and skills for certification functions in EOMS

Day-5

- Introduction to ISO 17021 (Conformity assessment — Requirements for bodies providing audit and certification of management systems)
- Introduction to 19011 (Process Auditing)