CEN

WORKSHOP

AGREEMENT

CWA 15660

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English version

Providing good practice for E-Learning quality approaches

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

The formal process followed by the Workshop in the development of this Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN Management Centre can be held accountable for the technical content of this CEN Workshop Agreement or possible conflicts with standards or legislation.

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Foreword

This CEN Workshop Agreement (CWA) provides a guideline how to develop and adapt quality approaches for organisations in the fields of learning, education, and training. It is based on experiences from experts in the field of quality management across Europe. It shall help educational organisations to develop quality based on their needs and requirements.

The document has been developed through the collaboration of a number of contributing partners, representing a wide mix of interests, from universities to commercial companies' representatives. The names of the individuals and their affiliations that have expressed support for this CWA are available from the CEN/ISSS Secretariat.

The decision for this work item was taken by the Learning Technologies Workshop at the 19th meeting on July 05/06, 2004. Work on the CWA actually started at the 21st meeting in January 2005.

This CWA was authored by Claudio Dondi, Barbara Hildebrandt, Anne-Marie Husson, Michaela Moretti and Jan Pawlowski.

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1 Scope

Within the quality assurance working group in ISO/IEC JTC1 SC36, a description format and a reference process model for quality approaches has been developed (ISO/IEC 19796-1). For this standard, a European guideline to adapt quality approaches is needed to ensure the inclusion of regional / cultural / organizational needs. This guideline identifies critical items which require a localization / adaptation / contextualization to European needs and requirements.

All key stakeholders for the learning process are involved in the work on the adaptation guidelines based on the quality standard ISO/IEC 19796-1. Specifically learners, content providers, service providers, consultants, trainers and tutors, and administration are involved. This document shows different implementations to promote the European diversity of e-Learning quality approaches. Therefore, European requirements are included and promoted. The guideline will help to harmonize quality approaches, as well as maintaining diversity and individualization.

2 Normative references

This CEN Workshop Agreement incorporates, by dated or undated references, provisions from other sources. These normative references are cited at the appropriate places in the text, and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications do not apply. However, parties to agreements based on this CWA are encouraged to investigate the possibility of applying the most recent editions of the normative documents indicated below. For undated references, the latest edition of the normative document referred to applies.

ISO/IEC 19796-1, Information technology- Learning, education and training- Quality management, assurance and metrics- Part 1: General approach

CWA 14644, Quality Assurance Standards.

CWA 15661, Providing E-Learning Supplies Transparency Profiles.

CWA 15533, A model for the classification of quality approaches in eLearning.