
**Learning services for non-formal
education and training — Basic
requirements for service providers**

*Services de formation dans le cadre de l'éducation et de la formation
non formelles — Exigences de base pour les prestataires de services*



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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 29990 was prepared by Technical Committee ISO/TC 232, *Learning services for non-formal education and training*.

Introduction

The objective of this International Standard is to provide a generic model for quality professional practice and performance, and a common reference for learning service providers (LSPs) and their clients in the design, development and delivery of non-formal education, training and development. This International Standard uses the term “learning services” rather than “training” in order to encourage a focus on the learner and the results of the process, and to emphasize the full range of options available for delivering learning services.

This International Standard focuses on the competency of LSPs. It is intended to assist organizations and individuals to select an LSP who will meet the organization's needs and expectations for competency and capability development and can be used to certify LSPs.

This International Standard shares some similarities with many of the management system standards published by ISO, particularly ISO 9001. As an example, a comparison of the content of this International Standard with that of ISO 9001:2008 is given in Annex E.

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Learning services for non-formal education and training — Basic requirements for service providers

1 Scope

This International Standard specifies basic requirements for providers of learning services in non-formal education and training.

NOTE 1 In cases where the learning service provider is part of an organization that delivers products (goods and services) in addition to learning services, this International Standard only applies to the unit providing the learning services.

NOTE 2 Examples of non-formal education and training could include vocational training, life-long learning and in-company training (either outsourced or in-house).

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1

associate

⟨learning services⟩ entity or person not employed by the learning service provider, but working under its auspices to provide learning services

NOTE An associate is not a staff member of the learning service provider.

EXAMPLE Organizations or independent contractors, such as instructors, instructional designers, evaluators, project managers, or career counsellors.

2.2

award

⟨learning services⟩ designation given by a learning service provider to a learner, in order to indicate a level of performance or attainment, or the completion of a learning programme

2.3

business plan

plan of action designed to achieve business goals

2.4

competency

⟨learning services⟩ knowledge, understanding, skill or attitude that is observable or measurable, or both observable and measurable, which is applied and mastered in a given work situation and in professional development or in personal development, or in both professional and personal development

2.5

continuous professional development

intentional enhancement of professional knowledge or of professional competency