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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 232, *Education and learning services.*

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

This document contains 100 terminological entries. The entries are arranged in different categories, logically based on different items and contents involved in education and learning services (e.g. organization, person, activity, assessment, evaluation, resource and document, management system). An alphabetical index is provided at the end of this document.

The harmonization of terms and definitions in the field of education and learning services at the ISO level is important, although some terms and definitions are used inconsistently. Listing all the terms and definitions does not endorse this inconsistency but provides a reference for related standards development and revision, and encourages this harmonization work.

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Education and learning services — Vocabulary

1 Scope

This document is the source document for the terms and definitions of ISO/TC 232, *Education and learning services*.

This document is intended to provide a reference for standards users and developers, as well as to facilitate communication and common understanding of the terms within the field of education and learning services and the scope of ISO/TC 232.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1 General terms

3.1.1
learning service
sequence of activities designed to enable *'B' learning* (3.3.2)

3.1.2
educational service
process (3.7.8) that supports acquisition and development of *'A' learners'* (3.2.7) *'A' competence* (3.4.13) through *teaching* (3.3.10), learning or research

3.2 Terms related to organizations and people

3.2.1
organization
person (3.2.6) or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.7.6)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

3.2.2
educational organization
organization (3.2.1) whose core business is the provision of *educational products* (3.6.2) and *educational services* (3.1.2)

Note 1 to entry: This can include an educational organization within a larger organization whose core business is not education, such as a professional training department.

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