ISO 29993 and ISO 21001: Quality Management for Training and Learning Service Providers

14 – 18 December 2026
Paris - Right Bank business hotel



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Introduction:

Training academies and learning service providers are asked by clients and sponsors to prove that their courses are designed, delivered and assessed to a consistent standard, yet many run on trainer habit, scattered forms and satisfaction sheets. ISO 29993 sets service requirements for learning services outside formal education, and ISO 21001 adds a management system for educational organisations. This Core Concept course shows quality and training managers how to apply both to needs analysis, design, delivery, trainer competence, assessment and audit. Participants produce a Learning Service Quality Manual Outline and Internal Audit Plan.

Course Objectives:

- Interpret the service requirements of ISO 29993 and relate them to the courses, programmes and learners a provider actually serves
- Explain the structure of ISO 21001 and decide whether a provider needs a service standard, a full management system or both
- Implement controlled procedures for learner needs analysis, learning service design, delivery and information given to learners before enrolment
- Define trainer and facilitator competence criteria, together with learner assessment and feedback methods that produce auditable evidence
- Plan internal audits, nonconformity handling and management review for a learning service and its documented information
- Draft a Learning Service Quality Manual Outline and Internal Audit Plan ready for a certification readiness review

Target Audience:

- Managers who run training centres, corporate academies or learning units and answer for the quality of their programmes
- Quality and compliance managers who maintain management systems in organisations that deliver training
- Learning and development managers who commission, design or approve courses and learning services
- Academic and programme managers in vocational, language and professional education providers outside formal schooling
- Internal audit and management system coordinators preparing a learning provider for external assessment

Course Outline:

Day 1: Learning Services Quality: Concepts and Current-State Scan

- Learning Service Provider Typology: Commercial Academies, Corporate Learning Units and Vocational Centres
- Formal Versus Non-Formal Learning Scope and Where ISO 29993 Applies
- Quality Characteristics of a Learning Service: Relevance, Consistency and Learner Outcome Evidence
- Interested Party Map for Learners, Sponsors, Trainers and Client Organisations
- Provider Quality Gap Checklist Against Current Course Files and Records

Day 2: ISO 29993 Requirements and the ISO 21001 Management System

- ISO 29993 Service Requirements Walkthrough: Needs, Design, Delivery, Assessment and Evaluation
- Pre-Enrolment Information to Learners and Sponsors: Content, Format and Commitments Register
- ISO 21001 Structure and the ISO 9001 High Level Structure Clause Map
- ISO 21001 Principles: Learner Focus, Social Responsibility and Accessibility of Learning
- Service Standard Versus Management System Decision Matrix for Training Providers

Day 3: Designing, Delivering and Assessing Learning Services

- Learner Needs Analysis Record: Prior Knowledge, Sponsor Expectations and Learning Goals
- Learning Service Design File: Outcomes, Methods, Materials and Resources
- Trainer and Facilitator Competence Profile, Selection Criteria and Observation Checklist
- Learner Assessment Plan: Methods, Criteria, Evidence Retention and Appeals
- Learner Feedback and Service Evaluation Loop Linked to Impact and ROI Measures

Day 4: Documented Information, Audit, Nonconformity and Management Review

- Documented Information Register: Procedures, Records, Version Control and Retention Rules
- Outsourced Trainers and Partner Provider Control Arrangements
- Internal Audit Programme: Scope, Criteria, Audit Checklists and Sampling of Course Files
- Nonconformity, Complaint and Corrective Action Log for Learning Services
- Management Review Inputs, Quality Objectives Dashboard and Certification Readiness Checklist

Day 5: Case Work: Quality Manual Outline and Internal Audit Plan

- Case Brief: A Multi-Sector Training Provider Preparing for External Assessment
- Scope Statement and Process Map Drafting for the Case Provider
- Learning Service Quality Manual Outline Build with Policy, Processes and Record Index
- Internal Audit Plan and Mock Audit Interview on a Sample Course File
- Quality Manual Outline and Audit Plan Presentation with Peer Challenge

Skills You Will Gain:

- Learning Service Requirements Interpretation
- Educational Management System Design
- Learner Needs Analysis
- Trainer Competence Assessment
- Learning Assessment Design
- Documented Information Control
- Internal Quality Auditing
- Certification Readiness Planning

Why Attend This Course:

- Return with a Learning Service Quality Manual Outline and Internal Audit Plan tailored to your own provider or learning unit
- Show clients and sponsors how each course is specified, delivered and assessed, with records that stand up to an auditor
- Choose between a service standard route and a full management system route with a clear view of the effort each requires
- Compare quality practice with training providers, corporate academies and vocational centres from several sectors

Conclusion:

A learning provider earns client trust when its courses follow defined processes and its records show what learners received and achieved. The week moves from learning service quality concepts and the scope of non-formal learning, through the requirements of ISO 29993 and the structure of ISO 21001, to needs analysis, service design, trainer competence, learner assessment, documented information, internal audit and management review. The final day applies this to a case provider and produces a Learning Service Quality Manual Outline and Internal Audit Plan for use in a certification readiness review.