

All About

ISO 21001:2018

MANAGEMENT SYSTEMS

FOR EDUCATIONAL ORGANIZATIONS



By: COAE International

(An ISO 17021 Accredited Educational Certification Body)



“Successful educational organizations are accountable, they understand the current and future needs of learners and other stakeholders and continue to create new opportunities for themselves”

Arti Khosla
Founder & CEO- COAE

What is ISO?

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies) with its Headquarter in Geneva, Switzerland. ISO was set up in 1946 as an independent, non-governmental international organization which has a membership of around 165 bodies (one member per country) and more than 20,000 standards published. The work of preparing International Standards is carried out through ISO technical committees.

India is a member of ISO, with BIS (Bureau of Indian Standards) as member body

What is ISO 21001 ?

ISO 21001 provides a common management tool for organizations providing educational products and services capable of meeting the needs and requirements of learners and other customers. This stand-alone management system standard which focuses on the specific interaction between an educational organization, the learner and other relevant interested parties was published by ISO in May 2018. It specifies requirements for an Educational Organization Management System (EOMS) when such an organization:

Needs to demonstrate its ability to consistently provide, share and facilitate the construction of knowledge while conforming with applicable statutory and regulatory requirements.

Aims to enhance the satisfaction of learners, other stakeholders and personnel through the effective application of its EOMS, including processes for improvement of the system.

ISO 21001 and



The development of **ISO 21001** was carried out by the **ISO/PC 288** team. Eighty-six cross-sectoral experts from national standardization bodies of 39 countries were involved in developing the EOMS standard, with the added participation of stakeholder organizations from various educational sectors

The EOMS – ISO 21001 is meant to serve as a **management tool** with a set of requirements that aim to help **educational organizations/institutions** establish the necessary policies and procedures which would **ensure that learners, teaching & non-teaching staff, management and other beneficiaries needs, and exception are met** – and at the same time, the interaction between these interested parties and the educational organization is elevated to a successful level for all parties involved.

To whom does this standard apply ?

All requirements of ISO 21001 are generic and intended to be applicable to educational organizations that provide, share and facilitate the construction of knowledge through teaching, training or research, regardless of type, size and the product and service provided. The standard therefore applies to the management system of any organization utilizing a curriculum to provide, share and transfer knowledge.

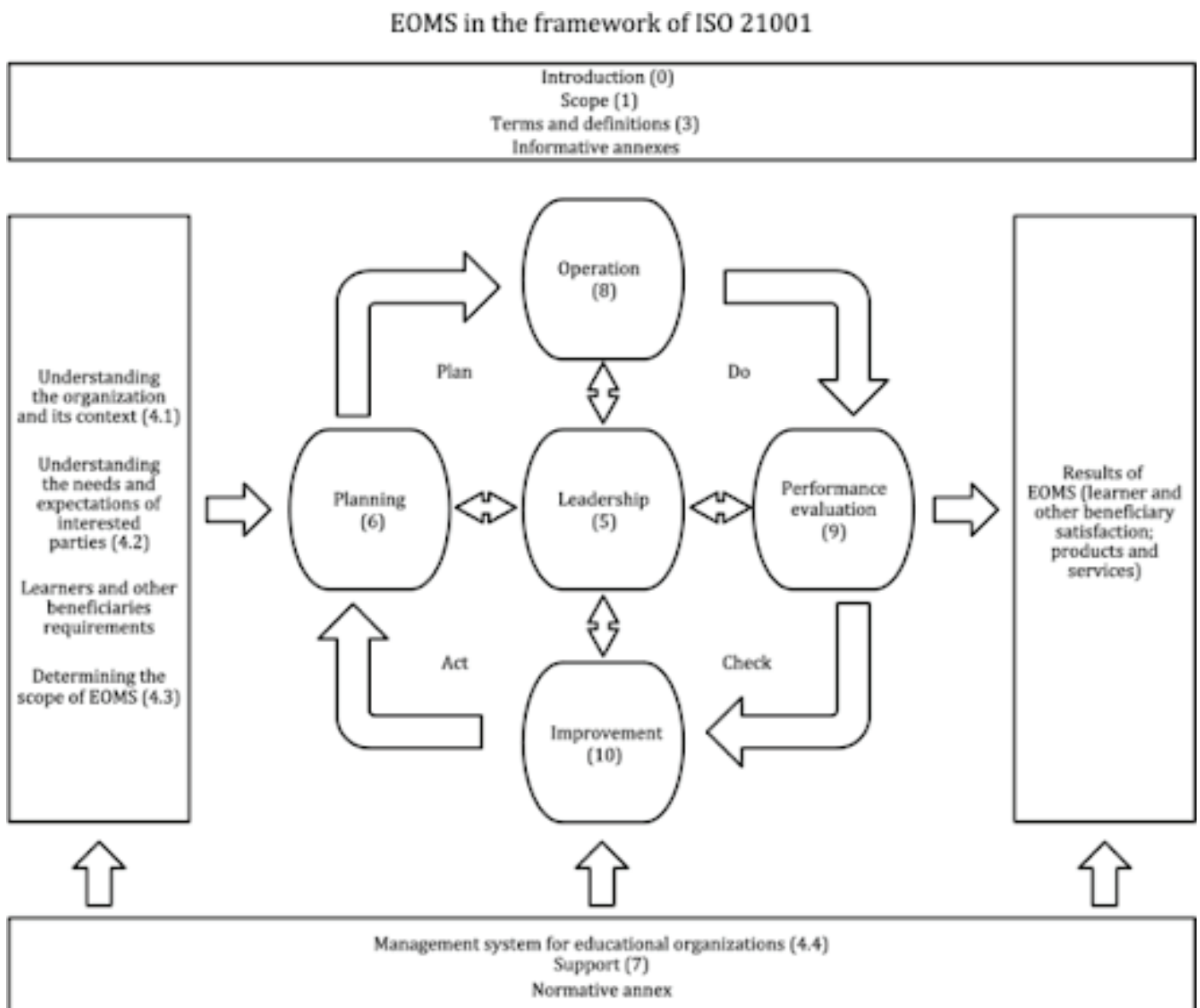


Why is ISO 21001 important ?

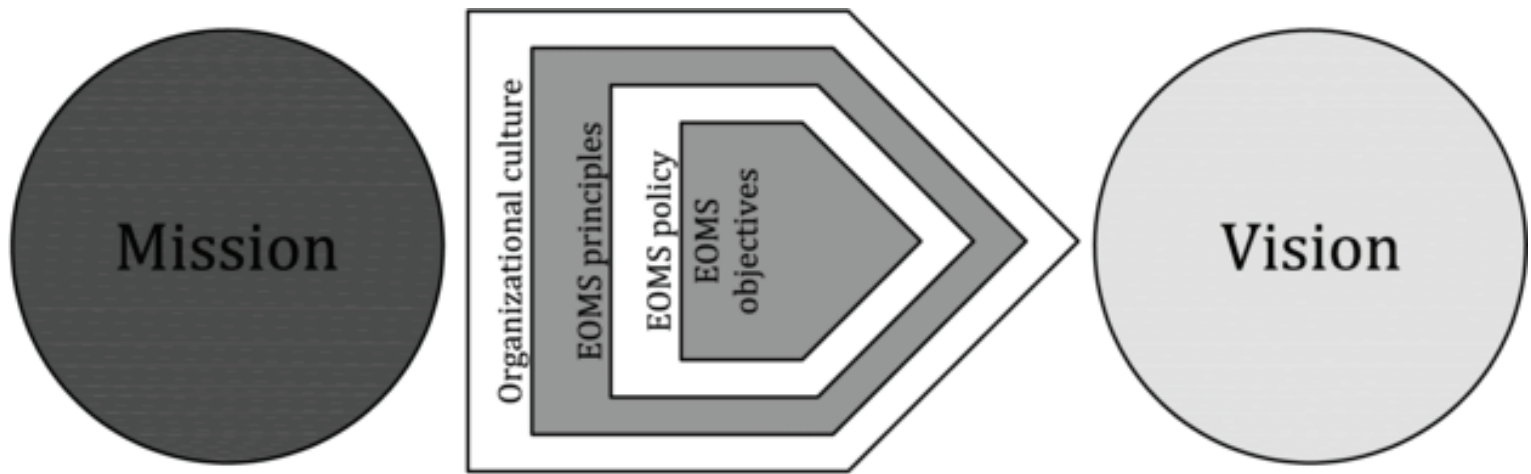
There is a critical and continuous need for educational organizations to evaluate the degree to which they meet the requirements of learners and other customers, in order to improve their ability to continue to do so.

ISO 21001 focuses on the specific interaction between an educational organization, the learner and other customers. Current educational processes are becoming increasingly focused on co-creation where the traditional customer-supplier relationship is refined into a collaborative partnership. This standard gives guidance on how to deliver quality in this challenging new environment.

Representation of the structure of this document in the PDCA cycle



EOMS strategy as related to mission and vision.



The EOMS policy statements are framed by the organization's culture (the complete set of beliefs and values that condition its behaviour) and by the EOMS principles. In turn, the EOMS policy statements provide the framework for the establishment of the EOMS objectives, which are periodically revised to ensure the organization's mission is effectively and efficiently accomplished while walking the continuous path towards the achievement of the organization's vision. The articulation of these elements is usually called a strategy.

ISO 21001- Key Requirements

- Understanding the needs and expectations of interested parties
- Focus on learners and other beneficiaries
- Leadership and commitment
- Additional requirements for special needs education and early childhood education
- Actions to address risks and opportunities
- Educational organization objectives and planning to achieve them
- Human Resources, facilities and Learning Resources
- Awareness and Communication Arrangements
- Design and development of Curriculum and Assessment of learning
- Admission of learners
- Satisfaction of learners, other beneficiaries and staff
- Analysis, evaluation and continual improvement

Who can benefit from ISO 21001 ?

Although learners and educational organizations worldwide are the main beneficiaries of this latest management system standard, all stakeholders (i.e. everyone) will benefit from the output of standardized management systems in educational organizations.

Educational organizations that will benefit from the standard include:

- Pre-school, primary, elementary, middle schools, high schools and special education schools
- Colleges, universities, adult education and vocational education
- Training organizations
- Learning & Development departments
- Tutoring or coaching centers and non-formal educational service providers

This is true regardless of the funding source, which can be public (subsidized), private (commercial), self-sufficient (internally generated revenue) or not for profit (sponsored).

Finally, all interested parties involved in determining requirements within the educational ecosystem will benefit from this International Standard (Learners, management, staff, regulators, vendors, government, NGOs etc.).

What benefits can ISO 21001 provide ?

- The ISO 21001 establishes credibility of the management system of an educational organization, ensures better alignment of objectives and activities with policy and enables the organization to enhance its social responsibility by providing inclusive and equitable quality education for all.
- Consistent processes and evaluation tools based on EOMS requirements help the organizations to demonstrate and increase effectiveness and efficiency and meet their organizational objectives.

EOMS leads to more personalized learning and effective response to all learners, in particular those with special education needs and distance learners. It widens the participation of interested parties and improves staff motivation and morale.

Risk management gets improved due to sustainable practices and costs saved as a result of more responsible and efficient use of resources.

The educational organization can harmonize regional, national, open and proprietary standards within an international framework and can thus stimulate excellence and innovation.

ISO 21001 principles

Implementing an EOMS draws on the following principles:

Focus on learners and other beneficiaries

Visionary leadership

Engagement of people

Process approach

Continual improvement

Evidence-based decisions

Relationship management

Social responsibility

Accessibility and equity

Ethical conduct

Data security and protection

EOMS – ISO 21001:2018 Implementation Process by an Educational Organization

Phase 1: Orientation & Gap Assessment

1. Initial Gap Assessment w.r.t. EOMS requirements
2. Capacity Building- Awareness, Implementation and Internal Auditor

Phase 2: EOMS Framework & Risk Assessment

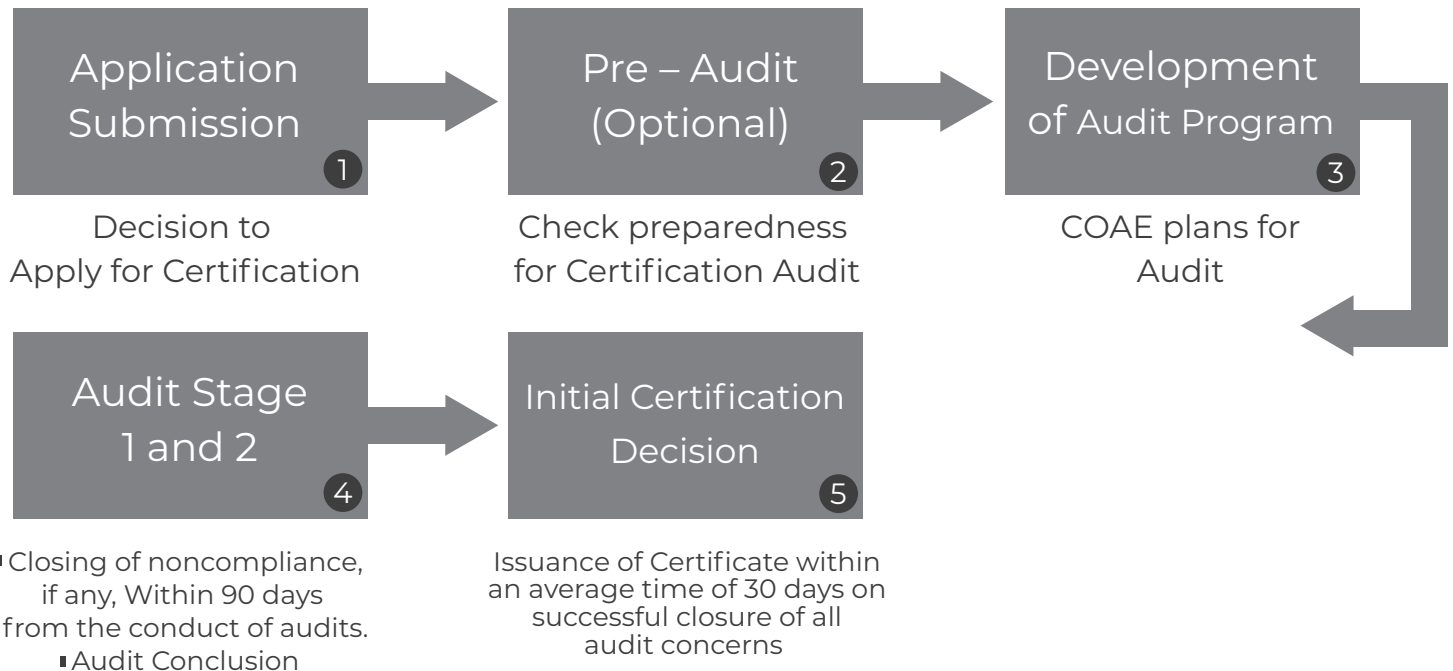
1. EOMS Policy & Objectives
2. Departmental Processes / Procedures & Controls
3. EOMS risk assessment
4. EOMS framework documentation- mapping of EOMS requirements with Functions/ Processes

Phase 3: Implementation

1. Implementation of the EOMS framework documentation, data analysis and actions for improvement
2. EOMS Internal Audit by competent cross functional teams
3. Reviews by the Management
4. Pre-Check before COAE visit for STAGE-1 & STAGE-2 Audit

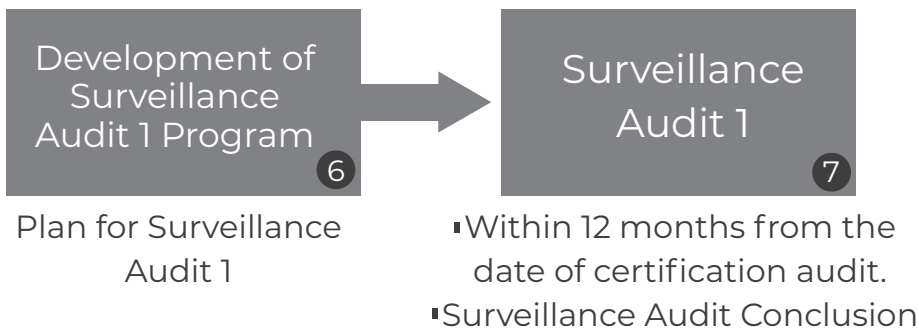
ISO 21001:2018 Certification Process by COAE

Year 1



EOMS- ISO 21001:2018 Certification Process Contd.

Year 2



EOMS- ISO 21001:2018 Certification Process Contd.

Year 3



Why do educational organizations across the world choose 'COAE International' for their ISO 21001:2018 Certification ?

More than 25 years of experience in standardization, assessments & certifications in the education sector

1st Educational Certification Body accredited as per ISO 17021-1

Empaneled & registered - Corporates, Central / State Govt. and National/Int. Standard bodies

Trained 10,000+ professionals across educational domains

A large team of education sector domain experts

Fully committed and passionate towards incremental and breakthrough improvement in the education sector

Providing holistic solutions for all assessment and certification related requirements for people and processes in the education sector

Following technology-based, research oriented and data driven methodologies in all assessment, training & certification services.

Wide exposure at National and International platform with presence in India and outside



✉ crm@coaeint.com

☎ +91-9821799373

🌐 www.coaeint.com