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Educational organizations — Requirements for bodies providing audit and certification of educational organizations' management systems

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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 document 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).

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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*, in collaboration with the ISO Committee on Conformity Assessment (CASCO).

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

Certification of the educational organization management systems (EOMS) of an organization is one means of providing assurance that the organization has implemented a system for the management of its educational services in line with its policy.

Requirements for an EOMS can originate from a number of sources. This document has been developed to assist in the certification of EOMS that fulfil the requirements of ISO 21001. The contents of this document can also be used to support certification of EOMS that are based on other sets of specified EOMS requirements.

This document is intended for use by bodies that carry out audit and certification of EOMS by providing generic requirements for such bodies. Such bodies are referred to as certification bodies. This wording is not intended to be an obstacle to the use of this document by bodies with other designations that undertake activities covered by the scope of this document. This document is intended to be used by anybody involved in the audit of EOMS. It can also be used to support other types of educational organization certifications based on a combination of ISO/IEC 17021-1, ISO/IEC 17024 and ISO/IEC 17065.

Certification activities involve the audit of an organization's EOMS. The form of attestation of conformity of an organization's EOMS to a specific EOMS standard (e.g. ISO 21001) or other specified requirements is normally a certification document or a certificate.

It is for the organization being certified to develop its own management systems (e.g. EOMS in accordance with ISO 21001, other sets of specified EOMS requirements, quality management systems, environmental management systems or occupational health and safety management systems) and, other than where relevant legislative requirements specify to the contrary, it is for the organization to decide how the various components of these will be arranged. The degree of integration between the various management system components will vary from organization to organization. It is, therefore, appropriate for certification bodies that operate in accordance with this document to consider the culture and practices of their clients with respect to the integration of their EOMS in the organization.

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Educational organizations — Requirements for bodies providing audit and certification of educational organizations' management systems

1 Scope

This document defines the rules applicable to the audit and certification of educational organization management systems (EOMS) conforming to the requirements given in ISO 21001 (or other sets of specified EOMS requirements). It also provides the necessary information and confidence to customers about the way certification of their suppliers has been granted.

Certification of EOMS is a third-party conformity assessment activity (as described in ISO/IEC 17000:2020, 4.5), and bodies performing this activity are third-party conformity assessment bodies.

NOTE 1 This document can be used as a criteria document for the accreditation or peer assessment of certification bodies which seek to be recognized as being competent to certify that an EOMS conforms to ISO 21001. It is also intended to be used as a criteria document by regulatory authorities and industry consortia which engage in direct recognition of certification bodies to certify that an EOMS conforms to ISO 21001. Some of its requirements could also be useful to other parties involved in the conformity assessment of such certification bodies, and in the conformity assessment of bodies that undertake to certify the compliance of EOMS with criteria additional to, or other than, those in ISO 21001.

NOTE 2 Certification of an EOMS according to ISO 21001 is a management system certification, not a product certification.

NOTE 3 ISO 21001 is a standalone management system standard, not a sector application of ISO 9001.

The concepts and requirements of this document can be used to support certification schemes in other standards for education, such as EQAVET (European Quality Assurance in Vocational Education and Training) and ENQA-ESG (European Association for Quality Assurance in Higher Education, Standards and guidelines for quality assurance in the European Higher Education Area).

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000:2020, *Conformity assessment — Vocabulary and general principles*

ISO/IEC 17021-1:2015, *Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements*

ISO 21001:2018, *Educational organizations — Management systems for educational organizations — Requirements with guidance for use*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000, ISO/IEC 17021-1 and ISO 21001 and the following apply.

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

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

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