# ISO 21001:2018

## Educational Organizations — Management Systems (EOMS)

Education is at the forefront of actions that contribute to the society's prosperity. All of us should be concerned with the quality of education delivered by the educators. ISO 21001 Management Systems focuses on educational organizations and their respective services and products, as well as the improvement and/or enhancement of educational services and products. The purpose of the standard is to improve the system and assurance of conformity to the requirement of learners and other beneficiaries.

The requirements of ISO 21001 are generic and intended to be applicable to any organization that uses a curriculum to support the development of competence through teaching, learning or research, regardless of the type, size or method of delivery.

ISO 21001:2018 can be applied to educational organizations within larger organizations whose core business is not education, such as professional training departments.

## Benefits:

◆ To improves education system
◆ To enhance the reputation of educational institution
◆ Increased the credibility of the organizations
◆ To promote equal opportunity for all students regardless of their religious background, ethnic or cultural origin, gender, ability/ disability
◆ To provides personalized training and enhance satisfaction of learners

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## 教育機構管理系統(EOMS)

教育作為促進社會繁榮重要的一環，我們所有人都應該關注教育工作者所提供的教育質素。 ISO 21001管理系統著重於教育機構及個別的服務和產品，以及教育服務和產品的改進。這標準的目的是改善教育系統，並確保符合學習者和其他受益人的要求。

ISO 21001的要求是通用的，適用於任何透過課程，並通過教學、學習或研究來支持能力發展的任何機構，不論類型、規模或方法。

它適用於所有類型的組織，無論是公共部門還是私營機構，類型，規模和性質或地理位置，這些組織可以證明自己能滿足客戶的能力和達到法規的要求。

## 好處:

◆改善教育體制
◆提高教育機構的聲譽
◆提高機構的可信度
◆為所有學生提供平等機會，不論其宗教、種族或文化、性別、能力/ 殘疾
◆提供個性化的學習和對學習者的有效回應

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## Educational Organizations — Management Systems (EOMS)

| TMD 1 | ISO 21001 Introduction | 3 hours |
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**Details**

~ Discuss the needs for and benefits of the ISO 21001
~ Introduce the terms and definitions
~ Familiarize participants with basic concepts
~ Understand the certification process and its necessary requirements

| TMD 2 | ISO 21001 Effective Application | 1 day |
|---|---|---|

**Details**

~ Introducing ISO 21001
~ Interpretation on the requirements and implementation of ISO 21001
~ Introduction to Educational Organizations Management Systems
~ Interpretation of all ISO 21001 clauses

| TMD 3 | ISO 21001 Documentation | 1 day |
|---|---|---|

**Details**

~ ISO requirements for documentation and why documentation required
~ Process approach to create practical documents
~ System Documentation
~ Updating and Maintenance of ISO 21001 Management Systems

| TMD 4 | ISO 21001 Internal Auditor Training | 2 days |
|---|---|---|

**Details**

~ ISO 21001 Documentation review
~ Understand ISO 21001 Management Systems audit model
~ Comparison between internal and external audit
~ Internal auditing (including audit planning, auditing methodology, auditing skills (preparation and monitoring), Internal audit results evaluation and reporting

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| **Date** | Courses are organized once a month. Detailed schedule can be found on our website. |
| **Venue** | ACI Training Centre |
| **Methodology** | Presentation, Workgroup Discussion, Case Study & Exercise |
| **Certificate** | Certificate of successful completion will be issued to delegates who have attended full course |

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## 教育機構管理系統(EOMS)

| TMD 1 | ISO 21001 入門 | 3 小時 |
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| 培訓內容:<br>~ 探討為何需要 ISO 21001 及其好處<br>~ 概述術語和定義<br>~ 讓學員了解基本概念<br>~ 了解認証過程及其基本要求 | | |

| TMD 2 | ISO 21001 有效應用 | 1 日 |
|---|---|---|
| 培訓內容:<br>~ 介紹ISO 21001<br>~ 解釋ISO 21001 的要求與執行<br>~ 教育機構管理系統介紹<br>~ 解釋ISO 21001 所有條款 | | |

| TMD 3 | ISO 21001 文件處理 | 1 日 |
|---|---|---|
| 培訓內容:<br>~ ISO 21001 對文件的要求及為何有此要求<br>~ 過程方法以建立實用文件<br>~ 系統文件<br>~ 更新和維護品質管理系統 | | |

| TMD 4 | ISO 21001 內部審核員培訓 | 2 日 |
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| 培訓內容:<br>~ ISO 21001文檔記錄概述<br>~ 了解ISO 21001 管理系統審核模型<br>~ 內部審核與外部審核的比較<br>~ ISO 21001管理系統內部審核<br>　(包括審核計劃,審核方法,審核技巧,準備和監督)<br>~ 內部審核結果評估和報告 | | |

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| 上課日期 | 培訓課程每月舉辦一次,具體開課日期可瀏覽本公司網頁 |
| 地點 | ACI 培訓中心 |
| 上課模式 | 講解、小組討論、練習及個案研習 |
| 獲取資格 | 完成課程之學員將獲頒發課程完成證書乙張 |