

## Certification service for education and further training “Audited education service”



ISO 29993 is a harmonised global quality standard for education services. Many education service providers were already interested in this service, even before the publication of the standard.

### Advantages of certification

ISO 29993

- offers customers a globally recognised verification of quality,
- supports the positive customer decision for an institution of education and further training,
- is a qualitative key argument to differentiate oneself from the competition.

### Benefits of certification

ISO 29993 serves internally to ensure an internationally recognised quality standard. Furthermore, it can optimise process workflows, and thus increase the efficiency of the entire service. It provides support in the planning, implementation and evaluation of existing and new services. A uniform standard is established.

Externally, the standard communicates a neutral, prestigious verification of quality in the competitive environment. This quality promise targets not only potential new customers, but is also persuasive for partner companies and the entire competitive environment. The companies thus receive evidence that the education services are planned, implemented and evaluated based on defined criteria, and can use the test seal e.g. in their course information.

This certification is a worthwhile supplement to ISO 29990/DIN EN ISO 9001 as a system certification and for personal certification. It represents the link between these two options. A customer would thus have the opportunity to receive evidence of the effectiveness of its management system – under ISO 29990/DIN EN ISO 9001 – and evidence that the specific process for the education service corresponds to the ISO 29993 standard. One or more additional personal certifications could then be emphasised.

### Target group for the certification

The target group for the certification under ISO 29993 comprises all providers of education and further training services outside formal education.



In contrast to the approval of education services under the German Accreditation and Approval Regulations for Employment Promotion (AZAV), this approval is not mandatory for providers that wish to collect subsidies from the Federal Employment Agency. The focus of ISO 29993 is clearly on the independent market for education and further training. In this market segment, you can achieve demonstrable competitive advantages with this voluntary, customer-oriented certification.

#### Prerequisites for certification

To grant the certificate, auditors from TÜV NORD CERT GmbH review the key requirements of ISO 29993. The certification can be performed on a stand-alone basis or in combination with the standards ISO 29990 or ISO 9001. There are requirements for the conception, information, manner of implementation and evaluation of the ongoing professional development and training, but beyond that no further requirements for a management system.

#### Audit content for certification

The audit content extends over the entire education service, from the preparation of quotations and personnel qualifications to invoicing and evaluation. All key processes are audited, but not the specific learning content.

#### Certification cycle

The certification cycle extends over 3 years, and includes on-site certification audits, one surveillance audit each year, and subsequent recertification.

#### The path to the certificate

The performance corresponds to the procedure for system certifications:



#### Our know-how for your success

TÜV NORD CERT is an internationally recognised and reliable partner for inspection and certification services. Our specialists and auditors possess in-depth knowledge and are all employed full-time at TÜV NORD. This guarantees independence, neutrality and continuity when providing support to our customers. The advantage to you is self-evident: Our specialists accompany and support the development of your products and provide you with objective feedback.

**Have we aroused your interest?**

**Just send us this answer by fax.**

**We are looking forward to having a personal conversation with you.**

**Yes, I am interested in the “Audited education service” certificate.**

**Please contact me.**

**Sender** (Please use block capitals)

Company .....

Ms./Mr. ....

Position .....

Street, No. ....

Postcode/city .....

Phone .....

Fax .....

E-mail .....

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**[www.tuev-nord-cert.de](http://www.tuev-nord-cert.de)**