



*Training Course:  
ISO 21001: Educational Organizations  
Management System*

*11 - 15 May 2025*

*Cairo (Egypt)*

*Holiday Inn & Suites Cairo Maadi, an IHG Hotel*

## Training Course: ISO 21001: Educational Organizations Management System

Training Course code: SC235769 From: 11 - 15 May 2025 Venue: Cairo (Egypt) - Holiday Inn & Suites Cairo Maadi, an IHG Hotel Training Course Fees: 3875 € Euro

### Introduction

The ISO 21001:2018 Educational Organizations Management System EOMS is a globally recognized standard designed to help educational institutions enhance their quality, effectiveness, and learner satisfaction. This standard provides a structured framework for managing education, training, and learning services, ensuring alignment with stakeholder expectations, regulatory requirements, and continuous improvement processes.

This 5-day training program provides a comprehensive understanding of ISO 21001, covering its principles, implementation strategies, auditing techniques, and compliance requirements. Participants will explore how to integrate quality management practices into educational organizations and improve their operational effectiveness. The course will also cover gap analysis, risk assessment, and performance measurement to support continuous improvement and excellence in education.

Through a mix of theoretical learning, case studies, and interactive discussions, this program equips participants with the knowledge and skills needed to implement, manage, and audit an ISO 21001-compliant system in their organizations.

### Target Audience

This course is designed for:

- Educational administrators and managers schools, universities, training centers
- Quality assurance professionals in education
- Compliance and regulatory officers in academic institutions
- HR and Learning & Development professionals
- Trainers and instructional designers
- Internal and external auditors responsible for ISO 21001 compliance
- Anyone involved in education management and quality improvement

### Objectives

By the end of this training, participants will be able to:

- Understand the purpose, scope, and benefits of ISO 21001 for educational organizations.
- Analyze the key principles and requirements of the standard.

- Conduct a **gap analysis** to assess an institution's current compliance with ISO 21001.
- Develop and implement an **Educational Organizations Management System EOMS** aligned with the standard.
- Establish **performance evaluation criteria** to monitor and improve educational services.
- Apply **risk management and continuous improvement strategies** within an educational framework.
- Prepare for ISO 21001 certification and audit processes.
- Ensure alignment with **learner needs, stakeholder expectations, and regulatory requirements**.
- Foster a culture of **quality, transparency, and innovation** within educational institutions.

## Outlines

### Day 1:

#### Introduction to ISO 21001 and Its Framework

- Overview of **ISO 21001:2018** and its significance in education
- Key differences between **ISO 9001** and **ISO 21001**
- Core **principles and benefits** of the EOMS
- Understanding **stakeholder needs and expectations** in an educational setting
- The **Plan-Do-Check-Act PDCA cycle** in ISO 21001

### Day 2:

#### Understanding ISO 21001 Requirements

- Breakdown of **ISO 21001 clauses** and their application
- Developing an **Educational Organizations Management System EOMS**
- Aligning **organizational objectives** with learner satisfaction
- Documentation requirements and **policy development**
- **Leadership and governance responsibilities** in ISO 21001

### Day 3:

#### Implementation Strategies for ISO 21001

- Conducting a gap analysis and risk assessment
- Implementing processes for quality assurance and continuous improvement
- Developing competency-based education frameworks
- Integrating learner feedback mechanisms for service improvement
- Data management, performance measurement, and reporting

#### Day 4:

##### Auditing and Compliance with ISO 21001

- Introduction to internal and external audits
- Preparing for an ISO 21001 audit: Requirements, documentation, and checklists
- Common challenges in implementation and how to address them
- Case studies of successful ISO 21001 implementations
- Conducting corrective and preventive actions CAPA for compliance

#### Day 5:

##### Certification, Continuous Improvement, and Best Practices

- Steps to achieving ISO 21001 certification
- Monitoring and evaluating EOMS effectiveness
- Developing an action plan for continuous improvement
- Aligning ISO 21001 with national and international education regulations
- Final assessment and wrap-up discussion

## Registration form on the Training Course: ISO 21001: Educational Organizations Management System

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Position: .....

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Personal E-Mail: .....

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### Company Information

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Full Name (Mr / Ms / Dr / Eng): .....

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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