# ISO 29993 Learning Services Quality Management Training Course



21 - 25 Dec 2026

Geneva

5900 € (Per Person)

Ref: #ISO5637_116814

## Course Introduction / Overview:

This comprehensive training course provides a deep dive into the ISO 29993:2017 standard, a global benchmark for quality management in non-formal education and training services. In an increasingly competitive market, demonstrating a commitment to quality is paramount for any learning service provider (LSP). This course is meticulously designed to equip participants with the knowledge and skills to implement, manage, and continually improve a Learning Services Management System (LSMS) that aligns with international best practices. We will explore the core principles of the standard, moving from theoretical understanding to practical application. Drawing on the foundational quality principles of pioneers like W. Edwards Deming, the course emphasizes a systematic approach to service delivery, focusing on the Plan-Do-Check-Act cycle to foster continuous improvement. Participants will learn to enhance transparency, comparability, and credibility of their learning services, ensuring they meet the explicit and implicit needs of learners and other stakeholders. BIG BEN Training Center has structured this program to be more than just a review of clauses; it is a strategic guide to operational excellence, referencing concepts discussed in works like "Quality Management in Education" to provide a robust academic and practical framework for success.

## Target Audience / This training course is suitable for:

- Training Managers and Directors.
- Learning and Development (L&D) Professionals.
- Quality Assurance Managers and Coordinators.
- Educational Consultants and Advisors.
- Internal and External Auditors.
- Curriculum Developers and Instructional Designers.
- Managers and staff of Learning Service Providers (LSPs).
- Compliance and Regulatory Officers in the education sector.
- Freelance trainers and independent educational consultants.

## Target Sectors and Industries:

- Corporate Training Providers.
- Vocational and Technical Schools.
- Professional Development and Certification Bodies.
- Language Training Centers.
- E-learning and Online Course Providers.
- Non-profit and Non-governmental Organizations offering training.
- Governmental agencies and public sector training departments.
- Consulting firms specializing in education and training.

## Target Organizations Departments:

- Human Resources.
- Learning and Development.
- Quality Assurance and Control.
- Training and Education Departments.
- Operations and Service Delivery.
- Compliance and Legal.
- Product and Curriculum Development.
- Customer Service and Stakeholder Relations.

## Course Offerings:

By the end of this course, the participants will have able to:

- Interpret the requirements of the ISO 29993:2017 standard accurately.
- Develop a strategic framework for implementing a Learning Services Management System (LSMS).
- Conduct a thorough needs analysis to define clear and measurable learning objectives.
- Design and develop learning content and assessment methods that align with ISO 29993.
- Establish effective processes for monitoring, measuring, and evaluating learning services.
- Manage resources, including facilitators and learning environments, to meet quality standards.
- Prepare for and conduct internal audits based on ISO 29993 principles.
- Lead management reviews and implement corrective actions for continuous improvement.
- Enhance the transparency and credibility of their organization's learning services.
- Foster a culture of quality and learner-centricity within their organization.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring participants can immediately apply their learning. This course moves beyond traditional lectures, employing a blended approach that includes expert-led presentations, dynamic group discussions, and collaborative workshops. A significant portion of the program is dedicated to hands-on activities, such as analyzing real-world case studies of ISO 29993 implementation in various learning service providers. Participants will work in teams on practical exercises, such as developing a needs analysis report, mapping a learning service process, and creating an internal audit checklist. Role-playing scenarios, like conducting a management review meeting or communicating with stakeholders, will provide a safe environment to practice new skills. Continuous feedback from the instructor and peers is a core component, fostering a supportive and reflective learning environment. The methodology is rooted in adult learning principles, emphasizing problem-solving and direct application to the participant's own professional context, ensuring a lasting and impactful learning experience.

## Course Agenda (Course Units):

### Unit One: Foundations of Quality in Learning Services

- Introduction to non-formal education and training standards.
- History and evolution of the ISO 29990 family of standards.
- Core principles and benefits of implementing ISO 29993:2017.
- Key terminology and definitions within the standard.
- Understanding the process approach and the Plan-Do-Check-Act (PDCA) cycle.
- The relationship between ISO 29993 and other quality management systems.
- Identifying stakeholders and their expectations in learning services.

### Unit Two: Deconstructing the ISO 29993:2017 Standard

- Clause-by-clause analysis of the ISO 29993 requirements.
- General information requirements for learning service providers (LSPs).
- Developing proposals and contracts for learning services.
- Conducting a comprehensive needs analysis.
- Designing the learning service for optimal outcomes.
- Providing information about the learning service.
- Managing resources for learning, including facilitators and materials.

### Unit Three: Practical Implementation of Learning Service Processes

- Developing a systematic approach to curriculum design and development.
- Methods for creating effective and engaging learning content.
- Strategies for selecting and managing qualified facilitators.
- Creating a conducive and supportive learning environment.
- Processes for monitoring and evaluating the learning transfer.
- Designing valid and reliable assessment methods for learners.
- Managing feedback mechanisms from learners and other stakeholders.

## Unit Four: Establishing the Learning Services Management System (LSMS)

- Developing the necessary documentation for the LSMS.
- Mapping key processes from needs analysis to evaluation.
- Roles, responsibilities, and authorities within the LSMS.
- Competence management for all personnel involved in the learning service.
- Communication strategies for internal and external stakeholders.
- Managing information and data related to the learning service.
- Risk-based thinking in the context of learning service delivery.

## Unit Five: Auditing, Review, and Continual Improvement

- Principles of auditing a Learning Services Management System.
- Planning and conducting effective internal audits for ISO 29993.
- Reporting audit findings and identifying non-conformities.
- Implementing corrective actions and verifying their effectiveness.
- The role and structure of the management review process.
- Using data and feedback for continual improvement of learning services.
- Preparing for third-party certification audits and maintaining compliance.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

Beyond compliance, how can the principles of ISO 29993 be leveraged to foster a genuine culture of innovation and learner-centricity within a training organization?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a purely theoretical examination of the ISO 29993 standard to a deeply practical and implementation-focused experience. While other programs may focus on simply understanding the clauses, our curriculum is built around a pedagogical framework that emphasizes application, critical thinking, and strategic implementation. We utilize a case-study-based approach, dissecting real-world scenarios to explore the challenges and successes of applying the standard in diverse organizational contexts. This allows participants to not just learn the "what" but to master the "how" and "why." The course is designed to be a strategic workshop where participants develop tangible outputs, such as process maps and audit plans, that are directly applicable to their own organizations. Furthermore, our focus is on cultivating a mindset of continuous improvement and quality culture, viewing ISO 29993 not as a restrictive set of rules, but as a flexible framework for achieving educational excellence and sustainable organizational growth. The insights provided are geared towards transforming an organization's approach to quality, making it an intrinsic part of its operational DNA rather than a mere certification goal.