MERCURY

ISO 21001 Training Course

22 – 26 August 2027
Kuala Lumpur (Malaysia)

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 121332_1072583 **Date:** 22 – 26 August 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction

The ISO 21001 training course provides comprehensive knowledge of educational organization management systems. It equips professionals with tools to improve learning processes and enhance organizational performance. Participants will understand the structure, requirements, and implementation strategies of the standard. The course focuses on aligning educational goals with quality management principles. It emphasizes practical approaches for continuous improvement and effective governance. By the end, attendees will confidently apply ISO 21001 standards to optimize educational outcomes.

Targeted Groups

This ISO 21001 training course targets professionals seeking specialized knowledge and skills:

- Educational managers and administrators.
- Quality assurance officers in schools and training centers.
- Curriculum developers.
- Teachers and trainers.
- Policy makers in educational institutions.
- Auditors focus on educational management systems.
- Consultants in educational quality improvement.

Course Objectives

Participants will achieve the following objectives by completing the ISO 21001 course:

- Understand the key principles of ISO 21001.
- Learn the requirements for educational management systems.
- Apply ISO 21001 standards in practice.
- Improve organizational performance in learning environments.
- Ensure compliance with educational quality requirements.
- Enhance curriculum and teaching effectiveness.
- Conduct internal audits aligned with ISO 21001.
- Promote continuous improvement in educational institutions.
- Align educational strategies with stakeholder expectations.

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Targeted Competencies

Participants will gain the following competencies during the program:

- Designing effective educational management systems.
- Implementing ISO 21001 processes.
- Monitoring and measuring educational performance.
- Conducting audits and assessments efficiently.
- Developing action plans for quality improvements.
- Managing compliance and risk in education.
- Enhancing stakeholder satisfaction.
- Integrating ISO 21001 into institutional strategy.
- Driving continuous learning and innovation.

Studying Scenarios

In this training, participants will develop their skills through the analysis of the following scenarios:

- Auditing a school's management system.
- Implementing ISO 21001 in a training center.
- Addressing gaps in curriculum delivery.
- Evaluating learner satisfaction and outcomes.
- Managing compliance in educational programs.
- Designing continuous improvement plans.
- Enhancing stakeholder engagement.
- Applying quality management to learning processes.

Course Content

Unit 1: Introduction to ISO 21001

- Overview of the ISO 21001 standard.
- Key benefits for educational organizations.
- Structure and clauses of ISO 21001.
- Core concepts of educational management systems.
- Relationship with other ISO standards.
- Principles of quality management in education.
- Role of leadership in ISO 21001 implementation.

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Unit 2: Planning and Implementation

- Establishing objectives aligned with ISO 21001.
- Identifying stakeholders and their expectations.
- Planning resources for effective implementation.
- Documenting processes and policies.
- Risk management and mitigation strategies.
- Developing an implementation roadmap.
- Setting performance indicators for learning outcomes.

Unit 3: Operation and Process Management

- Managing educational processes efficiently.
- Ensuring teaching and learning quality.
- Process monitoring and evaluation.
- Integrating technology for learning improvement.
- Resource optimization in educational institutions.
- Maintaining records and documentation.
- Communication strategies for stakeholders.

Unit 4: Performance Evaluation and Audit

- Conducting internal audits.
- Monitoring and measuring performance indicators.
- Evaluating the effectiveness of educational management systems.
- Reporting and corrective actions.
- Gap analysis and compliance checks.
- Tools for continuous improvement.
- Case studies on audit implementation.

Unit 5: Continuous Improvement

- Identifying opportunities for enhancement.
- Applying corrective and preventive actions.
- Benchmarking against best practices.
- Maintaining stakeholder satisfaction.
- Sustaining compliance and quality.
- Strategies for long-term institutional growth.

Final Insights & Key Takeaways

ISO 21001 provides a structured approach to improving educational outcomes. Participants will leave equipped to implement and sustain high-quality learning management systems.