

ISO 29990:2010

Generation Success in Learning

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www.deuzert.com

About DeuZert CEO

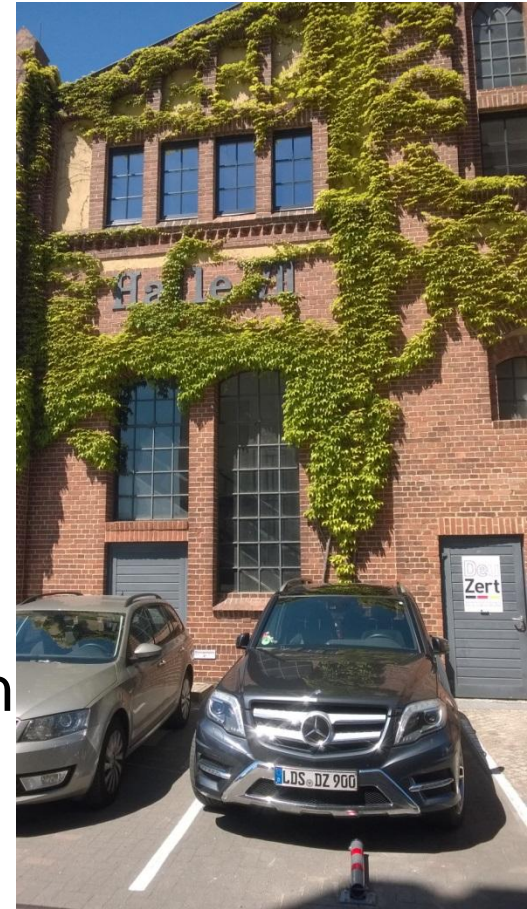


Mr. Jürgen HEENE

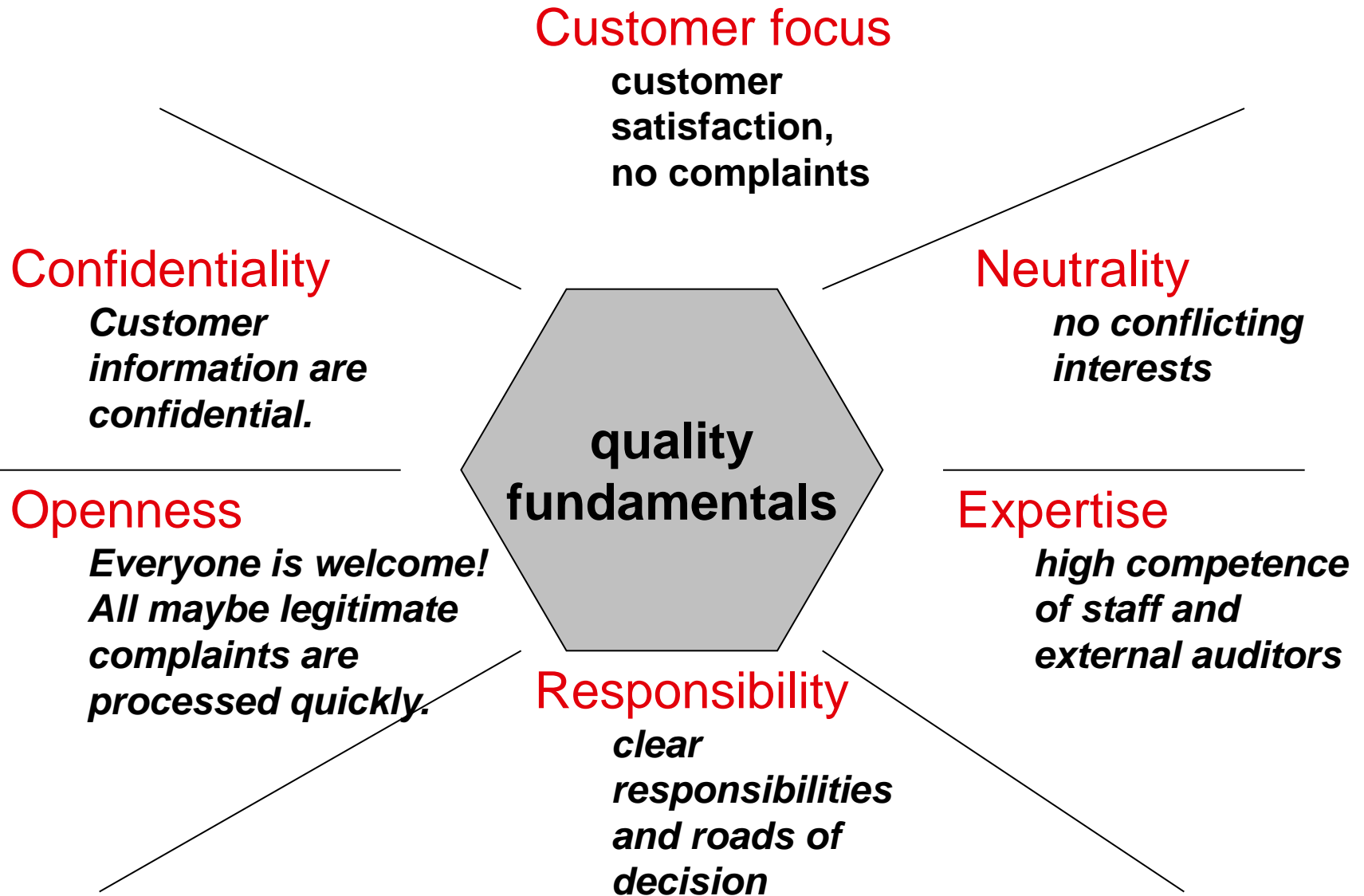
- Member of ISO/TC 232 since its founding - The responsible ISO Committee for (further) development of ISO 29990:2010;
- Founding member of ICFES – The International Forum for the Certification of Educational Services;
- Chairman of the DIN Standards Committee “Educational services” - The German national standardization committee for all standards activities related to education and learning services;
- Founder, shareholder and Chief Executive Officer of DeuZert -The leading certification body for ISO 29990 certifications

DeuZert – company profile

- DeuZert® has been established near Berlin in January 2009.
- DeuZert® is its own company (absolutely independent).
- DeuZert's staff members are young both at heart and mind.
- DeuZert® is an accredited certification body specialized in learning services providers.
- DeuZert® is an accredited expert agency in accordance with the German Regulations on the Accreditation and Approval for Employment Promotion (AZAV).
- **DeuZert® is the world's first certification body according to ISO 29990**



DeuZert's quality fundamentals



DeuZert® Certification and Partners



MAJOR Training and Consultations



Nederland B.V., Sysmex Academy

A.M.M. Action Centre Multi Media GmbH



**BERUFS
BILDUNGS
AKADEMIE
RHEIN-RUHR GMBH**



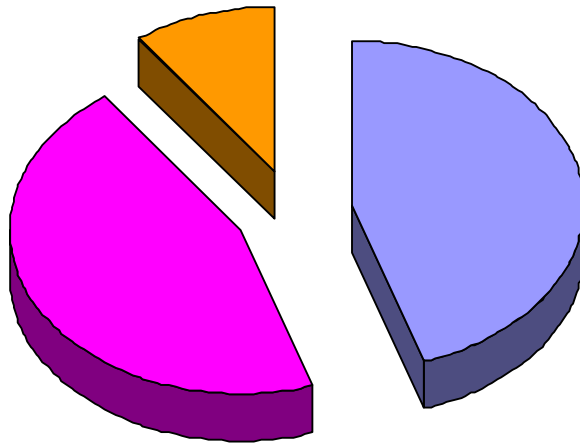
**The Charité
Health
Academy**

Learning service provider (LSP)

- The situation of approx. 10.000 LSPs in Germany - the main customers and their expectations are:

Private:

- LSP, whom one can trust (preferred choice with certification)



Companies:

- Certification (e.g. ISO 29990)
- Experience
- References

Government public sector:

- Certification according national standard “AZAV”
- System certification (e.g. ISO 29990)
- Learning service certification

Approx. 5% of all LSP in Germany are certified according ISO 29990.

ISO 29990 – Significant effects one year after certification

All interested parties with their requirements are identified clearly.

The quality of curriculum has improved significantly.

The satisfaction of employees (teachers) has improved significantly.

Evaluation is no longer just monitoring - Questionnaire for learners satisfaction becomes only a mosaic stone of evaluation which plays the new key role for quality improvement as well as efficient learning services!

The economic performance of the LSP is strengthened.

Transfer of learning is more central.

The maintenance of the learning resources has been improved.

ISO/TC 232 – Organizational Chart

ISO/TC 232

Chairman: Germany Delegate

Co-Chair: China Delegate

17 Countries as member

17 Countries as observer

WG 1 Learning services providers

Convenorship: Germany

WG 2 Providers of language learning services

Convenorship: China

WG 3 Learning services

Convenorship: Japan

ISO 29990:2010

ISO 29991:2014

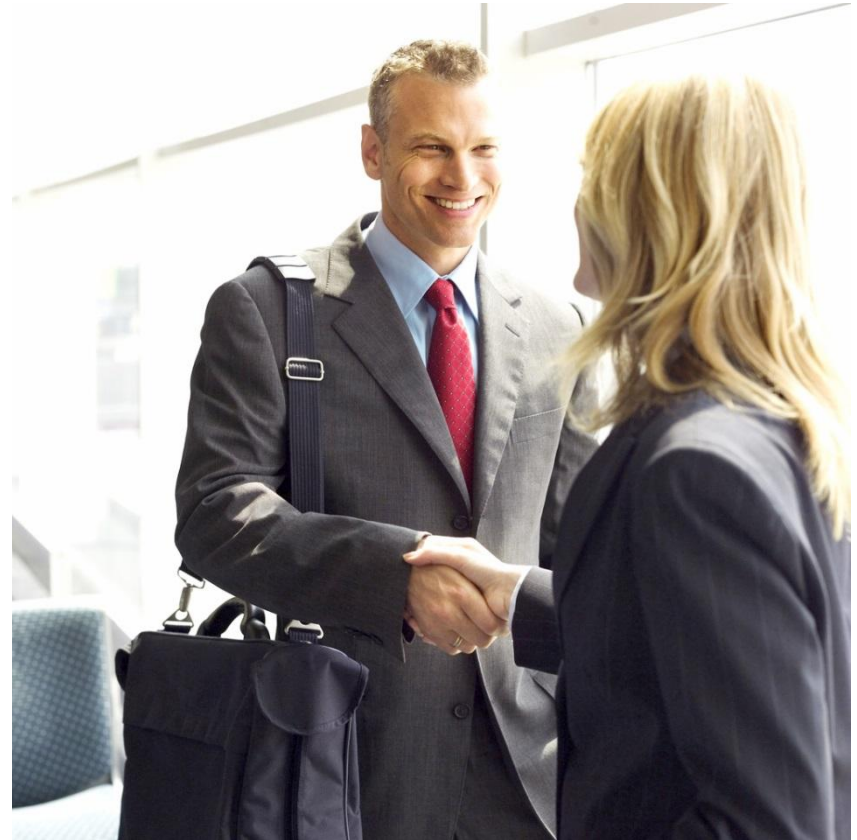
ISO 29990-1:2016

Participating Countries ISO/TC 232

Australia (O)	Iran (O)	Russia
Austria	Ireland	Romania (O)
Belgium (O)	Italy	South Africa (O)
Bulgaria	Japan	Spain (O)
Canada	Kenya	Sri Lanka (O)
China	Korea, Republic of	Sweden (O)
Denmark (O)	Luxembourg	Turkey (O)
Finland	Malaysia (O)	Ukraine (O)
France	Morocco (O)	United Kingdom
Germany	Netherlands (O)	United States
Hong Kong (O)	Poland (O)	
India (O)	Portugal	

Certification of LSPs

... is a successful and effective principle of quality assurance of learning service

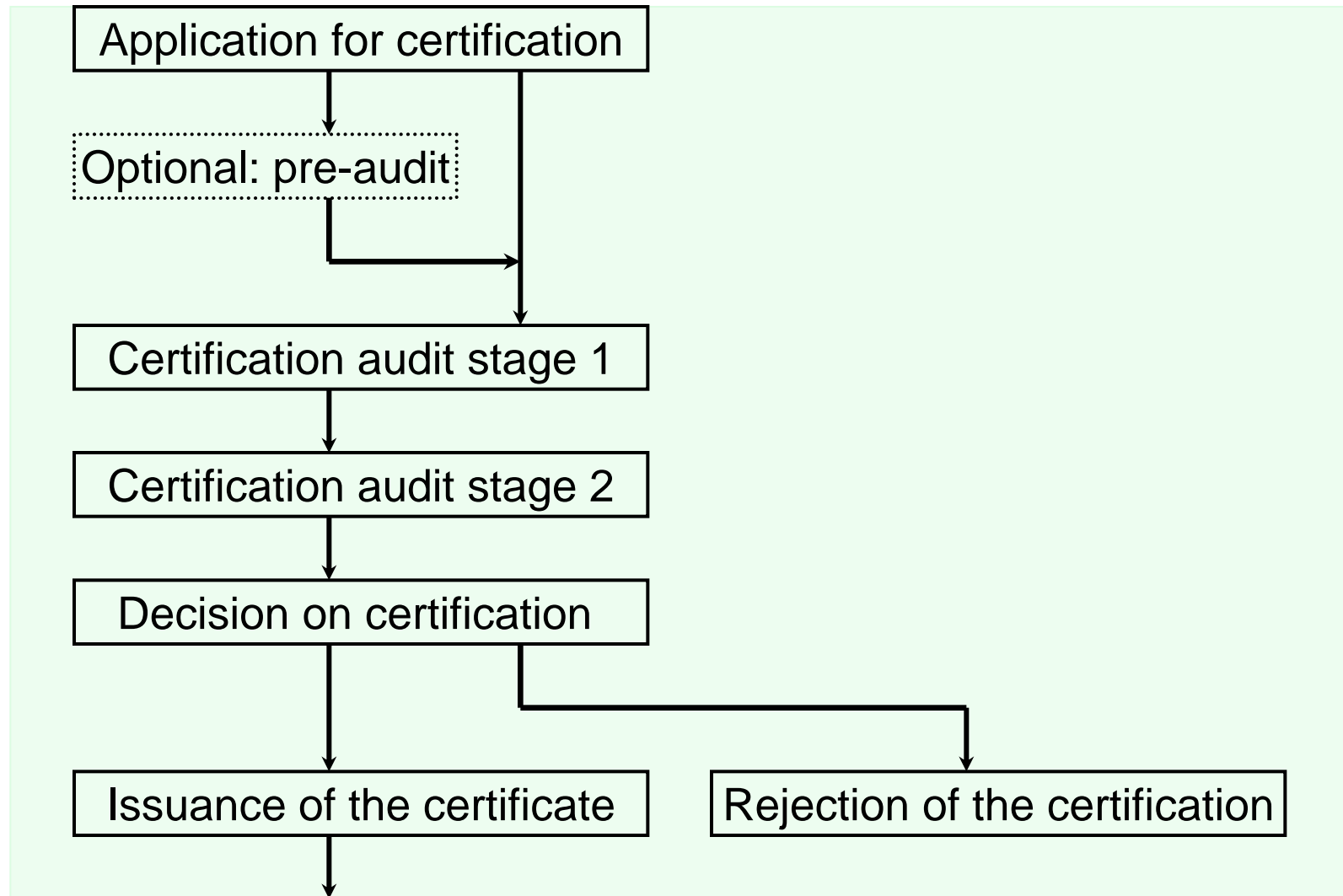


ISO 29990 - Framework

	foreword	
	introduction	Objective: providing a generic model for quality for learning service providers
1.	Scope	"This standard specifies basic requirements for learning services and for providers of learning services in the area of vocational and further vocational education."
2.	Terms and definitions	Implementation of 18 specific terms and definitions, e.g. competency, curriculum or transfer of learning
3.	Learning programs and processes	Including 5 sub items alongside the chain of process chain of a learning service
4.	Management of the LSP	Including 10 sub items, which secure a certifiable according to ISO-Criteria
	Appendices	A to E

DeuZert & ISO 29990 certification

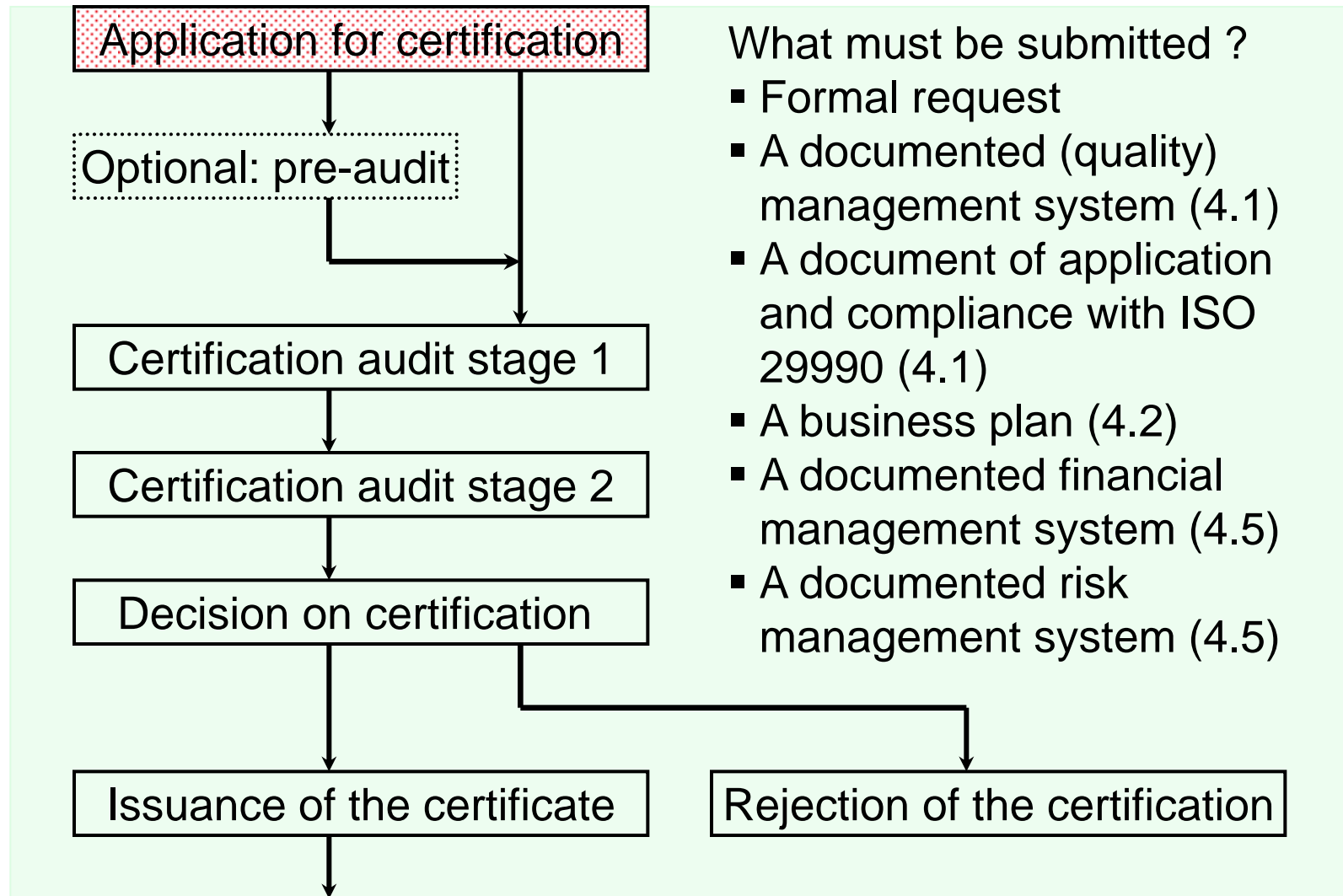
- The certification procedure according to ISO 29990



Initial certification

DeuZert & ISO 29990 certification

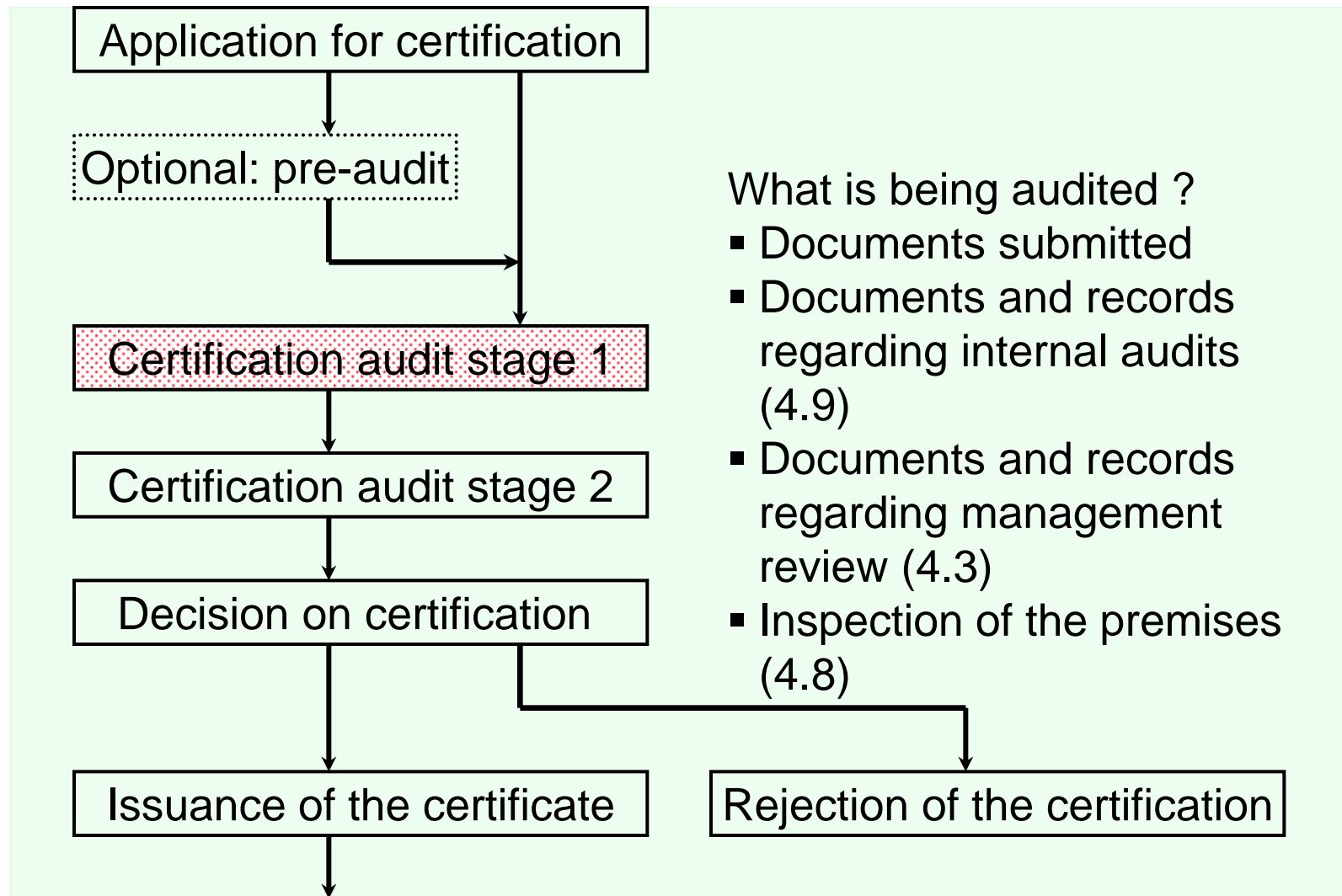
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Initial certification

DeuZert & ISO 29990 certification

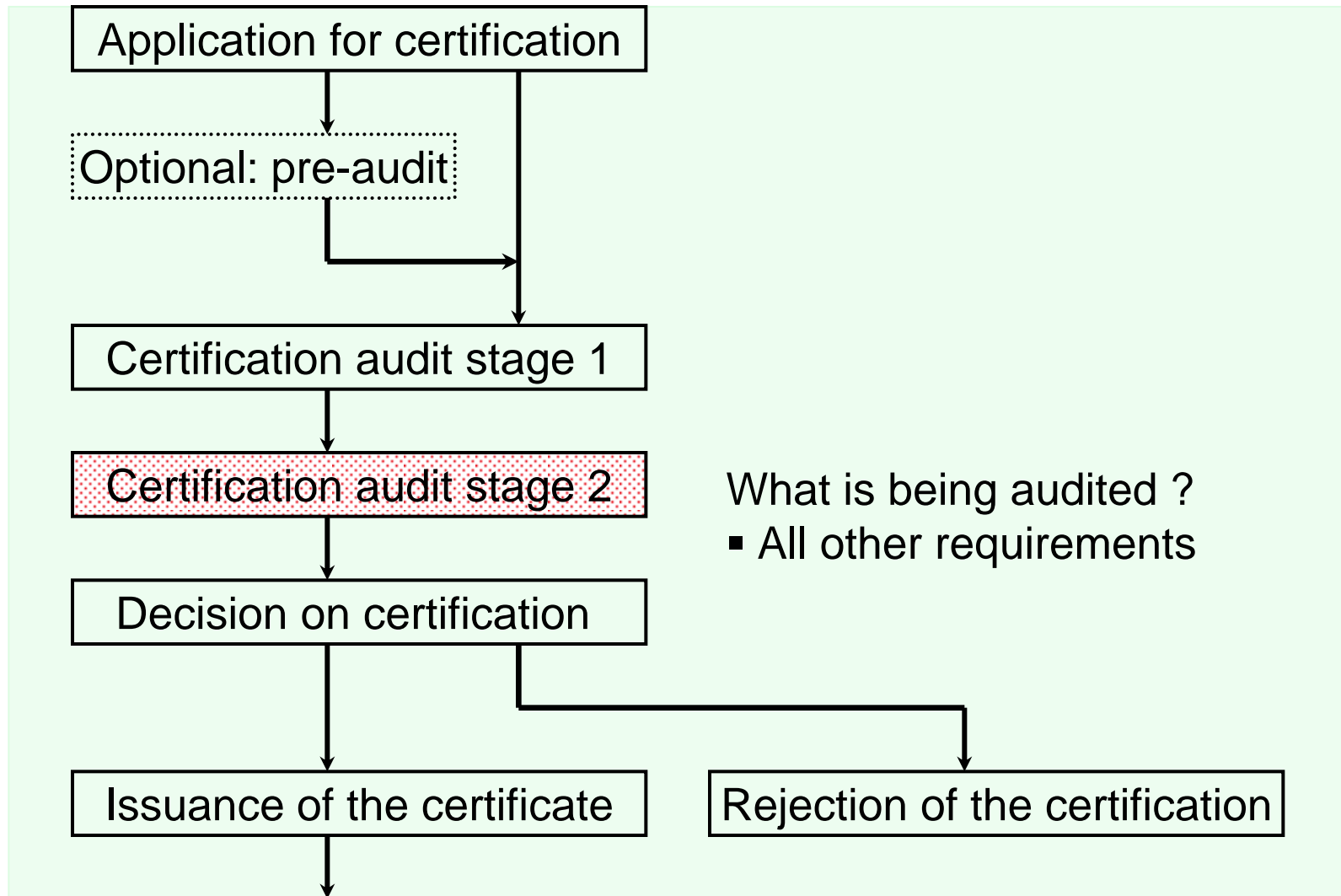
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Initial certification

DeuZert & ISO 29990 certification

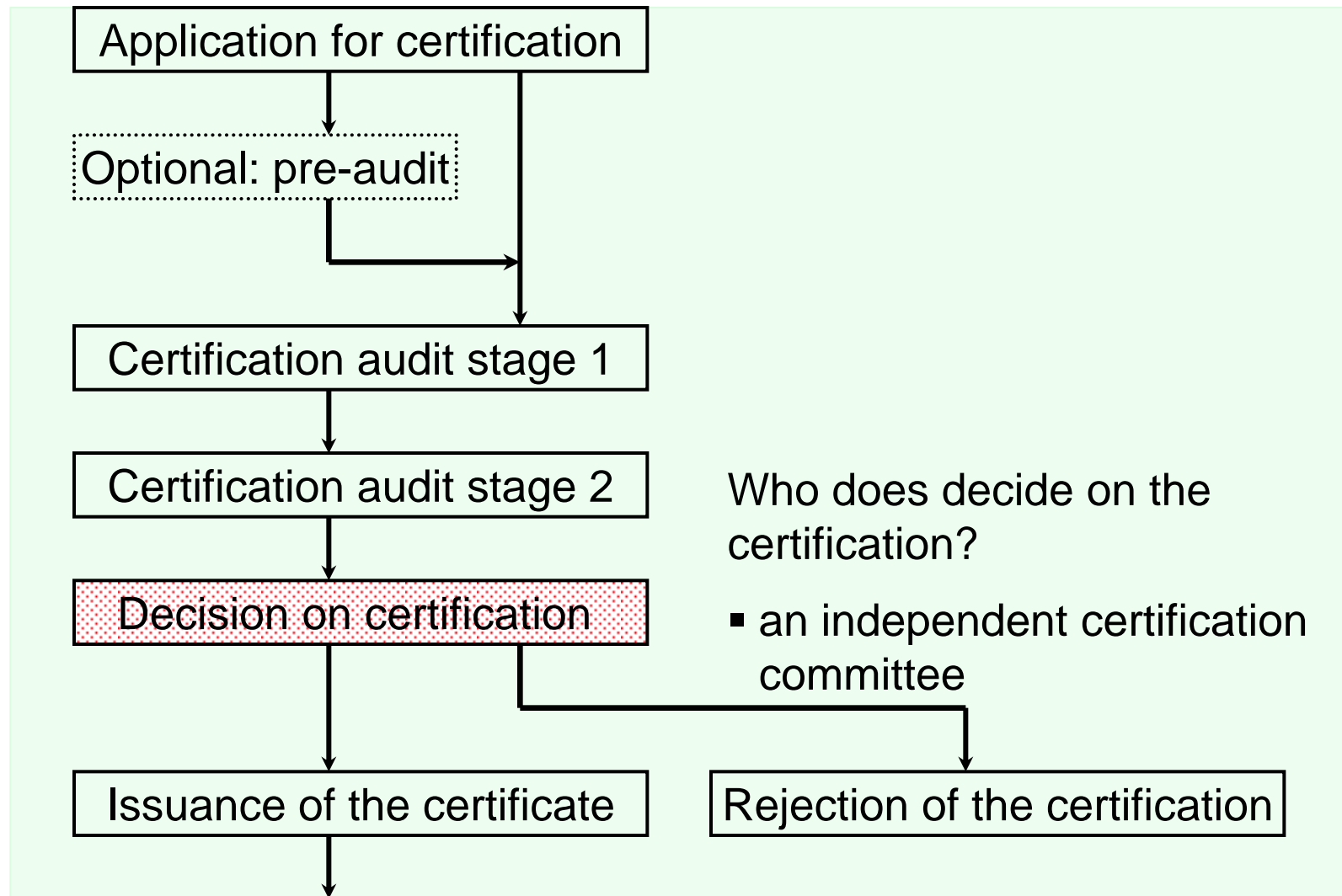
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Initial certification

DeuZert & ISO 29990 certification

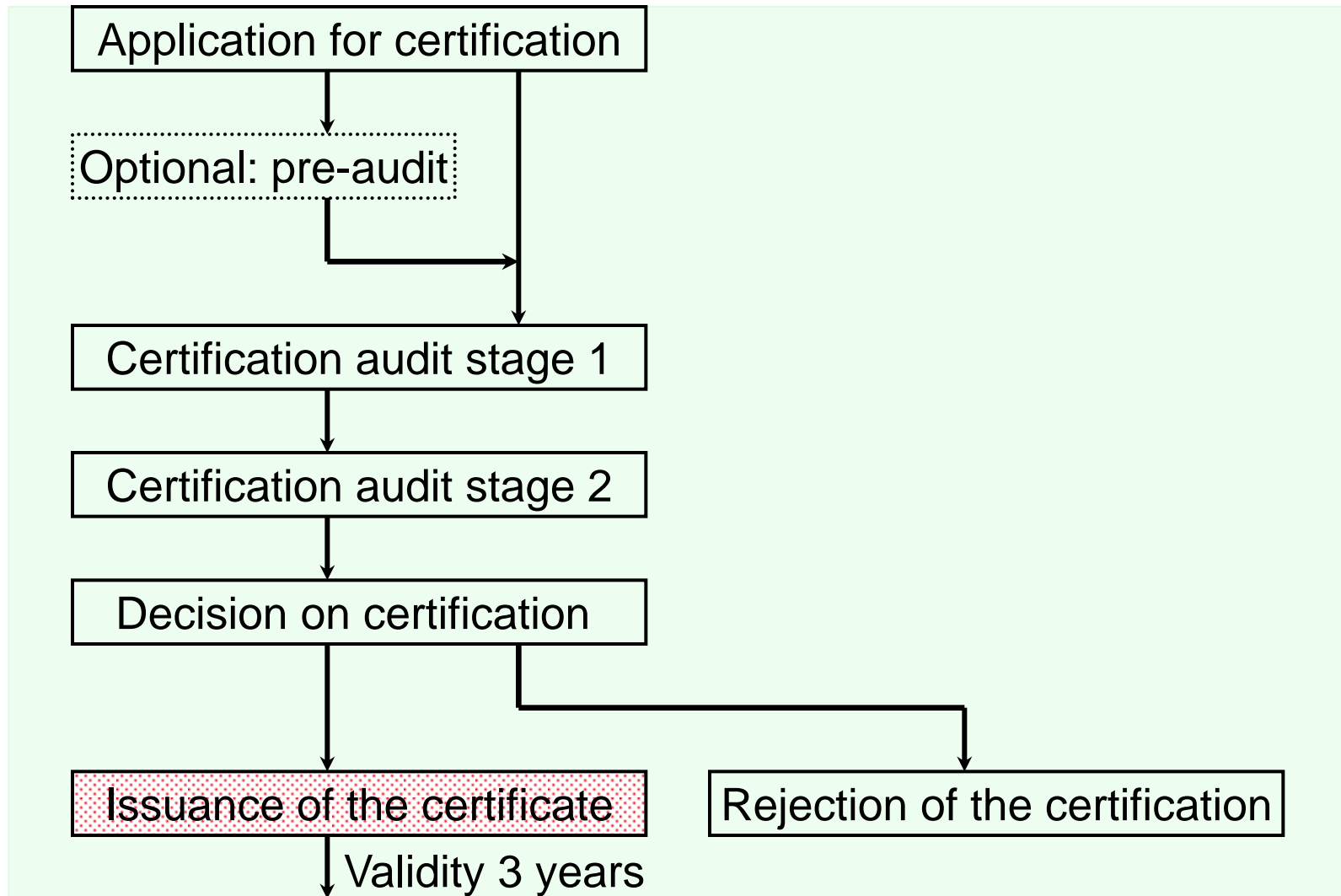
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Initial certification

DeuZert & ISO 29990 certification

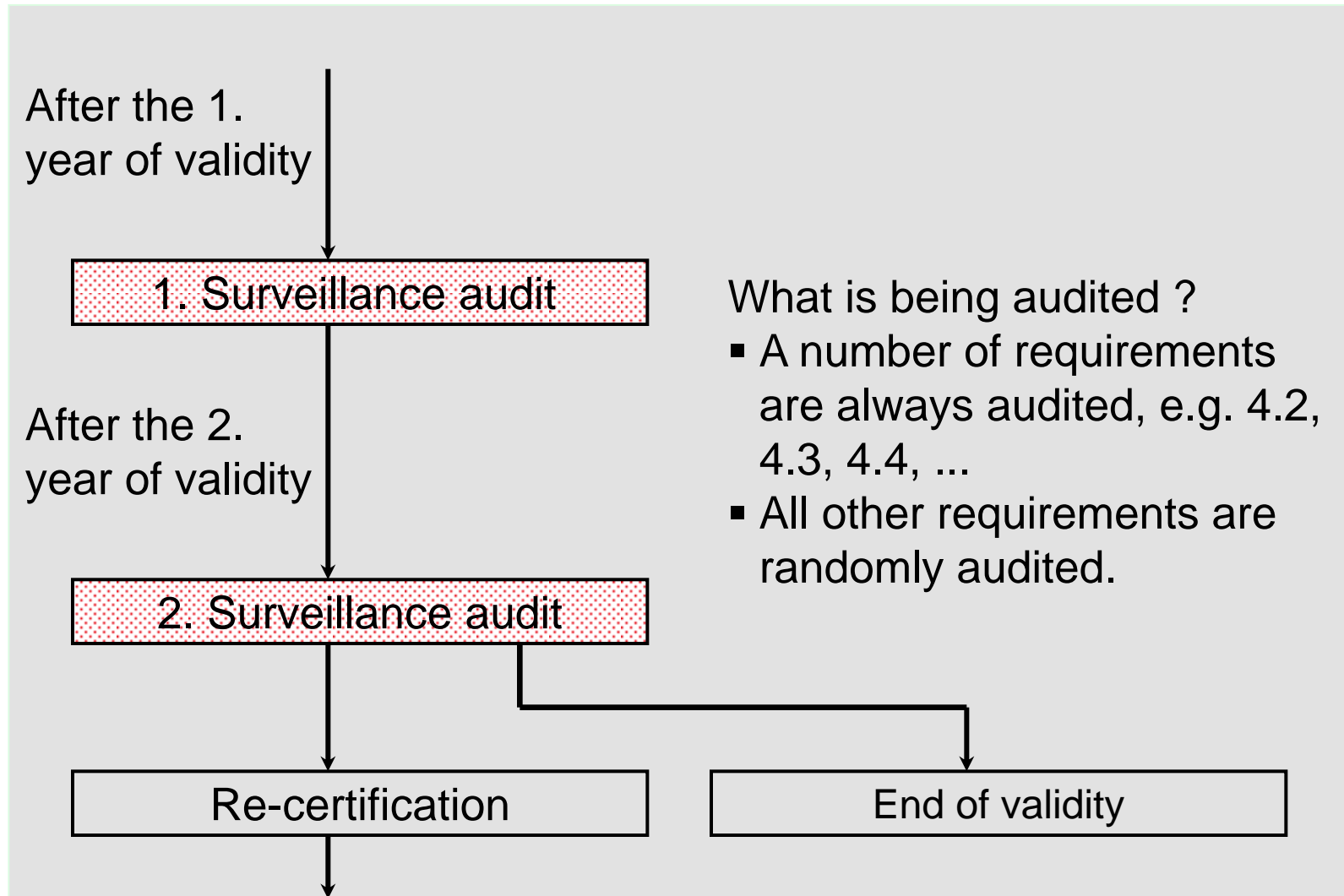
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Initial certification

DeuZert & ISO 29990 certification

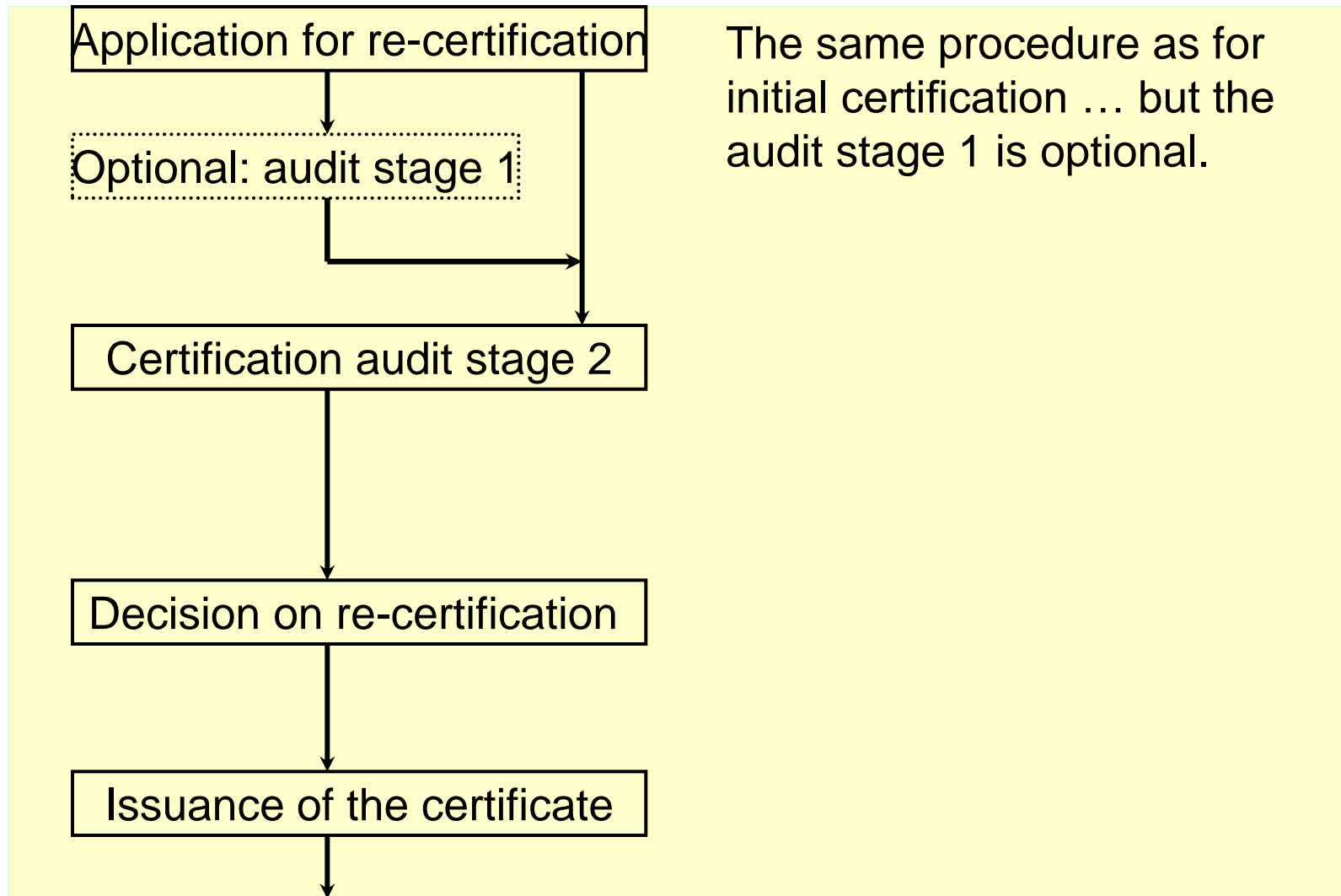
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Surveillance audits in the 2. and 3. year

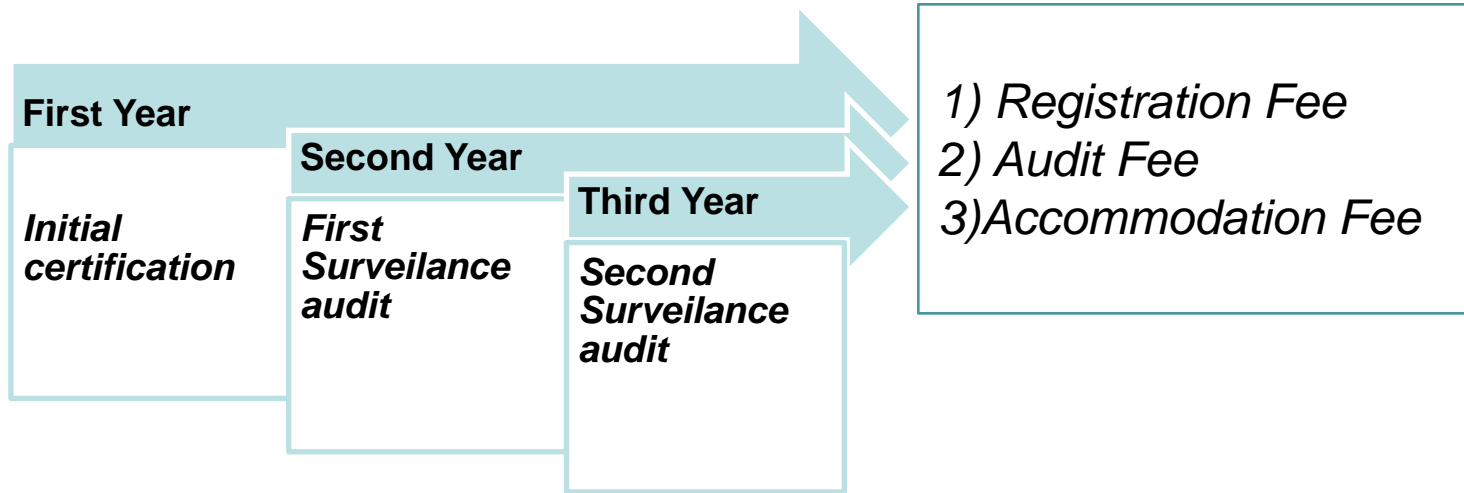
DeuZert & ISO 29990 certification

- The certification procedure according to ISO 29990



DeuZert & ISO 29990 certification

- Certification Fees Structure







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A word cloud featuring the phrase "thank you" in multiple languages and scripts. The central and largest text is "thank you" in red. Other prominent words include "gracias" in green, "danke" in blue, and "merci" in orange. Smaller words include "спасибо", "dziękuje", "obrigado", "sukriya", "kop khun krap", "arigatō", "takk", "dakujem", "merci", "ευχαριστώ", "고맙습니다", "terima kasih", "dank je", "ngiyabonga", "teşekkür ederim", "moichakkeram", "go raibh maith agat", "sagolun", "hvala", "mauruuru", "tapadh leat", and "mersi".

спасибо
bedankt
obrigado
dziękuje
hvala
mauruuru
sagolun
danke 謝謝
dank je
ngiyabonga
teşekkür ederim
moichakkeram
go raibh maith agat
sukriya kop khun krap
arigatō takk dakujem
merci
ευχαριστώ
고맙습니다
terima kasih
mersi