LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 20282 — Ease of Operation of Everyday Products for Ageing Population

ISO Certification Programme

LAPT — London Academy of Professional Training

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Reference HL-AGE-20282 • ISO Health

UKPRN 10067351 • Registered in England and Wales, company 4984798

6	30	180	430	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**HL-AGE-20282**
AWARD	**Certificate**
ASSESSMENT	**430 marks — 258 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1 Design Principles for Age-Friendly Products

5 chapters · 30 classes **105 marks**

• 1 Understanding Age-Friendly Design Principles — 6 classes

- › 1.1 Define Age-Friendly Design Principles
- › 1.2 Identify Key Needs of the Ageing Population
- › 1.3 Explore Universal Design Concepts in Age-Friendly Products
- › 1.4 Analyze Case Studies of Successful Age-Friendly Designs
- › 1.5 Develop Prototypes for Age-Friendly Product Features
- › 1.6 Evaluate Feedback Methods for Age-Friendly Product Improvement

• 2 User-Centric Research and Analysis — 6 classes

- › 2.1 Identify User Needs Through Surveys and Interviews
- › 2.2 Analyze Data to Distinguish Patterns in User Behaviour
- › 2.3 Create Personas to Represent Diverse User Profiles
- › 2.4 Conduct Usability Testing to Gather Feedback on Prototypes
- › 2.5 Evaluate Design Solutions Against User-Centric Criteria
- › 2.6 Present Findings and Recommendations for Age-Friendly Product Design

• 3 Ergonomics and Usability in Product Design — 6 classes

- › 3.1 Assessing User Needs in Ergonomic Design
- › 3.2 Identifying Key Ergonomic Principles for Age-Friendly Products
- › 3.3 Evaluating Usability Features: Tools and Techniques
- › 3.4 Designing for Physical Limitations: Case Studies
- › 3.5 Prototyping Age-Friendly Design Solutions
- › 3.6 Testing Usability with the Target Age Group

• 4 Accessible Technology Solutions for Ageing Users — 6 classes

- › 4.1 Identify Key Accessibility Challenges for Ageing Users
- › 4.2 Explore Design Principles that Enhance Usability
- › 4.3 Analyze Case Studies of Successful Age-Friendly Technologies
- › 4.4 Develop Prototypes for Accessible Technology Solutions
- › 4.5 Evaluate User Feedback on Product Usability
- › 4.6 Present Innovative Ideas for Future Age-Friendly Products

• 5 Evaluating and Implementing Age-Friendly Designs — 6 classes

- › 5.1 Identify Key Characteristics of Age-Friendly Products
- › 5.2 Assess User Needs Through Empathy Mapping
- › 5.3 Analyze Existing Age-Friendly Designs for Effectiveness
- › 5.4 Develop Evaluation Criteria for Product Usability
- › 5.5 Conduct Usability Testing with Ageing Users
- › 5.6 Iterate Design Solutions Based on User Feedback

2 Future Trends in Ageing Product Solutions

5 chapters · 30 classes **45 marks**

• 1 Understanding the Ageing Population: Demographics and Needs — 6 classes

- 1.1 Explore the Demographics of the Ageing Population
- 1.2 Identify Key Needs and Challenges Faced by Older Adults
- 1.3 Investigate the Impact of Ageing on Everyday Product Use
- 1.4 Analyze Trends in Consumer Behavior within the Ageing Demographic
- 1.5 Develop Strategies for Designing Inclusive Products for Older Adults
- 1.6 Evaluate Current Innovations in Ageing Product Solutions

• 2 Design Principles for Age-Friendly Products — 6 classes

- 2.1 Identify Key Principles of Age-Friendly Product Design
- 2.2 Analyze User Needs in the Ageing Population
- 2.3 Explore Innovative Materials and Technologies for Accessibility
- 2.4 Evaluate Ergonomic Design Elements for Ease of Use
- 2.5 Develop Prototypes for Age-Friendly Solutions
- 2.6 Test and Gather Feedback on Product Usability

• 3 Technological Innovations in Aiding Ageing — 6 classes

- 3.1 Explore Current Technological Trends in Aiding Ageing
- 3.2 Analyze the Impact of Smart Home Devices on Independent Living
- 3.3 Identify Assistive Technologies for Cognitive Support in Older Adults
- 3.4 Evaluate Wearable Health Monitoring Devices for Elderly Users
- 3.5 Design User-Centric Products for Enhanced Usability in Ageing
- 3.6 Propose Future Innovations for Ageing Population Needs

• 4 Regulatory Standards and Compliance for Ageing Products — 6 classes

- 4.1 Explore the Importance of ISO 20282 in Product Design
- 4.2 Identify Key Regulatory Standards Impacting Ageing Products
- 4.3 Analyze Compliance Requirements for Everyday Products
- 4.4 Discuss Challenges in Meeting ISO 20282 Standards
- 4.5 Develop Strategies for Ensuring Regulatory Compliance
- 4.6 Evaluate Case Studies of Successful Ageing Product Solutions

• 5 Future Trends in Ageing Product Solutions — 6 classes

- 5.1 Identify Key Trends Influencing Ageing Product Solutions
- 5.2 Analyze User Needs of the Ageing Population in Product Design
- 5.3 Explore Technological Innovations Enhancing Product Usability
- 5.4 Evaluate Case Studies of Successful Ageing Product Solutions
- 5.5 Design a Prototype for an Ageing-Friendly Product
- 5.6 Present and Receive Feedback on Ageing Product Innovations

3 Policy Development for Inclusive Design

5 chapters · 30 classes **45 marks**

• 1 Understanding Inclusive Design Principles for Ageing Populations — 6 classes

- 1.1 Define Inclusive Design and Its Importance for Ageing Populations
- 1.2 Identify Key Challenges Faced by Ageing Users in Product Interaction
- 1.3 Explore Universal Design Principles and Their Applicability to Ageing Users
- 1.4 Analyze Case Studies of Inclusive Design in Everyday Products
- 1.5 Evaluate Tools and Methods for Assessing Product Accessibility for Ageing Users
- 1.6 Develop Practical Strategies to Implement Inclusive Design in Product Development

• 2 Identifying Barriers and Challenges in Product Usability for Older Adults — 6 classes

- 2.1 Identify Common Usability Barriers for Older Adults
- 2.2 Analyze Specific Product Challenges Faced by Seniors
- 2.3 Explore Psychological and Physical Factors Affecting Usability
- 2.4 Evaluate Case Studies of Usability Failures in Everyday Products
- 2.5 Develop Strategies to Overcome Identified Usability Barriers
- 2.6 Implement Inclusive Design Principles in Product Development

• 3 Evaluating Current Policies and Standards for Ageing Populations — 6 classes

- 3.1 Identify Key Policies Impacting Ageing Populations
- 3.2 Analyze Current Standards Under ISO 20282
- 3.3 Assess the Effectiveness of Existing Inclusive Design Policies
- 3.4 Compare Global Policies on Ageing and Inclusivity
- 3.5 Engage Stakeholders in Policy Evaluation for Ageing Populations
- 3.6 Propose Improvements to Current Policies for Enhanced Ease of Operation

• 4 Developing Strategic Frameworks for Inclusive Design Policy — 6 classes

- 4.1 Assess Current Policies for Inclusive Design
- 4.2 Identify Key Stakeholders in Policy Development
- 4.3 Define Objectives for an Inclusive Design Framework
- 4.4 Analyze Barriers to Implementation of Inclusive Policies
- 4.5 Develop Action Plans for Effective Policy Adoption
- 4.6 Evaluate the Impact of Inclusive Design Policies

• 5 Collaborative Approaches and Stakeholder Engagement in Policy Development — 6 classes

- 5.1 Identify Key Stakeholders in Inclusive Design Policy Development
- 5.2 Analyze Collaborative Approaches for Effective Stakeholder Engagement
- 5.3 Develop Communication Strategies for Diverse Stakeholder Groups
- 5.4 Facilitate Collaborative Workshops for Policy Ideation
- 5.5 Evaluate the Impact of Stakeholder Feedback on Policy Outcomes
- 5.6 Create an Action Plan for Sustained Stakeholder Involvement

4 Strategic Management in Product Development

5 chapters · 30 classes **85 marks**

• 1 Understanding ISO 20282 and Its Relevance to Product Development — 6 classes

- › 1.1 Explore ISO 20282: Foundations of Product Development Standards
- › 1.2 Recognize the Importance of User-Centric Design for the Ageing Population
- › 1.3 Analyze Key Components of ISO 20282 Relevant to Product Design
- › 1.4 Assess Current Products' Compliance with ISO 20282 Guidelines
- › 1.5 Develop Strategies for Integrating ISO 20282 in Product Development Processes
- › 1.6 Implement Real-World Applications of ISO 20282 in Case Studies

• 2 Identifying User Needs and Preferences of the Ageing Population — 6 classes

- › 2.1 Analyze Demographic Trends of the Ageing Population
- › 2.2 Conduct Surveys to Gather User Preferences
- › 2.3 Identify Common Barriers in Product Usage for Older Adults
- › 2.4 Evaluate Impacts of Physical Limitations on Product Interaction
- › 2.5 Develop User Persona Profiles for the Ageing Demographic
- › 2.6 Prototype Solutions Based on User Insights and Feedback

• 3 Integrating Human-Centric Design Principles in Product Development — 6 classes

- › 3.1 Define Human-Centric Design Principles for Everyday Products
- › 3.2 Identify Needs and Challenges of the Ageing Population
- › 3.3 Explore Case Studies of Successful Human-Centric Product Designs
- › 3.4 Analyze User Feedback to Improve Product Functionality and Usability
- › 3.5 Develop Prototyping Techniques for Human-Centric Products
- › 3.6 Implement Strategies for Integrating Design Principles in Product Development

• 4 Strategic Planning for Market Viability and Compliance — 6 classes

- › 4.1 Analyze Market Needs for Ageing Population Products
- › 4.2 Evaluate Compliance Standards for Product Development
- › 4.3 Identify Strategic Objectives for Product Viability
- › 4.4 Develop a Strategic Plan for Market Entry
- › 4.5 Integrate User Feedback into Product Design
- › 4.6 Assess the Impact of Strategic Decisions on Market Compliance

• 5 Evaluating Product Effectiveness and Continuous Improvement — 6 classes

- › 5.1 Analyze User Feedback for Product Improvement
- › 5.2 Identify Key Performance Indicators for Effectiveness
- › 5.3 Conduct Comparative Evaluations with Competitor Products
- › 5.4 Implement Continuous Improvement Strategies in Development
- › 5.5 Measure the Impact of Changes on User Experience
- › 5.6 Develop a Sustainability Plan for Long-Term Product Effectiveness

5 Understanding Ageing and Product Usability

5 chapters · 30 classes **85 marks**

- **1 Fundamentals of Ageing: Understanding the Demographic Shift** — 6 classes
  - 1.1 Analyze the Demographic Shift: Understanding the Ageing Population Trends
  - 1.2 Explore the Physical Changes Associated with Ageing and Their Impact on Usability
  - 1.3 Evaluate Cognitive Changes Over Time: Implications for Product Design
  - 1.4 Identify the Unique Needs of Older Adults in Everyday Product Use
  - 1.5 Discuss the Role of Technology in Enhancing Usability for Ageing Consumers
  - 1.6 Apply Usability Principles: Designing Everyday Products for the Ageing Population
- **2 Physical and Cognitive Changes in Ageing: Their Impact on Usability** — 6 classes
  - 2.1 Identify Physical Changes in Ageing and Their Effects on User Interaction
  - 2.2 Explore Cognitive Changes in Ageing and Their Influence on Decision-Making
  - 2.3 Analyze Case Studies of Usability Challenges Faced by Older Adults
  - 2.4 Evaluate Design Principles for Enhancing Usability for the Ageing Population
  - 2.5 Apply Usability Testing Techniques Focused on Older Users
  - 2.6 Develop Recommendations for Improving Everyday Product Usability for Seniors
- **3 User-Centered Design Principles for the Ageing Population** — 6 classes
  - 3.1 Identify Key User-Centered Design Principles for Ageing Adults
  - 3.2 Evaluate Common Usability Challenges Faced by the Ageing Population
  - 3.3 Analyze Case Studies of Successful Age-Friendly Product Designs
  - 3.4 Apply User Feedback Methods to Improve Product Usability for Seniors
  - 3.5 Design a Prototype Incorporating Age-Friendly Usability Features
  - 3.6 Assess Your Product Prototype Against ISO 20282 Standards for Accessibility
- **4 Evaluating Product Usability: Tools and Techniques** — 6 classes
  - 4.1 Identify Key Usability Criteria for Ageing Population Products
  - 4.2 Explore Quantitative Measurement Tools for Product Usability
  - 4.3 Apply Qualitative Assessment Techniques in Usability Evaluations
  - 4.4 Conduct Heuristic Evaluations with a Focus on Accessibility
  - 4.5 Utilize User Testing to Gather Feedback from Older Adults
  - 4.6 Analyze Data from Usability Studies to Inform Product Design
- **5 Implementing ISO 20282 Standards: Best Practices for Designers** — 6 classes
  - 5.1 Analyze User Needs of the Ageing Population
  - 5.2 Explore Key Principles of ISO 20282 Standards
  - 5.3 Evaluate Product Design for Accessibility and Usability
  - 5.4 Apply Best Practices in User Interface Design
  - 5.5 Develop Prototypes Incorporating ISO 20282 Guidelines
  - 5.6 Assess and Revise Designs Based on User Feedback

6 Usability Testing Methodologies

5 chapters · 30 classes **65 marks**

- **1 Foundations of Usability Testing for Ageing Populations** — 6 classes
  - 1.1 Understand Key Usability Concepts for Ageing Users
  - 1.2 Identify Unique Challenges Faced by Ageing Populations
  - 1.3 Explore Principles of Inclusive Design for Usability
  - 1.4 Evaluate Existing Usability Testing Methods for Older Adults
  - 1.5 Develop Effective Usability Test Plans Tailored for Ageing Users
  - 1.6 Analyze Usability Test Results to Improve Product Design
- **2 Designing Effective Usability Tests** — 6 classes
  - 2.1 Define Usability Testing Goals for the Ageing Population
  - 2.2 Identify Key User Demographics and Needs in Usability Studies
  - 2.3 Select Appropriate Usability Testing Methods and Techniques
  - 2.4 Develop Effective Tasks and Scenarios for Testing
  - 2.5 Implement Usability Tests with Ageing Participants
  - 2.6 Analyze and Report Usability Test Findings for Improved Design
- **3 Recruitment and Engagement of Older Participants** — 6 classes
  - 3.1 Identify Key Characteristics of Older Participants
  - 3.2 Develop Effective Recruitment Strategies for Older Adults
  - 3.3 Create Inclusive Engagement Techniques for Participants
  - 3.4 Employ Ethical Considerations in Participant Recruitment
  - 3.5 Analyze Barriers to Participation for Older Users
  - 3.6 Evaluate Feedback and Adapt Recruitment Approaches
- **4 Data Collection Techniques in Usability Testing** — 6 classes
  - 4.1 Identify Key Data Collection Techniques for Usability Testing
  - 4.2 Analyze Qualitative vs. Quantitative Data in Usability Studies
  - 4.3 Design Effective Surveys to Gather User Feedback
  - 4.4 Implement Observational Techniques for Usability Testing
  - 4.5 Utilize Usability Metrics to Assess Product Performance
  - 4.6 Evaluate Data Collection Tools for Usability Testing
- **5 Analyzing Usability Test Results for Design Improvements** — 6 classes
  - 5.1 Identify Key Usability Metrics for Analysis
  - 5.2 Collect and Organize User Feedback Effectively
  - 5.3 Interpret Usability Test Data for Insightful Findings
  - 5.4 Prioritize Issues Based on User Needs and Impact
  - 5.5 Develop Design Improvement Recommendations from Analysis
  - 5.6 Present Usability Findings to Stakeholders Persuasively

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