

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 21001 — Educational Organisations Management Systems

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-EDU-21001 • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-EDU-21001
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Change Management in Education

5 chapters · 36 classes 65 marks

• 1 Understanding Change Management Theories in Education — 6 classes

› 1.1 Explore the Foundations of Change Management Theories in Education

› 1.2 Analyze Key Change Management Models Relevant to Educational Settings

› 1.3 Identify the Role of Stakeholders in Educational Change Processes

› 1.4 Examine the Impact of Change on Educational Culture and Environment

› 1.5 Apply Change Management Theories to Real-World Educational Scenarios

› 1.6 Evaluate the Success of Change Initiatives in Educational Institutions

• 2 Assessing the Need for Change in Educational Settings — 6 classes

› 2.1 Identify Key Indicators for Change in Educational Settings

› 2.2 Analyze Stakeholder Perspectives on Change

› 2.3 Evaluate Current Practices and Identify Gaps

› 2.4 Conduct a SWOT Analysis for Proposed Changes

› 2.5 Develop a Change Necessity Report for Educational Leaders

› 2.6 Prioritize Change Initiatives Based on Assessment Findings

• 3 Strategies for Implementing Change in Educational Organizations — 6 classes

› 3.1 Analyze Current Change Dynamics in Educational Organizations

› 3.2 Identify Key Stakeholders and Their Roles in Change Initiatives

› 3.3 Develop a Comprehensive Change Management Plan for Education

› 3.4 Implement Effective Communication Strategies for Change

› 3.5 Evaluate the Impact of Change Initiatives on Educational Outcomes

› 3.6 Foster a Culture of Continuous Improvement Post-Change

• 4 Managing Resistance to Change in Education — 6 classes

› 4.1 Identify Sources of Resistance to Change in Educational Settings

› 4.2 Analyze the Impact of Change on Stakeholders in Education

› 4.3 Develop Strategies to Address Resistance in Educational Change

› 4.4 Communicate Change Effectively to Reduce Resistance

› 4.5 Engage Stakeholders in the Change Process to Foster Support

› 4.6 Evaluate the Success of Change Management Strategies in Education

• 5 Evaluating the Impact of Change on Educational Outcomes — 12 classes

› 5.1 Analyze the Definition of Educational Outcomes

› 5.1 Analyze the Historical Context of Change in Education

› 5.2 Identify Key Drivers of Change in Education

› 5.2 Identify Key Indicators of Educational Outcomes

› 5.3 Assess the Impact of Change on Student Learning

› 5.3 Assess Stakeholder Perspectives on Recent Changes

› 5.4 Evaluate Stakeholder Perspectives on Change Implementation

› 5.4 Explore Methods for Measuring Impact on Student Performance

› 5.5 Measure the Success of Change Initiatives in Educational Settings

› 5.5 Develop Action Plans for Addressing Negative Outcomes

› 5.6 Develop an Action Plan for Continuous Improvement Post-Change

› 5.6 Construct a Framework for Continuous Evaluation and Improvement

• 1 Understanding Educational Service Evaluation — 6 classes

- › 1.1 Define Key Concepts in Educational Service Evaluation
- › 1.2 Identify Stakeholders in the Evaluation Process
- › 1.3 Analyze Different Evaluation Models for Educational Services
- › 1.4 Develop Evaluation Criteria for Assessing Educational Services
- › 1.5 Construct an Evaluation Framework for Educational Programs
- › 1.6 Implement Continuous Improvement Strategies Based on Evaluation Findings

• 2 Frameworks and Standards for Evaluation — 12 classes

- › 2.1 Identify Key Frameworks for Evaluating Educational Services
- › 2.1 Identify Key Frameworks for Educational Evaluation
- › 2.2 Analyze ISO 21001 Standards for Educational Management
- › 2.2 Analyze the Role of Standards in Educational Quality
- › 2.3 Explore Evaluation Criteria and Metrics in Education
- › 2.3 Compare ISO 21001 with Other Educational Evaluation Frameworks
- › 2.4 Implement a Framework for Continuous Improvement in Evaluation
- › 2.4 Apply Evaluation Criteria to Assess Educational Services
- › 2.5 Compare Various International Evaluation Standards
- › 2.5 Develop an Evaluation Plan Using Recognized Frameworks
- › 2.6 Develop an Evaluation Action Plan for Educational Services
- › 2.6 Reflect on Best Practices in the Evaluation of Educational Outcomes

• 3 Data Collection Methods for Educational Evaluation — 12 classes

- › 3.1 Identify Key Data Collection Methods for Educational Evaluation
- › 3.1 Identify Key Data Collection Methods for Educational Evaluation
- › 3.2 Compare Qualitative vs. Quantitative Data Collection Techniques
- › 3.2 Analyze the Strengths and Limitations of Quantitative Data
- › 3.3 Design Effective Surveys for Educational Evaluation
- › 3.3 Explore Qualitative Data Collection Techniques in Education
- › 3.4 Implement Focus Groups to Gather Educational Insights
- › 3.4 Design Effective Surveys and Questionnaires for Feedback
- › 3.5 Analyze Collected Data to Assess Educational Services
- › 3.5 Conduct Interviews and Focus Groups for In-Depth Insights
- › 3.6 Present Evaluation Findings to Stakeholders in Education
- › 3.6 Synthesize Data Collection Findings to Inform Educational Practices

• 4 Analyzing Evaluation Results — 12 classes

- › 4.1 Identify Key Metrics for Educational Service Evaluation
- › 4.1 Identify Key Evaluation Metrics in Educational Services
- › 4.2 Collect and Organize Evaluation Data Effectively
- › 4.2 Analyze Data Collection Methods for Evaluation Results
- › 4.3 Analyze Quantitative Results from Educational Evaluations
- › 4.3 Interpret Results from Educational Evaluations
- › 4.4 Interpret Qualitative Feedback in Service Evaluations
- › 4.4 Compare Results with Established Benchmarks and Standards
- › 4.5 Compare Results Against Benchmark Standards
- › 4.5 Develop Recommendations Based on Evaluation Outcomes
- › 4.6 Develop Action Plans Based on Evaluation Findings
- › 4.6 Present Findings and Engage Stakeholders in Improvement Plans

• 5 Implementing Change Based on Evaluation Findings — 12 classes

- › 5.1 Identify Key Evaluation Metrics for Educational Services
- › 5.1 Analyze Evaluation Findings to Identify Areas for Improvement
- › 5.2 Analyze Evaluation Findings to Determine Areas for Improvement
- › 5.2 Develop Action Plans Based on Evaluation Insights
- › 5.3 Develop Action Plans Based on Evaluation Insights
- › 5.3 Engage Stakeholders in the Change Process
- › 5.4 Engage Stakeholders in the Change Implementation Process
- › 5.4 Implement Change Strategies in Educational Services
- › 5.5 Monitor and Assess the Impact of Changes on Educational Services
- › 5.5 Monitor and Assess the Impact of Changes Made
- › 5.6 Reflect and Adapt: Continuous Improvement through Ongoing Evaluation
- › 5.6 Reflect on the Change Process and Plan for Future Evaluations

• 1 Understanding ISO 21001: Context and Framework — 6 classes

- › 1.1 Define the ISO 21001 Standard and Its Importance in Education
- › 1.2 Identify the Key Principles of ISO 21001 Framework
- › 1.3 Explore the Context of Educational Organisations within ISO 21001
- › 1.4 Analyze Stakeholder Needs and Expectations in ISO 21001
- › 1.5 Examine the Relationship between ISO 21001 and Quality Management Systems
- › 1.6 Apply ISO 21001 Principles to Develop a Strategic Leadership Plan

• 2 Key Principles of ISO 21001: Management and Leadership — 6 classes

- › 2.1 Identify the Core Components of ISO 21001
- › 2.2 Explore the Role of Leadership in Educational Management Systems
- › 2.3 Analyze the Importance of Stakeholder Engagement
- › 2.4 Assess the Impact of a Learner-Centric Approach
- › 2.5 Apply Continuous Improvement Strategies in Educational Settings
- › 2.6 Develop an Action Plan for Implementing ISO 21001 Principles

• 3 Stakeholder Engagement and Needs Assessment in Education — 6 classes

- › 3.1 Identify Key Stakeholders in Educational Settings
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 3.4 Conduct a Needs Assessment in Educational Institutions
- › 3.5 Evaluate Feedback Mechanisms for Stakeholder Input
- › 3.6 Implement Continuous Improvement Processes Based on Stakeholder Engagement

• 4 Implementing the ISO 21001 Framework: Processes and Procedures — 6 classes

- › 4.1 Define Key Components of the ISO 21001 Framework
- › 4.2 Identify Stakeholders and Their Roles in Implementation
- › 4.3 Develop Effective Processes for ISO Compliance
- › 4.4 Establish Procedures for Continuous Improvement
- › 4.5 Create a Template for Documentation and Record-Keeping
- › 4.6 Evaluate and Adjust Implementation Strategies for Success

• 5 Monitoring, Evaluation, and Continuous Improvement in ISO 21001 — 6 classes

- › 5.1 Analyze the Role of Monitoring in ISO 21001
- › 5.2 Evaluate Key Performance Indicators (KPIs) for Educational Organizations
- › 5.3 Implement Effective Evaluation Methods within ISO 21001 Framework
- › 5.4 Identify Tools for Data Collection and Analysis
- › 5.5 Develop a Continuous Improvement Plan Based on Monitoring Insights
- › 5.6 Create a Feedback Mechanism for Stakeholder Engagement and Improvement

• 1 Understanding ISO 21001 and its Principles — 6 classes

- › 1.1 Explore the Fundamentals of ISO 21001
- › 1.2 Identify the Key Principles of Management Systems
- › 1.3 Analyze the Benefits of Implementing ISO 21001
- › 1.4 Examine the Role of Leadership in Educational Organisations
- › 1.5 Assess the Requirements for Compliance with ISO 21001
- › 1.6 Develop an Implementation Plan for ISO 21001

• 1 Understanding ISO 21001 and Its Importance in Education Management — 6 classes

- › 1.1 Explore the Fundamentals of ISO 21001
- › 1.2 Analyze the Key Principles of Educational Management Systems
- › 1.3 Discuss the Benefits of Implementing ISO 21001 in Education
- › 1.4 Identify Stakeholders and Their Roles in ISO 21001
- › 1.5 Develop a Step-by-Step Approach to ISO 21001 Implementation
- › 1.6 Evaluate Real-World Case Studies of ISO 21001 Success

• 2 Establishing a Management System Framework — 6 classes

- › 2.1 Define the Essential Components of a Management System Framework
- › 2.2 Identify Stakeholder Needs for Effective Management System Design
- › 2.3 Develop a Clear Vision and Mission Statement for the Management System
- › 2.4 Establish Key Policies and Objectives for Continuous Improvement
- › 2.5 Create a Structured Process for Implementing the Management System
- › 2.6 Evaluate and Revise the Management System Framework for Optimal Performance

• 2 Key Components of an Educational Management System — 6 classes

- › 2.1 Identify Key Components of an Educational Management System
- › 2.2 Analyze the Role of Leadership in Management Systems
- › 2.3 Evaluate Stakeholder Engagement Strategies
- › 2.4 Develop Policies and Procedures for Effective Implementation
- › 2.5 Monitor and Measure System Performance Metrics
- › 2.6 Implement Continuous Improvement Practices in Education Management

• 3 Risk Assessment and Opportunities in Educational Settings — 6 classes

- › 3.1 Identify and Define Risks in Educational Settings
- › 3.2 Analyze the Impact of Identified Risks on Learning Outcomes
- › 3.3 Evaluate Opportunities for Improvement in Risk Management
- › 3.4 Develop a Risk Assessment Plan Tailored to Educational Needs
- › 3.5 Implement Risk Mitigation Strategies in Classroom Environments
- › 3.6 Monitor and Review the Effectiveness of Risk Management Practices

• 3 Establishing Leadership Roles in ISO 21001 Implementation — 6 classes

- › 3.1 Identify Key Leadership Roles in ISO 21001 Implementation
- › 3.2 Define Responsibilities and Expectations for Leadership Teams
- › 3.3 Develop Leadership Skills Relevant to Educational Management
- › 3.4 Establish Communication Strategies for Leadership Engagement
- › 3.5 Create a Leadership Accountability Framework
- › 3.6 Evaluate Leadership Effectiveness in ISO 21001 Practices

• 4 Stakeholder Engagement and Communication Strategies — 6 classes

- › 4.1 Identify Key Stakeholders for ISO 21001 Implementation
- › 4.2 Analyze Stakeholder Needs and Expectations
- › 4.3 Develop Communication Strategies for Effective Engagement
- › 4.4 Create Stakeholder Engagement Action Plans
- › 4.5 Implement Feedback Mechanisms for Continuous Improvement
- › 4.6 Evaluate the Impact of Stakeholder Engagement on Management System Success

• 4 Strategic Planning for Effective Management System Implementation — 6 classes

- › 4.1 Define Strategic Objectives for Management System Success
- › 4.2 Analyse Stakeholder Needs and Expectations
- › 4.3 Develop Key Performance Indicators for Monitoring Progress
- › 4.4 Align Resources and Capabilities with Strategic Goals
- › 4.5 Create an Action Plan for Implementation of Strategies
- › 4.6 Review and Adapt Strategic Plans Based on Feedback

• 5 Monitoring, Evaluation, and Continuous Improvement — 6 classes

- › 5.1 Identify Key Performance Indicators for Educational Management Systems
- › 5.2 Develop a Monitoring Plan to Assess System Effectiveness
- › 5.3 Conduct Data Collection Techniques for Evaluation Purposes
- › 5.4 Analyze Monitoring Data to Inform Improvement Strategies
- › 5.5 Formulate Action Plans Based on Evaluation Findings
- › 5.6 Implement Continuous Improvement Processes in Educational Settings

• 5 Monitoring, Evaluation, and Continuous Improvement in Education Management Systems — 6 classes

- › 5.1 Define Key Indicators for Educational Success
- › 5.2 Explore Methods for Collecting Data on Educational Outcomes
- › 5.3 Analyze Data to Assess Educational Performance
- › 5.4 Implement Feedback Mechanisms for Stakeholder Engagement
- › 5.5 Develop Strategies for Continuous Improvement in Education
- › 5.6 Create an Action Plan for Monitoring and Evaluation

• 1 Understanding Performance Metrics in Educational Organizations — 6 classes

- › 1.1 Define Key Performance Metrics in Education
- › 1.2 Explore the Importance of Performance Metrics
- › 1.3 Identify Sources of Data for Performance Metrics
- › 1.4 Analyze Common Educational Performance Metrics
- › 1.5 Evaluate Performance Metrics Impact on Decision-Making
- › 1.6 Develop a Framework for Continuous Improvement Using Metrics

• 2 Data Collection Techniques for Performance Analysis — 6 classes

- › 2.1 Identify Various Data Collection Techniques for Performance Analysis
- › 2.2 Evaluate the Effectiveness of Qualitative vs Quantitative Data
- › 2.3 Design a Data Collection Plan Tailored to Educational Organisations
- › 2.4 Implement Digital Tools for Efficient Data Gathering
- › 2.5 Analyze Collected Data to Identify Key Performance Indicators
- › 2.6 Present Findings and Recommendations for Performance Improvement

• 3 Analyzing Performance Data: Quantitative and Qualitative Approaches — 6 classes

- › 3.1 Define Quantitative and Qualitative Performance Data
- › 3.2 Identify Key Metrics for Quantitative Analysis
- › 3.3 Explore Tools for Collecting Performance Data
- › 3.4 Analyze Quantitative Performance Data Using Statistical Methods
- › 3.5 Evaluate Qualitative Performance Data Through Case Studies
- › 3.6 Integrate Quantitative and Qualitative Findings for Comprehensive Insights

• 4 Interpreting Results and Identifying Areas for Improvement — 6 classes

- › 4.1 Analyze Performance Metrics to Identify Trends
- › 4.2 Evaluate Key Performance Indicators in Educational Settings
- › 4.3 Interpret Assessment Results for Holistic Understanding
- › 4.4 Identify Strengths and Weaknesses in Organizational Performance
- › 4.5 Develop Action Plans Based on Performance Insights
- › 4.6 Review and Revise Strategies for Continuous Improvement

• 5 Implementing Performance Improvement Strategies — 6 classes

- › 5.1 Analyze Current Performance Metrics in Educational Settings
- › 5.2 Identify Key Areas for Improvement Based on Data Analysis
- › 5.3 Develop Targeted Performance Improvement Strategies
- › 5.4 Implementing Strategies: Best Practices and Tools
- › 5.5 Monitor and Evaluate the Effectiveness of Improvement Strategies
- › 5.6 Foster a Culture of Continuous Improvement in Educational Organizations

• 1 Understanding Strategic Management Principles in Education — 6 classes

- › 1.1 Define Strategic Management in Educational Contexts
- › 1.2 Identify Key Principles of Strategic Management
- › 1.3 Analyze the Role of Leadership in Strategic Management
- › 1.4 Evaluate Strategic Planning Processes in Education
- › 1.5 Develop Strategic Goals for Educational Organizations
- › 1.6 Implement and Monitor Strategic Initiatives in Education

• 2 Analyzing Internal and External Educational Environments — 6 classes

- › 2.1 Identify Key Internal Factors Affecting Educational Organizations
- › 2.2 Conduct a SWOT Analysis of Your Educational Institution
- › 2.3 Assess the Impact of External Policies on Educational Management
- › 2.4 Evaluate Stakeholder Perspectives in the Educational Environment
- › 2.5 Analyze Market Trends Affecting Student Enrollment Strategies
- › 2.6 Develop Action Plans Based on Environmental Analysis Results

• 3 Setting Strategic Goals and Objectives for Educational Institutions — 6 classes

- › 3.1 Analyze the Importance of Strategic Goals in Education
- › 3.2 Identify Key Components of Effective Strategic Objectives
- › 3.3 Evaluate Stakeholder Input for Strategic Goal Setting
- › 3.4 Develop SMART Objectives for Educational Institutions
- › 3.5 Create a Strategic Goal Framework for Your Institution
- › 3.6 Implement and Monitor Strategic Goals in Educational Settings

• 4 Implementing and Aligning Educational Strategies with ISO 21001 Standards — 6 classes

- › 4.1 Analyze the Key Principles of ISO 21001 for Educational Strategies
- › 4.2 Evaluate Current Educational Practices Against ISO Standards
- › 4.3 Develop Strategic Objectives Aligned with ISO 21001
- › 4.4 Design an Action Plan for Implementing Educational Strategies
- › 4.5 Integrate Stakeholder Feedback into Strategic Plan Development
- › 4.6 Measure and Review the Impact of Strategies on Educational Outcomes

• 5 Evaluating and Sustaining Strategic Initiatives in Education — 6 classes

- › 5.1 Assessing the Current Strategic Landscape in Education
- › 5.2 Identifying Key Performance Indicators for Strategic Initiatives
- › 5.3 Analyzing Stakeholder Feedback to Enhance Strategic Outcomes
- › 5.4 Developing a Framework for Continuous Improvement in Education
- › 5.5 Creating Action Plans to Sustain Strategic Initiatives
- › 5.6 Evaluating the Impact of Strategic Management Practices