

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001EDU — Quality Management for Educational Institutions

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-EDU-9001EDU • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-EDU-9001EDU
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 ISO 9001 Standards Application 5 chapters · 30 classes 105 marks	
• 1 Understanding ISO 9001 Standards in Education — 6 classes › 1.1 Define ISO 9001 Standards and Their Importance in Education › 1.2 Identify Key Principles of Quality Management in Educational Settings › 1.3 Explore the Structure of ISO 9001:2015 and Its Relevance to Education › 1.4 Analyze the Role of Leadership in Implementing ISO 9001 Standards › 1.5 Evaluate the Impact of ISO 9001 on Continuous Improvement in Educational Institutions › 1.6 Develop a Plan for Implementing ISO 9001 Standards in Your Institution • 2 Quality Management System Framework and Structure — 6 classes › 2.1 Define the Quality Management System Framework › 2.2 Identify Key Components of ISO 9001 Standards › 2.3 Explain the Structure of Quality Management Systems › 2.4 Discuss the Importance of Leadership in Quality Management › 2.5 Analyze the Role of Continuous Improvement in ISO 9001 › 2.6 Develop an Action Plan for Implementing a Quality Management System • 3 Implementing ISO 9001: Strategies for Educational Institutions — 6 classes › 3.1 Define ISO 9001: Understanding Quality Management Concepts › 3.2 Identify Key Components of ISO 9001 for Educational Institutions › 3.3 Develop a Quality Policy: Aligning with ISO 9001 Standards › 3.4 Establish Objectives: Setting Measurable Goals for Quality Improvement › 3.5 Implement Continuous Improvement Strategies: Applying the PDCA Cycle › 3.6 Create an Audit Plan: Ensuring Compliance and Assessment of ISO Standards	• 4 Monitoring and Evaluating Quality Performance — 6 classes › 4.1 Identify Key Performance Indicators for Quality Monitoring › 4.2 Develop a Quality Evaluation Framework for Educational Institutions › 4.3 Analyze Data Collection Methods for Quality Performance Assessment › 4.4 Conduct a Quality Performance Review using ISO 9001 Standards › 4.5 Implement Continuous Improvement Strategies based on Evaluation Results › 4.6 Communicate Quality Performance Outcomes to Stakeholders Effectively • 5 Continuous Improvement and Quality Management Culture — 6 classes › 5.1 Explore the Principles of Continuous Improvement › 5.2 Identify Key Components of Quality Management Culture › 5.3 Assess Current Practices for Continuous Improvement › 5.4 Develop Strategies for Fostering a Quality Management Mindset › 5.5 Implement Tools for Measuring Continuous Improvement › 5.6 Evaluate the Impact of Continuous Improvement Initiatives

• 1 Understanding Quality Management Principles in Education — 6 classes

- › 1.1 Identify Key Quality Management Principles in Education
- › 1.2 Analyze the Role of Leadership in Quality Management
- › 1.3 Evaluate Stakeholder Engagement Strategies for Quality Improvement
- › 1.4 Develop a Framework for Continuous Quality Improvement
- › 1.5 Implement Quality Measurement Tools in Educational Settings
- › 1.6 Create an Action Plan for Enhancing Quality Management Practices

• 2 Key Components of ISO 9001 in Educational Settings — 6 classes

- › 2.1 Identify Key Quality Management Principles in Education
- › 2.2 Analyze the Structure of ISO 9001 Standards
- › 2.3 Evaluate the Role of Leadership in Quality Management
- › 2.4 Develop a Quality Policy Tailored for Educational Institutions
- › 2.5 Create a Framework for Continuous Improvement in Schools
- › 2.6 Implement Feedback Mechanisms to Enhance Quality Assurance

• 3 Stakeholder Engagement and Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Quality Management
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Select Appropriate Channels for Stakeholder Communication
- › 3.5 Implement Feedback Mechanisms for Continuous Improvement
- › 3.6 Evaluate the Effectiveness of Stakeholder Engagement Strategies

• 4 Implementing Continuous Improvement in Educational Practices — 6 classes

- › 4.1 Define Continuous Improvement in Educational Settings
- › 4.2 Identify Key Processes for Improvement in Education
- › 4.3 Analyze Current Educational Practices for Enhancement Opportunities
- › 4.4 Develop Action Plans for Implementing Improvement Strategies
- › 4.5 Measure the Impact of Continuous Improvement Initiatives
- › 4.6 Foster a Culture of Continuous Improvement among Staff and Students

• 5 Measuring Success: Key Performance Indicators in Education Quality Management — 6 classes

- › 5.1 Define Key Performance Indicators in Education Quality Management
- › 5.2 Identify Relevant KPIs for Different Educational Contexts
- › 5.3 Analyze Data Trends Using Key Performance Indicators
- › 5.4 Evaluate the Effectiveness of KPIs in Measuring Success
- › 5.5 Create a KPI Dashboard for Educational Institutions
- › 5.6 Apply KPIs to Drive Continuous Improvement in Education

• 1 Understanding Stakeholders in Education: Identifying Key Players — 6 classes

- › 1.1 Define Key Stakeholders in Education
- › 1.2 Identify Roles and Responsibilities of Stakeholders
- › 1.3 Explore the Impact of Stakeholder Engagement on Education Quality
- › 1.4 Analyze Stakeholder Needs and Expectations
- › 1.5 Map Stakeholder Relationships and Influence
- › 1.6 Develop Strategies for Effective Stakeholder Communication

• 1 Understanding Stakeholder Identification in Education — 6 classes

- › 1.1 Define Educational Stakeholders and Their Roles
- › 1.2 Analyze the Importance of Stakeholder Engagement in Education
- › 1.3 Identify Key Stakeholders in Your Educational Institution
- › 1.4 Assess Stakeholder Needs and Expectations
- › 1.5 Develop a Stakeholder Mapping Strategy
- › 1.6 Create an Action Plan for Engaging Stakeholders Effectively

• 2 Effective Communication Strategies for Engaging Stakeholders — 6 classes

- › 2.1 Identify Key Stakeholders and Their Communication Needs
- › 2.2 Develop Clear Messaging for Stakeholder Engagement
- › 2.3 Utilize Active Listening Techniques in Stakeholder Interactions
- › 2.4 Implement Effective Feedback Mechanisms with Stakeholders
- › 2.5 Leverage Technology to Enhance Stakeholder Communication
- › 2.6 Evaluate and Adapt Communication Strategies Based on Stakeholder Response

• 2 Analyzing Stakeholder Needs and Expectations — 6 classes

- › 2.1 Identify Key Stakeholders in Educational Settings
- › 2.2 Map Stakeholder Influence and Interest
- › 2.3 Conduct Surveys to Gather Stakeholder Feedback
- › 2.4 Analyze Common Needs of Stakeholder Groups
- › 2.5 Evaluate Stakeholder Expectations Using Case Studies
- › 2.6 Develop an Action Plan for Stakeholder Engagement

• 3 Assessing Stakeholder Needs and Expectations — 6 classes

- › 3.1 Identify Key Stakeholders in Educational Settings
- › 3.2 Analyze Stakeholder Needs Through Surveys and Interviews
- › 3.3 Create Stakeholder Profiles for Effective Engagement
- › 3.4 Evaluate Expectations and Prioritize Stakeholder Interests
- › 3.5 Develop Communication Strategies Tailored to Stakeholder Needs
- › 3.6 Implement Feedback Mechanisms to Address Stakeholder Concerns

• 3 Effective Communication Strategies with Stakeholders — 6 classes

- › 3.1 Identify Key Stakeholders in Educational Settings
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Clear Communication Objectives
- › 3.4 Utilize Effective Communication Channels
- › 3.5 Engage Stakeholders Through Active Listening Techniques
- › 3.6 Evaluate and Adapt Communication Strategies Based on Feedback

• 4 Collaborative Decision-Making: Involving Stakeholders — 6 classes

- › 4.1 Identify Key Stakeholders for Collaborative Decision-Making
- › 4.2 Analyze Stakeholder Interests and Influences
- › 4.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 4.4 Facilitate Collaborative Decision-Making Sessions with Stakeholders
- › 4.5 Evaluate Outcomes of Stakeholder Decisions and Engagement
- › 4.6 Create an Action Plan for Ongoing Stakeholder Collaboration

• 4 Incorporating Stakeholder Feedback into Decision-Making — 6 classes

- › 4.1 Identify Key Stakeholders and Their Roles
- › 4.2 Design Effective Feedback Mechanisms for Stakeholders
- › 4.3 Analyze Collected Stakeholder Feedback for Insights
- › 4.4 Prioritize Stakeholder Feedback in Decision-Making Processes
- › 4.5 Develop Action Plans Based on Stakeholder Input
- › 4.6 Communicate Decisions and Outcomes to Stakeholders

• 5 Evaluating Stakeholder Engagement: Tools and Metrics — 6 classes

- › 5.1 Define Stakeholder Engagement Metrics for Quality Management
- › 5.2 Identify Key Stakeholders and Their Needs in Education
- › 5.3 Analyze Tools for Measuring Stakeholder Engagement Effectiveness
- › 5.4 Implement Qualitative Methods for Stakeholder Feedback Collection
- › 5.5 Use Quantitative Metrics to Assess Stakeholder Participation
- › 5.6 Develop an Action Plan to Improve Stakeholder Engagement

• 5 Building Long-Term Relationships with Stakeholders — 6 classes

- › 5.1 Identify Key Stakeholders and Their Interests
- › 5.2 Analyze the Impact of Stakeholder Relationships on Quality Management
- › 5.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 5.4 Create Collaborative Initiatives with Stakeholders
- › 5.5 Implement Feedback Mechanisms to Strengthen Stakeholder Relationships
- › 5.6 Evaluate and Sustain Long-Term Stakeholder Engagement Practices

• 1 Understanding the Fundamentals of Strategic Improvement Planning — 6 classes

- › 1.1 Define Strategic Improvement Planning Objectives
- › 1.2 Analyze Current Educational Performance Metrics
- › 1.3 Identify Stakeholder Engagement Strategies
- › 1.4 Develop a Framework for Quality Improvement Initiatives
- › 1.5 Create a Timeline for Implementation and Review
- › 1.6 Evaluate the Effectiveness of Strategic Improvement Plans

• 2 Analyzing Current Educational Practices and Assessing Needs — 12 classes

- › 2.1 Identify Key Current Educational Practices
- › 2.1 Identify Key Stakeholders in Educational Practices
- › 2.2 Conduct a SWOT Analysis on Educational Practices
- › 2.2 Collect Data on Current Educational Outcomes
- › 2.3 Gather and Analyze Stakeholder Feedback
- › 2.3 Evaluate Strengths and Weaknesses of Existing Practices
- › 2.4 Assess Alignment with Strategic Objectives
- › 2.4 Conduct Surveys to Assess Needs of Students and Staff
- › 2.5 Prioritize Areas for Improvement
- › 2.5 Analyze Data Trends for Informed Decision Making
- › 2.6 Develop Actionable Plans for Addressing Needs
- › 2.6 Develop a Strategic Needs Assessment Report

• 3 Setting Achievable Goals and Objectives for Improvement — 6 classes

- › 3.1 Define Specific Improvement Goals Using SMART Criteria
- › 3.2 Analyze Current Performance to Identify Key Areas for Improvement
- › 3.3 Involve Stakeholders in Setting Collaborative Objectives
- › 3.4 Develop Measurable Indicators to Track Progress
- › 3.5 Create an Action Plan for Goal Implementation
- › 3.6 Review and Adjust Goals Based on Feedback and Outcomes

• 4 Developing and Implementing Strategic Improvement Plans — 12 classes

- › 4.1 Analyze Current Strategic Frameworks for Improvement
- › 4.1 Identify Key Components of Strategic Improvement Plans
- › 4.2 Identify Key Stakeholders and Their Roles in Planning
- › 4.2 Analyze Stakeholder Needs for Effective Planning
- › 4.3 Set Measurable Goals for Strategic Improvement Initiatives
- › 4.3 Set Measurable Goals and Objectives for Improvement
- › 4.4 Develop Actionable Strategies to Achieve Goals
- › 4.4 Develop Action Plans Based on Data-Driven Insights
- › 4.5 Implement Feedback Mechanisms for Continuous Improvement
- › 4.5 Implement and Monitor Strategic Improvement Initiatives
- › 4.6 Evaluate and Adjust Strategic Plans Based on Outcomes
- › 4.6 Evaluate Outcomes and Make Adjustments for Future Plans

• 5 Monitoring, Evaluating and Sustaining Improvements — 6 classes

- › 5.1 Identify Key Performance Indicators for Monitoring Improvements
- › 5.2 Develop Effective Evaluation Frameworks for Quality Management
- › 5.3 Analyze Data Collection Methods for Sustaining Improvements
- › 5.4 Implement Feedback Mechanisms to Guide Continuous Improvement
- › 5.5 Create Action Plans Based on Evaluation Outcomes
- › 5.6 Foster a Culture of Sustained Improvement within Educational Institutions

• 1 Understanding Systems in Educational Contexts — 6 classes

- › 1.1 Define Key Components of Educational Systems
- › 1.2 Analyze Relationships Within Educational Systems
- › 1.3 Identify Stakeholders in Educational Systems
- › 1.4 Evaluate Effectiveness of Educational Processes
- › 1.5 Assess Impact of External Factors on Educational Systems
- › 1.6 Develop Improvement Strategies for Educational Systems

• 2 Analyzing Educational Processes and Systems — 12 classes

- › 2.1 Identify Key Components of Educational Processes
- › 2.1 Map Educational Processes: Identify Key Components and Stakeholders
- › 2.2 Map Out Educational Systems Using Flowcharts
- › 2.2 Analyze Inputs and Outputs: Assess Educational Resources and Outcomes
- › 2.3 Evaluate Effectiveness of Current Educational Practices
- › 2.3 Evaluate Process Efficiency: Utilize Metrics for Continuous Improvement
- › 2.4 Analyze Stakeholder Feedback for Process Improvement
- › 2.4 Identify Bottlenecks: Diagnose Challenges in Educational Systems
- › 2.5 Develop Performance Metrics for Educational Outcomes
- › 2.5 Implement Solutions: Develop and Propose Action Plans for Improvement
- › 2.6 Propose Enhancements to Optimize Educational Systems
- › 2.6 Review and Reflect: Measure Impact of Changes on Educational Quality

• 3 Evaluation Techniques for Educational Systems — 6 classes

- › 3.1 Identify Key Evaluation Techniques for Educational Systems
- › 3.2 Analyze the Benefits of Formative vs. Summative Evaluation
- › 3.3 Explore Qualitative Methods for Educational Assessment
- › 3.4 Implement Quantitative Evaluation Tools in Educational Settings
- › 3.5 Evaluate the Effectiveness of Peer Review Processes
- › 3.6 Develop an Action Plan for Continuous Improvement Using Evaluation Data

• 4 Implementing Quality Management in Education — 6 classes

- › 4.1 Identify Key Principles of Quality Management in Education
- › 4.2 Analyze the Current Quality Management Practices in Your Institution
- › 4.3 Develop Strategies for Implementing ISO 9001:2015 Standards
- › 4.4 Create a Plan for Continuous Improvement in Educational Quality
- › 4.5 Evaluate the Impact of Quality Management Initiatives on Student Outcomes
- › 4.6 Design a Quality Management Review Process for Your Institution

• 5 Integrating Systems Analysis into Strategic Planning — 6 classes

- › 5.1 Define Systems Analysis in Strategic Planning Context
- › 5.2 Identify Key Components of Systems Analysis
- › 5.3 Explore Benefits of Integrating Systems Analysis into Strategic Planning
- › 5.4 Analyze Case Studies of Successful Systems Integration
- › 5.5 Develop a Framework for Implementing Systems Analysis
- › 5.6 Create an Action Plan for Continuous Evaluation of Systems Integration

• 1 Understanding the Basics of Quality Management in Education —

6 classes

- › 1.1 Define Quality Management in Education
- › 1.2 Explore Key Principles of Quality Management
- › 1.3 Identify Stakeholders in Educational Quality Management
- › 1.4 Assess Current Quality Management Practices
- › 1.5 Develop Strategies for Quality Improvement
- › 1.6 Implement Feedback Mechanisms for Continuous Quality Assurance

• 1 Foundations of Team Dynamics in Quality Management — 6 classes

- › 1.1 Define Key Concepts of Team Dynamics in Quality Management
- › 1.2 Explore the Stages of Team Development in Quality Contexts
- › 1.3 Identify Roles and Responsibilities within Quality Management Teams
- › 1.4 Analyze Communication Strategies for Effective Team Collaboration
- › 1.5 Develop Conflict Resolution Skills for Quality Management Teams
- › 1.6 Apply Team Dynamics Principles to Real-World Quality Management Scenarios

• 2 Key Leadership Roles in Quality Management Systems — 6 classes

- › 2.1 Identify Key Leadership Roles in Quality Management
- › 2.2 Analyze Responsibilities of Quality Management Leaders
- › 2.3 Explore Leadership Styles and Their Impact on Quality Management
- › 2.4 Assess Team Dynamics in Quality Management Systems
- › 2.5 Develop Strategies for Effective Team Leadership in Quality Initiatives
- › 2.6 Implement Leadership Best Practices for Continuous Quality Improvement

• 2 Roles and Responsibilities of Team Leaders in Education — 6 classes

- › 2.1 Define Key Responsibilities of Team Leaders in Quality Management
- › 2.2 Identify Qualities of Effective Team Leaders in Educational Settings
- › 2.3 Explore Communication Strategies for Team Leaders
- › 2.4 Assess Team Dynamics and Leadership Styles
- › 2.5 Develop Action Plans for Team Improvement
- › 2.6 Evaluate Leadership Impact on Educational Quality Outcomes

• 3 Developing Effective Team Dynamics for Quality Improvement —

6 classes

- › 3.1 Identify Key Characteristics of High-Performing Teams
- › 3.2 Analyze Roles and Responsibilities within a Team
- › 3.3 Foster Open Communication to Enhance Team Collaboration
- › 3.4 Develop Conflict Resolution Strategies for Team Cohesion
- › 3.5 Implement Feedback Mechanisms for Continuous Improvement
- › 3.6 Create an Action Plan to Enhance Team Dynamics

• 3 Facilitating Effective Communication within Teams — 6 classes

- › 3.1 Identify Key Components of Effective Team Communication
- › 3.2 Analyze Barriers to Communication within Teams
- › 3.3 Employ Active Listening Techniques to Enhance Understanding
- › 3.4 Develop Strategies for Encouraging Open Feedback
- › 3.5 Practice Non-Verbal Communication Skills for Team Cohesion
- › 3.6 Implement a Communication Plan to Improve Team Collaboration

• 4 Implementing Quality Management Tools and Techniques — 6 classes

- › 4.1 Identify Key Quality Management Tools for Educational Institutions
- › 4.2 Assess the Role of Leadership in Quality Management Implementation
- › 4.3 Develop a Framework for Quality Assurance in Team Leadership
- › 4.4 Create Action Plans Utilizing Quality Management Techniques
- › 4.5 Evaluate the Effectiveness of Quality Management Strategies
- › 4.6 Facilitate Continuous Improvement through Feedback Mechanisms

• 4 Conflict Resolution Techniques for Educational Teams — 6 classes

- › 4.1 Identify Sources of Conflict in Educational Teams
- › 4.2 Analyze Different Conflict Styles and Their Impact
- › 4.3 Employ Active Listening Techniques to Facilitate Understanding
- › 4.4 Practice Mediation Skills in Mock Conflict Scenarios
- › 4.5 Develop Collaborative Solutions through Brainstorming Sessions
- › 4.6 Evaluate the Effectiveness of Conflict Resolution Strategies

• 5 Leading Change and Fostering a Quality Culture — 6 classes

- › 5.1 Identify Key Drivers of Change in Quality Management
- › 5.2 Analyze the Role of Leadership in Cultural Transformation
- › 5.3 Develop Strategies for Engaging Team Members in Change
- › 5.4 Implement Communication Techniques to Foster a Quality Culture
- › 5.5 Evaluate the Impact of Change Initiatives on Team Dynamics
- › 5.6 Design a Plan for Sustaining Quality Improvements in the Culture

• 5 Measuring and Sustaining Team Performance in Quality Management — 6 classes

- › 5.1 Define Key Performance Indicators for Team Success
- › 5.2 Introduce Methods for Collecting Team Performance Data
- › 5.3 Analyze Team Performance Metrics to Identify Improvement Areas
- › 5.4 Develop Action Plans Based on Performance Analysis
- › 5.5 Implement Feedback Mechanisms for Continuous Improvement
- › 5.6 Evaluate and Sustain High Performance in Quality Management Teams