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Learning services — Additional requirements for distance learning

Services de formation — Exigences supplémentaires pour l'apprentissage à distance

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 232, *Education and learning services*.

ISO/TC 232 has developed the following documents:

- ISO 29991:2014, *Language learning services outside formal education — Requirements*
- ISO 29992:2018, *Assessment of outcomes of learning services — Guidance*
- ISO 29993:2017, *Learning services outside formal education — Service requirements*

ISO/TC 232 also has responsibility for the following document:

- ISO 21001:2018, *Educational organizations — Management systems for educational organizations — Requirements with guidance for use* developed by ISO/PC 288

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document is intended to provide specific requirements for distance learning services. The aims of this document are to improve transparency and enhance the credibility of the distance learning services, to protect consumers by preventing prejudicial practices and to improve the quality of distance learning services for all interested parties.

The structure of this document reflects a typical sequence of experiences of learners and sponsors in a prototypical learning service. And this document is a necessary supplement of ISO 29993 *Learning services outside formal education — Service requirements*. The distance learning providers (DLSP) can implement ISO 29994 and ISO 29993 to ensure the consistent delivery of distance learning service.

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Learning services — Additional requirements for distance learning

1 Scope

This International Standard specifies additional requirements for distance learning services.

These include any distance learning services that are addressed to learners themselves as well as to sponsors who are acquiring the services on behalf of the learners. This standard covers additional requirements for distance learning services. These are in addition to what is specified in ISO 29993.

In cases where the distance learning services are provided by an organization that delivers other learning services in addition to distance learning services, this International Standard only applies to distance learning services.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 29992, *Assessment of outcomes of learning services — Guidance*

ISO 29993, *Learning services outside formal education — Service requirements*

ISO 29995, *Learning services — Terminology*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological database for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

distance learning service

The sequence of activities, designed to enable learning, delivered while learners and facilitators are separated by time or space or both

Note 1 to entry: This can include, for example, correspondence courses, online learning, and mobile learning.

3.2

distance learning service provider

DLSP

organization or individual providing *distance learning services* (3.1), including any associates involved in the provision of the distance learning services

**3.3
curriculum**

a course of study prepared by the *distance learning service provider* (3.2) which describes the aims, content, learning outcomes, learning and teaching methods, and assessment processes

[SOURCE: ISO 29995, 3.11, modified]

**3.4
evaluation**

systematic gathering of information in order to make decisions about possible adjustments to the distance learning service

[SOURCE: ISO 29995, 3.15, modified]

**3.5
instructional designer**

person who crafts content for a learning experience, using systematic methodologies and instructional theory

Note 1 to entry: Instructional designers may work alone or lead teams that may include writers, editors, graphic designers, artists, subject matter experts, assessment specialists, and other professionals tasked with the work of content and curriculum development. By the same token, in a small enterprise or institution, a single individual may play the roles of both instructional designer and facilitator.

Note 2 to entry: It includes a scope and sequence, curriculum and syllabus for the distance learning experience.

**3.6
learner**

person engaged in distance learning

[SOURCE: ISO 29995, 3.19, modified]

**3.7
learning**

acquiring knowledge, behaviour, skills, values, preferences or understanding

[SOURCE: ISO 29995, 3.20]

**3.8
learning environment**

physical or virtual environment in support of a learner

[SOURCE: ISO/IEC 2382-36]

**3.9
technical literacy**

ability to use, manage, understand, and assess technology

**3.10
sponsor**

organization or individual that acquires *distance learning services* (3.1) on behalf of learners, provides financial or other support for them, or has a vested interest in the outcome of the learning

Note 1 to entry: Sponsors include corporations, government agencies, persons, etc.

[SOURCE: ISO 29995, 3.32, modified]

**3.11
facilitator**

person who works with learners to assist them with learning

Note 1 to entry: A facilitator is also often referred to as a teacher, a trainer, a coach, a tutor or a mentor.

[SOURCE: ISO 29993:2017, 3.6]

3.12

learner support

assistance provided to help learners with their learning

Note 1 to entry: Note1 to entry: Learner support may be provided by administrators, counsellors, technical support staff, facilitators, and technology. Technology can be artificial intelligence robot, etc.

4 General information provided by the DLSP

4.1 The general information provided by the DLSP shall meet the general requirements as detailed in ISO 29993, section 4.

NOTE The location clause in ISO 29993 4.2 a) may not apply.

4.2 The DLSP shall provide information on learner support and learning environment.

5 Proposal development

5.1 The proposal development shall meet the general requirements as detailed in ISO 29993, sections 5.

5.2 When learning takes place via technology interface, DLSP shall provide the following:

- technical prerequisites to access and fully use,
- technical support policy.

5.3 The DLSP should provide a trial period.

6 Information provided prior to the acquisition of the distance learning service

6.1 The service information provision shall meet the general requirements as detailed in ISO 29993, sections 6.

6.2 The DLSP shall provide a personal data protection policy that conforms to local and international laws.

6.3 The DLSP shall provide information regarding its learner support, including:

- the type of learner support (synchronous, asynchronous, or both),
- how to access learner support (phone numbers, email addresses, and so on),
- when learner support is available (days and hours of availability, and so on),
- a learner-support response policy (estimated response times and so on).

6.4 The DLSP shall specify minimum requirements for the learner's environment where the learning takes place.