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## Rules for an accredited certification scheme

For ISO 21001 and EQAVET  
Implementations



VET21001

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## Introduction

Certification of the Management Systems for Educational Organization (EOMS) of an organization is one means of providing assurance that the organization has implemented a system for the management of its educational services in line with its policy.

Requirements for an EOMS can originate from a number of sources. This Technical Specification has been developed to assist in the certification of EOMS that fulfil the requirements of ISO 21001. The contents of this Technical Specification can also be used to support certification of EOMS that are based on other sets of specified EOMS requirements, such as European Quality Assurance Reference Framework for Vocational Education and Training (EQAVET).

This Technical Specification is intended for use by bodies that carry out audit and certification of EOMS by providing generic requirements for such bodies. Such bodies are referred to as certification bodies. This wording is not intended to be an obstacle to the use of this Technical Specification by bodies with other designations that undertake activities covered by the scope of this Technical Specification. This Technical Specification is intended to be used by anybody involved in the assessment of EOMS. It can also be used to support other types of Educational Organization certifications based on a combination of ISO/IEC 17021, ISO/IEC 17024 and ISO/IEC 17065.

Certification activities involve the audit of an organization's EOMS. The form of attestation of conformity of an organization's EOMS to a specific EOMS standard (e.g. ISO 21001) or other specified requirements (e.g. EQAVET) is normally a certification document or a certificate.

It is for the organization being certified to develop its own management systems (e.g. EOMS in accordance with ISO 21001, EQAVET, other sets of specified EOMS requirements, quality management systems, environmental management systems or occupational health and safety management systems) and, other than where relevant legislative requirements specify to the contrary, it is for the organization to decide how the various components of these will be arranged. The degree of integration between the various management system components will vary from organization to organization. It is, therefore, appropriate for certification bodies that operate in accordance with this Technical Specification, to consider the culture and practices of their clients with respect to the integration of their EOMS in organization.

# Rules for an accredited certification scheme for ISO 21001 and EQAVET Implementations

## 1 Scope

This Technical Specification defines the rules applicable for the audit and certification of a Management Systems for Educational Organization (EOMS) complying with the requirements given in ISO 21001 (or other sets of specified EOMS requirements, such as EQAVET). It also provides the necessary information and confidence to customers about the way certification of their suppliers has been granted.

Certification of EOMS is a third-party conformity assessment activity (as described in ISO/IEC 17000:2004, 5.5), and bodies performing this activity are third-party conformity assessment bodies.

NOTE 1 In this Technical Specification, the terms “product” and “service” are used separately (in contrast with the definition of “product” given in ISO/IEC 17000) and could be referred as “educational product” or “educational service”.

NOTE 2 This Technical Specification can be used as a criteria document for the accreditation or peer assessment of certification bodies which seek to be recognized as being competent to certify that an EOMS complies with ISO 21001 and EQAVET. It is also intended to be used as a criteria document by regulatory authorities and industry consortia which engage in direct recognition of certification bodies to certify that an EOMS complies with ISO 21001 and EQAVET. Some of its requirements could also be useful to other parties involved in the conformity assessment of such certification bodies, and in the conformity assessment of bodies that undertake to certify the compliance of EOMS with criteria additional to, or other than, those in ISO 21001 and EQAVET.

NOTE 3 Certification of an EOMS according to ISO 21001 and EQAVET is a management system certification, not a product certification.

NOTE 4 ISO 21001 is a standalone management system standard, not a sector application of ISO 9001.

Other EOMS users can use the concepts and requirements of this Technical Specification provided that the requirements are adapted as necessary.

## 2 Normative references

The following referenced documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

European Parliament And Council (2009/C 155/01), *Recommendation on the establishment of a European Quality Assurance Reference Framework for Vocational Education and Training (EQAVET)*.

ISO 21001, *Educational organizations — Management systems for educational organizations — Requirements with guidance for use*

ISO/IEC 17000, *Conformity assessment — Vocabulary and general principles*

ISO/IEC 17021-1, *Conformity assessment — Requirements for bodies providing audit and certification of management systems*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000, ISO/IEC 17021, ISO 21001 and the following, apply.

ISO and IEC maintain terminological databases 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

#### **Virtual Site**

Virtual location where a client organization performs work or provides a service using an on-line environment allowing persons, irrespective of their physical locations, to execute processes.

Note 1: A virtual site cannot be considered where the processes must be executed in a physical environment, e.g., physical testing and computing laboratories, libraries, sports facilities, dormitories, or cafeterias.

Note 2: A virtual site (e.g. organization intranet) is considered a single site for the calculation of audit time.

SOURCE: Adapted from IAF MD5:2015

## 4 Principles

The principles of ISO/IEC 17021-1:2015, Clause 4, are the basis for the subsequent specific performance and descriptive requirements in this Technical Specification. This Technical Specification does not give specific requirements for all situations that can occur. These



principles should be applied as guidance for the decisions that may need to be made for unanticipated situations. Principles are not requirements.

# 5 General requirements

## 5.1 General

The requirements of ISO/IEC 17021-1:2015, Clause 5.1, apply.

## 5.2 Management of impartiality

The requirements of ISO/IEC 17021-1:2015, Clause 5.2, apply. Namely, EOMS consultancy shall not be provided by either the certification body or any part of the same legal entity.

Also, the staff and pool of certification bodies auditors cannot provide teaching, lecturing, and/or research services to the organization being certified – or any part of the same legal entity.

## 5.3 Liability and financing

The requirements of ISO/IEC 17021-1:2015, Clause 5.3, apply.

# 6 Structural requirements

The requirements of ISO/IEC 17021-1:2015, Clause 6, apply.

# 7 Resource requirements

## 7.1 Competence of personnel

### 7.1.1 General considerations

The requirements of ISO/IEC 17021-1:2015, 7.1.1, apply.

Additionally, the certification body shall also assure that audit team has specific and appropriate knowledge and skills relevant to the levels of education and/or technical areas of the educational services and products – as well as to any other non-education services and products - included in the scope of certification.

NOTE 1 The levels of formal education are defined by the International Standard Classification of Education (ISCED).

NOTE 2 The technical areas for higher and/or vocational education are defined by the International Standard Classification of Fields of Education and Training (ISCED-F)

### **7.1.2 Determination of competence criteria**

The requirements of ISO/IEC 17021-1:2015, 7.1.2, apply.

Annex B shall be used as base to develop competence criteria for all certification functions for each level and/or technical area of the educational and non-educational services and products. Competence criteria can be generic or specific. The competence criteria in ISO/IEC 17021-1:2015, Annex A, shall be considered to be generic.

NOTE 1 Qualification(s) and experience can be used as part of the criteria; however, competence is not based on these alone, as it is important to ensure that a person can demonstrate the ability to apply the specific knowledge and skills that one would expect a person to have after completing a qualification or having a certain amount of sector experience.

### **7.1.3 Evaluation processes**

The requirements of ISO/IEC 17021-1:2015, 7.1.3, apply.

Evaluation processes shall evaluate, in particular, the individual's knowledge relating to educational services and products, including knowledge of specific information about the pedagogic cycle – e.g. design, delivery, assessment of learning - applicable to the levels and/or technical areas of the educational services and products within which the certification body personnel operate. These shall have been identified for these levels and/or technical areas under the requirements of 7.1.2.

NOTE ISO/IEC 17021-1:2015, 7.1.3, requires the certification body to demonstrate the effectiveness of the evaluation methods used to evaluate personnel against identified competence criteria. ISO/IEC 17021-1:2015, Annex B, contains five examples of methods of evaluation.

### **7.1.4 Other considerations**

The requirements of ISO/IEC 17021-1:2015, 7.1.4, apply.

## **7.2 Personnel involved in the certification activities**

The requirements of ISO/IEC 17021-1:2015, 7.2, apply.

The on site evaluation to monitor audit performance needs to be done in the different identified levels, in order to obtain information about specific competences, including its applicable legal and regulatory requirements.

## **7.3 Use of individual external auditors and external technical advisors**

The requirements of ISO/IEC 17021-1:2015, 7.3, apply.

## **7.4 Personnel records**

The requirements of ISO/IEC 17021-1:2015, 7.4, apply.

## **7.5 Outsourcing**

The requirements of ISO/IEC 17021-1:2015, 7.5, apply.

# **8 Information requirements**

## **8.1 Public information**

The requirements of ISO/IEC 17021-1:2015, Clause 8.1, apply.

The scope of certification (ISO/IEC 17021-1:2015, Clause 8.1.2 c)), shall detail the educational services and products and non-educational services and products covered by the EOMS certified, referring to its levels and/or technical areas.

## **8.2 Certification documents**

The requirements of ISO/IEC 17021-1:2015, Clause 8.2, apply

The scope of certification identified in the certification documents (ISO/IEC 17021-1:2015, Clause 8.2.2 f)), shall detail the educational services and products and non-educational services and products covered by the EOMS being certified, referring to its levels and/or technical areas.

## **8.3 Reference to certification and use of marks**

The requirements of ISO/IEC 17021-1:2015, Clause 8.3, apply.

## **8.4 Confidentiality**

The requirements of ISO/IEC 17021-1:2015, Clause 8.4, apply.

## **8.5 Information exchange between a certification body and its clients**

### **8.5.1 Information on the certification activity and requirements**

The requirements of ISO/IEC 17021-1:2015, Clause 8.5.1, apply.

### **8.5.2 Notice of changes by a certification body**

The requirements of ISO/IEC 17021-1:2015, Clause 8.5.2, apply.

### **8.5.3 Notice of changes by a certified client**

The requirements of ISO/IEC 17021-1:2015, Clause 8.5.3, apply.

# **9 Process requirements**

## **9.1 Pre-certification activities**

### **9.1.1 Application**

The requirements of ISO/IEC 17021-1:2015, 9.1.1, apply.

### **9.1.2 Application review**

The requirements of ISO/IEC 17021-1:2015, 9.1.2.1 to 9.1.2.3, apply. Additionally:

**9.1.2.4** The certification body shall review and approve the scope of certification proposed by the applicant, considering the levels and/or technical areas identified.

Only educational organizations that use a curriculum to transfer knowledge, skills and attitudes through learning and research shall apply for certification.

The client applying for certification can propose a partial scope – e.g. not covering all their education services and products. However, the certification body shall not accept the following exclusions:

- a) any activities, processes, products or services that can have an influence on the conformity of the educational services and products included in the scope of certification proposed by the educational organization;
- b) any non-educational services which are provided to learners of the educational services and educational products included in the scope of certification proposed by the educational organization.

### **9.1.3 Audit programme**

The requirements of ISO/IEC 17021-1:2015, 9.1.3.1 to 9.1.3.5, apply. Additionally:

**9.1.3.6** The certification body shall have a process for choosing the audit date (p.e. time and/or seasons), so that the audit team has the opportunity of auditing the organization operating on a representative number of educational products and services and non-educational services covered by the scope of certification.

### **9.1.4 Determining audit time**

The requirements of ISO/IEC 17021-1:2015, 9.1.4.1 to 9.1.4.4, apply. Additionally:

**9.1.4.5** The certification body shall have documented procedures for determining audit time, and for each client, the certification body shall determine the time needed to plan and accomplish a complete and effective audit of the client's EOMS. The audit time determined by the certification body, and the justification for the determination, shall be recorded.

The certification body shall use Annex A to improve its own procedure for determining audit time..

### **9.1.5 Multi-site organizations**

For the certification of multi-site organizations, 9.1.5.1 to 9.1.5.4 apply, with the clarifications provided below.

NOTE This subclause (9.1.5) is intended to apply only to operations directly affecting de Educational Services and/or Educational Products under the scope, and not to exclusively administrative sites.

#### **9.1.5.1 Management of multi-site organizations**

**9.1.5.1.1** A multi-site organization is an organization having an identified central function (hereafter referred to as a central office – but not necessarily the headquarters of the organization) at which certain EOMS activities are planned, controlled or managed, and a network of sites at which such educational services and/or products are fully or partially carried out. Examples of possible multi-site organizations are:

— organizations operating with franchises; — e.g. mathematics schools, driving schools, language schools, etc.

\_\_\_ Educational Organizations operating in different places in the same country and/or different countries.

**9.1.5.1.2** The certification body can certify a multi-site organization under one management system, providing that the following conditions apply:

- a) all sites are operating under one centrally controlled and administered EOMS;
- b) an internal Audit programme consider each site within at least for the next year after the application for certification;
- c) audit findings of the individual sites shall be considered indicative of the entire system and correction shall be implemented accordingly.

**9.1.5.1.3** The use of multi-site sampling is only possible if the Educational Services are provided under similar conditions and similar Educational products. This applies to the initial certification, to surveillance and to recertification audits. The certification body shall justify its decision on sampling for multi-site certification.

NOTE Special educational needs are another consideration when determining sampling and can increase the level of sample indicated in IAF MD1.

**9.1.5.1.4** The Methodology for Auditing of a Multi-site Organization Using Site Sampling is applicable under 6.1 Clause of IAF MD1, however the audit time for each site needs to be consider according with the Audit Time Table of the Annex A.

**9.1.5.1.5** When the Educational Services are not similar, the sampling is not applicable and the Certification Body needs to consider the specific criteria of IAF MD1 for this kind of organizations (Methodology for Auditing of Multi-site Organizations Where Site Sampling Using Section 6.1 is not Appropriate).

The Audit Time needs to be calculated according with the rules for each Educational Program according with the Audit Time Criteria established in the Annex A.

**9.1.5.1.6** Where the certification body offers multi-site certification, the certification body shall utilize a sampling programme to ensure an effective audit of the EOMS.

## **9.1.6 Multiple management systems standards**

The requirements of ISO/IEC 17021-1:2015, 9.1.6 and IAF MD11, apply. However, for an

ISO 9001 + ISO 21001 to be considered integrated, they need to have the same scope regarding educational products and services.

NOTE The scope of ISO 9001 can cover additional services and products, such as non-educational ones.

## **9.2 Planning audits**

### **9.2.1 Determining audit objectives, scope and criteria**

The requirements of ISO/IEC 17021-1:2015, 9.2.1, apply.

The certification body shall require the applicant organization to provide detailed information concerning programmes of study and, when applicable, educational products offered, as well as any other services and products offered to learners.

NOTE: Other services and products offered to learners can be libraries, cafeterias, dormitories, sports facilities, counselling and other healthcare services, among others.

### **9.2.2 Audit team selection and assignments**

The requirements of ISO/IEC 17021-1:2015, 9.2.2, apply.

## **9.3 Initial certification**

### **9.3.1 Initial certification audit**

#### **9.3.1.1 General**

The requirements of ISO/IEC 17021-1:2015, 9.3.1.1, apply.

#### **9.3.1.2 Stage 1 audit**

**9.3.1.2.1** The requirements of ISO/IEC 17021-1:2015, 9.3.1.2.1, apply.

**9.3.1.2.2** The objectives of the stage 1 audit are to provide a focus for planning the stage 2 audit by gaining an understanding of the organization's EOMS and the organization's state of preparedness for stage 2 by reviewing the extent to which:

a) the organization has adopted the principles for an EOMS that are appropriate to the type of education services provided;

b) the EOMS includes adequate processes and methods for the identification and evaluation of the organization's educational services and products;

- c) the EOMS is designed to achieve the organization's policy;
- d) the EOMS implementation programme justifies proceeding to the stage 2 audit;
- e) the validation of control measures, verification of activities and improvement programmes conform to the requirements of the EOMS standard;
- f) the EOMS documents and arrangements are in place to communicate internally and with learners and other beneficiaries as well as relevant interested parties; and
- g) there is any additional documentation which needs to be reviewed and/or information which needs to be obtained in advance of stage 2 audit.

Where an organization has implemented an externally developed combination of control measures, the stage 1 audit shall review the documentation included in the EOMS to determine if the combination of control measures:

- is suitable for the organization,
- was developed in compliance with the requirements of ISO 21001, and
- is kept up to date.

**9.3.1.2.3** For EOMS, the stage 1 audit shall be carried out at the client's premises in order to achieve the objectives stated above.

In exceptional circumstances, part of stage 1 audit can take place off-site and shall be fully justified. The evidence demonstrating that stage 1 audit objectives are fully achieved shall be provided.

NOTE: Examples of exceptional circumstances may be educational organizations that provide only online educational services.

**9.3.1.2.4** The requirements of ISO/IEC 17021-1:2015, 9.2.3.1.2, apply. The client shall be informed that the results of the stage 1 audit may lead to postponement or cancellation of the stage 2 audit.

**9.3.1.2.5** Any part of the EOMS that is audited during the stage 1 audit, and determined to be fully implemented, effective and in conformity with requirements, may not need to be re-audited during the stage 2 audit. However, the certification body shall ensure that the already audited parts of the EOMS continue to conform to the certification requirements. In this case,



the audit report shall include these findings and shall clearly state that conformity has been audited during the stage 1 audit.

**9.3.1.2.6** The requirements of ISO/IEC 17021-1:2015, 9.3.1.2.4, apply. The interval between stage 1 and stage 2 audits shall not be longer than 3 months. Stage 1 audit shall be repeated if a longer interval is needed.

### **9.3.1.3 Stage 2 audit**

**9.3.1.3.1** The requirements of ISO/IEC 17021-1:2015, 9.3.1.3, apply.

**9.3.1.3.2** During the Stage 2 audit, the audit team needs to have interviews with a sample of learners and other beneficiaries, as well as other relevant interested parties, to determine how their needs and expectations are considered in the EOMS.

**9.3.1.3.3** During the Stage 2 audit, the audit team needs to observe classes delivery – at least part of two different classes.

### **9.3.1.4 Initial certification audit conclusions**

The audit team shall analyse all information and audit evidence gathered during stage 1 and stage 2 to review the audit findings and agree on the audit conclusions.

## **9.4 Conducting audits**

The requirements of ISO/IEC 17021-1:2015, 9.4, apply.

## **9.5 Certification decision**

The requirements of ISO/IEC 17021-1:2015, 9.5, apply.

## **9.6 Maintaining Certification**

### **9.6.1 General**

The requirements of ISO/IEC 17021-1:2015, 9.6.1, apply.

### **9.6.2 Surveillance activities**

The requirements of ISO/IEC 17021-1:2015, 9.6.2, apply.

### **9.6.3 Recertification**

The requirements of ISO/IEC 17021-1:2015, 9.6.3, apply.

#### **9.6.4 Special audits**

The requirements of ISO/IEC 17021-1:2015, 9.6.4, apply.

#### **9.6.5 Suspending, withdrawing or reducing the scope of certification**

The requirements of ISO/IEC 17021-1:2015, 9.6.5 apply.

#### **9.7 Appeals**

The requirements of ISO/IEC 17021-1:2015, 9.7, apply.

#### **9.8 Complaints**

The requirements of ISO/IEC 17021-1:2015, 9.8, apply.

#### **9.9 Records of applicants and clients**

The requirements of ISO/IEC 17021-1:2015, 9.9, apply.

## **10 Management system requirements for certification bodies**

The requirements of ISO/IEC 17021-1:2015, Clause 10, apply.

## **Annex A**

### **(normative)**

## **Audit Time**

### **A.1 General**

In determining the audit time needed for each site, as required in 9.1.4, the certification body shall consider the minimum on-site duration for initial certification given in Table A.1.

The certification body needs to consider the effective number of personnel considering the following.

#### **A.1.1 Effective personnel of the Management System**

It consists of all full-time and part-time staff (educators, administrative and support personnel) that are involved in the scope of certification in all shifts and all sites of the organization.

Non-permanent personnel (seasonal, temporary and contracted personnel) and part-time personnel that will be present at the time of the Audit, must also be included in the calculation of the number of effective personnel, in addition to including the personnel of contractors/subcontractors participating in complementary services granted to the Learners.

The minimum time includes stage 1 and stage 2 of the initial certification audit (see 9.2.3)

In order to avoid duplication where another relevant management system is in place and certified by the same certification body, additional time is not required (see Table A.1). In the case of a combined Audit involving the EOMS, a reduction of the audit time can be implemented if justified and documented.

NOTE 1 Relevant management system means a quality system which covers the same educational products and services.

#### **A.1.2 Initial audit time**

The audit time for initial audits includes the total time on site at the educational organization's premises (physical or virtual) and the time, outside the location, used to carry out planning, document review, interaction with customer staff and writing the report.

The effective certification audit time of the EOMS is calculated according to the methodology described below.

Travel (en route or between sites) or any rest is not included in the duration of the on-site duration of the management system certification audits.

The methodology used as a basis for the calculation of audit time of management systems for an initial audit (stage 1 + stage 2) of the initial certification audit (see 9.2.3 of ISO / IEC 17021-1: 2015), but does not include the time for preparing the audit or writing the audit report.

The audit time established in Table A.1 is established for the audit of an EOMS, start with one educational service included in the scope.

The number of auditors per day of the audit shall take into account the effectiveness of the execution of the audit, the resources of the educational organization being audited, as well as the resources of the certification body.

When site sampling is allowed, the sample of sites will be considered to be used as part of the calculation to determine the audit duration.

Sampling is only allowed for sites, as long as they have established the same educational services and products. Otherwise, sampling should not be used and each site should be audited during certification and recertification audits.

The use of the IAF MD1:2018 is necessary.

### **A.1.3 Calculation of audit time**

The minimum audit time (MAT) expressed in days, is calculated as follows:

$$\mathbf{MAT = (B + ES + NES + EP + VS + AS)}$$

where

- B is the basic on-site time, in days;
- ES is the number of audit days for each additional educational service.
- NES is the number of audit days for each complementary non-educational service offered in the educational organization (e.g. radio station, cafeteria, library, gym, etc.);
- EP is the number of audit days per effective personnel.

The time for on-site auditing of the educational services and products realization of the organization shall be 50 % of the total minimum audit time (applies to all type of audits).

Where additional meetings are necessary (e.g. review meetings, coordination, audit team briefing), an increase in audit time may be required.

Other factors may create the need to increase the basic audit time (e.g. infrastructure, laboratories, need for a translator).

The determination of the duration of the EOMS audit should not include the time for “training auditors”, observers or the time of technical experts.

The reduction of audit time of an EOMS shall not exceed 30% of the audit time established in Minimum Audit Time (MAT).

**Table A.1 — Minimum Audit Time (MAT)**

Minimum Audit Time (MAT)	=	Basic on-site time (includes 1 educational service in 1 site) (B)	+	Number of audit days for each additional educational service (includes duplicated services in multisite organizations) (ES)	+	Number of audit days for each non educational service offered to learners (includes duplicated services in multisite organizations) (NES)	+	Number of audit days per effective personnel (EP)
MAT		2 days		0.5 (if F2F)  0.25 (if virtual)		0.25		1 a 19 = 0 20 a 49 = 0,5 50 a 79 = 1,0 80 a 199 = 1,5 200 a 499 = 2,0 500 a 899 = 2,5 900 a 1299 = 3,5 1300 a 1699 = 4 1700 a 2999 = 4,5 3000 a 5000 = 5 > 5000 = 6,0

**Examples of how to calculate MAT:**

**Kindergarten 123**

This educational organization has 1 educational service (kindergarten service); 2 non-educational services (cafeteria and 1 developmental psychology service); 16 effective staff.

$$\text{MAT} = (B)2 + (ES)0 + (NES)0.25 \times 2 + (EP)0$$

$$\text{MAT} = 2.5 \text{ days}$$

**VET School XYZ**

This educational organization has 10 educational services (20 programmes of study EQF levels 2 and 4); 6 non-educational services (1 library, 2 cafeterias, 1 gym, 1 psychology and vocational orientation service and 1 job-searching support service); 113 effective staff.

$$\text{MAT} = (B)2 + (ES)0.5 \times 19 + (NES)0.25 \times 6 + (EP)1.5$$

$$\text{MAT} = 15.5 \text{ days}$$

### **Training department of XPTO Company**

This educational organization has 4 educational services (all programmes of study delivered F2F); 1 non-educational service (Cafeteria); 8 effective staff.

$$\text{MAT} = (B)2 + (ES)0.5 \times 3 + (NES)0.25 \times 1 + (EP)0$$

$$\text{MAT} = 3.75 \text{ days}$$

### **University ABC**

This educational organization has 8 educational services (6 programmes of study delivered F2F and 2 programmes of study delivered online); 2 non-educational services (Library and Cafeteria); 100 effective staff.

$$\text{MAT} = (B)2 + (ES)0.5 \times 5 + 0.25 \times 2 + (NES)0.25 \times 2 + (EP)1.5$$

$$\text{MAT} = 7 \text{ days}$$

## **Annex B (normative)**

### **Specific knowledge and skills for certification functions in EOMS**

#### **B.1 General**

This is an Appendix to the mandatory Annex A of ISO/IEC 17021-1: 2015.

This Appendix will be superseded when the future ISO/IEC TS 17021-10 for EOMS comes into force.

The following clauses A.1.n refer to the criteria of knowledge and skills listed in the first column and specified under the letter X in the other columns of Table A.1, of ISO/IEC 17021-1:2015 Annex A for each certification function. Such criteria are explained in more detail with reference to the text following the table referenced by the number in parenthesis.

#### **B.1.1 Knowledge of business management practices:**

- Educational organizational structures, type of governances (particularly for universities)
- Educational regulatory and legal requirements
- Terms and definitions regarding educational management
- Safety and security requirements for educational organizations (including food safety and information security)

#### **B.1.2 Knowledge of audit principles, practices and techniques shall include ISO/IEC 17021-1:2015, guidance provided in this document:**

- no additional guidance to § A.2.2 and A.3.1.

#### **B.1.3 Knowledge of specific management system standards/normative documents shall include, but not be limited to:**

EOMS terminology,

Educational regulatory and legal requirements valid in countries where the Certification Body is conducting audits,



- applicable standards for Educational Organizations management system certification (such as ISO 21001 or other standards),
- Basic knowledge of Metrology
- Knowledge of social responsibility
- Training and Teaching Methods and pedagogic tools and techniques

Methods for assessment of learning, both summative and formative

Risk assessments methodologies and guidance.

The level of knowledge shall be sufficient to fulfil the different requirements specified in § A.2.3, A.3.2 and A.4.1 for each certification function.

#### **B.1.4 Knowledge of the Certification Body's processes:**

- no additional guidance to § A.2.4, A.3.3 and A.4.2.

#### **B.1.5 Knowledge of client business sector shall include:**

The guidance provided on § A.2.5 applies plus

- specific Educational services, Educational products, risks and controls relevant to the Educational sector, level and type of service delivery.

The level of knowledge shall be sufficient to fulfil the different requirements specified in §A.2.5, A.3.4 and A.4.3 for each certification function.

#### **B.1.6 Knowledge of Educational client services, products, processes and organization shall include:**

The guidance provided on § A.2.6 applies plus

- applicable country-specific Educational laws and regulations, in each level or organization type to be certified, social aspects; ergonomic aspects; working environment (both physical aspects and psychosocial aspects); equipment, devices, machinery; and technical systems used by the organization

The level of knowledge shall be sufficient to fulfil the different requirements specified in §A.2.6 and A.4.4 for each certification function.

### **B.1.7 Language skills appropriate to all levels within the client organization**

The guidance provided on § A.2.7 applies plus

- ability to talk with children and teenagers (learners).

### **B.1.8 Note-taking and report-writing skills:**

- no additional guidance to § A.2.8.

### **B.1.9 Presentation skills**

- no additional guidance to § A.2.9.

### **B.1.10 Interviewing skills**

The guidance provided on § A.2.10 applies plus

- skills to apply audit interview techniques to children and teenagers (learners).

### **B.1.11 Audit-management skills**

- no additional guidance to § A.2.11.

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### **About the VET21001 Project and this publication**

The VET21001 project aims to develop a capacity building program, an accredited certification scheme and an implementation toolkit to motivate a wider EQAVET adoption. The VET21001 toolkit will use a standardized approach based on the recently published ISO 21001:2018, capitalizing on its already internationally consensually approved content and expecting that, by associating the ISO brand to EQAVET, all players in the market, including those of the standardization, accreditation and certification worlds, will become more curious about it, as well as willing to contribute to its dissemination and assuring its exploitation and sustainability.

This document contains the rules for future accredited certification schemes for educational organizations management systems based on ISO 21001 and EQAVET.



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