

COMPETENCE PROFILE

ISO 21001-EQAVET System Manager

ACTIVITIES

Diagnose the educational organization gaps regarding compliance towards EQAVET and ISO 21001 requirements

Plan the implementation of EQAVET and ISO 21001 requirements

Implement EQAVET and ISO 21001 requirements

Define the audit programme and monitor its effectiveness

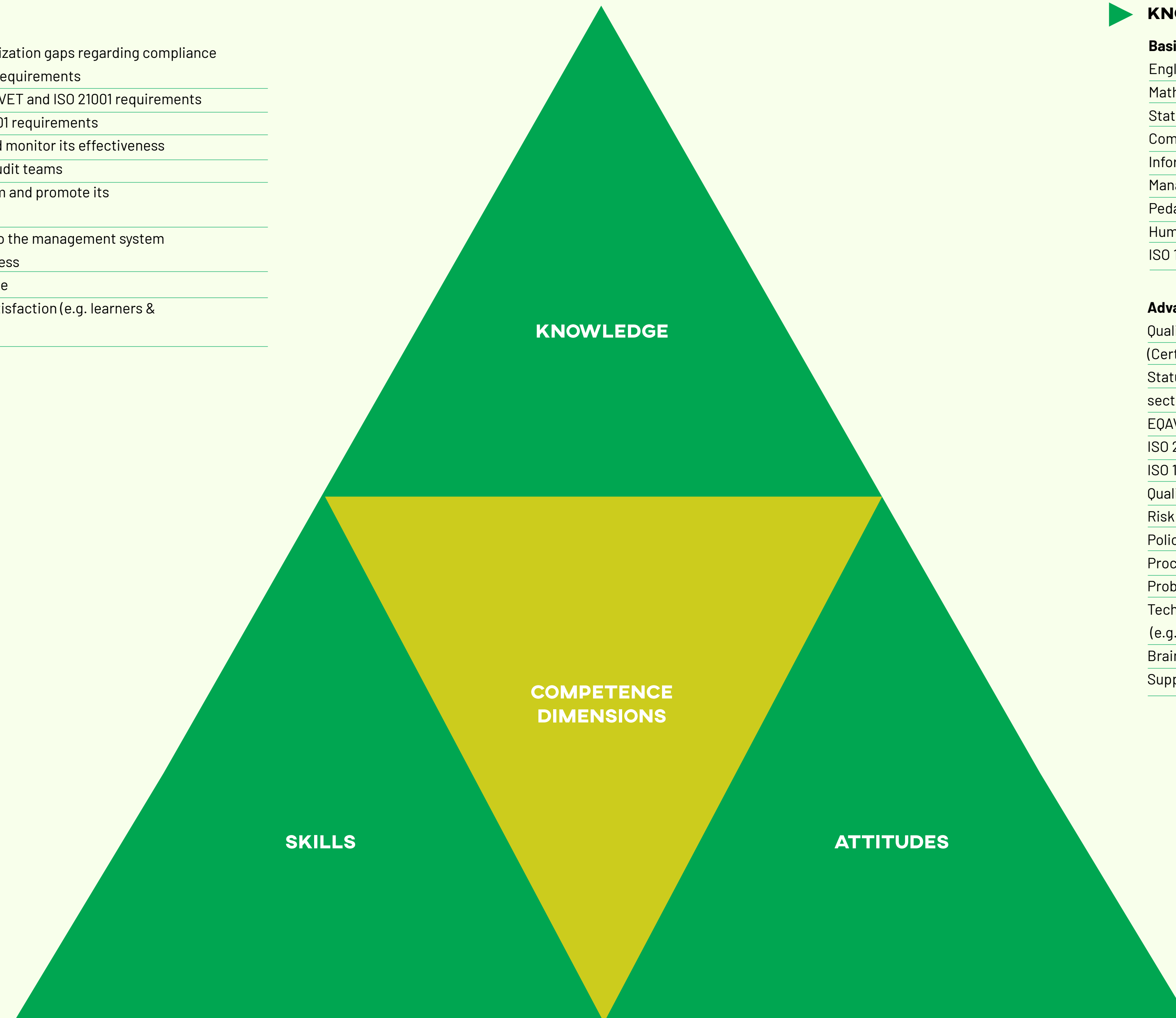
Select auditors and assemble audit teams

Analyse the management system and promote its continuous improvement

Identify training needs related to the management system and evaluate training effectiveness

Evaluates suppliers' performance

Evaluates interested parties' satisfaction (e.g. learners & educators/trainers, staff)



KNOWLEDGE

Basic

English

Mathematics

Statistics

Communication techniques

Information flow management

Management applied to education and training organizations

Pedagogy applied to different education and training levels

Human resources

ISO 19011

Advanced

Quality Infrastructures (Standardization, Conformity Assessment (Certification and Accreditation), Metrology)

Statutory and regulatory requirements applied to the education sector and its subsectors

EQAVET Recommendation

ISO 21001

ISO 100xx Series

Quality Tools (7 Basic, 7 New, LEAN, 5S, SMART Indicators)

Risk Management

Policy deployment methodology

Process mapping techniques

Problem solving techniques

Techniques for monitoring interested parties' satisfaction (e.g. learners & educators/trainers, staff)

Brainstorming techniques

Suppliers' management

SKILLS

Implement EQAVET and ISO 21001 requirements

Identify internal and external contexts of the organization

Define and deploy education management policy

Describe processes

Define SMART indicators

Apply Risk-based thinking

Apply Quality Tools

Identify interested parties and its relevant requirements and monitor its satisfaction

Evaluates Suppliers' performance

ATTITUDES

Ethical

Observant

Perceptive

Versatile

Tenacious

Decisive

Self-reliant

Communicative

Practical and Objective

Accountable

Empathic and Facilitative