



# شهادة ISO 21001: دورة احتراف إدارة المنظمات التعليمية

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### Course Overview:

The course equips professionals with the skills to implement, audit, and manage an Educational Organizations Management System EOMS according to ISO 21001 certification requirements, focusing on improving educational quality, institutional effectiveness, and learner satisfaction.

### Target Audience:

- Educational institution leaders
- Quality Assurance Managers
- Compliance Officers in the education sector
- Auditors and Consultants for educational organizations
- Professionals involved in education management system certification
- Human Resource and Training Managers

### Targeted Organizational Departments:

- Academic Administration & Curriculum Development
- Quality Assurance & Compliance
- Education Policy & Governance
- Distance Learning & E-Learning Management
- Institutional Development & Accreditation

### Targeted Industries:

- Higher Education Institutions
- K-12 Schools
- Corporate Training Centers
- Vocational and Technical Education Providers
- E-Learning Platforms & Online Education Providers

## Course Offerings:

By the end of this course, participants will be able to:

- Understand ISO 21001 requirements and its applicability to different educational institutions.
- Implement a compliant Educational Organizations Management System.
- Master the ISO 21001 audit process and certification requirements.
- Gain expertise in ISO 21001 Lead Implementer and Lead Auditor training.
- Enhance student satisfaction and educational quality through ISO 21001 compliance training.
- Differentiate ISO 21001 vs ISO 9001 and leverage best practices for the education sector.

## Training Methodology:

- Case studies analyzing real-world applications of ISO 21001 for universities, schools, and training centers.
- Hands-on exercises and group discussions.
- Mock audits and role-playing exercises to simulate ISO 21001 certification training.
- Access to ISO 21001 online training resources, including pre-recorded lessons and study guides.

## Course Toolbox:

- Training manuals and ISO 21001 documentation requirements templates.
- Interactive case studies and checklists.
- Online study portal with PECB ISO 21001 training materials.
- Sample questions for ISO 21001 exam preparation.

## Course Agenda:

### Day 1: Introduction to ISO 21001 & Educational Quality Management

- Overview of ISO 21001 training and objectives Topic 1:
- Key principles of ISO 21001 certification Topic 2:
- ISO 21001 vs ISO 9001: Differences and similarities Topic 3:
- Understanding ISO 21001 requirements Topic 4:
- Benefits of ISO 21001 for educational institutions Topic 5:
- Role of ISO 21001 in student satisfaction Topic 6:
- Reflection & Review Reflection & Review:



## Day 2: Implementing an ISO 21001 Management System

- Steps for successful ISO 21001 standard implementation Topic 1: •
- Documenting an Educational Organizations Management System Topic 2: •
- Conducting internal audits for education compliance certification Topic 3: •
- ISO 21001 documentation requirements best practices Topic 4: •
- Risk assessment in ISO 21001 training Topic 5: •
- Challenges in implementing ISO 21001 and solutions Topic 6: •
- Reflection & Review Reflection & Review: •

## Day 3: ISO 21001 Certification & Audit Preparation

- ISO 21001 Lead Auditor training essentials Topic 1: •
- Compliance with education sector ISO certification Topic 2: •
- ISO 21001 audit process and common pitfalls Topic 3: •
- Best ISO 21001 training provider considerations Topic 4: •
- Preparing for the ISO 21001 certification cost and procedures Topic 5: •
- Conducting a mock ISO 21001 audit session Topic 6: •
- Reflection & Review Reflection & Review: •

## Day 4: Continuous Improvement & Compliance Monitoring

- ISO 21001 student satisfaction framework strategies Topic 1: •
- Monitoring performance in educational institution quality management Topic 2: •
- Addressing non-conformities and corrective actions Topic 3: •
- Best practices for educational leadership certification ISO 21001 Topic 4: •
- Enhancing accessibility in ISO 21001 for training centers Topic 5: •
- Leveraging digital tools for ISO 21001 implementation Topic 6: •
- Reflection & Review Reflection & Review: •

## Day 5: Final Assessment & Certification

- ISO 21001 exam preparation and practice tests Topic 1: •
- Final assessment and feedback session Topic 2: •
- Certificate issuance and next steps for compliance Topic 3: •
- Case study analysis on ISO 21001 success stories Topic 4: •
- Continuous professional development in ISO 21001 Topic 5: •
- Establishing a culture of quality education management Topic 6: •
- Reflection & Review Reflection & Review: •

## FAQ:

- What specific qualifications or prerequisites are needed for participants before enrolling in the course? •

No prior certification is required, but a basic understanding of educational management principles or quality management systems is beneficial.

How long is each day's session, and is there a total number of hours required for the •  
entire course? •

Each day's session lasts approximately 4-5 hours, totaling 20-25 hours of instruction over five days.

How does ISO 21001 benefit educational institutions compared to ISO 9001? •

While ISO 9001 focuses on general quality management systems, ISO 21001 is specifically tailored to educational institutions, emphasizing learner satisfaction, accessibility, and personalized education.

### How This Course is Different from Other ISO 21001 Courses:

-This course differentiates itself from generic ISO 21001 certification training by providing hands-on learning, real world case studies, and a structured implementation guide. Participants receive PECB ISO 21001 training materials and insights from experienced quality management professionals in education. We also offer extensive online resources, making the course accessible for both in-person and remote learners.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



**AGILE LEADERS**  
Training Center

## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



بورنو - البرتغال



برلين - ألمانيا



برشلونة - إسبانيا



براغ - جمهورية التشيك



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



زنجبار - تنزانيا



روما - إيطاليا



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سنغافورة - سنغافورة



سان دييغو - الولايات المتحدة الأمريكية

## مدن التدريب



طوكيو - اليابان



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الأمريكية



فيينا - النمسا



فرانكفورت - ألمانيا



عن بعد - منصة زوم



عمان - المملكة الأردنية الهاشمية



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا

## مدن التدريب



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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