ISO 21001 UNDERSTANDING AND IMPLEMENTING TRAINING

Course Title: ISO 21001 Understanding and Implementing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical knowledge on the ISO 21001 Educational Organizations Management System, focusing on its requirements, principles and implementation methods. It covers planning, process control, stakeholder needs, performance evaluation and continual improvement within educational environments. Through discussions, examples and implementation exercises, participants will learn how to apply ISO 21001 effectively to enhance educational quality, operational consistency and learner satisfaction.

OBJECTIVE(S):

- Understand the purpose and structure of ISO 21001.

- Learn the requirements of each clause in the standard.

- Strengthen organisational planning and process management.

- Identify and address learner and stakeholder needs.

- Develop documentation aligned to ISO 21001 requirements.

- Evaluate performance and measure learning outcomes.

- Improve educational service delivery and consistency.

- Support readiness for ISO 21001 certification.

TARGET GROUP(S):

- Principals, deans and academic leaders
- Educators, lecturers and trainers
- School and university administrators
- Quality assurance and ISO committee members
- Anyone involved in educational management and improvement

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO 21001 and Educational Management Principles
2. Context of the Educational Organisation and Stakeholder Needs
3. Leadership, Roles and Responsibilities Under ISO 21001
4. Planning, Risks, Opportunities and Educational Objectives
5. Support Processes, Resources and Competence Requirements
6. Operational Control and Educational Delivery Processes
7. Performance Evaluation and Monitoring Learning Outcomes
8. Improvement, Corrective Actions and Certification Preparation

LIST OF REFERENCE BOOK(S):

- ISO 21001:2018 Standard
- Educational management and quality assurance references
- ISO implementation tools and guidelines

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- ISO 21001 documentation templates

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Implementation exercises
- Documentation review

![MTBM Logo]

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: ISO 21001 Overview and Education Principles
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 2: Context of Organisation and Stakeholder Needs
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: Leadership and Responsibilities
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 4: Planning, Risks, Opportunities and Objectives

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Support Processes and Educational Resources
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 6: Operational Control and Educational Delivery
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 7: Performance Evaluation and Learning Outcome Monitoring
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 8: Improvement and Certification Preparation