ISO 21001 Lead Implementer Training Course for EOMS Certification

12 – 16 July 2027
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 103600614_225413 **Date:** 12 – 16 July 2027 **Location:** Addis Ababa **Fees:** 6000 Euro

Overview

Educational institutions face mounting demands to demonstrate pedagogical quality, regulatory compliance, and consistent learner outcomes. The ISO 21001 Lead Implementer Training Course delivers structured methodologies to establish, execute, manage, and maintain an Educational Organizations Management System across diverse academic settings. Participants gain practical skills to translate international standard requirements into institutional policies, operational controls, documented records, and systematic performance indicators. The syllabus addresses learner needs, special education requirements, stakeholder engagement, curriculum control, and certification audit readiness. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Educational quality directors and institutional effectiveness managers.
- Academic administrators, university deans, and school principals.
- EOMS project managers and management system coordinators.
- Curriculum managers, instructional leaders, and learning operations heads.
- Internal auditors, compliance officers, and education consultants preparing institutions for certification.

Departments and Industries

This programme serves professionals managing educational quality, compliance, and academic administration across varied learning providers.

- Universities, Colleges, and Higher Education Institutions
- K-12 Schools, Academic Academies, and Inclusive Learning Centers
- Vocational Training Providers and Technical Education Institutes
- Corporate Training Academies and Professional Development Units
- Executive Education and Distance Learning Organizations

Learning Objectives

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

- Interpret ISO 21001 requirements and apply management principles to educational operations.
- Initiate an EOMS project and define institutional scope, boundaries, and governance structures.
- Conduct baseline gap assessments to prioritize EOMS implementation roadmap actions.
- Formulate educational quality objectives aligned with institutional mission and learner requirements.
- Integrate risk-based thinking into curriculum development, admissions, and learner support services.
- Establish operational controls for teaching, assessment, learner data protection, and supplier management.
- Design internal audit programs and facilitate management reviews to ensure certification audit readiness.

Course Agenda

Day 1: Initiation and Context of the Educational Organization

- Foundations of ISO 21001 and the role of the Lead Implementer in institutional quality
- Core principles of educational management systems and alignment with ISO 9001 frameworks
- Analysis of organizational context, statutory obligations, and societal expectations
- Identification of learners, beneficiaries, staff, and interested party requirements
- Definition of the EOMS scope and boundary conditions across educational services
- Initial baseline gap analysis and project team governance setup

Day 2: Implementation Planning and Resource Allocation

- Executive leadership commitment, governance roles, and EOMS policy development
- Establishing measurable educational quality objectives and monitoring metrics
- Risk assessment methodologies applied to curriculum delivery, academic integrity, and student retention
- Constructing the EOMS implementation roadmap, project phases, and operational milestones
- Resource management, educator competence matrices, and staff awareness planning
- Structuring documented information, procedural controls, and data retention guidelines

Day 3: Operational Controls and Educational Service Delivery

- Operational planning and control across teaching delivery, student admissions, and grading
- Design and development protocols for educational programs, course modules, and learning materials
- Managing special educational needs, accessibility provisions, and equitable service delivery
- Control of externally provided educational services, academic partnerships, and e-learning platforms
- Management of learner records, confidentiality protocols, and data protection practices
- Identification, handling, and disposition of nonconforming educational outputs and services

Day 4: Performance Evaluation and Management Review

- Monitoring and measurement frameworks for learner satisfaction and beneficiary feedback
- Analysis of learning progress, academic achievement, and process efficiency metrics
- Planning, scheduling, and executing internal audits against ISO 21001 clauses
- Documentation of internal audit findings, objective evidence, and audit reports
- Structuring formal management reviews, executive input reports, and decision logs
- Managing nonconformities, conducting root cause analysis, and deploying corrective actions

Day 5: Continual Improvement and Certification Preparation

- Continual improvement frameworks tailored to institutional effectiveness and student success
- Review of implementation competency domains and applied scenario evaluations
- Preparing documentation packs and operational records for Stage 1 certification audits
- Managing Stage 2 on-site and remote certification audit assessments
- Resolving audit findings, responding to audit recommendations, and sustaining post-certification compliance
- Action planning for institutional roll-out and final implementation readiness review

Practical Exercises

Participants complete hands-on activities to resolve operational challenges and build execution plans.

- Draft an EOMS scope statement and context analysis matrix for a multi-faculty institution.
- Conduct a gap analysis exercise to map current operational procedures against ISO 21001 requirements.
- Build a risk treatment plan addressing curriculum delivery interruptions and assessment integrity.
- Develop an internal audit checklist covering learner admission, course delivery, and learner feedback workflows.

FAQs

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

There are no formal prerequisites for this training course. Participants will benefit from practical experience in educational administration, quality management, curriculum development, or internal auditing within academic or corporate learning environments.

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

Sessions run for approximately 4 to 5 hours per day across five consecutive days, providing a total of 20 to 25 instructional hours incorporating practical exercises and case discussions.

What is the difference between ISO 21001 implementation and general education quality improvement?

General quality improvement often focuses on isolated academic initiatives such as updating course content or student satisfaction surveys. Implementing ISO 21001 provides a formal management system framework integrating leadership, operational controls, risk management, and formal internal audits for institutional governance.

Conclusion

Professionals emerge equipped to guide educational institutions through structured system adoption, from project charter to formal audit verification. By implementing disciplined operational controls, risk evaluations, and performance monitoring, institutions elevate educational service quality, strengthen governance, and build lasting stakeholder confidence.