# საქართველოს სტანდარტი

საგანმანათლებლო ორგანიზაციები - მენეჯმენტის სისტემები საგანმანათლებლო ორგანიზაციებისათვის - მოთხოვნები სახელმძღვანელო გამოყენებისათვის

# სსტ ისო 21001:2018/2018

## საინფორმაციო მონაცემები

- 1 **შემუშავებულია** საქართველოს სტანდარტების და მეტროლოგიის ეროვნული სააგენტოს სტანდარტების დეპარტამენტის მიერ
- 2 დამტკიცებულია და შემოღებულია სამოქმედოდ საქართველოს სტანდარტების და მეტროლოგიის ეროვნული სააგენტოს 2018 წლის 29 მაისის № 60 განკარგულებით
- **3 მიღებულია გარეკანის თარგმნის მეთოდით** სტანდარტიზაციის საერთაშორისო ორგანიზაციის სტანდარტი ისო 21001:2018/2018 " საგანმანათლებლო ორგანიზაციები მენეჯმენტის სისტემები საგანმანათლებლო ორგანიზაციებისათვის მოთხოვნები სახელმძღვანელო გამოყენებისათვის"

### 4 პირველად

**5 რეგისტრირებულია** საქართველოს სტანდარტების და მეტროლოგიის ეროვნული სააგენტოს რეესტრში: 2018 წლის 29 მაისი №268-1.3-013668

აკრძალულია ამ სტანდარტის გადაცემა მესამე პირეზისათვის ან/და მისი სხვა ფორმით გავრცელება

# INTERNATIONAL STANDARD

ISO 21001

First edition 2018-05

# Educational organizations — Management systems for educational organizations — Requirements with guidance for use

Organismes d'éducation/formation — Systèmes de management des organismes d'éducation/formation — Exigences et recommandations pour leur application





# **COPYRIGHT PROTECTED DOCUMENT**

© ISO 2018

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office CP 401 • Ch. de Blandonnet 8 CH-1214 Vernier, Geneva Phone: +41 22 749 01 11 Fax: +41 22 749 09 47 Email: copyright@iso.org Website: www.iso.org

Published in Switzerland

CO	пеп	5	Page			
Fore	eword		v			
Intr	oductio	n	vi			
1	Scop	e	1			
2	-	mative references				
3		ms and definitions				
4						
	4.1	ext of the organization				
	4.2	Understanding the needs and expectations of interested parties	7			
	4.3					
	4.4					
5	Leadership					
	5.1	Leadership and commitment				
		5.1.1 General				
		5.1.2 Focus on learners and other beneficiaries				
		5.1.3 Additional requirements for special needs education				
	5.2	Policy				
		5.2.1 Developing the policy				
	5.3	Organizational roles, responsibilities and authorities				
		• •				
6	6.1	Planning				
	6.2	Educational organization objectives and planning to achieve them				
	6.3	Planning of changes				
7	Support					
1	7.1	Resources				
	,	7.1.1 General				
		7.1.2 Human resources	13			
		7.1.3 Facilities				
		7.1.4 Environment for the operation of educational processes				
		7.1.5 Monitoring and measuring resources				
	7.2	7.1.6 Organizational knowledge				
	7.2	7.2.1 General				
		7.2.2 Additional requirements for special needs education	_			
	7.3	Awareness				
	7.4	Communication	17			
		7.4.1 General				
		7.4.2 Communication purposes				
	7.5	7.4.3 Communication arrangements				
	7.5	Documented information 7.5.1 General				
		7.5.2 Creating and updating				
		7.5.3 Control of documented information				
o	Onor	ation				
8	8.1	Operational planning and control				
	0.1	8.1.1 General				
		8.1.2 Specific operational planning and control of educational products and service				
		8.1.3 Additional requirements for special needs education	20			
	8.2	Requirements for the educational products and services				
		8.2.1 Determining the requirements for the educational products and services				
		8.2.2 Communicating the requirements for the educational products and services.	21			

		0.2.3	changes to requirements for the educational products and services			
	8.3		and development of the educational products and services			
		8.3.1	General			
		8.3.2	Design and development planning.			
		8.3.3	Design and development inputs			
		8.3.4	Design and development controls			
		8.3.5	Design and development outputs			
		8.3.6	Design and development changes			
	8.4		l of externally provided processes, products and services			
		8.4.1	General			
		8.4.2	Type and extent of control			
		8.4.3	Information for external providers			
	8.5		y of the educational products and services	26		
		8.5.1	Control of delivery of the educational products and services			
		8.5.2	Identification and traceability	28		
		8.5.3	Property belonging to interested parties			
		8.5.4	Preservation			
		8.5.5	Protection and transparency of learners' data			
		8.5.6	Control of changes in the educational products and services	29		
	8.6	Release	e of the educational products and services	29		
	8.7	Contro	l of the educational nonconforming outputs	30		
9	Performance evaluation					
	9.1		ring, measurement, analysis and evaluation			
		9.1.1	General			
		9.1.2	Satisfaction of learners, other beneficiaries and staff			
		9.1.3	Other monitoring and measuring needs			
		9.1.4	Methods for monitoring, measurement, analysis and evaluation	32		
		9.1.5	Analysis and evaluation	32		
	9.2		al audit			
	9.3	Management review				
		9.3.1	General			
		9.3.2	Management review inputs			
		9.3.3	Management review outputs			
1.0	T					
10	Improvement					
	10.1		nformity and corrective action			
	10.2		ual improvement			
	10.3	Upport	unities for improvement	35		
Annex	<b>x A</b> (no	rmative)	Additional requirements for early childhood education	36		
Annex	<b>x B</b> (inf	ormative	e) Principles for an EOMS	39		
Annex	<b>c</b> C (info	ormative	e) Classification of interested parties in educational organizations	49		
Annex	<b>x D</b> (inf	ormative	e) Guidelines for communication with interested parties	51		
	-		e) Processes, measures and tools in educational organizations			
Annex F (informative) Example of mapping to regional standards						
			e) Health and safety considerations for educational organizations			
		<b>7</b>		63		

### **Foreword**

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see <a href="www.iso.org/directives">www.iso.org/directives</a>).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see <a href="https://www.iso.org/patents">www.iso.org/patents</a>).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: <a href="https://www.iso.org/iso/foreword.html">www.iso.org/iso/foreword.html</a>.

This document was prepared by Project Committee PC/288, *Educational organizations management systems - Requirements with guidance for use*.