
Annex 2

GUIDELINES ON QUALITY SYSTEMS. PART 5: GUIDELINES FOR THE AS/NZS ISO 9001:1994 QUALITY SYSTEM STANDARD ON EDUCATION AND TRAINING¹⁸

The purpose of this standard is to guide educational and training institutions to develop and implement a quality system based on the ISO 9000 standards. This guide does not intend to establish requirements or add and modify requirements already described in the standards. It seeks to facilitate the interpretation and the application of ISO 9000 standards to educational and training institutions. It must not be understood as supplementary standards of the ISO 9000.

54 For each ISO 9001 requirement, this guide facilitates the interpretation of certain aspects, giving in some cases generic examples, as well as in other cases, explanations and specific examples regarding training institutions.

¹⁸ It is a joint standard of Australia and New Zealand elaborated by the joint technical committee QR/2. Service Quality. It was published on 5 July 1995

ISO 9001:1994	ISO 9001: 2000	Guidelines on quality systems for educational and training institutions (Australia - New Zealand)
Provider: organization that provides a customer with a product.	Provider: Person or organization that provides a product	Education provider: a school, college, university, training organization, assesment centre; a department or section within a college, university, training organization or assesment centre or a training unit within a company, industry body or governmente department.
Customer: The receiver of the product supplied by the provider.	Customer: Person or organization to whom a product is supplied	Customer: a student, a student’s parents or employer; a company or organization with whom a research contract, consultancy agreement or a training contract is entered into; an internal customer (i.e. within the education provider’s own organization); a government, regulatory body, accreditation body and similar; a relevant society group, such as parents and citizens group, and society as a whole.
Product: result of processes and activities	Product: result of a process	Product: provision of an educational environment, a curriculum and other resources or community services for enhancement of skills/ knowledge/ understanding/ attitude/ values and also including research outputs.