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NAMIBIAN STANDARD

NAMS 21001:2026 – Educational organizations — Management systems for educational organizations — Requirements with guidance for use

This Namibian standard is the identical implementation of ISO 21001:2025 and is adopted with the permission of the International Organization for Standardization

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National Foreword

This NAMS 21001:2026 is identical with (*the second edition of* ISO 21001:2025 — Educational organizations — Management systems for educational organizations — Requirements with guidance for use. The Namibian Standards Institution Technical Committee responsible for the adoption of this International Standard is Technical Committee 2 on Quality Management and Quality Assurance.

No amendments, omission and additions have been made to the original ISO International Standard.

ISO Foreword

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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 document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives). ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

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This document was prepared by Technical Committee ISO/TC 232, *Education and learning services*.

This second edition cancels and replaces the first edition (ISO 21001:2018), which has been technically revised.

The main changes are as follows: assessment related text has been revised to reflect current best practices in educational assessment.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

International Standard

ISO 21001

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

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Contents

Page

Foreword ..... **v**
Introduction ..... **vi**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 Context of the organization **7**
4.1 Understanding the organization and its context 7
4.2 Understanding the needs and expectations of interested parties 8
4.3 Determining the scope of the educational organization management system 8
4.4 Educational organization management system 9
5 Leadership **9**
5.1 Leadership and commitment 9
5.1.1 General 9
5.1.2 Focus on learners and other beneficiaries 10
5.1.3 Additional requirements for special needs education 10
5.2 Educational organization policy 10
5.3 Roles, responsibilities and authorities 11
6 Planning **11**
6.1 Actions to address risks and opportunities 11
6.2 Educational organization objectives and planning to achieve them 12
6.3 Planning of changes 12
7 Support **13**
7.1 Resources 13
7.1.1 General 13
7.1.2 Human resources 13
7.1.3 Facilities 14
7.1.4 Environment for the operation of educational processes 14
7.1.5 Monitoring and measuring resources 14
7.1.6 Organizational knowledge 15
7.2 Competence 16
7.2.1 General 16
7.2.2 Additional requirements for special needs education 16
7.3 Awareness 16
7.4 Communication 17
7.4.1 General 17
7.4.2 Communication purposes 17
7.4.3 Communication arrangements 17
7.5 Documented information 18
7.5.1 General 18
7.5.2 Creating and updating documented information 18
7.5.3 Control of documented information 18
8 Operation **19**
8.1 Operational planning and control 19
8.1.1 General 19
8.1.2 Specific operational planning and control of educational products and services 20
8.1.3 Additional requirements for learners with special needs 20
8.2 Requirements for the educational products and services 20
8.2.1 Determining the requirements for the educational products and services 20
8.2.2 Communicating the requirements for the educational products and services 21
8.2.3 Changes to requirements for the educational products and services 21
8.3 Design and development of the educational products and services 21
8.3.1 General 21

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8.3.2 Design and development planning ... 22
8.3.3 Design and development inputs ... 22
8.3.4 Design and development controls ... 22
8.3.5 Design and development outputs ... 24
8.3.6 Design and development changes ... 24
8.4 Control of externally provided processes, products and services ... 24
8.4.1 General ... 24
8.4.2 Type and extent of control ... 25
8.4.3 Information for external providers ... 25
8.5 Delivery of the educational products and services ... 26
8.5.1 Control of delivery of the educational products and services ... 26
8.5.2 Identification and traceability ... 28
8.5.3 Property belonging to interested parties ... 28
8.5.4 Preservation ... 29
8.5.5 Protection and transparency of learners' data ... 29
8.5.6 Control of changes in the educational products and services ... 29
8.6 Release of the educational products and services ... 29
8.7 Control of the educational nonconforming outputs ... 30

9 Performance evaluation ... 30
9.1 Monitoring, measurement, analysis and evaluation ... 30
9.1.1 General ... 30
9.1.2 Satisfaction of learners, other beneficiaries and staff ... 31
9.1.3 Other monitoring and measuring needs ... 31
9.1.4 Methods for monitoring, measurement, analysis and evaluation ... 32
9.1.5 Analysis and evaluation ... 32
9.2 Internal audit ... 33
9.2.1 General ... 33
9.2.2 Internal audit programme ... 33
9.3 Management review ... 33
9.3.1 General ... 33
9.3.2 Management review inputs ... 33
9.3.3 Management review results ... 34

10 Improvement ... 34
10.1 Continual improvement ... 34
10.2 Nonconformity and corrective action ... 34
10.3 Opportunities for improvement ... 35

Annex A (normative) **Additional requirements for early childhood education ... 36**

Annex B (informative) **Principles for an educational organization management system ... 39**

Annex C (informative) **Classification of interested parties in educational organizations ... 49**

Annex D (informative) **Guidelines for communication with interested parties ... 51**

Annex E (informative) **Processes, measures and tools in educational organizations ... 55**

Annex F (informative) **Example of mapping to regional standards ... 58**

Annex G (informative) **Health and safety considerations for educational organizations ... 61**

Bibliography ... 62

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Introduction

0.1 General

This document provides a common management tool for organizations providing educational products and services capable of meeting learners' and other beneficiaries' requirements.

0.2 Relevance

There is a critical and continuous need for educational organizations to evaluate the degree to which they meet the requirements of learners and other beneficiaries, as well as other relevant interested parties and to improve their ability to continue to do so.

NOTE 1 A classification of interested parties in educational organizations is provided in Annex C.

Although educational organizations and learners worldwide are the main beneficiaries of this document, all interested parties will benefit from standardized management systems in educational organizations.

EXAMPLE Employers who sponsor and encourage staff to participate in educational services can also benefit from this document.

The potential benefits to an organization of implementing an educational organizations management system (EOMS) based on this document are:

a) better alignment of objectives and activities with policy (including mission and vision);

b) enhanced social responsibility by providing inclusive and equitable quality education for all;

c) more personalized learning and effective response to all learners and particularly to learners with special education needs, distance learners and lifelong learning opportunities;

d) consistent processes and evaluation tools to demonstrate and increase effectiveness and efficiency;

e) increased credibility of the organization;

f) a means that enables educational organizations to demonstrate their commitment to effective educational management practices;

g) a culture for educational organization improvement;

h) harmonization of regional, national, open, proprietary and other standards within an international framework;

i) widened participation of interested parties;

j) stimulation of excellence and innovation.

k) continual improvement of the design and development of study programs to ensure the development of the competencies of learners to meet the needs of all interested parties

0.3 Relationship between this document and other International Standards

This document is a stand-alone management system standard, aligned with ISO 9001. It focuses on the management systems of educational organizations as well as the impact of these on learners and other relevant interested parties.

This document conforms to ISO's requirements for management system standards. These requirements include a high level structure, identical core text, and common terms with core definitions, designed to benefit users implementing multiple ISO management system standards.

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