



# LEARNING SERVICES OUTSIDE FORMAL EDUCATION (LSP)

Certification Scheme

*To manage and assess training provision in order to meet the organisations' needs and expectations*



BEST PARTNER FOR INNOVATION



SIRIM

ISO 29993



**The ISO 29993 - Learning Services Outside Formal Educational (LSP)**, is a standard suitable for all types of life-long learning for example vocational training and in-company training, either outsourced or in-house. These include any learning services provided by a Learning Service Provider (LSP) that are addressed to learners themselves, as well as sponsors who are acquiring the services on behalf of the learners.

With this scheme, the goals of learning are defined, the facilities are evaluated, and interaction with the learners can be improved. The learning can be face-to-face, mediated by technology, or a blend of both.

ISO 29993 is used as an international standard to manage and assess training provision in order to meet the organisations' needs and expectations as well as provide a mechanism to certify the Learning Service Provider (LSP) as meeting quality assurance in the service provided. In today's competitive marketplace, companies are increasingly demanding that staff are continually being upskilled and trained.

**+ Benefits**

- Industry best practice - Quality of education is systematically improved.
- Increased customer satisfaction - The transparency of learning services is established.
- Sales and marketing advantages - The competitive ability of services increases.
- Demonstrates commitment to quality - The needs of the trainees to acquire a central role in the evaluation of services.
- Continuous improvement - Constant monitoring will improve the learning processes.
- Improve marketability - Business gains global visibility and public trust by ensuring the integrity and excellence of learning programmes.
- Reduce costs - Eliminates redundant services from process, hence, it will minimise potential reputational and monetary losses.

**WHY SIRIM QAS?**

**SIRIM QAS** is an internationally recognised conformity assessment body with decades of experience in providing certification, inspection and testing services to both local and international customers.

As a member of the International Certification Network (IQNet), it further enhances the acceptance and recognition of the certificates around the world and enable us to provide certification services globally.

We also gained acknowledgement from the leading accreditation bodies such as the Department of Standards Malaysia (STANDARDS MALAYSIA) and the United Kingdom Accreditation Service (UKAS). These accreditations not only demonstrate the competence of our personnel and the credibility of our certification processes but also ensure the international recognition of our certificates.

**Certification Process:**

- 1 Application
- 2 Stage 1 Audit
- 3 Stage 2 Audit
- 4 Approval Stage
- 5 Certificate Granted
- 6 Surveillance Audit
- 7 Recertification Audit



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**YOUR NEXT STEP**

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