

Term, word or phrase	Definitions
Mission/vision statement	A statement making clear the purpose of a company or an organisation. The mission statement guides actions of the organisation, explains its overall goal, and describes its approach to the work, as well as principles guiding this approach.
Learner	Person engaged in learning Source: ISO/DIS 29990
Good Practice	Methods or approaches employed by the organisation or institute that have been shown to produce superior results in achievement of objectives
Quality (policy)	Overall intentions and direction of an organisation related to quality as formally expressed by top management Source: ISO/DIS 29990
Quality Management	Quality management (QM) refers to all organisational or institutional efforts to manage quality. It can be considered to have four main components: quality planning, quality control, quality assurance and quality improvement.
Quality Management Systems	A quality management system (QMS) can be expressed as the organizational structure, procedures, processes and resources needed to implement quality management.
Certification	Designation awarded by an Learning Service Provider to a learner to indicate a level of performance or attainment, or the completion of a learning programme Source: ISO/DIS 29990
Learning	Acquiring knowledge, behaviours, skills, values, preferences, or understanding Source: ISO/DIS 29990
Activity of the organisation	Examples are goal setting, field of activity, size, target groups, contact persons and persons in charge etc.
Marketing materials	Examples are flyers, brochures, press releases and advertisements, web site, Facebook, Twitter etc.
Broader economic and social requirements	These refer to the circumstances, needs and challenges of the region or area within which the organisation is situated. They may dictate, for example, that there are particular educational or training needs that need to be addressed in order to meet skills deficits or new socio-economic challenges.
Curriculum	Plan of study prepared by the Learning Service Provider describing the aims, content, learning outcomes, methodology, assessment processes etc relating to a learning service Source: ISO/DIS 29990
Educational opportunities	Circumstances or conditions that enable individuals or groups to improve their educational status
(Continuous) Professional Development	conscious updating of professional knowledge or the improvement of professional competency

Term, word or phrase	Definitions
	Source: ISO/DIS 29990
Transparency	Transparency implies openness, communication, and accountability. Transparency is operating in such a way that it is easy for others to see what actions are performed.
Transferable skills	Skills developed in one situation which can be transferred to another situation. They are the kinds of skills which are necessary for effective performance by individuals, not only in the workplace but in life in general. Some examples of such skills include team working, communication skills, problem solving and planning skills. Source: http://www.skillsproject.ie/integrate/index.html#1
Independent learning activities	Independent learning, often referred to as self-directed learning, involves pupils taking the initiative in recognising learning requirements and undertaking activities to meet them.
Assessment (of learning outcomes)	Assessment is “the process of appraising knowledge, know-how, skills and/or competences of an individual against predefined criteria (learning expectations, measurement of learning outcomes)” Source: http://www.eqavet.eu/qa/gns/glossary/a/assessment-learning-Examples of assessment are tests, exams, talks, project work etc.
Examination procedures	Examples for examination procedures are tests, exams, talks, project work etc.
Evaluation of learning	Normative approach to analyzing the learning process or learning outcomes measured against the learning goals Source: ISO/DIS 29990
Evaluation methods	Examples of evaluation methods are tests, exams, talks, project work, participant feedback etc.
Evaluation criteria	Examples of evaluation criteria are potential benefit, perceived value of the opportunity, success in examinations, subjects being taught, teaching aids being used are up-to-date etc
Regular feedback	On learning environment, resources
Regular feedback	One course administration, enrolment, course information, accommodation, resources, induction and delivery