LISA A. FRUMKES

INTERNATIONAL STANDARDS FOR EDUCATION

CALICO 2019 Montreal, Québec, Canada
PLEASE ALLOW ME TO INTRODUCE MYSELF

LISA A. FRUMKES

- First CALICO Conference 1990
- University of Washington 1990 - 1996
- Getty Images 2000 - 2003
- Apex Learning 2003 - 2013
- Rosetta Stone 2013 - 2019
- Consultancy / Startup 2019 -
Attention (and apologies)

Incoming TLAs*
INTERNATIONAL ORGANIZATION FOR STANDARDIZATION

"When the world agrees"

- Development and publishing of international standards
- Independent, non-governmental, international
- 164 national standards bodies
- Voluntary, consensus-based, market-relevant standards
- Supporting innovation, providing solutions to global challenges, facilitating international trade
- All standards published in English and French

https://www.iso.org/about-us.html
STANDARDS FOR ALL INDUSTRIES

- ISO 3166: Country Codes
- ISO 4217: Currency Codes
- ISO 9001: Quality Management Systems
- ISO 22000: Food Safety Management
- ISO 13485: Medical Devices
- ISO 26000: Guidance on Social Responsibility
ISO

TECHNICAL COMMITTEES

- ISO 3166: Country Codes
  ISO / TC 46 “Information and documentation”

- ISO 4217: Currency Codes
  ISO / TC 68 “Financial Services”

- ISO 22000: Food Safety Management
  ISO / TC 34 “Food products”

- ISO 24614: Language resource management...
  ISO / TC 37 “Language and terminology”

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<tr>
<th>ISO/IEC JTC 1</th>
<th>Information technology</th>
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<td>ISO/TC 1</td>
<td>Screw threads</td>
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<td>ISO/TC 2</td>
<td>Fasteners</td>
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<td>ISO/TC 4</td>
<td>Rolling bearings</td>
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<td>ISO/TC 5</td>
<td>Ferrous metal pipes and metallic fittings</td>
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<th>ISO/PC 320</th>
<th>Tableware, giftware, jewellery and luminaries, made of glass - Glass clarity - Classification and test method</th>
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ISO TECHNICAL COMMITTEE 232

ISO / TC 232: EDUCATION AND LEARNING SERVICES

Standardization in the field of education and learning services focused on, but not limited to:

- services
- management systems
- facilitators
- assessments
- terminology
- ethical conduct

https://www.iso.org/committee/537864.html
USA

- ANSI: American National Standards Institute
- "does not write standards"
- "accredit standards developers that establish consensus among qualified groups"

https://www.iso.org/member/2188.html
OTHER COUNTRIES

- France: AFNOR
- Germany: DIN
- China: SAC
- Japan: JISC
- Portugal: IPQ
- Canada: SCC

https://www.iso.org/members.html
ISO TECHNICAL COMMITTEE 232

PAST MEETINGS

Hangzhou, China  September 2018 (plenary; full TC)
Monterey, CA    June 2018 (working groups only)
Dresden, Germany September 2017 (plenary, full TC)
ISO TECHNICAL COMMITTEE 232

A DAY IN THE LIFE OF A TC

- Proposing
- Debating
- Revisiting
- Agreeing
- Wordsmithing
- Revising
- Eating
- Exploring
ISO TECHNICAL COMMITTEE 232

PUBLISHED STANDARDS

- ISO 29991:2014
  Language learning services outside formal education -- Requirements

- ISO 29992:2018
  Assessment of outcomes of learning services -- Guidance

- ISO 29993:2017
  Learning services outside formal education -- Service requirements
ISO TECHNICAL COMMITTEE 232

CHANGING NAME AND FOCUS

Learning services outside the formal sector

Education and learning services
Published 2014

Not intended for schools, colleges, universities ("formal education")

Language learning services aimed at:

- Consumer market
- Enterprises acquiring services for learners
- Face-to-face, technology-mediated, blended

More about this (soon to be revised) standard later!

https://www.iso.org/standard/54660.html
ISO 29992: ASSESSMENT OF OUTCOMES OF LEARNING SERVICES

- Published 2018
- Work led by Bill Rivers of the US Delegation with significant input from expert David Bong
- “Guidance on the planning, development, implementation and review of assessments of the outcomes [knowledge, competence, performance] of learning services.”
- “Applicable to the development and use of assessments for the measurement of individual learners' outcomes and the use of assessments for determinations of learner progress.”

https://www.iso.org/standard/68490.html
ISO 29993: LEARNING SERVICES OUTSIDE FORMAL EDUCATION — SERVICE REQUIREMENTS

- Published 2017
- Not intended for schools, colleges, universities (“formal education”)
- Life-long learning, including vocational and company training
- Goals are defined, services are evaluated
- Interactions with learners are required: F2F, virtual, or blended
- Focus on services, not products

https://www.iso.org/standard/70357.html
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STANDARDS UNDER DEVELOPMENT AND REVISION

- ISO/WD 29991
  Language learning services outside formal education -- Requirements

- ISO/AWI 29994
  Learning services outside formal education -- Additional requirements for distance learning

- ISO/WD 29995
  Learning services outside formal education -- Terminology
STANDARDS UNDER DEVELOPMENT

REVISION OF ISO 29991: LANGUAGE SERVICES OUTSIDE FORMAL EDUCATION

- ISO standards are revisited every five years (29991 was published in 2014)
- New title: Language Learning Services
- Work to be led by Chinese delegation
- Publication when?
ISO 29994: LEARNING SERVICES OUTSIDE FORMAL EDUCATION — ADDITIONAL REQUIREMENTS FOR DISTANCE LEARNING

- Approved new work item (AWI)
- Publication in 2020 or 2021
- Work led by Chinese delegation
- Lisa Frumkes serving as an expert
- Expanding on (rather than duplicating) ISO 29993 (service requirements)
- Distance learning – not limited to technology-mediated learning
STANDARDS UNDER DEVELOPMENT

ISO 29995: LEARNING SERVICES OUTSIDE FORMAL EDUCATION

- Publication in 2020 or 2021
- Work led by Chinese delegation
WITHDRAWN STANDARD ISO 29990

- “Learning services for non-formal education and training - Basic requirements for service providers”

- Service requirements now addressed by ISO 29993

- “management system elements for an educational organization contained in ISO 29990 will be addressed in the future ISO 21001”
EXCITING DAYS AHEAD

- Expanding core group
- Standards revision: every five years
- Potential responsibility for oversight of ISO 21001: Educational organizations -- Management systems for educational organizations -- Requirements with guidance for use
FUTURE MEETINGS

Lyon, France June 2019 (WG only)

Porto, Portugal September 2019 (plenary; full TC)
ISO TECHNICAL COMMITTEE 232

HOW TO GET INVOLVED

- United States: Contact U.S. TAG administrator Ms. Ashley Wiand (awiand@astm.org) and the U.S. TAG Chair Bill Rivers (wrivers@languagepolicy.org)

- Other countries: it depends