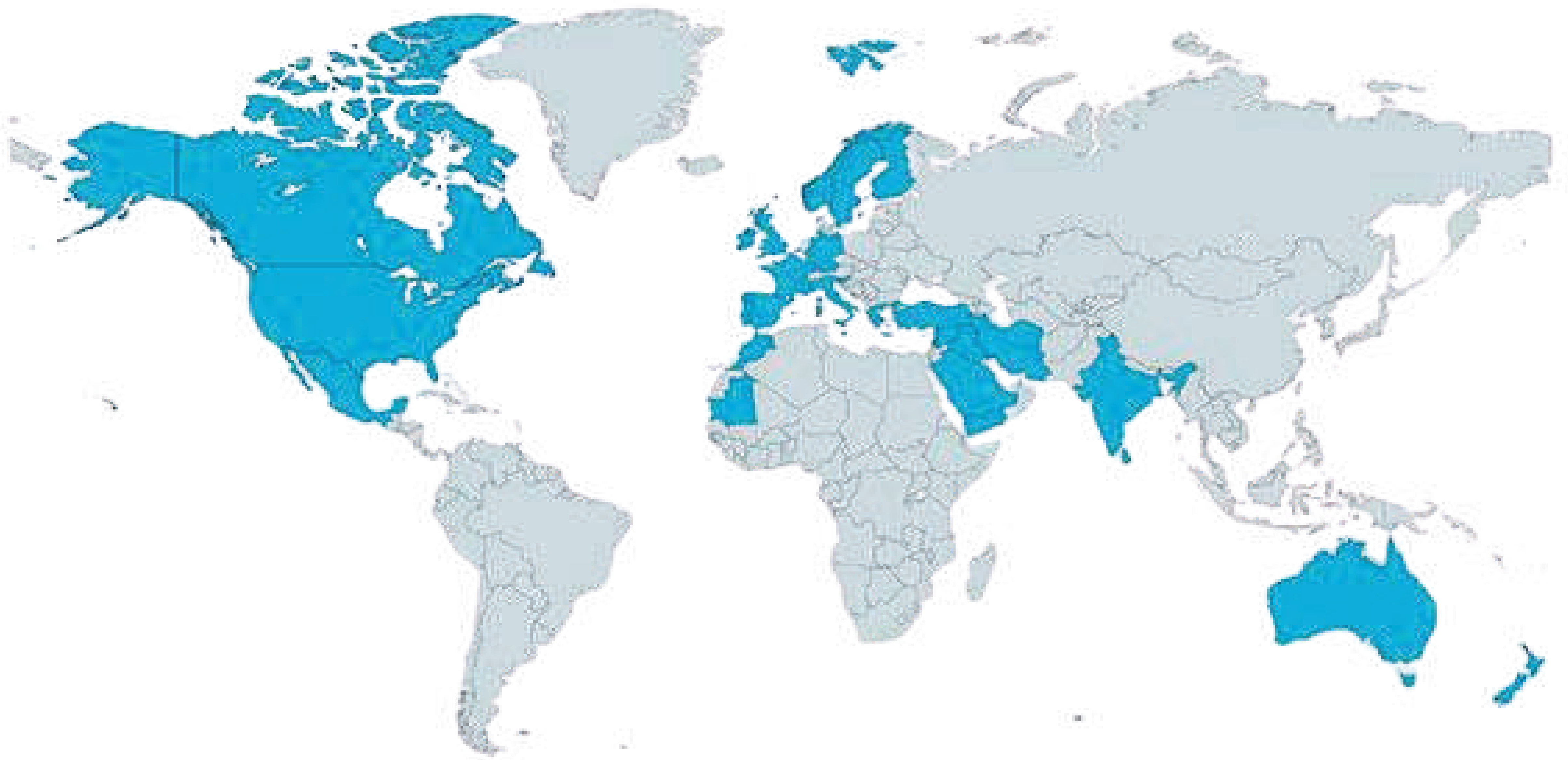


Centre of Assessments for Excellence-COAE

(An Accredited Educational Certification Body)



We don't just assess; we create value and enhance experience...

Certification, Learning & Development and Assessments



Coae is the first accredited education-sector-specific conformity assessment body in the world. Our exclusivity and specialization come with decades of experience and research.

We provide innovative, customized, and reliable services to the service industry including the education sector right from school education to the university level and the corporate L&D segments. From executing the auditing, certifying, training, assessing, and inspecting roles to helping the policymakers in the transformational interventions for the education sector in several nations, we have handled it all.

COAE participates in and leads the work of the development of national and international standards for educational organizations. COAE workshops and training programs help thousands of organizations across the globe perform better and strengthen their educational management systems to achieve Sustainable Development Goals.

We use human intelligence combined with workflow and cloud-based tools for conducting our third-party assessments to maintain a high level of effectiveness, efficiency, and transparency at all stages of certification. COAE International is well equipped with valuable assets like technology and expertise gained from international exposure with globally known organizations.

Mission

To recognize all stakeholders of the education sector as key contributors to Quality Education. Through our Assessments, Learning and development and Certifications, we empower individuals and educational organizations to enhance their skills and systems and make quality education their priority to win the lifelong trust of their stakeholders and make education a celebrated sector.

Vision

Leading and pioneering in providing high-quality Assessments and Certification Services in the education sector across the globe. With our assessments, we aim to transform the education sector by helping education leaders identify the need to contribute to and succeed in a rapidly changing society and ensure the creation of value for learners and all the other stakeholders.

Values

An Educational Certification Organization that provides certification and assessment services plays a crucial role in ensuring the quality and credibility of educational programs and institutions. Here are the five core values that COAE International prioritizes.



Why COAE International & How are we extraordinary?

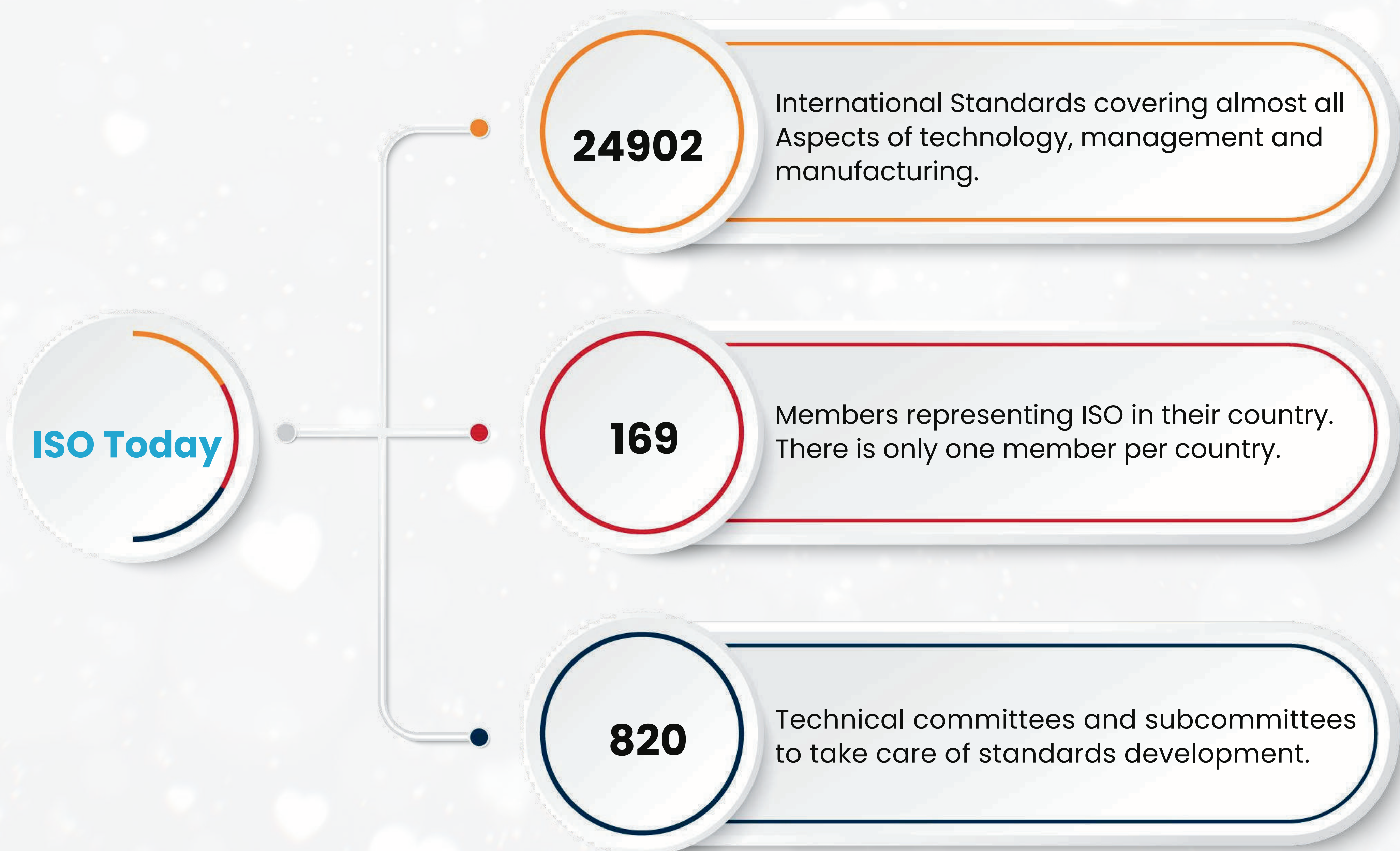
Discover why educational institutions worldwide choose the Centre of Assessments for Excellence as their preferred partner for assessments, training, and certification. Here's why we stand out



ISO Standard made easy

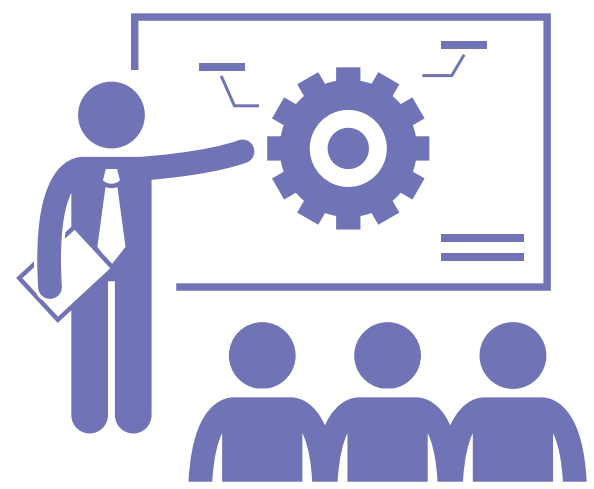
Know about ISO

The International Organization for Standardization (ISO) is an independent, non-governmental international organization that develops and publishes a wide range of standards to ensure quality, safety, and efficiency in various industries and sectors. Founded in 1946, ISO is headquartered in Geneva, Switzerland, and comprises national standards bodies from different countries, each representing their nation's interests. The work of preparing International Standards is carried out through ISO technical committees.



Our Services

TRAININGS



- ◆ Lead Auditor- EOMS, QMS, ISMS, OHSMS
- ◆ Internal Auditor- EOMS, QMS, ISMS, OHSMS
- ◆ Lead Implementer- EOMS, QMS, ISMS, OHSMS
- ◆ Foundation- EOMS, QMS, ISMS, OHSMS
- ◆ Capacity Building for Auditors, Consultants
- ◆ School Leadership Programs
- ◆ Risk Management
- ◆ Information Security
- ◆ Data Privacy
- ◆ Environmental, social, and corporate governance (ESG)
- ◆ Business Continuity

CERTIFICATION



- ◆ Quality Management System - ISO 9001
- ◆ Management Systems for Educational Organizations- ISO 21001
- ◆ Information Security Management System - ISO 27001
- ◆ Occupational Health and Safety Management System - ISO 45001

Assessment / Audit



- ◆ Risk Assessment
- ◆ Academic Audits
- ◆ Process Audits
- ◆ Green Audits
- ◆ IT Audits
- ◆ Energy Audits
- ◆ Data Privacy Audits
- ◆ Students Learning Level
- ◆ Customer Satisfaction and Complaints Handling- ISO 10002

Know about ISO 21001:2018 EOMS

ISO 21001 provides a common management tool for organizations providing educational products and services capable of meeting the needs and requirements of learners and other customers. It is a stand-alone management system standard, aligned with other ISO management system standards (such as ISO 9001, ISO 14001, etc.) through the application of the high-level structure. ISO 21001 focuses on the specific interaction between an educational organization, the learner, customers, and other relevant interested parties.



It specifies requirements for an Educational Organization Management System (EOMS) when such an organization



1

Needs to demonstrate its ability to consistently provide, share and facilitate the construction of knowledge while conforming with applicable statutory and regulatory requirements

2

Aims to enhance the satisfaction of learners, other customers, and personnel through the effective application of its EOMS, including processes for improvement of the system



To whom does this standard apply?

All requirements of ISO 21001 are generic and intended to apply to educational organizations that provide, share and facilitate the construction of knowledge through teaching, training or research, regardless of type, size and the product and service provided. The standard therefore applies to the management system of any organization utilizing a curriculum to provide, share and transfer knowledge.



Who developed ISO 21001?

ISO 21001 was developed by an international cross-sectoral group of experts (WG 1) working under project committee ISO/PC 288, Educational Organizations Management Systems – Requirements with guidance for use. Eighty-six experts from 39 national standardization bodies were involved in developing the standard, with the added participation of stakeholder organizations from various educational sectors.

Why is ISO 21001 important for the education sector?

Implementing ISO 21001 Educational Organizations Management Systems (EOMS) can address various challenges that the educational sector faces. Here are some of the most common challenges that ISO 21001 can help tackle within the educational sector.

Lack of Clear Strategic Direction

1 ISO 21001 encourages educational organizations to define clear goals, objectives, and strategies. This helps address the challenge of lacking a well-defined roadmap for educational institutions.

Inconsistent Quality of Education

2 ISO 21001 promotes standardized processes for curriculum development, teaching, and assessment, ensuring a consistent quality of education across various programs and courses.

Low Learner Engagement and Satisfaction

3 The standard emphasizes learner-centered approaches, including personalized learning and learner feedback. This helps improve engagement and overall satisfaction among students.

Inadequate Monitoring of Learning Outcomes

4 ISO 21001 requires organizations to establish processes for monitoring and evaluating learner progress and outcomes, addressing the challenge of not effectively tracking educational effectiveness.

Unstructured Support for Learners

5 The standard encourages the provision of support services for learners, such as counselling and guidance, helping address the challenge of students struggling due to lack of assistance.

Lack of Collaboration and Communication

6 ISO 21001 promotes effective communication and collaboration within educational organizations. This helps address challenges related to miscommunication, silos, and fragmented efforts.

Insufficient Faculty Development

7 The standard emphasizes training and professional development for educators, helping address the challenge of faculty members not being adequately equipped to deliver quality education.

Limited Adaptability to Changing Needs

8 ISO 21001's focus on continuous improvement enables educational organizations to adapt to changing educational trends and requirements, addressing challenges related to outdated methods and content.

Difficulty in Demonstrating Accountability

9 Implementing ISO 21001 leads to clearly defined roles, responsibilities, and processes, helping educational institutions demonstrate accountability to stakeholders, including students, parents, and regulatory bodies.

Challenges in Meeting Regulatory Compliance

10 ISO 21001 promotes adherence to relevant regulations and standards, helping educational organizations navigate complex regulatory environments and ensuring compliance.

Lack of Transparent Data Management

11 The standard's emphasis on data-driven decision making supports educational institutions in effectively managing and utilizing data related to learners, faculty, and performance.

Lack of International Recognition

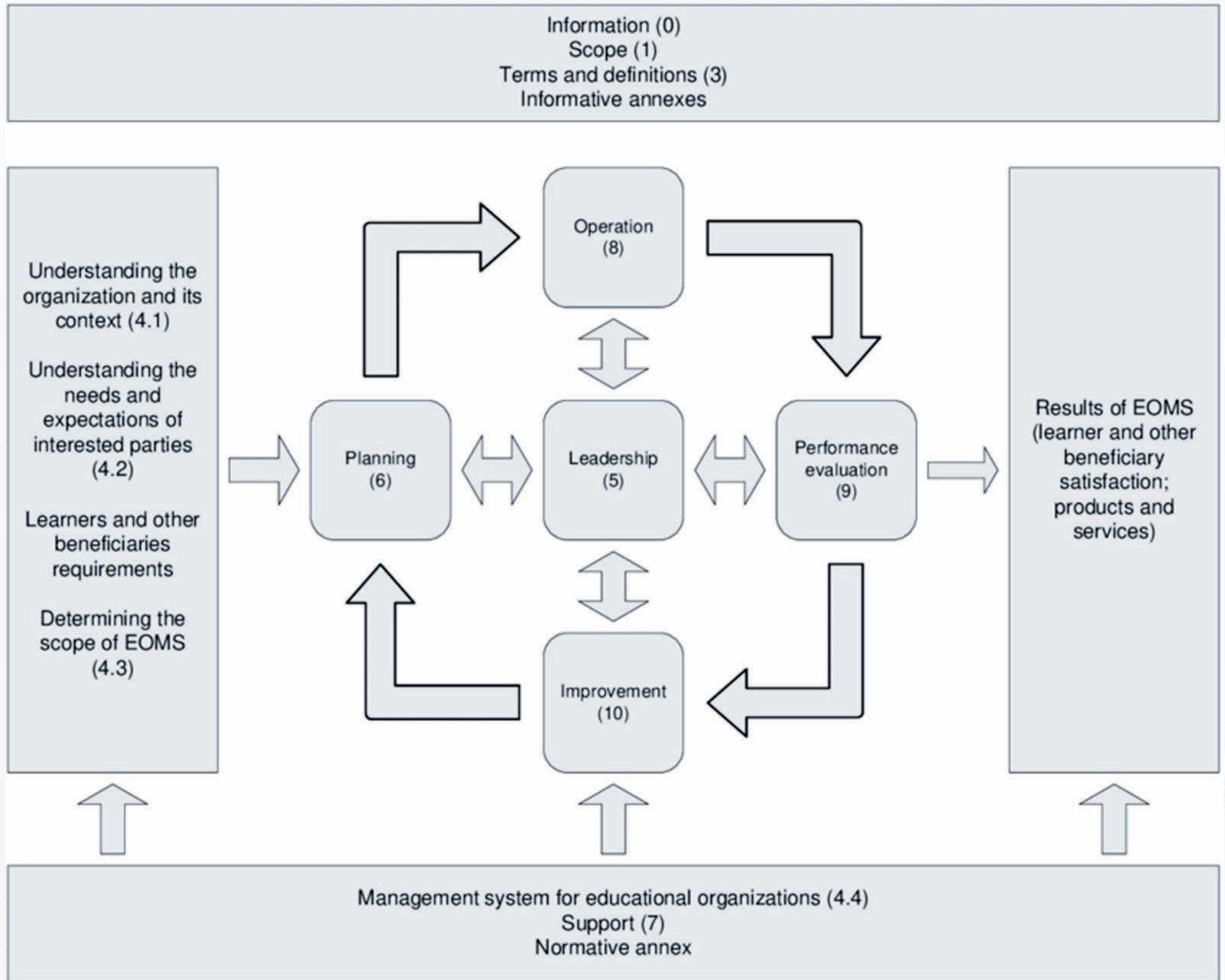
12 ISO 21001 certification provides international recognition, addressing challenges related to the reputation and credibility of educational institutions on a global scale.

Diversity of students

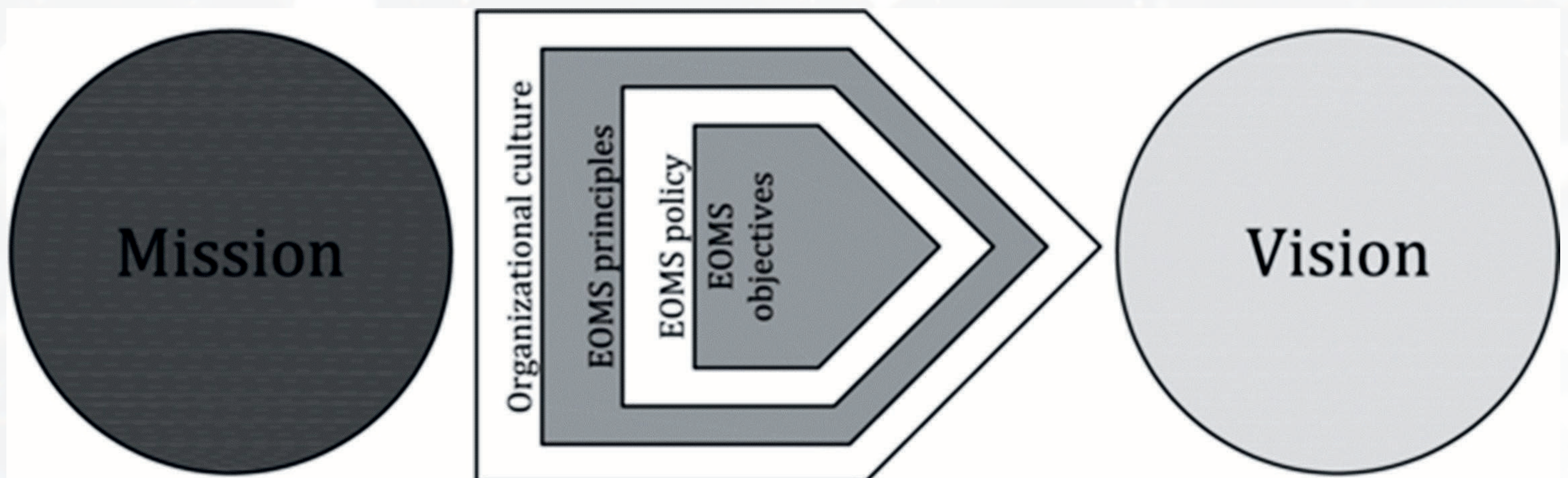
13 Educational institutions often have to cater to a diverse range of students, with different needs and learning styles. ISO 21001 EOMS can help address this challenge by guiding how to create an inclusive learning environment.

By implementing ISO 21001 EOMS, educational institutions can address these challenges, improve educational processes, enhance learner experiences, and create a more effective and learner-focused environment.

EOMS in the framework of ISO 21001



How does it align with the Organizational Mission, Vision and Strategy?



ISO 21001- Key Requirements

ISO 21001:2018 is an international standard that specifies requirements for a management system for educational organizations (EOMS) that aims to enhance the quality of education and learning services. The key requirements with clause references for implementing ISO 21001:2018 in organizations are

Clauses	Titles	Requirements
Clause 4	Context of the organization	This clause requires the organization to understand its internal and external issues, the needs and expectations of its interested parties, the scope of its EOMS, and the processes that support it.
Clause 5	Leadership	This clause requires the organization to demonstrate leadership and commitment to the EOMS, establish a policy that reflects its vision, mission, values, and objectives, and assign roles, responsibilities, and authorities for the EOMS.
Clause 6	Planning	This clause requires the organization to plan and implement actions to address risks and opportunities related to the EOMS, and to set measurable objectives and indicators to monitor and evaluate the performance and effectiveness of the EOMS.
Clause 7	Support	This clause requires the organization to provide adequate resources, such as human, physical, financial, technological, and informational resources, to support the EOMS and its processes. It also requires the organization to ensure the competence and awareness of staff and other personnel involved in the EOMS, and to provide them with appropriate training and development opportunities. Moreover, it requires the organization to establish effective communication channels and mechanisms for internal and external communication related to the EOMS, and to maintain documented information that supports the EOMS and its processes.
Clause 8	Operation	This clause requires the organization to design, develop, deliver, and evaluate educational products and services that meet the needs and expectations of learners and other beneficiaries, as well as relevant legal and regulatory requirements. It also requires the organization to implement operational controls to ensure the quality of educational products and services, such as curriculum design, learning environment, assessment methods, feedback mechanisms, learner support services, etc.
Clause 9	Performance evaluation	This clause requires the organization to monitor, measure, analyze, and evaluate the EOMS and its processes on a regular basis, using various methods such as audits, surveys, reviews, etc. It also requires the organization to report on the results of the evaluation and to identify areas for improvement.
Clause 10	Improvement	This clause requires the organization to identify nonconformities and take corrective actions to prevent their recurrence and ensure continual improvement of the EOMS. It also requires the organization to review the EOMS at planned intervals by top management to ensure its suitability, adequacy, effectiveness, and alignment with the organization's strategic direction.

What benefits can ISO 21001 provide to Educational Organizations?

Unlocking Excellence with ISO 21001: Elevate Your Organization's Success!
ISO 21001 Educational Organizations Management Systems isn't just a standard – it's a game-changer. Here's how it can supercharge your organization



ISO 21001 Principles

- 1 Focus on Learners and other Beneficiaries
- 2 Visionary Leadership
- 3 Engagement of People
- 4 Process Approach
- 5 Improvement

- 6 Evidence-based Decisions
- 7 Relationship Management
- 8 Social Responsibility
- 9 Accessibility And Equity
- 10 Ethical Conduct In Education
- 11 Data security and protection

Implementation Process by an Educational Organization



KEY STEPS TO CERTIFICATION



Our Training Programs

300

Finished Sessions

8000+

Learners Enrolled

30+

Countries covered

100%

Satisfaction Rate

What do clients say about COAE?

Head Mistress

Dubai

"The course conducted by COAE has made us understand that we need to embrace the change and how we can transform our education system so that we can cater to the needs of the 21st century learners in the most constructive manner."

Director, Learning & Development Services

Cyprus

The ISO 21001 Auditors training as well as the implementation course were just excellent. Learnt a lot!

Principal, Delhi University College

India

We are very thankful to COAE auditors for creating immense value for us during ISO 21001 audits. The opportunities for improvement identified by the COAE team have contributed to the overall improvement of our educational processes and systems.

Some Happy Clients



Way forward

Please get in touch with the Experts
at COAE International

Our Presence

