

THE ISO 9001 STANDARD AND THE EQAVET FRAMEWORK AT VET PROVIDER LEVEL: CORRELATIONS & GAPS

TABLE 1

THE ISO 9001 STANDARD [2008] REQUIREMENTS [Clauses and sub-clauses]	THE EQAVET FRAMEWORK [2009] QUALITY CRITERIA [Indicative descriptors and Quality indicators] ¹	THE EQAVET SUPPORTING MATERIALS [2010- present] THE EQAVET IT Tool ²
Clauses and sub-clauses	Quality criterion, Indicative descriptors & Quality indicators	Building your QA approach Monitoring your approach
<p>Clause no. 4 Quality management system</p>	<p>Planning Planning reflects a strategic vision shared by the relevant stakeholders & includes explicit goals/objectives, actions and indicators</p>	<p>1. For further information on the EQAVET indicative descriptors ,see Planning http://www.eqavet.eu/qc/tns/building-your-system/planning/descriptors-list.aspx</p> <p>2. For further information on the EQAVET indicators, see http://www.eqavet.eu/qc/tns/monitoring-your-system/evaluation/EQAVET_indicators.aspx</p>
<p>Sub-clauses 4.1 General requirements The organization shall establish, document, implement & maintain a QM system and continually improve its effectiveness in accordance with the requirements of this International Standard. [See bullets a), b), c), d), e), f)]</p>	<p>Indicative descriptors Planning VET providers have an explicit and transparent quality system in place</p> <p>EQAVET Quality indicator 1</p>	
<p>4.2 Documentation requirements 4.2.1 General The quality management system documentation shall include a) documented statements of a quality policy and quality objectives, b) a quality manual c) documented procedures and records required by this International Standard and</p>	<p>European, national and regional policy goals/objectives are reflected in the local targets set by the VET providers Explicit goals/objectives and targets are set and monitored</p> <p>EQAVET quality indicators 1-10</p>	

¹ See Recommendation of the European Parliament and of the Council of 18 June 2009 on the establishment of a [European Quality Assurance Reference Framework for Vocational Education and Training](#) [Official Journal C 155 of 8.7.2009].

² For further information see <http://www.eqavet.eu/qc/gns/home.aspx>

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<p>d) documents, including records determined by the organization to be necessary to ensure the effective planning, operation and control of its processes.</p> <p>For further specification of the documentation sub-clause, see bullets 4.2.2, 4.2.3, 4.2.4</p>		

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TABLE 2

THE ISO 9001 STANDARD [2013] Requirements [Clauses & Sub-clauses]	THE EQAVET FRAMEWORK [2009] Quality criteria [Indicative descriptors and Quality indicators] ³	THE EQAVET SUPPORTING MATERIALS [2010- present] THE EQAVET IT Tool ⁴
Clauses and Sub-clauses	Quality criteria, Indicative descriptors and Quality indicators	Building your QA approach Monitoring your QA approach
Clause 5 Management responsibility	<p>Planning Planning reflects a strategic vision shared by the relevant stakeholders & includes explicit goals/objectives, actions and indicators.</p> <p>Evaluation of outcomes and processes is regularly carried out and supported by measurement.</p> <p>Review</p>	<p>1. For further information on the EQAVET Indicative descriptors, see Planning http://www.eqavet.eu/qc/tns/building-your-system/planning/descriptors-list.aspx</p> <p>Evaluation http://www.eqavet.eu/qc/tns/building-your-system/evaluation/intro.aspx</p> <p>Review http://www.eqavet.eu/qc/tns/building-your-system/review/intro.aspx</p> <p>2. For further information on the EQAVET indicators, see http://www.eqavet.eu/qc/tns/monitoring-your-system/evaluation/EQAVET_indicators.aspx</p>
Sub-clauses 5.1 Management commitment Top management shall provide evidence of its commitment to the development & implementation of the quality management system and continually improving its effectiveness by [For further specification, see bullets a), b), c), d) e)]	<p>Indicative descriptors & Quality Indicators</p> <p>Planning Responsibilities in quality management and development have been explicitly allocated</p>	
5.2 Customer focus	<p>Evaluation</p>	

³ See Recommendation of the European Parliament and of the Council of 18 June 2009 on the establishment of a [European Quality Assurance Reference Framework for Vocational Education and Training](#) [Official Journal C 155 of 8.7.2009].

⁴ For further information see <http://www.eqavet.eu/qc/gns/home.aspx>

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<p>Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1).</p>	<p>Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction.</p> <p>Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders.</p> <p>EQAVET quality indicator 6</p>	
<p>5.3 Quality policy</p> <p>Top management shall ensure that the quality policy is</p> <ul style="list-style-type: none"> a) appropriate to the purpose of the organization, b) includes a commitment to comply with the requirements & continually improve the effectiveness of the quality management system, c) provides a framework for establishing & reviewing quality objectives, d) is communicated & understood within the organization, is reviewed for continuing suitability. 	<p>VET providers have an explicit and transparent quality assurance system in place.</p> <p>EQAVET quality indicator 1</p>	
<p>5.4 Planning</p> <p>5.4.1 Quality objectives</p> <p>Top management shall ensure that quality objectives, included those needed to meet requirements for product [see 7.1 a)] are established at relevant functions and levels within the organization. The quality objectives shall be measurable.</p>	<p>Planning</p> <p>European, national and regional VET policy goals/objectives are reflected in the local targets set by the VET providers.</p> <p>Explicit goals/ objectives and targets are set and monitored.</p> <p>EQAVET quality Indicators 2-10</p>	
<p>5.4.2 Quality management system planning</p> <p>Top management shall ensure that</p> <ul style="list-style-type: none"> a) the planning of the quality management system is carried out in order to meet the requirements given in 4.1 as well as the quality objectives, and b) the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. 	<p>Planning</p> <p>European, national and regional VET policy goals/objectives are reflected in the local targets set by the VET providers</p> <p>Explicit goals/ objectives and targets are set and monitored</p> <p>EQAVET quality indicators 2-10</p>	
<p>5.5 Responsibility, authority & communication</p> <p>5.5.1 Responsibility & authority</p> <p>Top management shall ensure that responsibilities and authorities are defined and communicated within the organization.</p>	<p>Planning</p> <p>Responsibilities in quality management and development have been explicitly allocated.</p> <p>There is an early involvement of staff in planning, including with regard to quality development.</p>	

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	Providers plan cooperative initiatives with other VET providers.	
5.5.2 Management representative Top management shall appoint a member of the organization's management who, irrespective of other responsibilities, shall have responsibility and authority that includes [See bullets a), b), c) for further specification].		
5.5.3 Internal communication Top management shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.	Planning Responsibilities in quality management and development have been explicitly allocated. There is an early involvement of staff in planning, inculcating with regard to quality development.	
5.6 Management review 5.6.1 General Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.[...]	Evaluation <i>Evaluation</i> of outcomes and processes is regularly carried out and supported by measurement Review EQAVET quality indicators for assessing quality in VET	
5.6.2 Review input The input to management review shall include information on a) results of audits, b) customer feedback, c) process performance and product conformity, d) status of preventive and corrective actions, e) follow-up actions from previous management reviews, f) changes that could affect the quality management system, and g) recommendations for improvement.	Planning Ongoing consultation with relevant stakeholders takes place to identify specific local/individual needs. Evaluation Self-assessment/self-evaluation is periodically carried out under national and regional regulations/frameworks or at the initiative of VET providers. Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction. Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders. Early warning systems are implemented. Review Learners' feedback is gathered on their individual learning experience and on learning and teaching environment. Together with teachers' feedback this is used to inform further actions.	

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	<i>EQAVET quality indicators 2-10</i>	
5.6.3 Review output The output from the management review shall include any decisions and actions related to a) improvement of the effectiveness of the quality management system and its processes, b) improvement of product related to customer requirements, and e) resource needs.	Review Information on the outcomes of the review is widely and publicly available. Procedures on feedback and review are part of a strategic learning process in the organisation. Results/outcomes of of the evaluation process are discussed with relevant stakeholders and appropriate action plans are put in place.	

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Clauses and Sub-clauses	Quality criteria, Indicative descriptors & Quality indicators	Building your QA approach Monitoring your QA approach
<p>Clause 6. Resource management</p>	<p>Planning Planning reflects a strategic vision shared by the relevant stakeholders & includes explicit goals/objectives, actions and indicators</p> <p>Implementation Implementation plans are devised in consultation with stakeholders & include explicit principles</p> <p>A reference set of selected indicators for assessing quality in VET</p> <ul style="list-style-type: none"> ▪ No. 1 Relevance of quality assurance systems for VET providers ▪ No. 2 Investment in training of teachers and trainers ▪ No. 3 Participation rate in VET programmes ▪ No. 4 Completion rate in VET programmes ▪ No. 5 Placement rate in VET programmes ▪ No. 6 Utilisation of acquired skills at the workplace ▪ No. 7 Unemployment rate ▪ No. 8 Prevalence of vulnerable groups ▪ No.9 Mechanisms to identify training needs in the labour market ▪ No.10 Schemes used to promote better access to VET 	<p>1. For further information on the EQAVET indicative descriptors, see Planning http://www.eqavet.eu/gc/tns/building-your-system/planning/descriptors-list.aspx</p> <p>Implementation http://www.eqavet.eu/gc/tns/building-your-system/implementation/intro.aspx</p> <p>Review http://www.eqavet.eu/gc/tns/building-your-system/review/intro.aspx</p> <p>2. For further information on the EQAVET indicators, see http://www.eqavet.eu/gc/tns/monitoring-your-system/evaluation/EQAVET_indicators.asp</p>
<p>Sub-clauses 6.2.1 General Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, training, skills and experience.</p>	<p>Indicative descriptors & Indicators Implementation The strategic plan for staff competence development specifies the need for training for teachers and trainers Staff undertake regular training and develop cooperation with relevant external</p>	

⁵ See Recommendation of the European Parliament and of the Council of 18 June 2009 on the establishment of a [European Quality Assurance Reference Framework for Vocational Education and Training](http://www.eqavet.eu/gc/tns/home.aspx) [Official Journal C 155 of 8.7.2009].

⁶ For further information see <http://www.eqavet.eu/gc/tns/home.aspx>

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	stakeholders to support capacity building and quality improvement, and to enhance performance Quality indicator 2	
6.2.2 Competence, training and awareness The organisation shall, a) determine the necessary competence for personnel performing work affecting conformity to product requirements, b) where applicable, provide training or take other actions to achieve the necessary competence, c) evaluate the effectiveness of the actions taken, d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and e) maintain appropriate records of education, training, skills and experience [...].	Implementation The strategic plan for staff competence development specifies the need for training for teachers and trainers Staff undertake regular training and develop cooperation with relevant external stakeholders to support capacity building and quality improvement, and to enhance performance Quality indicator 2	
6.3 Infrastructure The organization shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable, a) buildings, workspace and associated utilities b) process equipment(both hardware and software), and c) supporting services (such as transport, communication or information systems).		
6.4 Work environment The organisation shall determine and manage the work environment needed to achieve conformity to product requirements.	Review Learners' feedback on their individual learning experience and on the learning and teaching environment. Together with teachers' feedback this is used to inform further actions.	

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Clauses and Sub-clauses	Quality criteria, Indicative descriptors and Quality indicators	Building your QA approach Monitoring your QA approach
<p>Clause 7 Product realization</p>	<p>Quality criteria:</p> <p><i>Planning</i> Planning reflects a strategic vision shared by the relevant stakeholders & includes explicit goals/objectives, actions and indicators</p> <p><i>Implementation</i> Implementation plans are devised in consultation with stakeholders & include explicit principles</p> <p><i>Evaluation</i> Evaluation of outcomes & processes is regularly carried out and supported by measurement</p> <p><i>EQAVET quality indicators for assessing quality in VET</i></p>	<p>1. For further information on the EQAVET indicative descriptors, see</p> <p>Planning http://www.eqavet.eu/gc/tns/building-your-system/planning/descriptors-list.aspx</p> <p>Implementation http://www.eqavet.eu/gc/tns/building-your-system/implementation/intro.aspx</p> <p>Evaluation http://www.eqavet.eu/gc/tns/building-your-system/evaluation/descriptors-list.aspx</p> <p>Review http://www.eqavet.eu/gc/tns/building-your-system/review/intro.aspx</p> <p>2. For further information on the EQAVET indicators, see http://www.eqavet.eu/gc/tns/monitoring-your-system/evaluation/EQAVET_indicators.aspx</p>
<p>Sub-clauses</p> <p>7.1 Planning of product realization</p> <p>The organization shall plan and develop the processes needed for product realization. Planning of product realization shall be consistent with the requirements of the other processes of the quality management system(see 4.1).</p>	<p>Indicative descriptors and Indicators</p> <p><i>Planning</i> European, national and regional VET policy goals/objectives are reflected in the local targets set by the VET providers. Explicit goals/ objectives and targets are set and monitored.</p>	

⁷ See Recommendation of the European Parliament and of the Council of 18 June 2009 on the establishment of a [European Quality Assurance Reference Framework for Vocational Education and Training](http://www.eqavet.eu/gc/tns/building-your-system/evaluation/EQAVET_indicators.aspx) [Official Journal C 155 of 8.7.2009].

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Clauses and Sub-clauses	Quality criteria, Indicative descriptors and Quality indicators	Building your QA approach Monitoring your QA approach
<p>In planning product realization, the organization shall determine the following as appropriate</p> <ul style="list-style-type: none"> a) quality objectives and requirements for the product, b) the need to establish processes and documents, and to provide resources specific to the product, c) required verification, validation, monitoring, measurement inspection and test activities specific to the product and the criteria for product acceptance, d) records needed to provide evidence that the realization processes and the resulting product meet requirements. 	<p><i>Implementation</i></p> <p>Resources are appropriately internally aligned/assigned with a view to achieving the targets set in the implementation plan.</p> <p>EQAVET quality indicators 2-10</p>	
<p>7.2 Customer related processes</p> <p>The organization shall review the requirements related to the product . This review shall be conducted prior to the organization's commitment to supply a product to a customer[...].</p>	<p><i>Review</i></p> <p>Learners' feedback is gathered on their individual learning experience and on learning and teaching environment. Together with teachers' feedback this is used to inform further actions.</p>	
<p>7.2.1 Determination of requirements related to the product</p> <p>The organization shall determine [For further specification, see bullets a), b),c),d) for specifications]</p>	<p><i>Planning</i></p> <p>Ongoing consultation with relevant stakeholders takes place to identify local/individual needs.</p> <p>The relevant stakeholders participate participate in the process of analysing local needs.</p>	
<p>7.2.2 Review of requirements related to the product</p> <p>The organization shall review the requirements related to the product . This review shall be conducted prior to the organization's commitment to supply a product to a customer.</p>	<p>Relevant and inclusive partnerships are explicitly supported to implement the actions planned</p>	
<p>7.2.3 Customer communication</p> <p>The organization shall determine and implement effective arrangements for communicating with customers in relation to [For further specification, see bullets a), b),c)].</p>	<p><i>Planning</i></p> <p>Ongoing consultation with relevant stakeholders takes place to identify specific local/individual needs</p> <p>Responsibilities in quality management and development have been explicitly allocated.</p> <p>There is an early involvement of staff in planning, inculing with regard to quality development</p> <p><i>Implementation</i></p> <p>Relevant and inclusive partnerships are explicitly supported to implement the actions planned.</p>	

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Clauses and Sub-clauses	Quality criteria, Indicative descriptors and Quality indicators	Building your QA approach Monitoring your QA approach
7.3 Design and development 7.3.1 Design & development planning The organization shall plan & control the design and development of product [For further specification, see bullets a),b),c)]. The organization shall manage the interface between different groups involved to ensure effective communication and clear assignment of responsibility. Planning output shall be updated, as appropriate, as the design and development progresses.	Planning Ongoing consultation with relevant stakeholders takes place to identify specific local/individual needs Responsibilities in quality management and development have been explicitly allocated. There is an early involvement of staff in planning, including with regard to quality development Implementation Relevant and inclusive partnerships are explicitly supported to implement the actions planned.	
7.3.2 Design and development inputs Inputs relating to product requirements shall be determined and records maintained. These inputs shall include [For further specification, see bullets a), b), c), d)]. These inputs shall be reviewed for adequacy. Requirements shall be complete, unambiguous and not in conflict with each other.	Planning European, national and regional VET policy goals/objectives are reflected in the local targets set by the VET providers. Explicit goals/ objectives and targets are set and monitored. Ongoing consultation with relevant stakeholders takes place to identify specific local/individual needs There is an early involvement of staff in planning, including with regard to quality development. Providers plan cooperative initiatives with other providers. The relevant stakeholders participate in the process of analysing local needs Implementation Resources are appropriately internally aligned/assigned with a view to achieving the targets set in the implementation plan.	
7.3.3 Design & development outputs The outputs of design & development shall be in a form suitable for verification against the design and development input and shall be approved prior to release [For further specification, see bullets a) ,b), c), d)].	Evaluation Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction EQAVET quality indicators 4, 5, 6, 7, 8	
7.3.4 Design & development review	Evaluation	

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Clauses and Sub-clauses	Quality criteria, Indicative descriptors and Quality indicators	Building your QA approach Monitoring your QA approach
<p>At suitable stages, systematic reviews of design & development shall be performed in accordance with planned arrangements</p> <p>a) to evaluate the ability of results of design & development to meet requirements, and</p> <p>b) to identify any problems and propose necessary actions.</p>	<p>Evaluation and review covers processes and results/outcomes of education including the assessment of learners satisfaction as well as staff competence and satisfaction</p> <p>Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders</p> <p>Early warning systems are implemented</p> <p><i>Review</i></p> <p>Learners' feedback on their individual learning experience and on the learning and teaching environment. Together with teachers' feedback this is used to onform further actions.</p> <p>Results/outcomes of the evaluation process are discussed with relevant stakeholders and appropriate action plans are put in place</p> <p><i>EQAVET quality indicators 2-10</i></p>	
<p>7.3.5 Design and development verification</p> <p>Verification shall be performed in accordance with planned arrangements[...] to ensure that the design and development outputs have met the design and development requirements. Records of the results of verification and any necessary action shall be maintained.</p>	<p><i>Evaluation</i></p> <p>Self- assesment/self-evaluation is periodically carried out under national and regional regulations/frameworks or at th initiative of VET providers.</p> <p>Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction.</p> <p>Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders.</p> <p>Early warning systems are implemented.</p> <p><i>EQAVET quality indicators 3-10</i></p>	
<p>7.3.6 Design and development validation</p> <p>Design and development changes shall be performed in accordance with planned arrangements (see 7.3.1) to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation shall be completed prior to the delivery or implementation of the product. Records of the results of validation and any necessary actions shall be maintained (see 4.2.4).</p>		
<p>7.3.7 Control of design & development changes</p> <p>Design and development changes shall be identified and records maintained. The changes shall be reviewed, verified and validated, as</p>		

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Clauses and Sub-clauses	Quality criteria, Indicative descriptors and Quality indicators	Building your QA approach Monitoring your QA approach
<p>appropriate, and approved before implementation. The review of design and development changes shall include evaluation of the effect of changes and constituent parts and product already delivered. Records of the review of changes and any necessary actions shall be maintained.</p>		
<p>7.4 Purchasing 7.4.1 Purchasing process The organisation shall ensure that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.</p>		
<p>7.4.2 Purchasing information Purchasing information shall describe the product to be purchased, including where appropriate [see bullets a),b),c)].</p>		
<p>7.4.3 Verification of purchased product The organisation shall establish and implement the inspection or other activities necessary for ensuring that purchased products meets specified purchase requirements. Where the organisation or its customer intends to perform verification at the supplier's premises, the organization shall state the intended verification arrangements and method of product release in the purchasing information.</p>		
<p>7.5 Production and service provision 7.5.1 Control of production & service provision The organization shall plan & carry out production and service provision under controlled conditions. Controlled conditions shall include [See bullets, particularly a),e), f)]</p>	<p>Evaluation Self- assessment/self-evaluation is periodically carried out under national and regional regulations/frameworks or at th initiative of VET providers. Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction. Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders. Early warning systems are implemented.</p> <p>EQAVET quality indicators 2-10</p>	

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<p>7.5.2 Validation of processes for production and service provision</p> <p>The organisation shall validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.</p> <p>Validation shall demonstrate the ability of these processes to achieve planned results.</p> <p>The organisation shall establish arrangements for these processes including, as applicable [For further specification, see bullets a), b),c),d),e)]</p>		
<p>7.5.3 Identification and traceability</p> <p>Where appropriate, the organisation shall identify the product suitable means throughout product realization. The organization shall identify the product status with respect to monitoring and measurement requirements throughout product realization. Where traceability is a requirement, the organisation shall control the unique identification of the product and maintain records.</p>		
<p>7.5.4 Customer property</p> <p>The organisation shall exercise care with customer property while it is under the organisation's control or being used by the organisation. The organisation shall identify, verify protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use the organisation shall report this to the customer and maintain records (see 4.2.4).</p>		
<p>7.5.5 Preservation of product</p> <p>The organisation shall preserve the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituents parts of a product.</p>		
<p>7.6 Control of monitoring and measuring equipment</p> <p>The organisation shall determine the monitoring and measurement to be undertaken and the monitoring and measurement equipment needed to</p>		

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<p>provide evidence of conformity of product to determined requirements.</p> <p>The organisation shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.</p> <p>Where necessary to ensure valid results, measurement equipment shall [For further specification, see bullets a), b), c), d), e)].</p> <p>In addition, the organisation shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organisation shall take appropriate action on the equipment and any product affected.</p> <p>Records of the results of calibration and verification shall be maintained (see 4.2.4).</p>		

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THE ISO 9001 STANDARD [2013] REQUIREMENTS [Clauses & Sub-clauses]	THE EQAVET FRAMEWORK [2009] QUALITY CRITERIA [Indicative descriptors and Quality indicators] ⁹	THE EQAVET SUPPORTING MATERIALS [2010- present] THE EQAVET IT Tool ¹⁰
Clauses and Sub-clauses	Quality criteria, Indicative descriptors & Quality Indicators	Building your QA approach Monitoring your QA approach
<p>Clause 8 Measurement, analysis and improvement</p>	<p>Planning Planning reflects a strategic vision shared by the relevant stakeholders & includes explicit goals/objectives, actions and indicators</p> <p>Implementation plans are devised in consultation with stakeholders</p> <p>Evaluation of outcomes and processes is regularly carried out and supported ny measurement</p> <p>Review</p> <p>Reference quality indicators for assessing quality in VET</p>	<p>1. For further information on the EQAVET indicative descriptors , see Planning: http://www.eqavet.eu/qc/tns/building-your-system/planning/descriptors-list.aspx Implementation: http://www.eqavet.eu/qc/tns/building-your-system/implementation/intro.aspx Evaluation: http://www.eqavet.eu/qc/tns/building-your-system/evaluation/intro.aspx Review http://www.eqavet.eu/qc/tns/building-your-system/review/intro.aspx</p> <p>2. For further information on the EQAVET indicators, see http://www.eqavet.eu/qc/tns/monitoring-your-system/evaluation/EQAVET_indicators.aspx</p>
<p>Sub-clauses 8.1 General The organization shall plan & implement the monitoring, measurement, analysis and improvement processes needed a) to demonstrate conformity to product requirements, b) to ensure conformity of the QM system, c) to continually improve the effectiveness of the QM system.</p>	<p>Indicative descriptors and indicators Evaluation Self-assessment/self-evaluation is periodically carried out under national and regional regulations/frameworks or at the initiative of VET providers. Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction Evaluation and review includes adequate and effective mechanisms to</p>	

⁹ See Recommendation of the European Parliament and of the Council of 18 June 2009 on the establishment of a [European Quality Assurance Reference Framework for Vocational Education and Training](#) [Official Journal C 155 of 8.7.2009].

¹⁰ For further information see <http://www.eqavet.eu/qc/gns/home.aspx>

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	involve internal and external stakeholders Early warning systems are implemented <i>EQAVET quality indicators 2-10</i>	
8.2 Monitoring and measurement 8.2.1 Customer satisfaction As one of the measurements of the performance of the quality management , the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements.The methods for obtaining and using this information shall be determined.	Evaluation Learners' feedback is gathered on their individual learning experience and on the learning and teaching environment. Together wit teachers' feedback this is used to inform further actions. EQAVET quality indicators 3, 4, 5, 6, 7, 8 and 9	
8.2.2 Internal audit The organization shall conduct internal audits at planned intervals to determine whether the quality management a) conforms to the planned arrangements, to the requirements of this International Standard and to the quality management requirements established by the organization, and b) is effectively and maintained.	Evaluation Self-assessment /self-evaluation is periodically carried out under national and regional regulations/frameworks or at the initiative of VET providers EQAVET quality indicators 2-10	
8.2.3 Monitoring & measurement of processes The organization shall apply suitable methods for monitoring and, where applicable, measurement of the quality management processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken as appropriate.	Evaluation Self-assessment /self-evaluation is periodically carried out under national and regional regulations/frameworks or at the initiative of VET providers. Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction. Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders. EQAVET quality indicators 2-10	
8.2.4 Monitoring & measurement of product The organization shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.	Evaluation Self-assessment /self-evaluation is periodically carried out under national and regional regulations/frameworks or at the initiative of VET providers. Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction. Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders.	

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8.3 Control of nonconforming product The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. A documented procedure shall be established to define the controls and related responsibilities and authorities for dealing with nonconforming product [see bullets a),b), c),d)].	EQAVET quality indicators 2-10 Evaluation Self-assessment /self-evaluation is periodically carried out under national and regional regulations/frameworks or at the initiative of VET providers. Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction. Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders. EQAVET quality indicators 2-10	
8.4 Analysis of data The organization shall determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the QM system and to evaluate where continual improvement of the effectiveness of the QM system can be made. This shall include data generated as a result of monitoring & measurement and from other relevant sources. [See bullets a), b), c),d)]	Evaluation Self-assessment /self-evaluation is periodically carried out under national and regional regulations/frameworks or at the initiative of VET providers Evaluation and review covers processes and results/outcomes of education including the assessment of learner satisfaction as well as staff performance and satisfaction Evaluation and review includes adequate and effective mechanisms to involve internal and external stakeholders. EQAVET quality Indicators 2-10	
8.5 Improvement 8.5.1 Continual improvement The organization shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.	Planning, Implementation, Evaluation and Review A reference set of selected quality indicators for assessing quality in VET	
8.5.2 Corrective action The organization shall take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered. A documented procedure shall be established to define requirements for [For further specifications , see bullets a), b), c), d), e), f)]	Review Results/outcomes of the evaluation process are discussed with relevant stakeholders and appropriate action plans are put in place	
8.5.3 Preventive action The organization shall determine action to eliminate the causes of	Evaluation Early warning systems are implemented.	

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potential nonconformities in order to prevent their occurrence. Preventive action shall be appropriate to the effects of potential problems		