

Australian Standard™

**Quality management—Guidelines for  
training  
(ISO 10015, MOD)**

**STANDARDS**  
Australia



This Australian Standard was prepared by Committee QR-002, Quality of Service. It was approved on behalf of the Council of Standards Australia on 6 June 2006. This Standard was published on 21 June 2006.

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## PREFACE

This Standard was prepared by the Standards Australia Committee QR-002, Quality of Service.

The objective of this Standard is to provide a basis for developing an understanding of competency needs analysis, design and planning of training, delivery of training and evaluation and monitoring of learning and development outcomes.

This Standard is an adoption with national modifications and has been reproduced from ISO 10015:1999, *Quality management—Guidelines for training*, and has been varied as indicated to take account of Australian conditions.

Variations to ISO 10015:1999 are indicated at the appropriate places throughout this standard. Strikethrough (~~example~~) identifies ISO text, tables and figures which, for the purposes of this Australian Standard, are deleted. Where text, tables or figures are added, each is seen in its proper place and identified by shading (example). Added figures are not themselves shaded, but are identified by a shaded border.

The term 'informative' has been used in this Standard to define the application of the annex to which it applies. An 'informative' annex is only for information and guidance.

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- (a) Its number appears on the cover and title page while the international standard number appears only on the cover.
- (b) In the source text 'ISO 10015' should read 'AS ISO 10015'.
- (c) A full point substitutes for a comma when referring to a decimal marker.

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## INTRODUCTION

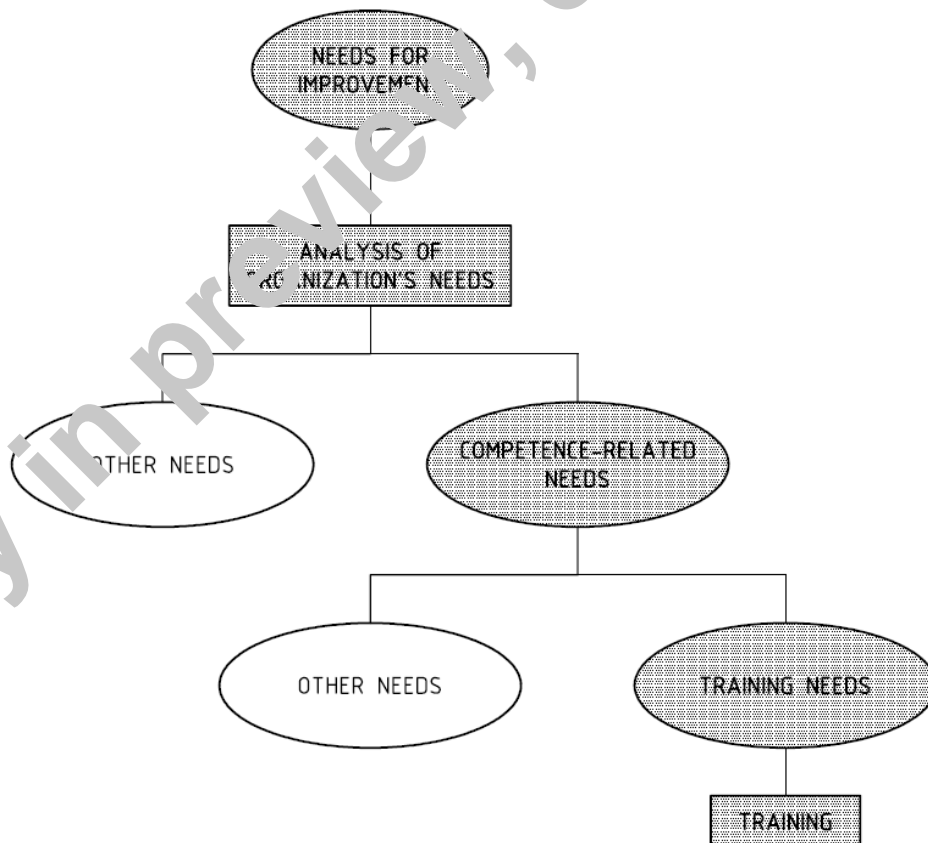
The Quality management principles underlying the ISO 9000 family of standards (of which the ISO 10000 series form a part) emphasize the importance of human resource management and the need for appropriate training.

They recognize that customers are likely to both respect and value an organization's commitment to its human resources and its ability to demonstrate the strategy used to improve the competence of its personnel.

Personnel at all levels should be trained to meet the organization's commitment to supply products of a required quality in a rapidly changing market place where customer requirements and expectations are increasing continuously.

This International Standard provides guidelines to assist organizations and their personnel when addressing issues related to training. It may be applied whenever guidance is required to interpret references to "education" and "training" within the ISO 9000 family of quality assurance and quality management standards. Any references to "training" in this document includes all types of education and training.

An organization's objectives for continual improvement, including the performance of its personnel, might be affected by a number of internal and external factors including changes in markets, technology, innovation, and the requirements of customers and other stakeholders. Such changes may require an organization to analyse its competence-related needs. Figure 1 illustrates how training could be selected as a selective means of addressing these needs.



**Figure 1 — Improving quality by training**

The role of this International Standard is to provide guidance that help an organization to identify and analyse training needs, design and plan the training, provide for the training, evaluate training outcomes, and monitor and improve the training process in order to achieve its objectives. It emphasizes the contribution of training to continual improvement and is intended to help organizations make their training a more effective and efficient investment.

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AUSTRALIAN STANDARD

# Quality management — Guidelines for training (ISO 10015, MOD)

Any table, figure or text of the international standard that is struck through is not part of this standard. Any Australian table, figure or text that is added is part of this standard and is identified by shading.

## 1 Scope

These guidelines cover the development, implementation, maintenance, and improvement of strategies and systems for training, learning and development ~~that affect the quality of the products supplied by an organization.~~

This International Standard applies to all types of organizations.

It is ~~not~~ intended to provide guidance, and is not suitable on its own as a basis for use in contracts, regulations, or for certification.

It does not add to, change, or otherwise modify requirements for the ISO 9000 series.

~~This International Standard is not intended to be used by training providers delivering services to other organizations.~~

NOTE The main source of reference for training providers should be ISO 9004-2:1991, *Quality management and quality system elements—Part 2: Guidelines for services*, until superseded by ISO 9004:2000, *Quality management systems—Guidelines for performance improvement*.

Training providers may use this International Standard when addressing the training needs of their own personnel.

### 1.1 Application

This International Standard is intended to be used by organizations and training providers when addressing issues related to training, learning and development.

## 2 Normative references

The following normative document contains provisions which, through reference in this text, constitute provisions of this International Standard. For dated references, subsequent amendments to, or revisions of, any of this publication do not apply. However, parties to agreements based on this International Standard are encouraged to investigate the possibility of applying the most recent edition of the normative document indicated below. For undated references, the latest edition of the normative document referred to applies. Members of ISO and IEC maintain registers of currently valid International Standards.

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