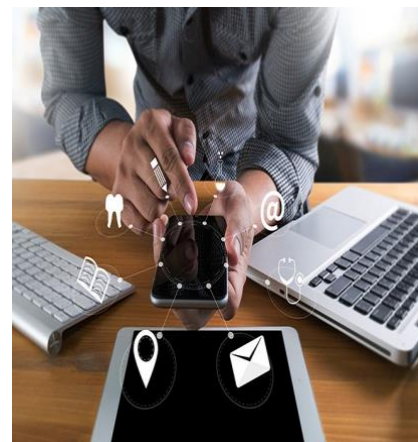




COMPENDIUM OF INDIAN STANDARDS ON EDUCATION SERVICES

Prepared by:

**SERVICE SECTOR
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NEW DELHI**

INTRODUCTION

This compendium is a collection of Indian standards published by Bureau of Indian Standards in the field of Education Services. The standards covered in this compendium outline requirements and guidelines in domain of ‘Education Services’. It is designed to facilitate relevant stakeholders in accessing and referencing the applicable standards currently in place.

These standards are formulated by Higher Education, Skill Development and Related Services Sectional Committee (SSD 04) of BIS.

Indian Standards on Education Services

1. IS/ISO 21001:2018 – Educational Organizations – Management Systems

This standard outlines the requirements for an Educational Organization Management System (EOMS) for institutions aiming to support competence development through teaching, learning, or research. It helps organizations demonstrate their capability to enhance learner and staff satisfaction by applying effective management practices. The requirements are generic and applicable to any organization using a curriculum for education, regardless of type, size, or delivery method. It is also suitable for educational units within larger non-educational organizations, like corporate training departments.

2. IS/ISO 29992:2018 – Assessment of Outcomes of Learning Services (Guidance)

This document provides guidance on the planning, development, implementation and review of assessments of the outcomes (knowledge, competence, performance) of learning services. It is intended for use by organizations providing learning services and organizations selecting, using or developing assessments. It is useful for training providers, employers, and learners to evaluate effectiveness.

3. IS/ISO 29993:2017 – Learning Services Outside Formal Education

This document specifies requirements for learning services outside formal education, including all types of life-long learning (e.g. vocational training and in-company training, either outsourced or in house). These include any learning services provided by a learning service provider (LSP) that are addressed to learners themselves, as well as to sponsors who are acquiring the services on behalf of the learners. The key features of these kinds of services are that the goals of learning are defined, and the services are evaluated, and that they involve interaction with the learner.

4. IS/ISO 29994:2021 – Distance Learning Services

This standard specifies requirements for online or remote education services. It is applicable to any distance learning services that are addressed to learners themselves as well as to sponsors who are acquiring the services on behalf of the learners. It is useful for e-learning platforms, online schools, and remote coaching providers.

5. IS/ISO 29991:2020 – Language Learning Services

This document specifies requirements for language-learning services. These include any language learning services that are addressed to language learners themselves as well as to interested parties who are acquiring the services for the benefit of learners. The key features of any such service are that the goals of learning are defined and evaluated, and that it involves interaction with the learner. It helps learners choose the right course by providing transparent information.

6. IS/ISO 29995:2021 – Education and Learning Services – Vocabulary

This document is intended to provide a reference for standards users and developers, as well as to facilitate communication and common understanding of the terms within the field of education and learning services.

7. IS 18692:2024 – Coaching Centre Services – Requirements

This standard specifies the service requirements for the coaching centre which includes operations, infrastructure, staff, faculties, design of learning services, assessment of learning, maintenance requirements, safety and security. It covers infrastructure, teaching quality, student management, and ethical practices.

8. IS 19234:2025 – Online Coaching Services – Requirements

This Indian Standard specifies requirements for coaching services provided through online modes but does not include sports, dance, theatre and other creative activities. It ensures online learners receive a quality experience similar to offline coaching. It is useful for edtech companies, online tutors, and virtual academies.

*For further details of these Indian Standards, please visit **KNOW YOUR STANDARD** section of BIS website using the following link:*

https://www.services.bis.gov.in/php/BIS_2.0/bisconnect/knownyourstandards/indian_standards/isdetails