

ICS 03.180
CCS A 18



**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 37709-2019

**General specification for learning services outside formal
education**

Issued on: June 4, 2019

Implemented on: January 1, 2020

**Issued by: State Administration for Market Regulation, China National
Standardization Administration**

Table of Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard uses the translation method equivalent to ISO 29993..2017 "Non-formal Education Service Service Requirements".

This standard makes the following editorial changes.

--- Change the standard name to "Non-formal Education Service General".

This standard is proposed and managed by the National Education Service Standardization Technical Committee (SAC/TC443).

This standard was drafted. China National Institute of Standardization, Beijing Institute of Educational Science, New Channel (Beijing) Management Consulting Co., Ltd., Beijing

Building Block Century Education Technology Co., Ltd., Taizhou Institute of Standardization, Taizhou Lujiao District Women's Federation.

Introduction

This standard provides a unified normative framework for high quality non-formal education services, starting with service elements and service delivery.

This standard structure reflects a series of representative experiences of students and customers in a typical educational service, including advertising and service delivery.

Information, requirements analysis, design, evaluation and evaluation provided before.

Service design and delivery may change due to specific conditions, and Education Service Providers (LSPs) can establish a management system to maintain service delivery.

Consistency of payment and compliance with this standard.

General rules for non-formal education services

1 Scope

This standard specifies the general requirements for non-formal education services and applies to all forms of lifelong education (eg vocational training, business outsourcing).

Or internal training), including all services provided by the Education Service Provider (LSP) for the student and the customer who purchased the service on behalf of the student.

The main features of the above services are clear learning objectives, service evaluability and inclusion of interactions with participants. Learning can be in the form of face-to-face, also

It can be implemented by means of technical media, or a mixture of the two.

If the education service provider is part of an organization, the organization also provides products other than educational services (such as goods and services), this standard

Applicable only to non-formal education services.

This standard does not specifically regulate educational services in the formal education system provided by schools, colleges and universities, but the above organizations may

Use this standard as a tool for self-evaluation.

2 Normative references

There are no normative references in this standard.

3 Terms and definitions

The following terms and definitions apply to this document.

Note. The ISO and IEC standardized terminology database addresses are as follows.

3.1

Assessment assessment

Collect relevant data to determine the learning (3.9) results for individual or group participants (3.8).

3.2

Blended learning blendedlearning

A combination of different learning (3.9) forms.

Note 1. The forms of learning include face-to-face learning and information technology-assisted learning.

Note 2. Rewrite ISO 29991.2014, definition 2.4.

3.3

Competence competence

The ability to acquire knowledge and skills to achieve the desired goals.

3.4

Course curriculum

A learning plan prepared by an education service provider (3.13) to clarify objectives, content, learning resources (3.11), and learning (3.9).

3.5

Evaluation evaluation

The system collects various types of information [including assessment (3.1) and monitoring (3.14) results] and clarifies the applicability of educational services (3.12).