

ICS 03.080.30; 35.240.90
CCS L 67



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

GB/Z 159-2025

**Education and learning services - Distance and digital learning
services (DDLS) - Guidance for best practices**

教育与学习服务 远程与数字学习服务 良好实践指南

(English Translation)

Issued on: December 3, 2025

Implemented on: December 3, 2025

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

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Foreword

This document is a report-type guidance technical document.

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part 1: Structure and Drafting Rules of Standardization Documents". Drafting.

This document is modified to adopt ISO /T R29996.2024 "Education and Learning Services. Case Studies of Distance and Digital Learning Services".

The type has been changed from ISO technical reports to my country's national standardization guidance technical documents.

Compared with ISO /T R29996.2024, this document has undergone the following structural adjustments.

---5.3 corresponds to 5.4 of ISO /T R29996.2024;

---6.3 corresponds to 6.4 of ISO /T R29996.2024;

---7.3 corresponds to 7.4 of ISO /T R29996.2024;

---8.3 corresponds to 8.4 of ISO /T R29996.2024;

---9.3 corresponds to 9.4 of ISO /T R29996.2024.

The technical differences between this document and ISO /T R29996.2024, and the reasons therefor, are as follows.

---The Italian syllabus for the project "Digital Competency of Public Administration" (see section 5.3 of ISO /T R29996.2024) has been removed.

Co-creation and collaboration (see 6.3 of ISO /T R29996.2024), and the learning center information technology platform (see ISO /T R29996.2024).

7.3 of the above), online learning resource navigation catalog based on course unit structure (see 8.3 of ISO /T R29996.2024), basic The mentorship model, which supports individual learner differences (see 9.3 in ISO /T R29996.2024), is not yet widely adopted in my country.

Applicable international cases;

---Added normative references to GB/T 39050-2020 (see 4.1, 5.1, 6.1, 7.1, 8.1, 9.1, 10.1) and GB/T 44479- 2024 (see 4.1, 5.1, 6.1, 7.1, 8.1, 9.1, 10.1) to improve the applicability of this document.

The following editorial changes have been made to this document.

---Rename the file to "Good Practices Guide for Education and Learning Services. Distance and Digital Learning Services".

Introduction

In recent years, distance and digital learning services (DDLS) have developed rapidly and grown exponentially. GB/T 37709-2019 "Non-formal Education Services" General Rules, GB/T 39050-2020 Specifications for Distance Education Services, GB/T 40552-2021 Guidelines for Evaluating the Effectiveness of Education Services, GB / T43295-2023 "Education and Learning Services. Requirements for Distance Learning Services" and GB/T 44479-2024 "Evaluation Guidelines for Online Learning Service Organizations" Documents such as "South" have successively put forward requirements and suggestions for remote and digital learning service providers, aiming to ensure that they can effectively provide high-quality remote learning services.

Processes and digital learning services. Specifically.

---GB/T 37709-2019 From service information, solution preparation, requirements analysis, service design, service delivery, teaching staff, learning evaluation Requirements and guidelines were set forth regarding assessment, service monitoring and evaluation, and payment vouchers;

GB/T 39050-2020 sets forth requirements regarding service providers, service personnel, service resources, service processes, and service evaluation.

Summation Guide;

---GB/T 40552-2021 covers assessment planning, assessment development, assessment implementation, assessment review and optimization, assessment fairness, and assessment ethics.

Guidelines were provided regarding evaluation documents, etc.

---GB/T 43295-2023 Service information, requirements analysis, service design, service delivery, service personnel, learning and evaluation, and service monitoring Requirements and guidelines were put forward for aspects such as control, service evaluation, and service payment;

GB/T 44479-2024 provides guidelines on evaluation principles, evaluation elements, evaluation process, and evaluation results.

As a practical and effective approach, best practice guidelines can share helpful experiences and provide solutions to support remote and digital learning.

Service providers can better understand and implement the requirements and recommendations in the above documents. By referring to the best practice examples in this document, remote and digital services can better understand and implement these requirements.

Character learning service providers can adopt and implement effective strategies and

methods, in accordance with GB/T 37709-2019, GB/T 39050-2020, With the help of documents such as GB/T 40552-2021, GB/T 43295-2023, and GB/T 44479-2024, we can pursue and achieve high-quality remote sensing.

Processes and digital learning services.

1 Scope

This document provides GB/T 37709-2019, GB/T 39050-2020, GB/T 40552-2021, and GB/T 43295-2023.

Real-world examples, contextualized understanding, and practical applications of documents such as GB/T 44479-2024 in remote and digital learning service scenarios. plan.

This document is applicable to remote and digital learning service providers who pursue high-quality development, enabling them to analyze, improve, and enhance their service quality.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included.

For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB/T 37709-2019 General Guidelines for Non-Formal Education Services (ISO 29993:2017, IDT)

GB/T 39050-2020 Specification for Distance Education Services

GB/T 40552-2021 Guidelines for Evaluating the Effectiveness of Educational Services (ISO 29992:2018, IDT)

GB/T 43294-2023 Terminology for Education and Learning Services (ISO 29995:2021, IDT)

GB/T 43295-2023 Education and Learning Services - Requirements for Distance Learning Services (ISO 29994:2021, IDT)

GB/T 44479-2024 Guidelines for the Evaluation of Online Learning Service Organizations

3 Terms and Definitions

GB/T 37709-2019, GB/T 39050-2020, GB/T 40552-2021, GB/T 43295-2023, GB/T 43294- The terms and definitions defined in GB/T 44479-2024 and the following terms and definitions apply to this document.