

Australian/New Zealand Standard™

**Information technology—Learning,
education and training—Quality
management, assurance and metrics**

Part 1: General approach



AS/NZS ISO/IEC 19796.1:2013

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee IT-019, Information and Documentation, Information Technology—Learning, Education, Training and Research. It was approved on behalf of the Council of Standards Australia on 19 April 2013 and on behalf of the Council of Standards New Zealand on 8 April 2013.

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This Standard was issued in draft form for comment as DR AS/NZS ISO/IEC 19796.1.

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First published as AS/NZS ISO/IEC 19796.1:2013.

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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-019, Information and Documentation, Information Technology—Learning, Education, Training and Research.

The objective of this Standard (framework) is to describe, compare, analyse, and implement quality management and quality assurance approaches. It will serve to compare different existing approaches and to harmonize these towards a common quality model. The main aspect is the Reference Framework for the Description of Quality Approaches (RFDQ).

This Standard is identical with, and has been reproduced from ISO/IEC 19796-1:2005, *Information technology—Learning, education and training—Quality management, assurance and metrics, Part 1: General approach*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text ‘this part of ISO/IEC 19796’ should read ‘this Australian/New Zealand Standard’.
- (b) A full point substitutes for a comma when referring to a decimal marker.

None of the normative references in the source document have been adopted as Australian or Australian/New Zealand Standards.

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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INTRODUCTION

The Reference Framework for the Description of Quality Approaches (RFDQ) is a framework to describe, compare, and analyze quality management and quality assurance approaches. These approaches can be mapped to RFDQ. Therefore, the framework is not a quality management or quality assurance model – it is a framework for the description of quality approaches. It will serve to compare different existing standards and to harmonize these towards a common quality model. For a better understanding of the standard, several annexes show samples of the usage of the standard – the annexes are based on the French “Code of Practice” and German DIN PAS 1032-1. Additionally, an annex on Reference Quality Criteria (RQC) is included. These criteria shall serve as reference criteria for the analysis and evaluation of learning resources and scenarios. These criteria are also not a quality assessment approach itself, but a framework to compare different quality assurance and quality assessment approaches.

The following figure shows the levels of quality approaches and the relation of the RFDQ and RQC to existing approaches.

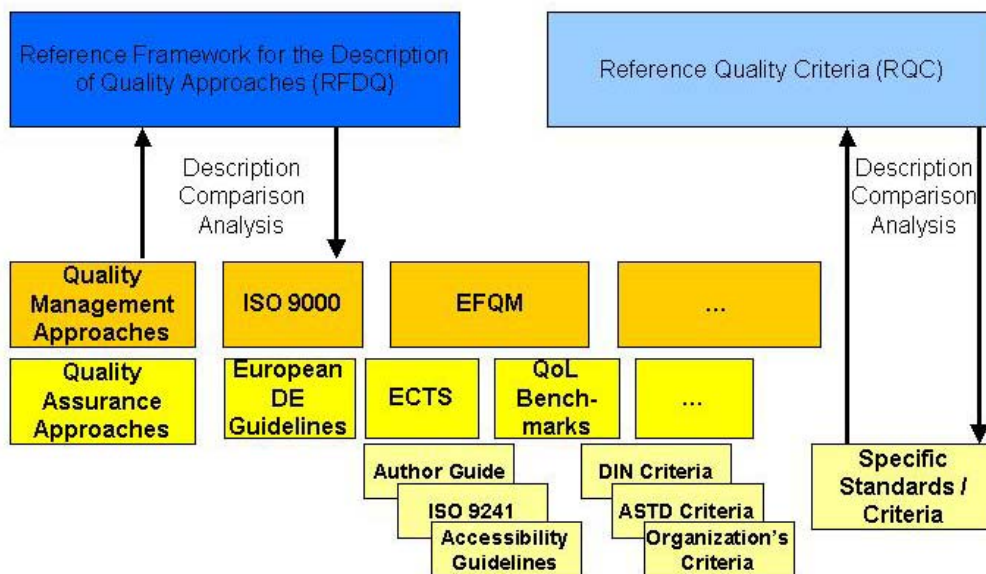


Figure 1: Levels of Quality Approaches

The following figure shows the role of the models within the standardization process.

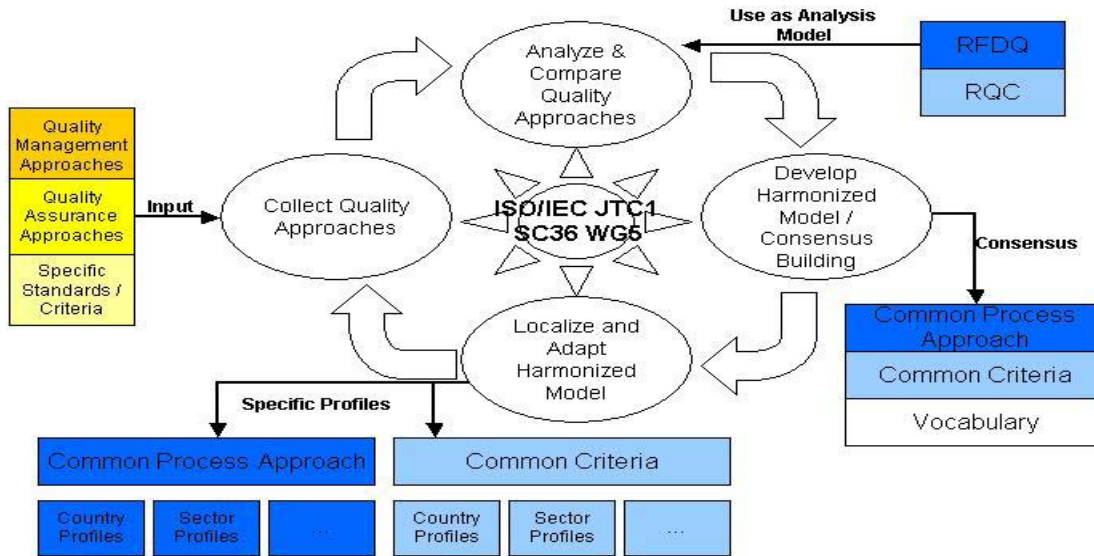


Figure 2: Standardization Process

Chapter 3 describes the process-oriented framework for the description of quality approaches (RFDQ).

Annex A (informative) describes the use of RFDQ and the use of classifications to extend the process model introducing sub-processes.

Annex B (informative) shows the full German process model (DIN PAS 1032-1) as an example how the basic model can be extended.

Annex C (informative) describes the use of the model describing the “French Code of Practice in e-Learning” (AFNOR Z 76-001) as a second sample of the use of the standard.

Annex D (informative) provides a reference list of quality criteria which can be included in RFDQ for assessment and evaluation.

Annex E (informative) describes how other quality approaches can be mapped to RFDQ. Specifically, the Chinese Model CELTSC is used as an example of the mapping procedure.

Annex F (informative) describes the use of the model for specific quality objectives such as metadata quality.

Annex G (informative) lists references to papers used for explanatory purposes.