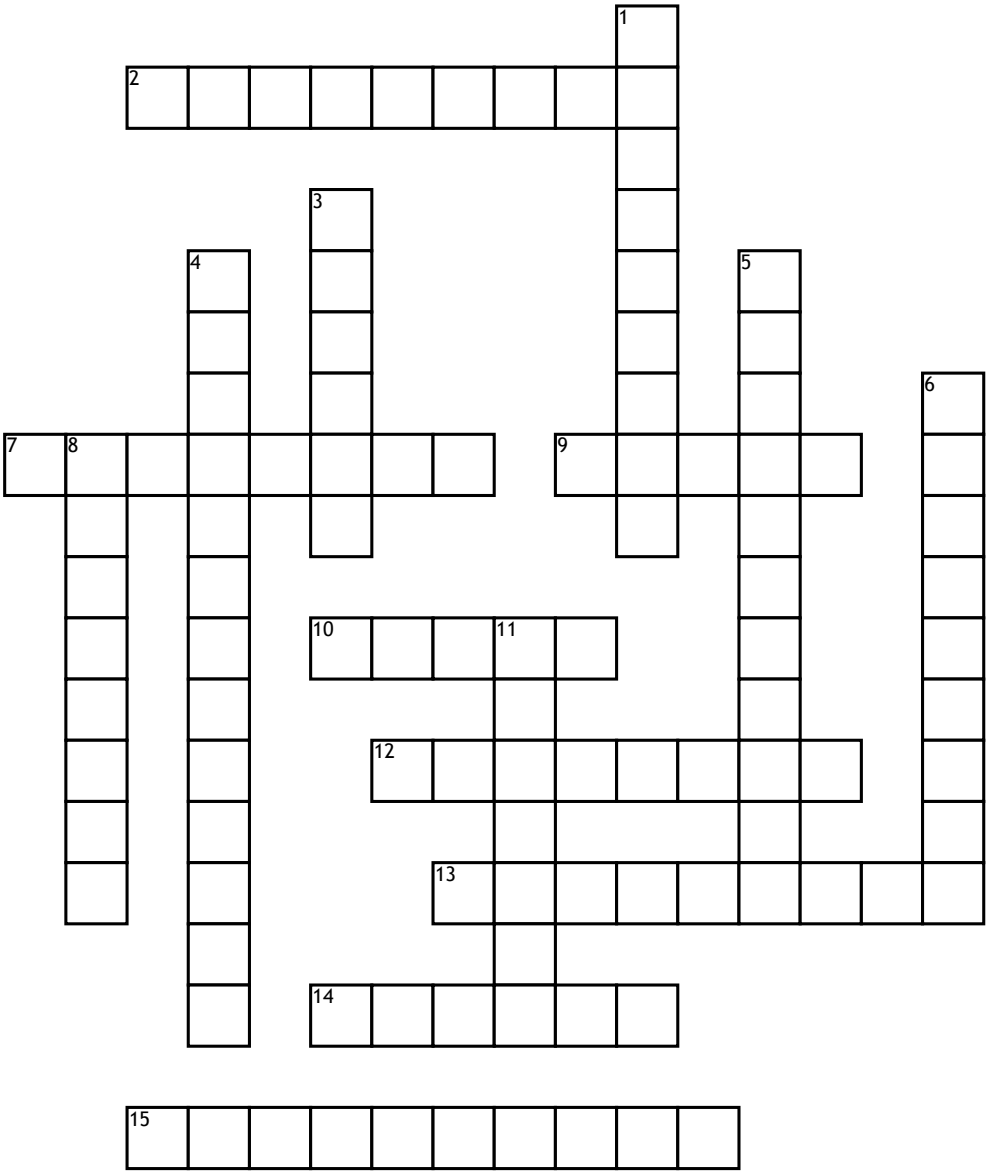
Name: _____ Date: _____

ISO 21001:2017



Across

2. Science whose main object is methods of teaching specific subject content

7. Science whose main object is education

9. Person(s) who work for and within an organization

10. Set of know-how that allows a person to master an activity and succeed in accomplishing a task

12. Working with learners to assist and support them with learning

13. Facts, information, principles or understanding acquired through experience or education

14. Distinct set of teaching and learning activities, designed to meet defined learning objectives

15. Description of what, why, how and how well learners should learn in a systematic and intentional way

Down

1. Extent to which a product, service, environment, or facility can be used by specified users to achieve specified goals, with effectiveness, efficiency and satisfaction, in a specified context of use

3. Aspirations of an organization in relation to its desired future condition and duly aligned with its mission

4. General approach to follow in achieving a mission or objective, in line with the vision of an organization

5. Measurable result

6. Consistent set of courses designed to meet defined learning objectives and leading to recognition

8. Person who performs teaching activities

11. Beneficiary acquiring and developing knowledge, skills and attitudes using an educational service

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