

AS/NZS ISO/IEC 19796.3:2013
ISO/IEC 19796-3:2009

AS/NZS ISO/IEC 19796.3:2013

Australian/New Zealand Standard™

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

Part 3: Reference methods and metrics



AS/NZS ISO/IEC 19796.3:2013

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 19796.3.

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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 is to provide an extended reference framework for the description of quality approaches (RFDQ) defined in ISO/IEC 19796-1 by providing a harmonized description of the methods and metrics required to implement quality management and quality assurance systems for stakeholders designing, developing, or utilizing information technology systems used for learning, education and training.

This Standard is identical with, and has been reproduced from ISO/IEC 19796-3:2009, *Information technology—Learning, education and training—Quality management, assurance and metrics, Part 3: Reference methods and metrics*.

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.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>	<i>Australian/New Zealand Standard</i>
ISO/IEC TR	AS/NZS ISO/IEC
9126 Software engineering—Product quality	9126 Software engineering—Product quality
9126-2 Part 2: External metrics	9126.2 Part 2: External metrics
ISO/IEC	
19796 Information technology—Learning, education and training—Quality management, assurance and metrics	19796 Information technology—Learning, education and training—Quality management, assurance and metrics
19796-1 General approach	19796.1 General approach

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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