# Annex C: Surveillance Plan

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| **Surveillance Plan ISO 21001:2018** | | | | | | |
| **1**: Initial Audit  **2:** Surveillance 1 Audit  **3**: Surveillance 2 Audit  **4**: Recertification Audit | | | **Plan** | | | |
| **1**  **(202X)** | **2**  **(202X)** | **3**  **(202X)** | **4**  **(202X)** |
| **ISO/IEC 21001:2018 Clauses** | | | | | | |
| **4 Context of the organization** | | | | | | |
| **4.1** | Understanding the organization and its context | |  |  |  |  |
| **4.2** | Understanding the needs and expectations of interested parties | |  |  |  |  |
| **4.3** | Determining the scope of the management system for educational organizations | |  |  |  |  |
| **4.4** | Management system for educational organizations (EOMS) | |  |  |  |  |
| **5 Leadership** | | | | | | |
| **5.1** | Leadership and commitment | |  |  |  |  |
| **5.2** | Policy | |  |  |  |  |
| **5.3** | Organizational roles, responsibilities and authorities | |  |  |  |  |
| **6 Planning** | | | | | | |
| **6.1** | Actions to address risks and opportunities | |  |  |  |  |
| **6.2** | Educational organization objectives and planning to achieve them | |  |  |  |  |
| **6.3** | Planning of changes | |  |  |  |  |
| **7 Support** | | | | | | |
| **7.1** | Resources | |  |  |  |  |
| **7.2** | Competence | |  |  |  |  |
| **7.3** | Awareness | |  |  |  |  |
| **7.4** | Communication | |  |  |  |  |
| **7.5** | Documented information | |  |  |  |  |
| **8 Operation** | | | | | | |
| **8.1** | Operational planning and control | |  |  |  |  |
| **8.2** | Requirements for the educational products and services | |  |  |  |  |
| **8.3** | Design and development of the educational products and services | |  |  |  |  |
| **8.4** | Control of externally provided processes, products and services | |  |  |  |  |
| **8.5** | Delivery of the educational products and services | |  |  |  |  |
| **8.6** | Release of the educational products and services | |  |  |  |  |
| **8.7** | Control of the educational nonconforming outputs | |  |  |  |  |
| **9 Performance evaluation** | | | | | | |
| **9.1** | Monitoring, measurement, analysis and evaluation | |  |  |  |  |
| **9.2** | Internal audit | |  |  |  |  |
| **9.3** | Management review | |  |  |  |  |
| **10 Improvement** | | | | | | |
| **10.1** | Nonconformity and corrective action | |  |  |  |  |
| **10.2** | Continual improvement | |  |  |  |  |
| **10.3** | Opportunities for improvement | |  |  |  |  |
| **Additional requirements for early childhood education** | | | | | | |
| **A.1** | General | |  |  |  |  |
| **A.2** | Principles | |  |  |  |  |
| **A.3** | Facilities | |  |  |  |  |
| **A.4** | Competence | |  |  |  |  |
| **A.5** | Communication | |  |  |  |  |
| **A.6** | Individual learning plans | |  |  |  |  |
| **A.7** | Reception and delivery of the child | |  |  |  |  |
| **A.8** | Hygiene care | |  |  |  |  |
| **A.9** | Care in situation of illness or accident | |  |  |  |  |
| **A.10** | Pedagogical-playful materials, equipment and spaces | |  |  |  |  |
| **A.11** | Behaviour management and prevention of child abuse and negligence | |  |  |  |  |
| **11. Additional requirements** | | | | | | |
|  | Use of Logo | |  |  |  |  |
|  | List of documents included in the audited MS | |  |  |  |  |
| **Notes and comments:** | |  | | | | |

*For completed visits, mark “X” in the box for each clause/process covered.*

*For planned visits, mark “O” in the box for each clause/process to be covered.*