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EDUCATIONAL ORGANISATION POLICY

AISTS - International Academy of Sport Management and Technology

ISO 21001:2025 - Article 5.2 | Ref: AISTS-POL-001-EN | Version 1.0 | July 2026

1. Mission and Vision of AISTS

AISTS – International Academy of Sport Science and Technology – is a non-profit foundation whose mission is to develop and apply knowledge related to sport in a multidisciplinary approach, hence contributing to the professionalization of international sport.

AISTS is composed of eight Founding Institutions, including five academic institutions (EPFL, UNIL, UNIGE, EHL Hospitality Business School and IMD), local authorities (City of Lausanne and Canton of Vaud) and a representative of the sport industry (International Olympic Committee).

AISTS's vision is to be recognised as the world's leading academy for sport management, combining academic rigour, pedagogical innovation and societal impact.

2. Purpose and Scope of Application

This policy defines the orientations and commitments of AISTS management in terms of educational quality and programme management. It constitutes the reference framework from which quality objectives, management processes and continuous improvement actions are established.

It applies to the following educational activities of AISTS:

- the MAS in Sport Management and Technology and its components, as defined in the programme regulations, such as Client Team Projects, Work Experience, Research Papers, etc.;
- continuing education programmes;
- educational services offered to external prescribers (Regional Employment Offices / ORP, employers, sports organisations).

3. Management Commitments - ISO 21001:2025 Art. 5.2 Compliance

The management of AISTS formally commits to the following, in response to the requirements of Article 5.2 of ISO 21001:2025:

ISO 21001:2025 Art. 5.2 Reference	AISTS Commitment
Art. 5.2 a) Purpose	A policy appropriate to the purpose of AISTS The AISTS quality policy is designed to respond to its mission as a higher education institution specialising in sport management, within an international, multidisciplinary and multi-partner framework.
Art. 5.2 b) Objectives	A framework for establishing quality objectives This policy provides the framework from which AISTS's annual quality objectives are defined, monitored and reviewed, including participant satisfaction targets, pass rates, course evaluation rates, complaints handled within deadlines and career placement rates.
Art. 5.2 c) Requirements	Commitment to meet applicable requirements AISTS commits to complying with all applicable legal, regulatory and contractual requirements, including those of its founding members, such as academic institutions (EPFL, UNIL, UNIGE, EHL and IMD) and local authorities (Canton of Vaud and City of Lausanne), as well as those of its clients (ORP, programme participants, etc.).
Art. 5.2 d) Continual Improvement	Commitment to continual improvement of the EOMS AISTS commits to continuously improving its management system (ISO 21001) through internal audits, management reviews, satisfaction survey analysis, non-conformity tracking and systematic integration of lessons learned.
Art. 5.2 e) Mission & Vision	Support for the mission and vision of AISTS The quality policy is aligned with AISTS's mission of applying knowledge related to sport in a multidisciplinary approach, hence contributing to the professionalisation of the international sport industry. It guides core pedagogical and institutional decisions.
Art. 5.2 f) Pedagogical Developments	Consideration of relevant pedagogical, didactic, scientific and technical developments AISTS monitors trends in active pedagogy, blended learning, educational technology, artificial intelligence and academic research, and seeks to integrate them regularly into programme design, in particular during programme review processes.
Art. 5.2 g) Social Responsibility	Commitment to social responsibility

	AISTS is committed to making a positive contribution to society through quality, inclusive and equitable education; through promoting sport as a vehicle for development; through responsible resource management; and through respect for diversity and the rights of all stakeholders.
Art. 5.2 h) Intellectual Property	Commitment to intellectual property management AISTS respects and protects the intellectual property rights of its lecturers, partners, participants and the institution itself. It defines clear rules on content use, copyright, the use of artificial intelligence tools and the confidentiality of academic work.
Art. 5.2 i) Interested Parties	Consideration of the needs and expectations of interested parties AISTS identifies, consults and responds to the needs and expectations of all its interested parties: MAS and short programme participants, alumni, employers of graduates, clients such as sport organisations, founding institution professors and lecturers, staff, etc.

4. Availability and Communication of the Policy

In accordance with Article 5.2 of ISO 21001:2025, this policy:

- is available and kept up to date as documented information (reference AISTS-POL-001-EN, with version control);
- is communicated within AISTS to permanent staff, members of the Scientific Committee and lecturers during their onboarding;
- is accessible to relevant interested parties upon request: participants, founding institutions, prescribers and any concerned third party;
- is published on the AISTS shared document space (Teams / SharePoint) and available upon request from the ISO Quality Manager.

5. Associated Quality Objectives

AISTS management establishes measurable quality objectives annually, broken down by programme and reviewed during the management review. Indicatively, objectives cover the following areas:

Area	Indicator	Target
Participant satisfaction	Average satisfaction score of the programme	≥ 7 / 10
Participant satisfaction	Net Promoter Score (NPS)	≥ 0
Academic achievement	MAS pass rate	≥ 80%

Pedagogical quality	Rate of courses evaluated via survey	≥ 90%
Complaints handling	Complaints resolved within agreed timelines	≥ 90%
Continuing education programmes	Corporate and ORP client satisfaction	≥ 7 / 10

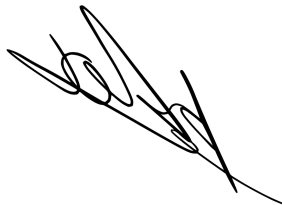
6. Policy Review and Improvement

This policy is subject to review at least once a year as part of the ISO 21001 management review. It may be updated on an exceptional basis in the event of a significant change in AISTS's strategy, regulatory environment, interested party requirements or programme scope.

Any amendment is subject to validation by the Executive Director, an update to the version number, and communication to the relevant parties.

7. Approval and Signatures

This policy has been prepared, reviewed and approved by:

Prepared by	Approved by
ISO Quality Manager	CEO / Director General
 Lausanne, 23 Août 2026	 Lausanne, 23 August 2026

This policy comes into force on the date of signature by the CEO and supersedes all previous versions.