BS 8426:2003

A code of practice for e-support in e-learning systems

BSi

British Standards

Committees responsible for this British Standard

The preparation of this British Standard was entrusted to Technical Committee IST/43, Information technology for learning, education and training, upon which the following bodies were represented:

Aslib (The Association for Information Management)
British Educational Communications and Technology Agency
BTexact Technologies
City and Guilds
Edexcel Foundation
Education Online
eLoki
FD Learning
IBM United Kingdom
Inter Trust Technologies International
NCS Pearson
Open University
Parity Training
Qualifications and Curriculum Authority
Question Mark Computing Limited

Qwiz Inc.
Scottish University for Industry
Sheffield Hallam University on behalf of the Centre for Educational Technology Interoperability Standards
Simulacra Media Limited
Sun Microsystems
TekniCAL Limited
Telemetry Associates
The Stationery Office
Ufi Limited
University of Cambridge Local Examinations Syndicate
University of Sunderland
University of Teeside
Wide Learning Limited

The following organizations and individuals were not represented on IST/43 but contributed to the development of this standard:

Association for Learning Technology (ALT)
Chartered Institute of Personnel and Development (CIPD)
The Royal National Institute for the Blind (RNIB)
Centre for Educational Technology Interoperability Standards (CETIS) Accessibility SIG [Sharon Perry]
National Computing Centre
James Watt College
Leeds College of Technology
Sheffield College/Lettol Team
British Army
Department of Education Northern Ireland (DENI)
Department for Education and Skills (DfES)
Inland Revenue
The Learning and Skills Council (LSC)
Learning and Skills Development Agency
Office of the e-Envoy
University for Industry
Cranfield University
Glasgow Caledonian University
Kingston University

Open University Business Schools
Oxford Brookes University
Sheffield Hallam University
University College London
University of Bradford
UK eUniversities Worldwide Ltd
Warwick University Business School
Can Studios
Cicerone
desq digital media learning
Epic Group plc
Futurate
Intrallect
Line Communications Group
My Knowledge Map
Nelson Croom
Plato Learning Inc.
Schemeta
RM
Teknical
The Training Foundation
We Teach You
Webarchitects
Fife European Vocational Training Partnership

Amendments issued since publication

Amd No.	Date	Comments

Contents