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**NATIONAL STANDARD OF THE PEOPLE'S REPUBLIC  
OF CHINA**

**中华人民共和国国家标准**

**GB/T 28914-2012**

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**Evaluation of training worker's service capability  
in adult education and training  
成人教育培训工作者服务能力评价**

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China**

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## **Foreword**

This Standard is drafted according to the rules specified in GB/T 1.1-2009

This Standard is proposed by Ministry of Education of People's Republic of China.

This Standard is under the jurisdiction of National Technical Committee (SAC/TC 443) on Education Service of Standardization Administration of China.

The responsible drafting organization of this part is Adult Education Training Institutions Working Committee of China Adult Education Association.

The chief drafting staff of this standard of this part includes Xiang Binjian, Sun Yonglong, Shi Kan, Yu Jianfu and Wang Shanshan.

# **Evaluation of training worker's service ability in adult education and training**

## **1 Scope**

This Standard stipulates the professional ethics and professional qualification requirements, training process, management ability, training and teaching ability, training quality management ability of the people working in adult teaching and training, as well as relevant appreciating content. This standard is suitable for the evaluation to the service ability of the people working in adult teaching and training.

## **2 Normative references**

The articles contained in the following documents have become this document when they are quoted herein. For the dated documents so quoted, all the modifications (Including all corrections) or revisions made thereafter shall be applicable to this document.

GB/T 28913-2012 Terminology of adult education and training service

## **3 Terms and definitions**

For the purpose of this document, the following terms and definitions given in GB/T 28913-2012 shall apply.

## **4 Requirements for professional ethics and professional qualification**

### **4.1 Professional Ethics**

The professional ethics of the people working in adult teaching and training mainly include:

- a) Abiding by the constitution and laws, and being a model for others;
- b) Implementing the national education schemes, abiding by the stipulations and regulations of organization, carrying out the training teaching programs, performing the employment contract for training workers, and finishing the education tasks;
- c) Being able to provide teaching and training in ideology and morality, professional knowledge, and ability for customers;
- d) Being able to esteem the customers, and promoting the integrated development in customer's morality, knowledge, ability and other aspects;
- e) Cherishing passion to the teaching and training works, and continuously improving the professional skill.

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