

**Report**  
**ISO 21001:2018 (EOMS) – Internal Auditor Course**  
**Two- Day Internal Auditor Training Program**  
**14-15 December 2022**

Janki Devi Memorial College, University of Delhi organized a Two-Day Internal Auditor Training Program on 14<sup>th</sup> and 15<sup>th</sup> December 2022, from 10 AM to 5 PM in the Committee Room, in collaboration with the Centre of Assessments for Excellence (COAE), the first accredited education-sector specific conformity assessment body in the world.

The resource person for the training was Ms Arti Khosla, CEO & Founder, COAE. Ms Khosla is an Award Winner - Woman Entrepreneur in conformity assessments for education. She is an expert of standardisation and accreditation. She has wide experience in educational management systems certifications, operational excellence, risk management, sustainable educational models, business continuity & skill building; and has contributed to the achievement of 'UN SDGs'.

A total of 20 nominated staff comprising 15 faculty members and 5 non-teaching staff attended the program and subsequently received the certification of internal auditors.

The details of the sessions are as follows:

**Day 1:**

The trainees and the resource person were warmly welcomed by the Head of the Institution, Prof Swati Pal. Prof Pal emphasized the importance of the training program.

The training began with a round of introductions in the form of an interactive exercise followed by an introduction to the ISO system and the need for it. The principles of ISO 21001:2018 and its processes were discussed. The Clause 4 (Context of organization), process mapping, and Clause 5 (Leadership) were described in detail. The resource person included various exercises and interactive activities to explain the concepts. All the participants appreciated the methodology used to train them.

Post-lunch session witnessed extensive discussions on Clause 7 (Resources) and Clause 8 (Operations in Educational Organization). These discussions helped the participants engage in positive interactions and attempt case studies with newer perspectives. Throughout the session, the trainees were advised to have a critical approach to learn the art of auditing more effectively. The day ended with a round of tea and an intensive doubt-clearing session.

**Day2:**

The training continued to cover the remaining clauses of ISO 21001:2018 such as Clause 9 (Performance Evaluation) and Clause 10 (Improvement). Brainstorming exercises based on

empirical case studies were provided to participants to demonstrate the concepts of auditing. Concepts like audit checklists, plans, opening and closing/exit audit meetings were discussed in-depth.

Post lunch, all the participants and the resource team gathered to recap the concepts learned during the two days of training. The training concluded with a written evaluation of all participants.

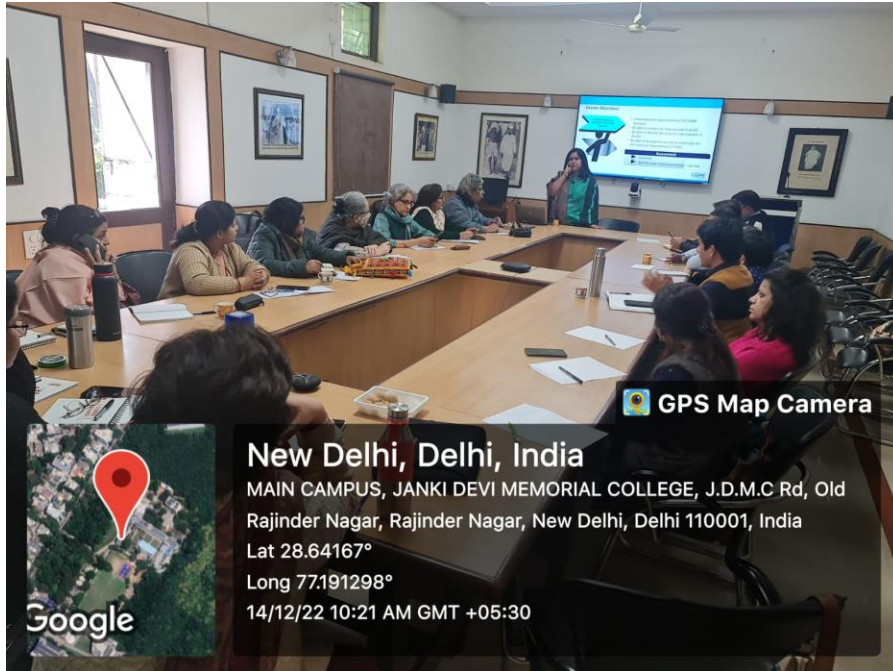
The training programme ended with a vote of thanks by Systems Coordinators Dr Shilpa Chaudhary and Dr Ruby Bhardwaj. The participants also thanked the COAE team and complimented them for their efforts in imparting the audit training.

## Glimpses

### Day 1



**Prof Swati Pal, Principal welcoming the resource person Ms Arti Khosla**



Ms Arti Khosla – Resource Person explaining ISO concepts to participants

Day 2



