



Janki Devi Memorial College

University of Delhi

JDMC-IQAC

Event Report

Name of the event:	A workshop On ISO 21001:2018: Audit of Teaching- Learning Process
Name of the organizer (s):	Dr Shilpa Chaudhary, Prof Ruby Bhardwaj, Prof Payal Nagpal, Mr Dinesh Kataria & Dr Madhulika Nirmal
Type of event (intra-college/inter-college/ state/ national or any other collaboration)	Intra College
Objectives of the event:	Workshop on ISO Processes
Name and Affiliation of the Resource person <i>(if applicable)</i> :	Dr Shilpa Chaudhary Prof Ruby Bhardwaj
Name and Affiliation of Judge of the event <i>(If applicable)</i> :	NA
Name and Affiliation of Prize winner of the event <i>(If applicable)</i> :	NA

Brief Report

The ISO Committee under the aegis of IQAC conducted a workshop on *ISO 21001:2018: Audit of Teaching-Learning Process* on 24th Sept 2024 in Room no. 14 between 12 noon and 1 PM. A total of 38 faculty members attended the workshop from the following departments:

1. Hindi
2. History
3. Philosophy
4. EVS
5. Music
6. Physical Education

Prof. Ruby Bhardwaj began the session by providing an in-depth explanation of the foundational concepts of ISO standards, focusing on key elements such as the role of internal auditors, the Educational Organizations Management System (EOMS), and the specifics of ISO 21001. She highlighted the importance of understanding these standards in the context of educational institutions, as they are pivotal in ensuring quality and continuous improvement.

Prof. Bhardwaj then moved on to outline the planner for association activities, recognizing that many faculty members actively participate in these events throughout the year. This helped to frame the context of the discussion, ensuring that faculty involvement and contributions were considered within the larger framework of institutional improvement and ISO compliance.

The session also delved into the templates used for curricular and co-curricular events, with Prof. Bhardwaj stressing the need for these activities to be thoroughly documented and systematically managed. A central theme in her discussion was the importance of students, who are seen as the primary stakeholders in the educational process. This recognition underscores the commitment of the institution to prioritize student welfare and development in alignment with ISO standards.

Another critical point addressed during the session was the role of Teacher-in-Charges (TICs) in managing feedback mechanisms and generating Action Taken Reports (ATR). Special attention was given to how these mechanisms should cater to the needs of vulnerable student groups such as visually handicapped (VH), persons with disabilities (PWD), and hearing-impaired stakeholders. This was in recognition of the diverse needs of the student body and the need for an inclusive, accessible approach to education.

The workshop then turned its focus to risk management in teaching and learning processes, with Prof. Bhardwaj discussing the importance of identifying potential gaps in the Internal Audit (IA) and Course Assessment (CA) processes. She emphasized the need for special attention to remedial classes and tutorials, ensuring that they are adequately designed to address gaps in student learning. This was framed within the larger context of improving the teaching-learning experience and ensuring that all students, irrespective of their learning pace, are supported effectively.

To aid in the alignment with ISO processes, the attendees were introduced to a list of sample audit questions that could guide the evaluation of their institutional practices. Prof. Bhardwaj highlighted the importance of having clear rubrics for assessments and evaluations across departments, ensuring consistency and fairness in academic judgment. Additionally, she stressed the need for differential learning methods to cater to the varied learning abilities of students, particularly in the context of slow and advanced learners.

Dr. Shilpa Chaudhary, who joined the workshop via Zoom, provided valuable insights into the necessary formats and documentation practices for teaching plans in alignment with ISO standards. She introduced practical solutions for record-keeping, recommending the use of tools like Google Drive, soft copies, and WhatsApp to simplify and streamline the documentation process. Dr. Chaudhary also highlighted the pivotal role of TICs in the successful promotion and implementation of ISO processes within the institution, emphasizing their responsibility in ensuring that the ISO standards are adhered to at every level.

In summary, the session provided comprehensive guidance on integrating ISO standards into educational practices, with a focus on systematic documentation, inclusive teaching practices, risk management, and the active involvement of faculty in continuous improvement efforts. The workshop also reinforced the idea that maintaining ISO compliance is an ongoing process that requires collaboration and commitment from all stakeholders.

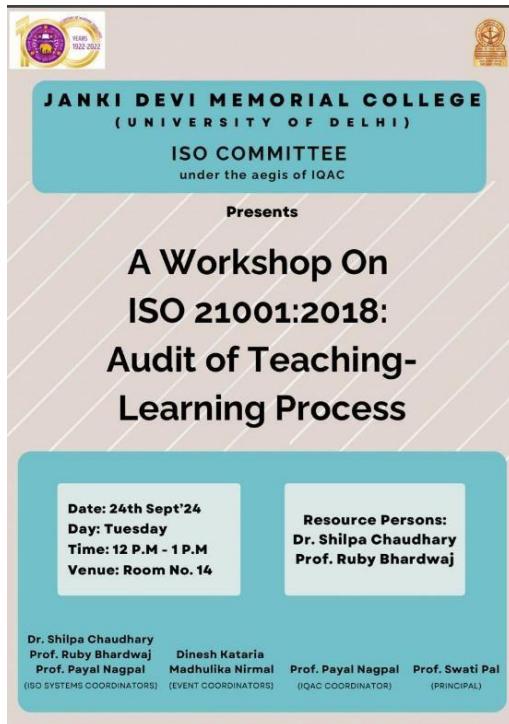
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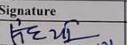
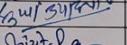
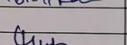
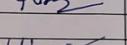
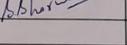
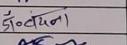
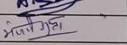
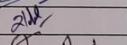
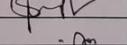
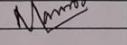
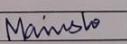
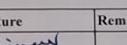
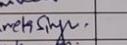
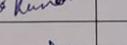
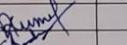
The workshop ended with a short quiz for all the participants which helped them revise the essence of the workshop.

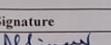
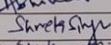
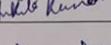
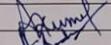
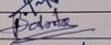
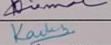
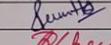
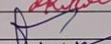
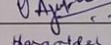
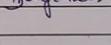
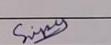
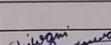
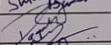
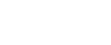
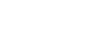
Link for the quiz: <https://forms.gle/ri1MHMcpcfLbCWcG7>

Poster of the event (English and Hindi):



Record of Attendance (Photos of attendance record):

 Resource Persons Prof. Ruby Bhardwaj & Dr Shilpa Chaudhary		ATTENDANCE SHEET		
Training Topic A Workshop on ISO 21001:2018: Audit of teaching learning process		Date: 24 th sept 2024		
Trainer	Or	Shilpa Chaudhary, Prof. Ruby Bhardwaj	Doc. No: F-TRG-02	Rev.: 00
Sl. No.	Name of the person	Department	Signature	Remarks
1	Prof. Sandhya Garg	Hindi		
2	Prof. Sudha Upadhyaya	Hindi		
3	Dr. (Mrs.) Vinita Rani	Hindi		
4	Dr. (Mrs.) Rajni Bala Anuragi	Hindi		
5	Dr. (Mrs.) Nisha Malik	Hindi		
6	Prof. Sangeeta Gupta	Hindi		
7	Prof. Seema Sharma	Hindi		
8	Dr. (Mrs.) Poonam Yadav	Hindi		
9	Ms. Orgina M. Lakadong	Hindi		
10	Dr. Meenakshi	Hindi		
11	Dr. (Mrs.) Vandana	Hindi		
12	Dr. Anil Kumar	Hindi		
13	Ms. Manjari Gupta	Hindi		
14	Dr. Deendayal	Hindi		
15	Dr. Vivek Sharma	Hindi		
16	Dr. Rahul Prasad	Hindi		
17	Prof. Somya Gupta	History		
18	Dr. Tara Sheemar	History		
19	Prof. Manisha S. Agnihotri	History		
20	Dr. Natasha Nongbri	History		
21	Dr. Manisha Sharma	History		

 ATTENDANCE SHEET		Date: 01-09-2022 Page 2 Of 3		
Training Topic		Date:		
Trainer				
Sl. No.	Name of the person	Department	Signature	Remarks
22	Mr. Abhinav Mishra	History		
23	Ms. Shweta Singh	History		
24	Ms. Ankita Kumar	History		
25	Dr. Khurshid Alam	History		
26	Dr. Akanksha Kumar	History		
27	Ms. Anuradha Goswami	History		
28	Ms. Babita	History		
29	Mr. Nirmal Kumar	History		
30	Ms. Kailash Rani	History		
31	Mr. Pravin Kumar	History		
32	Mr. Dinesh Kataria	History		
33	Mr. Shivam Sharma	History		
34	Mr. Ajeeet Kumar	History		
35	Mrs. Himanshu B. Jagreb	Philosophy Department		
36	Dr. Sundya N. Kulkarni	Philosophy Department		
37	Dr. (Mrs.) Jayanti P. Sahoo	Philosophy Department		
38	Dr. Sipu Jayaswal	Philosophy Department		
39	Dr. Sarat Chandra Bibhar	Philosophy Department		
40	Dr. Shwani Burnwal	Philosophy Department		
41	Dr. Deepak Rawat	EVS		
42	Ms. Sana Rehman	EVS		

	ATTENDANCE SHEET				Doc.: F-TRG-02 Rev.: 00 Date: 01-09-2022 Page: 3 Of 3																																								
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Trainer <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sl. No.</th> <th>Name of the person</th> <th>Department</th> <th>Signature</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>43</td> <td>Dr. (Mrs.) Prema Arora</td> <td>Music</td> <td><i>Prema Arora</i></td> <td></td> </tr> <tr> <td>44</td> <td>Dr. (Ms.) Gurinder Hermam Singh</td> <td>Music</td> <td></td> <td></td> </tr> <tr> <td>45</td> <td>Prof. Abha Jain</td> <td>Phy. Education</td> <td><i>Jain</i></td> <td></td> </tr> <tr> <td>46</td> <td>Dr. Tarun Routhan</td> <td>Phy. Education</td> <td><i>T. Routhan</i></td> <td></td> </tr> <tr> <td>47</td> <td>Ms. Bisharsh Choudhury</td> <td>EVS</td> <td><i>Bisharsh</i></td> <td></td> </tr> <tr> <td>48</td> <td>Kusheni Thakur</td> <td>EVS</td> <td><i>Thakur</i></td> <td></td> </tr> <tr> <td>49</td> <td>Dr. Madhulika Nirmal</td> <td>English (Coordinator)</td> <td><i>Madhulika</i></td> <td></td> </tr> </tbody> </table>					Sl. No.	Name of the person	Department	Signature	Remarks	43	Dr. (Mrs.) Prema Arora	Music	<i>Prema Arora</i>		44	Dr. (Ms.) Gurinder Hermam Singh	Music			45	Prof. Abha Jain	Phy. Education	<i>Jain</i>		46	Dr. Tarun Routhan	Phy. Education	<i>T. Routhan</i>		47	Ms. Bisharsh Choudhury	EVS	<i>Bisharsh</i>		48	Kusheni Thakur	EVS	<i>Thakur</i>		49	Dr. Madhulika Nirmal	English (Coordinator)	<i>Madhulika</i>		
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Geotagged pictures of the event :

