

REPORT OF PARTICIPATION OF THE INDIAN DELEGATION IN THE THIRTEENTH PLENARY MEETING OF ISO/TC 232 'EDUCATION AND LEARNING SERVICES' HELD IN LISBON, PORTUGAL, FROM 11-15 MARCH 2024

0 INTRODUCTION

ISO/TC 232 is a technical committee formed within the International Organization for Standardization (ISO), tasked with developing and maintaining international standards in the field of education and learning services which covers the standardization in the field of education and learning services focused on, but not limited to services, management systems, facilitators, assessments, terminology, ethical conduct. This technical committee consists of delegations from 56 national standardization bodies, out of which 32 are participating and 26 are observing members. The secretariat of this committee is with China (SAC) and the Chairperson is Dr Bill Rivers.

Within TC 232, there are, at present, one adhoc group, one task group, one joint group and three working groups working under different domains of standardization on education services. This committee has published 09 standards so far, out of which 06 standards have been adopted by BIS, India. Further, two more important documents, ISO/CD 21001 '*Educational organizations — Management systems for educational organizations — Requirements with guidance for use*, ISO/WD 29997 '*Criteria for quality internship*' are under development at TC 295.

India is a P-member of TC 232 and its Working Group as well as task group and actively participates in its activities through the National Mirror Committee – ***Higher Education, Skill Development and Related Services Sectional Committee (SSD 04)***. The 18th Plenary meeting of ISO/TC 232 was held in Lisbon, Portugal from 11-15 March 2024.

The following Indian delegation participated in the above meeting:

Sl. No.	Name and Organization	Meeting Attended	Mode
1.	Ms Priyanka Singh, BIS – Head of Delegation	Plenary and WG 06 meetings	Physical
2.	Ms Arti Khosla, COAEE	Plenary, WG 06, WG 07, WG 08 meetings	Physical
3.	Prof. K V Bhanumurthy, In personal capacity	Plenary, WG 06, WG 07, WG 08 meetings	Virtual
4.	Ms Anita Sharma	WG 06 meeting	Virtual

A briefing meeting for the Indian delegation was held on 09 March 2024 wherein the agenda of the meetings were discussed in detail with respect to India's standpoint on important issues. During the meeting, the Indian delegates deliberated on the comments shared by BIS on ISO/CD 21001. As the comments were majorly provided by Prof. K V Bhanumurthy, Ms Arti Khosla invited Prof K V Bhanumurthy to attend the ISO TC 232/WG 07 meeting on 13 March 2024. Subsequently, BIS took necessary action to register him for the working group meeting.

1. SUMMARY OF ISO/TC 232 PLENARY MEETING

1.1 Part 1 of Plenary Meeting – 11 March 2024

1.1.1 During the meeting, the committee discussed the following document as a part of the agenda items:

- a) Strategic Plan of ISO for 2030 including smart and sustainable development of international documents.
- b) Progress report of the committee provided by the Chairperson Dr Bill Rivers.

The Indian delegates noted the information provided by the TC.

1.2 Part 2 of Plenary Meeting – 12 March 2024

1.2.1 During the meeting, the committee shared the outcomes of the Work Program Survey (including questionnaire, target respondents, responses, and answers) conducted by France in September 2023. After the discussion on the report, the TC had a brainstorming session on the standardization of the education sector. Indian delegates also participated in the discussion and provided their input including the inclusion of crisis management in the scope of the TC.

1.2.2 The representatives of the Chinese Mirror Committee delegation introduced the NP proposal of “Education and learning services — Digital and distance learning (DDL) — Framework of embedding ethical concerns into artificial intelligence (AI) in education”.

The TC deliberated on the scope of the NP proposal and showed their concern about widening the scope of the NP proposal to AI in education from AI in DDL.

1.2.3 The representatives of the Chinese Mirror Committee delegation introduced the PWI proposal of “Education and learning services — Requirements with guidelines for martial arts training services aimed at recreation and performance (MATS)”.

The Indian delegate Ms Priyanka Singh informed the TC that there is a parallel subcommittee ISO TC 83/SC 03 on Martial arts under the following scope:

- Development of standards in the field of martial arts within the scope of ISO/TC 83

Based on the comments, the TC requested the proposer to review the relation between ISO/TC 232 and ISO/TC 83/SC 6 and prepare the NP.

The PWI got approved with simple majority with 8 positive votes (Nigeria, Portugal, China, Lebanon, Kenya, Colombia, Peru, Pakistan), 3 negative votes (India, France, U.S.A.), and 5 abstentions (Japan, Argentina).

The TC then decided to set up a new Ad hoc group AHG 6 titled “martial arts training” and asked the SAC delegate to nominate the convenor. They noted that the project will support the UN Sustainable Development Goals (SDGs) 4 on Quality Education.

1.3 ISO TC 232/WG 06 meeting – 14 March 2024

1.3.1 During the meeting, the WG members deliberated on the scope of the NP proposal of

“Education and learning services — Digital and distance learning (DDL) — Framework of embedding ethical concerns into artificial intelligence (AI) in education”.

The Indian delegate, Prof K V Bhanumurthy, provided his comments and redrafted the title and the scope of the document. The modified title and the scope were agreed upon by the WG members.

1.4 Part 3 of Plenary Meeting – 15 March 2024

1.4.1 During the meeting, the TC decided to create a new task group TG 3, titled “Strategic Business Plan Revision”, to review and revise the SBP of the ISO/TC 232. The Indian delegate, Ms Arti Khosla was appointed as the convenor of TG 3.

The Indian delegate, Ms Priyanka Singh, also nominated herself to participate in the TG 3.

1.4.2 As the title of the NP proposal has been modified by the WG 06 from ‘Education and learning services — Digital and distance learning (DDL) — Framework of embedding ethical concerns into artificial intelligence (AI) in education’ to “Education and learning services — Framework of embedding ethical concerns into artificial intelligence in education (AIED)”, the TC asked proser to submit new NP with modified scope.

1.4.3 The project leader of ISO 21001, Ms Arti Khosla and convenor of ISO/TC 232/WG 7, Dr Bill Rivers, reported the RoV & CoC on ISO 21001 CD Consultation, and the observations of ISO/TC 232/WG 7 secretariat, and achieved consensus.

The TC decided to launch the DIS ballot for ISO 21001 “Educational organizations Management systems for educational organizations — Requirements with guidance for use” by April 1st, 2024.

1.4.4 The TC decided to conduct a workshop on the implementation of ISO 21001 co-located with the next physical plenary meeting.

1.4.5 ISO/TC 232 noted the recommendations from WG 8, and decided to:

- a) develop a PAS of “ISO 21001 Auditing Practices Guideline”;
- b) allocates this work to WG 8;
- c) nominate Mr Giovanni Renzi Brivio as the project leader;
- d) set 24 months development track;
- e) set the target date of DPAS ballot as 2024-10-31;
- f) set the target date of publication as 2025-02-28.

1.4.6 ISO/TC 232 decided to create an internal liaison with the following ISO Committees, designate the Liaison Representatives:

- a) ISO/PC 302 Guidelines for auditing management systems (Liaison Representative: Dr. Flor Monica Gutierrez Alcantara, fnga@unam.mx & Ms. Arti Khosla, arti@coaeint.com);
- b) ISO/PC 343 Sustainable development goals management (Liaison Representative: Ms. Singh, Priyanka, priyankasingh@bis.gov.in).

2. BENEFITS ACCRUED TO BIS

India is a P-member of ISO/TC 232 and its Working Group. Indian delegation in the past actively

participated in the meeting and provided comments during the development of ISO standards for education management system. India has provided more than 20 comments on the document and most of the comments are considered for incorporation in the document.

During the eighteenth plenary meeting of TC 232, Indian delegation actively participated in the deliberations. The details of the contribution by the Indian delegation are covered in Item 1 of the report. Further, the active participation of the Indian delegation has bolstered and cemented India's strong representation in the TC 232 committee alongside active participants like Portugal, France, China, USA, etc., and will benefit BIS in cementing its position in other ISO committees.

3. CONCLUSION AND RECOMMENDATIONS

Further, participation in the discussion of new standards like *AI in education*, *Audit Practice* would be of key importance. The comments/ suggestions proposed by India in various draft documents have been appreciated by the members of TC 232.

The Plenary meetings are held once in a year and such meetings provide opportunity to interact with the global experts and members from other national standards bodies. It provides a great platform to learn from international experts and share India's comments/viewpoints on various ISO documents/ standards and other issues to the concerned Committees. This also helps BIS to harmonize Indian Standards with international standards and ensure their acceptance and implementation by stakeholders of the Indian service sector. Therefore, it is recommended that India should continue to actively participate in these meetings to put forward its point of views and protect interests of Indian stakeholders at the international level.

Photographs of the Meeting:



