

# BUREAU OF INDIAN STANDARDS

# Services Sector Department

**Agenda**

**Eleventh meeting of Higher Education, Skill Development and Related Services Sectional Committee, SSD 04**

|  |  |
| --- | --- |
| **Date: 26 September 2024****Day: Thursday****Time:14:00 hours** | **Venue: VIRTUAL** |
| **Member Secretary: Shri Kumar Sourabh**  | **Chairman: Prof. (Dr) Mahesh Verma** |

**MeetingLink:** [**https://bismanak.webex.com/bismanak/j.php?MTID=m42540660a399f8010bbcb40584f2dbb3**](https://mail.mgovcloud.in/zm/reUrlCheck.do?url=https%3A%2F%2Fbismanak.webex.com%2Fbismanak%2Fj.php%3FMTID%3Dm42540660a399f8010bbcb40584f2dbb3&uvd=080112ce0135dcaebc3e9a318d4d78e2d3000031b8e4ecc86f3e89d90e621348ee8b2139420e932ff00d7dda93e7bfc8ecb71312ccd9317996fd73a06d27086a5075685202043fb56a37d8271efe677180126c4fc1b1d3305fc82645fd57f4bb99e32277c2f17630ce239b214ebc01de56888aeb05de292308e9128323430f3468b2b8a1083b58047cac6b69f07be1447c5849afab2344f3935985d6e9eeeee4ef420bbf35226af8d2e00436cc7502652f92563f5b4d72d2d12d268ed127ebef37e590d5d8b2b76273f0f4307600ef73ca8f18)

**Meeting ID: 2510 395 2211**

**Password: 1234**

**Item 0 WELCOME AND OPENING REMARKS**

* 1. Welcome by Member Secretary
	2. Opening Remarks by the Chairperson

**Item 1 CONFIRMATION OF THE MINUTES OF THE PREVIOUS MEETING**

The Minutes of the tenth meeting of Higher Education, Skill Development and Related Services Sectional Committee, SSD 04 held online on 2 May 2024 were circulated vide BISDG letter No. SSD 04/A-2.10 dated 10 May 2024. No comments were received.

*The Committee may formally* ***CONFIRM*** *the minutes.*

**Item 2 SCOPE AND COMPOSITION**

**2.1 Scope**

The present scope of the Committee as confirmed by Service Sector Division Council SSDC is as follows:

Standardization in the field of services offered by Higher Educational Service providers and Skill Development Service providers including the integration of information, learning, vocational and professional education and training with a view to disseminating its knowledge and promoting its application. Including:

 i. Formal and informal Training Centers.

ii. Coaching and tuition services provided by individuals/organizations (Services provided for School educations are excluded)

iii. Accommodation Services

iv. Health, Safety and Hygiene in Educational Organization.

 v. Management Systems for Educational organizations, and

vi. Related services

In Liaison with: ISO/TC 232 on Education and Learning Services.

*The Committee may* ***NOTE****.*

**2.2 Composition of the Sectional Committee SSD 04**

**2.2.1** The present composition and participation status in the last three meetings of the Sectional Committee is given in ***Annex A.***

*The Committee may* ***REVIEW*** *and* ***DECIDE*** *the composition.*

**2.2.2** The committee decided to write a ‘Review of Representation’ letter to the top management of those organizations who have not attended last three meetings of SSD 04. BIS has sent the letters on **28th May 2024**. The response from the member organizations are as follows -

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.****No.** | **Organization Represented** | **Name of Representative** | **Revised Representation** |
|  | **All India Institute of Medical****Sciences, New Delhi** | Dr. Sanjeev Lalwani | *Reply not Received* |
|  | Indian Institute of Science, Bengaluru | Prof. T. A Abinandanan | *Reply not Received* |
|  | Voluntary Organization in Interest of Consumer Education (VOICE), New Delhi | Shri Anand Pandya | *Reply not Received* |
| Prof. Sri Ram Khanna |
|  | University Grants Commission, New Delhi | Dr. Mriganka Sekhar Sharma | Will Continue….. |
|  | Indian Institute of Technology (BHU) Varanasi | Dr. Rajender Kumar Pandey | Dr. Kamalesh Kumar Singh ***(Principal Member)*** |
| Dr. Ranjit Mahanty  ***(Alternate Member)*** |

**2.2.3** Prof. K.V Bhanu Murthy suggested the name of expert **Prof. R. S. P. Singh, Professor, School of Vocational Education and Training (SOVET), IGNOU** for inclusion in the Higher Education, Skill Development and Related Services Sectional Committee, SSD 04. Prof. R.S.P. Singh’s detailed CV is attached at ***Annex B.***

*The Committee may* ***REVIEW*** *and* ***DECIDE*** *to co-opt the member organization****.***

**2.3 Composition of the Sub-committee for review of ISO documents (SSD 04:1)**

The composition of the Sub-committee ISO/TC 232 – Technical Committee on Education and Learning Services of International Organization of Standardization SSD 04:1.

|  |  |  |
| --- | --- | --- |
| **Sl.****No.** | **Organization Represented** | **Name of Representative** |
| 1. | Centre of Assessment for Excellence, New Delhi | Smt. Arti Khosla *(Convener)* |
| 2. | Indian Council of Medical Research (ICMR) | Dr. Sadhana Srivastava |
| 3. | Quality Council of India (QCI) | Ms. Madhu Ahluwalia |
| 4. | In Personal Capacity | Prof .K V Bhanu Murthy |
| 5. | In Personal Capacity | Prof. Ved Parkash Kumar |

*The Committee may* ***NOTE****.*

**2.4 Composition of the Subcommittee on Coaching Centre, SSD 04:2**

The composition of the subcommittee for drafting standard on Coaching Centre, SSD 04:2 is as follows.

|  |  |  |
| --- | --- | --- |
| **Sl.****No.** | **Organization Represented** | **Name of Representative** |
| 1. | In Personal Capacity | Prof Ved Parkash Kumar (Convener) |
| 2. | FIITJEE Limited, Noida | Shri Ramesh Batlish |
| 3. | Centre of Assessment for Excellence, New Delhi | Smt. Arti Khosla |
| 4. | GD Goenka World School | Dr. Manisha Mehta |
| 5. | In Personal Capacity | Shri Kamlakar Dwivedi |

*The Committee may* ***NOTE****.*

**2.5 Composition of the Subcommittee on Campus Facilities and Accommodation Services SSD 04:3**

The Composition of the Subcommittee on Campus Facilities and Accommodation Services SSD 04:3 is given as follows.

|  |  |  |
| --- | --- | --- |
| **Sl.****No.** | **Organization Represented** | **Name of Representative** |
| 1. | BITS Pilani | Prof. Sudhir Kumar Barai (Convener) |
| 2. | Birla Public School, Pilani | Smt. Kajal Marwaha |
| 3. | Malaviya National Institute of Technology, Jaipur | Dr. Tarush Chandra |
| 4. | Manipal University, Jaipur | Dr. Bhavna Tripathi |
| 5. | Centre of Assessment for Excellence, New Delhi | Smt. Arti Khosla |

*The Committee may* ***NOTE****.*

**2.6 Composition of the Subcommittee on Skill Development Services SSD 04:4**

The composition of the Subcommittee on Skill Development Services SSD 04:4 is given as follows.

|  |  |  |
| --- | --- | --- |
| **Sl.****No.** | **Organization Represented** | **Name of Representative** |
| 1. 1.
 | In Personal Capacity | Prof. K.V Bhanu Murthy (Convener***)*** |
| 1. 2.
 | School of Vocational Education and Training, IGNOU | Shri A K Gaba |
| 1. 3.
 | Delhi Skill and Entrepreneurship University, Delhi | Smt Puneeta Duhan |
| 1. 4.
 | Centre of Assessment for Excellence, New Delhi | Smt. Arti Khosla |
| 1. 5.
 | In Personal capacity | Prof. K V Bhanu Murthy |
|  | National Accreditation Boardfor Education and Training, NewDelhi | Mr. C.S Sharma |
|  | Guru Gobind SinghIndraprastha University, NewDelhi | Prof. A. K. Saini |
|  | Prin. L. N. Welingkar Institute ofManagement Developmentand Research | Mr. Mohit Gandhi |

*The Committee may* ***NOTE****.*

**2.7 Composition of the Subcommittee on E-Learning Services SSD 04:5**

The Composition of the Subcommittee on E-Learning Services (SSD 04:5) is given as follows.

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Organization Represented** | **Name of Representative** |
|  | Convener | To be decided |
|  | Centre of Assessments for Excellence, Noida | Smt. Arti Khosla |
|  | Indian Council of MedicalResearch (ICMR), New Delhi | Dr. Sadhana Srivastava |
|  | National Accreditation Board for Education and Training, NewDelhi | Mr. C.S Sharma |
|  | Prin. L. N. Welingkar Institute of Management Development and Research, New Delhi | Mr. Mohit Gandhi |
|  | In Personal capacity | Prof. K V Bhanu Murthy |
|  | In Personal Capacity | Shri Ved Parkash Kumar |
|  | In Personal Capacity | Prof. Sanjeev Singh |

*The Committee may* ***NOTE***

**Item 3 PROCESS REFORMS IN BIS**

**3.1** As per DG BIS order, the sub-committees under the Sectional Committees shall be converted to Panels, keeping program of work(PoW) same. The conversion on the Portal will be executed after consultation with IT Department of BIS to ensure that no loss of data occurs during the process.

*The Committee may* ***NOTE****.*

## **Item 4 DRAFTS DOCUMENT UNDER WIDE CIRCULATION**

## **4.1** The WC draft **SSD04/23832 ‘‘Online Coaching Centre Services ― Requirements’’** was circulated for a period of 30 days from 07-05-2024 to 06 June 2024 amongst relevant stakeholders throughout the country. 52 comments were received on the WC draft. In the last meeting of SSD 04-05: E-Learning Services held on 22 August 2024, the subcommittee reviewed and resolved 47 comments received on the WC draft document **SSD04/23832 ‘‘Online Coaching Centre Services ― Requirements’’** under Wide Circulation Stage.

*The committee may* ***NOTE****.*

**4.2**The remaining comments on WC draft shall be resolved by the committee for approval to the WC draft to be finalized as F-draft. Prof. Bhanu Murthy has also provided his comments on the WC draft after the end of Wide Circulation stage. The compiled comments and the WC draft is attached as **Annex C and Annex D** respectively.

## *The committee may* ***DISCUSS*** *and* ***RESOLVE*** *the comments and* ***APPROVE*** *the documents as F-Draft.*

**Item 5 DRAFT DOCUMENT UNDER CONSIDERATION**

**5.1** In the previous meeting of the subcommittee the members decided to circulate the draft document on **‘‘Campus Facilities and Accommodation Service - Requirements’’** as P draft to the committee members **Annex E.** The draft was circulated to the members of SSD 04 as P-Draft for a period of one month from 17 August 2024 to 7 September 2024. No comments have been received from SSD 04 committee members. Comments on P-draft is an important parameter that decides the contribution of the committee towards standardization activity. The P-Draft after approval of the committee will be circulated as WC Draft to relevant stakeholders throughout India.

*The Committee may* ***REVIEW*** *and* ***DECIDE*** *on**the next course of action on the draft.*

# Item 6 R&D PROJECTS FOR ESTABLISHMENT OF NEW INDIAN STANDARDS

**6.1** BIS has issued new guidelines for funding R&D projects undertaken for standardization work and attached as **Annex-F** as separate document. The following link may be used to access the current Projects seeking proposals from TC members or organisations in MoU with BIS:

 <https://www.services.bis.gov.in/php/BIS_2.0/eBIS/research-projects-commissioned>

*The committee may* ***NOTE.***

**6.2** The R&D initiation process requires the committee to identify the subject for R&D and develop a Terms of Reference (ToR) which after approval from the Review Committee(RC) of BIS, will be uploaded on BIS portal to obtain proposals from the relevant stakeholders as per R&D guidelines of BIS.

*The committee may* ***NOTE.***

**6.3** The 2 subjects proposed by SSD 04 for R&D are ‘A comprehensive study of gap areas in the existing framework of Quality Assurance (QA) standards in Higher Education Institutions (HEIs) in India – Phase 1 Qualitative Analysis’ **Annex- G1** and ‘A comprehensive study of gap areas in the existing framework of Quality Assurance (QA) standards in Higher Education Institutions (HEIs) in India – Phase 2 Quantitative study’ **Annex- G2**. In the meeting of RC, it was informed R&D is carried out for ‘formulation and revision of standards’ whereas our ToR on ‘Qualitative Analysis’ is supporting further research which cannot be approved. Therefore it was suggested to merge the subjects for R&D for further evaluation.

*The committee may* ***DISCUSS*** *and* ***DECIDE*** *on the approach to proceed for the R&D.*

**6.4** Prof. Bhanu Murthy has delivered a note with regards to the formulation of the Standard for Vocational Education and Training. As convener of the subcommittee on Skill Development Services SSD 04:4, he proposes to initiate an R&D on ‘Vocational Education and Training’ since the area is vast and needs to be delineated. His comments are mentioned below for reference of the committee:

1. *The sub-committee is constrained to say that at present the further action in the direction of standard formulation requires that there be a clear guideline about the Terms of Reference (To R) . For this purpose, it was felt that it may necessary, with the necessary approvals to set up a sub-committee to research into the existing standards, nationally, the various authorities and sector skill councils before arriving at the ToR.*
2. *The two problems are: (i) that the area is too vast and needs to be delineated ; and (ii) the inclusion of training along with Vocational Education makes the framework very amorphous. There may be thousands of companies/ organizations which have in-house training programs. And the framework for standards for training may be vastly different from Vocational Education.*
3. *It may therefore be necessary to first research into the topic before launching off straight away into standard formulation.*

*The committee may* ***DISCUSS*** *and* ***DECIDE*** *on the need of R&D and future course of action.*

**Item 7 INTERNATIONAL ACTIVITY**

**7.1** **Report of ISO Meeting of ISO/TC 232/JWG 9**

The ISO meeting of **ISO/TC 232/JWG 9** held from 09 September 2024 in Virtual mode, was attended by the following member of the Sectional Committee, SSD 04:

|  |  |  |
| --- | --- | --- |
| **Sl. No.**  | **Indian Delegate**  | **Meeting attended** |
| 1. | Prof K. V. Bhanu Murthy (virtually) | **ISO/TC 232/JWG 9** |

*The member may* ***BRIEF*** *the committee on the proceedings of the meeting.*

* 1. **Ongoing 19th Plenary Meeting of ISO/TC 232**

The 19th Plenary Meeting of ISO/TC 232 – ‘Education and Learning Services’ is scheduled from 23 to 27 September 2024. The mail requesting participation in the meeting has been sent to the committee members on 20 September 2024. The Indian Delegation has been approved from the committee and the Chairperson via mail dated 11 September 2024 and 06 September 2024 respectively. The approved delegation and the meeting schedule is placed in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.No.** | **Working Group Title** | **Meeting Date & time as per IST** | **Name and Organisation** |
| 1. | ISO/TC/232 Education and Learning services | **Monday 23-9-2024****4:30 pm to 6:30 pm** | 1.Ms Arti Khosla, COAEI, Noida2. Prof. K V Bhanu Murthy, In Personal Capacity3. Shri Kumar Sourabh, BIS |
| 2. | ISO/TC 232/WG 8 Auditing practice group | **Tuesday 24-9-2024****4:30 pm to 6:30 pm** | 1. Ms Arti Khosla, COAEI, Noida2. Prof. K V Bhanu Murthy, In Personal Capacity3. Shri Kumar Sourabh, BIS |
| 3. | ISO/TC 232/AG 1 Communication | **Wednesday 25-9-2024****4:30 pm to 6:30 pm** | 1. Ms Arti Khosla, Ms Arti Khosla, COAEI, Noida, Noida |
| 4. | ISO/TC/232 Education and Learning services | **Friday 27-9-2024****4:30 pm to 6:30 pm** | 1. Ms Arti Khosla, Ms Arti Khosla, COAEI, Noida, 2. Prof. K V Bhanu Murthy, In Personal Capacity3. Shri Kumar Sourabh, BIS |

The Briefing Meeting was held on 22 September 2024 to discuss the Agenda points of the Plenary and WGs Meetings. The Plenary Meeting is under progress and will end on 27 September 2024 after which a De-Briefing Meeting of the Sectional Committee will be conducted.

*The Committee may* ***NOTE****.*

**Item 8 DATE AND PLACE OF NEXT MEETING**

Considering the issuance of new guidelines for standardization activities, the system of quarterly meetings must be followed. The Chairperson has approved the following meeting dates for the financial year 2023-2024:

|  |  |  |  |
| --- | --- | --- | --- |
| **1st Quarter** | **2nd Quarter** | **3rd Quarter** | **4th Quarter** |
| 02 May 2024 | 26 Sep 2024 | 24 Oct 2024 | 20 Jan 2025 |

*The Committee may* ***REVIEW*** *and* ***DECIDE*** *on**the next date of meeting.*

## **Item 9 ANY OTHER BUSINESS**

**Annex A**

**Composition of the Higher Education, Skill Development and Related Services Sectional Committee, SSD 04**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SI.****No.** | **Organization / In Personal Capacity)** | **Name (s) of Representative** | **Category** | **Attendance** |
| **8th** | **9th** | **10th** | **Total** |
|  | Guru Gobind Singh Indraprastha University, New Delhi | Prof. (Dr) Mahesh Verma, | Chairpers on | P | P | P | 3/3 |
|  | All India Institute of Medical Sciences, New Delhi | Dr. Sanjeev Lalwani | Academic Institution n | A | A | A | 0/3 |
|  | Birla Institute of Technology and Science, Pilani | Shri. Sudhir Kumar Barai | Academic Institutio n | P | A | P | 2/3 |
|  | Birla Institute of Technology Mesra, Ranchi | Mr. Jyoti Kumar Chandel | Academic Institutio n | New Co-option |
|  | Centre of Assessment for Excellence International Private Limited New Delhi | Ms. Arti Khosla | Expert | P | P | P | 3/3 |
|  | Delhi Skill and Entrepreneurship University, delhi | Ms. Punita Duhan | Academic Institutio n | New Co-option |
|  | Guru Gobind Singh Indraprastha University, New Delhi | Dr Anil kumar Saini | Academic Institutio n | A | P | P | 2/3 |
|  | Indian Council of Medical Research, New Delhi | Dr. Sadhana Srivastava | Central Ministry/ Dept. | P | A | P | 2/3 |
|  | Indian Institute of Management, Lucknow | Dr Ajay Kumar Garg | AcademicInstitutio n | P | P | P | 3/3 |
| Prof Kshitij Awasthi |
|  | Indian Institute ofPublic Administration, New Delhi | Dr Surabhi Pandey | Academic Institutio n | A | A | P | 1/3 |
| Dr Neetu jain |
|  | Indian Institute of Science, Bengaluru | Prof. T. A Abinandnanan | Academic Institutio n | A | A | A | 0/3 |
|  | Indian Institute of Technology BHU, Varanasi | Dr. Kamalesh Kumar Singh  | Academic Institutio n |  Change in nomination  |
| Dr. Ranjit Mahanty |
|  | Indraprastha Group of Schools, Noida | Dr. Rajesh Hassija | Academic Institutio n | New- Co- option | A | P | 1/2 |
|  | Ministry of Skill Development and Entrepreneurship, New Delhi | Shri VS Arvind | Central Ministry/ Dept. | Change in nomination | P | A | 1/2 |
| Shri Sanjay Arora |
|  | NITI Aayog, New Delhi | Shri Harshit Mishra | Central Ministry/ Dept. | A | P | A | 1/3 |
|  | National Accreditation Board for Education and Training, New Delhi | Mrs. Madhu Ahluwalia | Central Ministry/ Dept. | P | A | A | 1/3 |
|  | National Assessment and Accreditation Council, Bangalore | Prof. Ganesan Kannabiran | Central Ministry/ Dept. | Change in nomination | P | A | 1/2 |
|  | National Institute of Educational Planning and Administration (NIEPA), NewDelhi | Professor Pranati Panda | Academic Institutio n | New- Co- option | A | P | 1/2 |
|  | Prin. L. N. Welingkar Institute of Management Development and Research, New Delhi | Prof. Uday Salunkhe | Academic Institutio n | P | P | P | 3/3 |
| Shri Mohit Gandhi |
|  | Services Export Promotion Council, New Delhi | Dr. Saumya Gupta | Central Ministry/ Dept. | Change in nomination | P | P | 2/3 |
|  | Symbiosis International University, Pune | Dr. Pravin Dange | Academic Institutio n | P | P | A | 2/3 |
| Prof. Parag Rishipathak |
|  | University Grants Commission, New Delhi | Dr. Mriganka Sekhar Sarma | Regulator y Body | A | A | A | 0/3 |
|  | Voluntary Organization in Interest of Consumer Education (VOICE), NewDelhi | Shri Anand Pandya | Consume r Group | P | A | A | 1/3 |
| Prof. Sri Ram Khanna |
|  |  | Prof. Ved Prakash Kumar | Expert | P | P | P | 3/3 |
| Dr. Sunil Aggarwal | Expert | P | P | A | 2/3 |
| Prof. Sharda Kaushik | Expert | P | P | A | 2/3 |
| Prof. PK Tulsi | Expert | A | A | P | 1/3 |
| Shri Gurmeet | Expert | A | A | P | 1/3 |
| Ms. Anita Sharma | Expert | P | P | A | 2/3 |
| Prof. K V Bhanumurthy | Expert | New- Co- option | P | P | 2/2 |
| Prof. J. Vaishampayan | Expert | New- Co- option | A | A | 0/0 |
| Prof. Ashok Mittal | Expert | New- Co- option | A | P | 0/1 |
| Prof Bhola Ram Gurjar | Expert | A | P | P | 2/3 |
| Prof. Amit Mukherji | Expert | New- Co- option | A | P | 0/1 |
| Prof. A K Gaba | Expert | New- Co- option |