



Confederation of Indian Industry

INSTITUTE
of **QUALITY**
(Sponsored by ABB Limited)

NEWSLETTER EDU MILESTONES

VOLUME 1
Issue 1
June 2015



ENGAGE WITH INDIA



INSPIRE



EMPOWER



LEAD

INSIDE

Message from
the Co-Chair

Success stories

Current Programmes

Client Speak

Service Portfolio

Message from Co-Chair, CII IQ



It gives me great pleasure to communicate with the Education Fraternity after having assumed charge as Co-Chairman, CII Institute of Quality. The Institute under the Chairmanship of Mr. N Kumar has established itself as a champion of Quality in Education during the past years. It is our endeavor to usher in new approaches and direction to further the cause of quality in education. Education besides being an effective instrument of enhancing efficiency, is effective in widening and augmenting democratic participation and upgrading the overall quality of individual and societal life. India with over 1.4 Million schools and over 35,000 higher Education institutes has the potential to establish sustainable and inclusive growth and usher in enhanced Quality of Life.

The Nation has already undertaken ambitious programs for the spread of school education pan India. The Right of Children to Free and Compulsory Education Act 2009 aims to make Elementary Education available to all children between 6 to 14 years. The Rashtriya Madhyamik Shiksha Abhiyan (RMSA) aims to achieve 100% Gross Enrolment Ratio by 2017 and Universal Retention by 2020. The resultant need for setting up or upgrading school facilities and the need for teachers in adequate numbers and of required quality shall be critical. CII National Committee on School Education has already published a study titled “Towards Professional Preparation of the Teacher Educators- A critical analysis of current Teacher Educator Profile & Competencies” which is quite comprehensive in its recommendations.

The CII IQ's Education Excellence team has been in the forefront of establishing a qualitative change in the Indian education scenario for over two decades. Significant work has already been done in creating National awareness in Education excellence; convergence of assessments, accreditation & institutional effectiveness through our Advisory Services, Training, Consulting Audits and Summits. We have worked with over 2500 institutions across India and have trained over 1,00,000 teachers in India and overseas. For any further information please contact Mrs Greeta Varughese, Executive Director, CII IQ, Dr Senthil, Principal Counselor & Head -Education Services or any of our EE team members.

To create further outreach, two online platforms, CII TEN and CII INCITE have been launched recently and I would urge members to enroll or recommend these programmes to educators. The online Teacher Engagement Network- (CII TEN) is dedicated to improving the K-12 learning process to further empower teachers to coach students. In service Certification in Teaching Excellence-(INCITE), Online Certification Programme reinforces concepts for teachers with a minimum of 2 years experience to enhance their overall effectiveness in design, delivery and evaluation of the curriculum. Project Sarvottam, the school excellence cluster of Government schools in Daman & Diu and Dadra Nagar Haveli continues to make a significant impact. The “Preparing Schools for the Quality Leap” programme has already been well received by the education fraternity. However, much more is yet to be achieved.

The purpose of this Newsletter is not only to showcase the interventions that the Education Excellence team has been involved in to bring about this quality change, it also hopes to create a platform to attract like-minded protagonists wanting to bring about a change in Indian education systems and its dissemination. I hope that this Newsletter becomes a rallying point for the education fraternity and I look forward to their guidance and support for this National cause.

R Mukundan
Co-Chairman, CII Institute of Quality &
Managing Director, Tata Chemicals Ltd.



- 1 CLUSTERS
- 2 ASSESSMENTS
- 3 COUNSELING
- 4 TRAININGS
- 5 SUMMITS, CONCLAVES, OPEN PROGRAMS

Success Story



Project Sarvottam

According to the recent National Performance Survey for Elementary Schools, conducted by NCERT for class 3 students, in 70,436 Government and Government-aided schools across 34 States and U.T.s, school students of U.T. Administration of Daman & Diu, Dadra & Nagar Haveli have scored significantly high scores in Mathematics and Language and topped the list.

The news made headlines and speaks volumes of the efforts taken by the administration of this U.T. in improving Education in the Government Schools. One such initiative is "Project Sarvottam" an effort to make schools in the U.T., 'model schools', in collaboration with CII Institute of Quality.

The U.T. Administration of Daman & Diu, Dadra & Nagar Haveli – CII IQ collaboration journey began in December 2012 with a 2 day Workshop for brainstorming on the needs of the stakeholders and development of a project roadmap. This was followed by much iteration and eventually a MoU was signed in April 2013. School Principals and officials from the Department of Education of the U.T. took part in these sessions.

CII IQ facilitated the development of vision, mission and objectives, mapping of various GOI and DD and DNH Administration schemes through workshops and helped in restructuring the education department and releasing their vision document. The vision document involved the formation of the "Navaratna" with criteria to measure the progress.

The cluster approach was adopted at school level with intervention in 10 Government schools in each cluster across Daman, Diu and Silvassa. A task force resource team comprising the principal and two teachers from each school took responsibility in rolling out the implementation plan in line with the 'Navaratna' to prepare the schools for NABET Assessment and Accreditation under the guidance of CII IQ Counsellors during a period of 21 months.

The project is in its final leg with 30 Government High Schools ready for Accreditation from NABET. The continual process of quarterly reviews and their results led to the addition of 30 more Govt Upper Primary Schools in U.T. Administration of Daman & Diu, Dadra & Nagar Haveli in 3 clusters of 10 schools each.

Education Counsellors from CII IQ are engaged with these schools to achieve the outcomes the project set out to achieve. These include preparation of the school quality management manual; empowerment of principal/teacher; improved practices by the formulation of Clubs /Committees; introduction of house system; preparation of standard annual plan for the schools and enhancement of community participation. Project Sarvottam has brought in uniformity & tremendous changes in school governance, educational support processes and performance measurement which continue to make remarkable improvement in the Project Schools.



Hon'ble Administrator **Mr. Bhupinder S Bhalla**, CEO **Mr. S Siddhu**, **Mr. Krishan Kumar** signing the football at the Training of Education department officials & Principals at Mirasol Resort, Daman.



Two Day Training of Education department officials to understand Stakeholder requirement.



Review of Project Sarvottam under the leadership of the then Administrator **Mr. Bhupinder S Bhalla** with all the Education Department Officials, Principals and CII Education Excellence team.



Training on Education Processes for Teachers and Education Department Officials in Progress.

Current Programmes

Workshops on Making Schools Safer & Smarter

CII Institute of Quality recently organized a Workshop on 'Safer and Smarter Schools'. Safety concerns in schools have been taking centre stage and grabbing the headlines of newspapers every other day. Statistics and studies conducted by international and domestic agencies do not paint a pretty picture of the state of our schools either. CII Institute of Quality took cognisance of the need to enhance preparedness in schools and put together a workshop to give safety in schools a thrust. The workshop aimed at guiding school principals and teachers in conducting safety audits in their schools so as to avert untoward incidents and focused on

- Various aspects of School Safety & Security standards
- Physical, emotional and social dimensions of safety
- The 'why' and 'how' of conducting periodic school safety audits

The workshop was attended by Principals, Teachers, Educators and Management committee members from Schools who were keen to make their schools safe havens. In-house Training Programmes and Audits will be conducted on periodic basis in the participating Schools.

THE CONCERN

UNICEF reports that 19 out of 100,000 children in India die of safety-related accidents – the highest in the world. The Times of India reports that one in every two children is subjected to child sexual abuse in India while 80% of the cases go unreported. The WHO reports that 41% of deaths of children are because of a lack of road transportation safety – again the highest in the world.

Participant's Feedback:

"The Mock School Audit and Action Plan Development was very useful"

"The Case Study discussion & Ideas put forward were interesting"

"I assure you that it will bring a vast revolution in our institution"



Mr. Mohammad Mohsin IAS, Commissioner Public Instruction, Govt of Karnataka delivering the Inaugural Speech



Teachers discussing School Audit outcomes and developing Action Plan

CII IQ represented at International Conference for Teachers in China

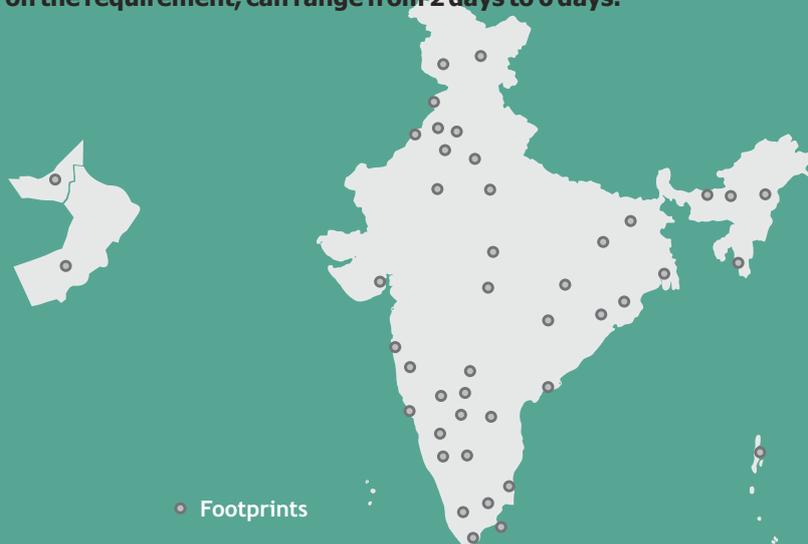
CII IQ was represented at the International Conference for Teachers in China, organized by Jyotirmoy School of Education under the aegis of University of Calcutta along with Kunming University, Peoples Republic of China on 23rd & 24th April 2015 at Kunming. The Conference was held to Brainstorm on the topic of "Globalizing School Education - Agenda for Action" as this is a challenging issue of utmost significance for all countries more so for Asia.



Dr. Senthil Kumaran, Principal Counsellor & Head, Education Excellence, addressing the delegates at the conference

PAN INDIA TRAINING

CII IQ Education Excellence Initiative develops and delivers several customized trainings to educational institutions to help them understand both the concepts of quality and their applicability in the education sector. The training programs are developed and delivered with the aim of spreading awareness on 'Quality in Education', using Total Quality Management (TQM) principles and practices. The duration of the training programs, depending on the requirement, can range from 2 days to 6 days.



• Footprints



Client Speak

Sat Paul Mittal School The Big Leap with CII Institute of Quality

Sat Paul Mittal School is a premier institution up north of Delhi in Ludhiana. The school is affiliated to the Council for the Indian School Certificate Examination (ICSE). The school has been able to retain the ethos of the Guru- Shishya Parampara, the human element, the emotional connect that the students share with teachers-the wonderful relation the teachers have with the parents. The system of education of Sat Paul Mittal School is very closely aligned to the vision and mission of the school.

Sat Paul Mittal School has been associated with CII Institute of Quality for the last three years through the School Excellence Programme and the experience has been very enriching, empowering and purposive. The School Excellence journey began with its efforts towards the enhancement of School Governance. CII IQ has guided the school in the formulation of the school structure and alignment of all activities with the School Vision, Mission and Objectives. This exercise has given the school clarity of purpose and action.

CII Institute of Quality Counsellors have also lent their expertise in fine tuning and streamlining the Curriculum implementation in the school through curriculum mapping, facilitating the design of digitized lesson plans and lesson observations through a peer mentoring system. The Teaching Standards and Code of Conduct for Teachers are also being reviewed under the guidance of CII IQ and communicated to the teachers. This has strengthened the Teaching – Learning process in the school through concerted and conscious efforts made to generate synergy between the teaching methodology and the learning patterns of our students.

The partnership has also been fruitful in the formulation of various school policies such as the Transport Policy, Vendor Selection Policy, Outsourcing Policy, Housekeeping Policy, School Communication Policy and other support policies that have been reviewed under the guidance of CII IQ and has resulted in the smooth functioning of the school.

The CII–SMPS School Excellence Program has gone a long way in helping the school build capacities in Students, Teachers, Parents and Support Staff through comprehensive engagements which is constantly reflected in the Student, Teacher and Parent satisfaction surveys and has helped us in understanding the needs and aspirations of the Stakeholder better. The CII School Excellence program at Sat Paul Mittal School has indeed been fruitful and one that has enriched all our stakeholders.

Ms. Bhupinder Gogia
Principal
Sat Paul Mittal School



... your
Quality Training Partner



Mrs. Bhupinder Gogia, Principal, Sat Paul Mittal School, Ludhiana

"The CII–SMPS School Excellence Program has gone a long way in helping the school build capacities in Students, Teachers, Parents and Support Staff through comprehensive engagements which is constantly reflected in the Student, Teacher and Parent satisfaction surveys and has helped us in understanding the needs and aspirations of the Stakeholder better."

The CII School Excellence program at Sat Paul Mittal School has indeed been fruitful and one that has enriched all our stakeholders."



Teachers engaged during a session on Preparing for The Big Leap



Teachers observing a Student Feedback Session

Service Portfolio

SCHOOL EXCELLENCE CLUSTERS

A cluster is a group of 8-10 Institutions which work together towards improving their practices, through mutual sharing and learning. These institutions could be institutions from the same board, location, management or with common philosophy. Some of our cluster programmes are delivered for the UT Administration Daman & Diu, Dadra & Nagar Haveli and Tata Tinplate supported schools, Jamshedpur. For further details please contact Ashwini Pawar or Sajjan Jose.

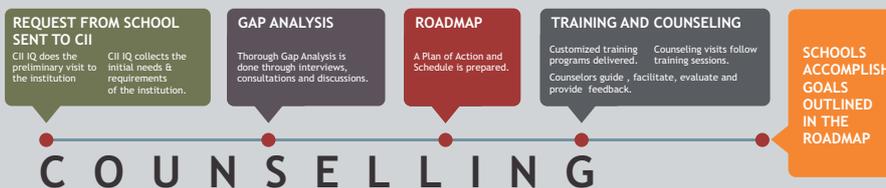


TRAINING

Customized training programmes are developed and delivered to educational institutions to help them understand both the concepts of quality based on TQM philosophy and their applicability in the education sector. Some of our trainings are Quality School leadership Programme, School Excellence programme, Making Schools Safer and Smarter, etc. For further details please contact Namita Rao or Karthik M.

COUNSELLING

Counselling is a process through which an institution is helped to identify the challenges and find scientific solutions or answers. A dedicated team of counsellors who are domain experts, work closely with the school management to develop a roadmap for Excellence and to bring sustainable improvement. During counselling, the school's vision, mission and objective are aligned and mapped with the identified processes. Sat Paul Mittal School, Ludhiana, N H Goel, Raipur, Shree Niketan Patasala, Chennai, KVT, Madurai are some of the schools under our counselling programme. For further details please contact Dr. Senthil Kumaran or Karthik M.



INSTITUTIONAL ASSESSMENTS

CII Education Excellence Model is a non-prescriptive, comprehensive and holistic framework of management, based on certain criteria. These criteria cover both the Practices as well as Performances of the schools with respect to its stakeholders' needs and expectations. Our team has assessed more than 114 private and government schools in Tamilnadu, Jharkhand, Karnataka, Diu, Daman and Silvassa. It has provided a comprehensive report on strengths and opportunities for improvement in these schools. For further details please contact Dr. Senthil Kumaran.



Upcoming Programmes

CII School Excellence Conclave
17-18 July, Chennai

Regional Summit on Quality in
Education
24 July, Gurgaon

Regional Summit on Quality in
Education
7-8 August, Vishakhapatnam

CII School Excellence Conclave
August, Kolkata

CII National Summit on Quality
in Education
25-26 September, Bangalore

School Excellence Mission to
Singapore
September 2015

School Excellence Mission to
Finland
September 2015

Contact Details:

Dr. A Senthil Kumaran
Principal Counsellor - Education
Excellence
CII IQ The K N Shenoy Centre
Confederation of Indian Industry,
Near Bharat Nagara II Stage,
Viswaneedam Post, Magadi Road,
Bangalore 560 091,
Karnataka, India

Tel: +91 80 23580315/ 2328 9391-
6085 Fax : +91 80 23580314
Mobile : +91 9845390263
Email: iq.ee@cii.in
Website : www.ciiten.in/ www.cii-
iq.in / www.cii.in



Service Portfolio

CONCLAVES & SUMMITS

CII IQ has been providing an excellent platform for sharing and networking amongst institutions and education service providers by way of summits, conclaves and other forums. The main events hosted by CII IQ for educational institutions are:

- National Summit on Quality in Education
- Regional Summit on Quality in Education
- School Excellence Conclaves
- Higher Education Conclave

For further information about Speakers / Sponsorship / Registrations, please contact Dr. Senthil Kumaran or Karthik M

ONLINE PROGRAMMES - REGISTRATIONS OPEN



CII TEACHER ENGAGEMENT NETWORK

CII TEN, an online platform for professional exchange of ideas among teachers is dedicated to improving the K-12 learning process by documenting, disseminating, and advocating innovative, replicable, and evidence-based strategies that will help teachers prepare students in their education, careers, and adult lives. CII TEN serves as a platform that will create and raise awareness on new trends in education, share good/best practices which can be adapted/adopted and establish learning communities for promoting Quality in Education.



IN-SERVICE CERTIFICATION IN TEACHING EXCELLENCE

Living in the technology era, there is an evident need for online certification programs that will have both, scale and impact in enabling and empowering in- service teachers to improve quality in education. INCITE aspires to provide both by reinforcing concepts through a structured, result oriented certification program thereby giving teachers an opportunity for professional development in a phased and sustained manner.



Dr. Senthil Kumaran
Principal Counsellor
+91 98453 90263
All India



Namita Rao
Senior Counsellor
+91 98454 10134
Northern Region



Sajan Jose
Counsellor
+91 97417 55345
Southern Region



Ashwini Pawar
Counsellor
+91 98196 91640
Western Region



Karthik Masilamani
Event Co-ordinator
+91 9900 50 9944
All India



Confederation of Indian Industry

**INSTITUTE
of QUALITY**
(Sponsored by ABB Limited)



CII Institute of Quality

CII Institute of Quality is the leading authority in organization and industries. For over 100 years, CII has provided Indian Industries with the support, systems and tools to make a mark in the competitive world. It is realized that the best way to enhance an organizations competitiveness was through the quality route.

What started as the Total Quality Management Division (TQMD) in the mid-eighties has now evolved to CII-IQ. As a champion of the quality movement, CII-IQ is powered by the responsibility of enriching the lives of its members, improving their workplaces and making the world a better place by applying quality tools, techniques and systems. CII-IQ provides the best training and consulting services for the organizations to help improve their performance and set a standard of excellence.

The Vision of CII IQ is to become a Centre of Excellence of international repute that role models products and services for the continuous betterment of organizations and society. The Mission of CII IQ is to evolve and leverage a Quality movement that transforms by offering standard solutions, creating practical insights, driving tangible results, thereby enhancing competitiveness and inclusive growth.

Education Excellence: Vision Statement - To be a catalyst in Transforming Indian Education through Quality, Institutional Governance and empower Indian Educational Institutions by enhancing effectiveness of their practices for releasing every students potential.

Confederation of Indian Industry

The Mantosh Sondhi Centre

23, Institutional Area, Lodi Road, New Delhi – 110 003 (India)

T: 91 11 45771000 / 24629994-7 | F: 91 11 24626149

E: info@cii.in | W: www.cii.in

CII Institute of Quality

The K N Shenoy Centre

Near Bharat Nagara II Stage, Viswaneedam Post,

Magadi Road, Bangalore 560 091, Karnataka, India

Tel: +91 80 23580315/ 2328 9391- 6085 Fax : +91 80 23580314

Email: iq.ee@cii.in

Website : www.ciiten.in/ www.cii-iq.in / www.cii.in

5 Ways to Reach us



www.ciiten.in

iq.ee@cii.in

080 - 23580315
080 - 23289391



<https://www.facebook.com/pages/CII-TEN/458033890991263>