



# **WORKSHOP** **"Feedback on ISO 21001"**

**September 24, 2019 - ESTG-IPP**

**Felgueiras, Portugal**



**09:00**

09:15

**Welcome and Opening Session**

Dorabela Gamboa, ESTG-IPP President

Nuno Fonseca, Felgueiras Mayor (*tbc*)**09:15**

09:30

Opening Keynote

**ISO 21001 History & Timeline**

Stefan Marinkovic

ISO Central Secretariat Technical Programme Manager

**09:30**

11:00

Panel: ISO 21001 &amp; other standards

**ISO 21001 & the ISO 2999x Series:****Transition from ISO 2999x Series to ISO 21001**

Florian May, CEO, Incession &amp; ISO/TC 232 Chair

**Autonomy, Enhancement and Regulation:****The Irish Approach**

Elizabeth Noonan, Director of Quality Enhancement, University College

**ISO 21001 & ENQA ESG: Standardising management systems for educational organisations: implications for European higher education**

Anthony Camilleri

Senior Partner, Knowledge Innovation Centre (former ISO/PC 288/WG 1 Secretary)

**ISO 21001 & EQAVET: VET21001 - A standardized practical toolkit to implement the European Quality Assurance Framework for Vocational Education and Training**

Sandra Feliciano

Research Associate, Knowledge Innovation Centre (former ISO/PC 288/WG 1 Convenor)

**11:00**

11:15

**Networking  
Coffee-break**

**11:15**  
13:00

Round table

## **ISO 21001 Users Experiences: Implementation level**

Moderators: Filipa Pinto, Consultant & Bill Rivers, Executive Director, Joint National Committee for Languages & ISO/TC 232/AHG 2 Convenor

### **Organizational Experiences**

Escola Profissional de Felgueiras, Portugal

Paula Barros, Teacher and Quality Manager

Saint Maron College – Sisters of the Holy Family, Lebanon

Anastasia El-Aya, Educational Advisor and Trainer

Escola Superior de Tecnologia e Gestão do Politécnico do Porto, Portugal

Vanda Lima, Lecturer

Inês Coelho, Master Student

Universidad Pedagogica Nacional, Mexico

Guadalupe Quintanilla, Director of UPN Unit 099

Guadalupe Aguilar, Management System Representative

Al Manar Academic Institute, Lebanon (recorded presentation)

Sheoran International School, India (recorded presentation)

Sacred Heart School, India (recorded presentation)

Sacred Heart Montessori Pre-School, India (recorded presentation)

### **Consultant's Experiences**

Implementing ISO 21001 in K-12 Schools

Fawzieh Makkawi, Lebanon

Implementing ISO 21001 in Higher Education

Gabriela Peliteiro, Portugal

**13:00**  
14:30

## **Networking Lunch-break**

**14:30**

15:45

Round table

**ISO 21001 Users Experiences: Qualification  
(Certification and Accreditation) level**

Moderator: Emanuele Riva, Vice-Chair, International Accreditation Forum (IAF)

**Certification Experience**

DAS Portugal, UK/Portugal - José Pinto, CEO

SMG, Lebanon - Mohammad Fawaz, Project Manager

COAE International, India - Arti Koshla, CEO

ACCM Americas, México - Mauricio Cardenas, CEO

**Accreditation Experience**

EMA, México - Martha Mejia, Technical Director

**16:00**

16:30

Closing Keynote

**EU Vocational Education and  
Training Policy and ISO 21001**

Koen Bois d'Enghien

European Commission - DG EMPL E3

**16:30**

17:00

**Workshop Preliminary Conclusions**

Claudia Fernandes, Researcher, CATIM

Bill Rivers, Executive Director, Joint National Committee for Languages &amp; ISO/TC 232/AHG 2 Convenor

**17:30**

Closing Session &amp; Farewell

**Verde of Honour, Academic Tunas  
& Networking**