

AISSMS COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY SHIVAJINAGAR, PUNE		MINUTES OF INTERNAL AUDIT		DATE MEETING: 27.08.2021	
MEETING CHAIRED BY: Dr. Sonali Jadhav, Chairman IQAC Mr. Sunder Srinivasan, Coordinator IQAC					
PRESENT MEMBERS :					
SR.	NAME	SR.	NAME	SR.	NAME
1.	Dr. Rasika Gumaste	2.	Dr. Anuradha Karmarkar		
3.	Dr. Arun Sherkar	4.	Ms .Rasika Jamadagni		
5.	Dr. Meyola Fernandes	6.	Ms.. Rajeshree Pol		
7.	Dr. Gauri Shah	8.	Ms. Sarika Joshi		
9.	Dr. Honey Tyagi	10.	Mr. Suraj Mhashilkar		
11.	Dr. Kiran Shende	12.	Mr. Manoj Suryawanshi		
13.	Dr. Hemraj Narhar Patil	14.	Mr. Rahul Bhalekar		
15.	Ms. Prachi Wani	16.	Ms. Pooja Bhonsle		
17.	Dr. Rina Dongre	18.	Ms. Preeti Sinhal		
19.	Mr. Shailendra Darekar	20.	Mr. Sumeet Dua		
21.	Ms. Mohini Rasal	22.	Dr. Sameer Diwanji		
23.	Dr. Prerna Bhautik	24.	Ms. Chhavi Sahai		
25.	Ms. Sapna Sangode	26.	Ms Chitra Sharma		
27.	Ms. Sheetal Gupta	28.	Mr. Atul Salunke		
29.	Mr. Yogendra Tanwar	30.	Mr. Arun Deokar		
31.	Ms. Bindu Singh	32.	Mr. Ajay Dangat		
SR.	DETAILS OF DISCUSSIONS				
1.	FOLLOW-UP ACTIONS FROM PREVIOUS AUDIT				
	<p>Academics:</p> <ul style="list-style-type: none"> The syllabus for B.H.M.C.T. & BSc. H. S. Programme under the autonomous status was prepared with faculty from other institute and members of the industry being a part of the team. It has been implemented from the academic year 2021-2022 Extensive training was provided to faculty members in the operations of Microsoft Teams as a platform for teaching-learning process. Extensive training was provided to faculty members to develop video sessions which was uploaded on the institute website. A five day online international webinar was conducted “UDAAN – A Launchpad for Entrepreneurship” with various industry professionals and entrepreneurs who shared their view on this topic. <p>Administration:</p> <ul style="list-style-type: none"> The committee from University Grants Commission (UGC) had visited the institute in February 2021 and autonomous status was conferred post the same. 				

	<ul style="list-style-type: none"> The college formed Board of studies, Academic Council and Finance Committee as per the requirement for autonomous status <p>Examination:</p> <ul style="list-style-type: none"> The examination section has been shifted to a new location as per requirements for autonomous status. The institute has identified a single point contact (Dr. Rasika Gumaste) for the students who have issues related to external examinations conducted by Savitribai Phule Pune University, Pune. <p>Training & Placement:</p> <ul style="list-style-type: none"> An online training module for students' was planned, since offline training has been ruled out. This included desk research wherein students could attend sessions of industry experts and online certificate course was planned and executed. <p>Library: To enable online access of library resources for staff and students.</p> <ul style="list-style-type: none"> A new extension has been constructed of the computer laboratory with connectivity in the library section. The books purchased under the M.H.M.C.T. programme have been transferred to B.H.M.C.T. accession register as the M.H.M.C.T. programme is discontinued.
2.	VISION, MISSION, QUALITY POLICY AND ITS OBJECTIVES
	<p>a) Vision of the institute had been reviewed & no changes have been made. b) Mission of the institute had been reviewed & no changes have been made. c) Quality policy of the institute had been reviewed & no changes have been made. d) Quality objectives of the institute had been reviewed & no changes have been made. e) Review of quality objectives :</p>
	<p>1. <u>Objective No. 01:</u> To provide research oriented atmosphere for continual improvement and development of the faculty to keep them abreast with the latest trends in the Hospitality Industry.</p> <ul style="list-style-type: none"> A total of 42 research papers were published in reputed journals in the year 2020-21. Faculty approved as PhD guide: 01 Faculty pursuing PhD: 06 Faculty pursuing Masters Programme: 03 Atithya- A Journal of Hospitality 2 issues published in 2020-2021 and 13 issues since inception MOU: <ul style="list-style-type: none"> Athlone Institute of Technology, Ireland, Student & Faculty exchange Publishing India Group, New Delhi - 110077, Ms. Poonam Juyal Novotel Hotels Pune Le Plaisir, Pune Eduvator Overseas Pvt Ltd Global Education Management, U. K Maharashtra Centre For Entrepreneurship Development
	<p>2. <u>Objective No. 02 :</u> To ensure optimum quality of Infrastructure and Resources thereby enabling customer satisfaction.</p> <ul style="list-style-type: none"> Annual purchases were done to upgrade the,infrastructure & equipment to ensure optimum quality of infrastructure and resources. Expenditure on infrastructure augmentation was Rs. 38.65 lakhs, maintenance of academic facilities 4.61

	<p>lakhs and maintenance of physical facilities was 105.85 lakhs.</p> <ul style="list-style-type: none"> • A new Examination section and front office laboratory was prepared, a new extension for computer laboratory was constructed. • Two training restaurants were renovated
	<p>3. Objective No. 03: To inculcate in the students, articulated set of values, which will stand them in good stead in their careers and contribute towards social reformation through education.</p> <ul style="list-style-type: none"> • Students are given individual projects and class assignments, focusing on self-study and independent learning. • The various clubs and committees are functional and run by the students to pursue their interest in various areas. • Workshops and demonstrations are arranged for the students so that they can link the theory with the practice apply their knowledge and develop new skills. • Internships and Training, industry visits in hotels, which is part of the curriculum, ensure experiential learning for students. • The college organizes guest lectures, conference, seminars by inviting subject matter experts of national and international eminence. • Students are encouraged to participate in intra and inter collegiate competition to develop competitive spirit. • Students organize and participate in National Social Service camps, blood donation camps, cleaning campaigns to inculcate values, ethics and social responsibility.
	<p>4. Objective No. 04: : To facilitate students' learning by providing opportunity for financial assistance through scholarships.</p> <ul style="list-style-type: none"> • 185 students' benefitted under the Government of Maharashtra Scholarship/Free-ship, EBC & Minority Schemes. The financial assistance amounted to Rs. 20706594.50
3.	RESULTS OF INTERNAL AUDIT
	<p>Academics:</p> <ul style="list-style-type: none"> • Academic checklist for curriculum delivery is found prepared and satisfactory. • Work load and subject allocation found to be satisfactory • Bridge course data for BSc HS Programme found to be satisfactory • Time table and compliance report found to be satisfactory. • BSc-HS admission eligibility checked and found to be correct • Teaching learning compliances reviewed in IQAC. <p>Administration:</p> <ul style="list-style-type: none"> • Administration and teaching related authority was reviewed and found to be satisfactory • Welfare measures are as per the government norms- found satisfactory • Insurance of staff done • Best staff cash awards being given • Audited balance sheet for 2019-2020 found to be correct. For 2020-2021 it is in the final stage of approval. • BSc-HS admission eligibility checked and found to be correct

	<p>Examination:</p> <ul style="list-style-type: none"> • Training for the fast learners for higher positions being given • Student centric learning is robust • Experiential learning, participative learning samples viewed and found to be satisfactory • Internal Assessment system is well defined • Internal marks are displayed on the notice board for students • Register is maintained for grievances and once the issue is resolved it is updated in the logbook and complaint is closed. Evidence visible • The student has access to the answer sheet in case the grievance is about incorrect marks • Program outcome is displayed on the board in the college • Course outcomes are defined in the syllabus • Program and course outcome have been mapped to indicate the link between the two for attainment of the outcome <p>Training & Placement:</p> <ul style="list-style-type: none"> • The hybrid model of training being implemented, found evident. • Placements efforts are being made since the hospitality industry is slowly opening up. • Some hotels have opened for offline training and students have been placed in these hotels. <p>Library:</p> <ul style="list-style-type: none"> • Purchases and maintenance provisions for updating infrastructure is found to be adequate • Fully automated with SLIM 21 library automation software • Web OPAC gives remote access to library resources • E books are available for downloading remotely through web OPAC • Wi fi facility is available for students in library • AMC for critical equipment and software is evident
4.	CUSTOMER FEEDBACK & COMPLAINTS.
	<ul style="list-style-type: none"> • Student, Employers, Employee's, Alumni & Parents feedback has been taken & an action plan based on the dissatisfaction has been prepared.
5.	RECOMMENDATIONS FOR IMPROVEMENT
	<ul style="list-style-type: none"> • All recommendations & non-conformities to be considered from the Qualitative audit mentioned furth
6.	CONCLUSION
	<p>The Chairman, IQAC informed all present members:</p> <ul style="list-style-type: none"> • The college has submitted the SSR and the DVV clarifications were also completed. • The NAAC Student Satisfaction Survey is also completed successfully. • The college expects the NAAC Peer Team Visit by the end of year 2021. • The criterion heads needs to ensure that documentation is up-to-date and relevancy to be evident.. • There will be a mock peer team audit / AAA audit conducted in the coming months.

Results of Qualitative Audit

ACADEMICS

Sr. No	Observations
1.1.1.	<p><i>The Institution ensures effective curriculum delivery through a well-planned and documented process (10)</i></p> <ul style="list-style-type: none"> • Academic checklist for curriculum delivery is prepared. Flow chart may be put up in the department • Work load and subject allocation found to be satisfactory • Chart for recommended workload based on additional responsibilities to be prepared. • Bridge course 2016-2017 found to be satisfactory • Course files are not maintained as per the checklist – non conformity
1.1.2.	<p><i>The institution adheres to the academic calendar including for the conduct of CIE (continuous internal evaluation)(5)</i></p> <ul style="list-style-type: none"> • Time table and compliance report found to be satisfactory. • Extra lecture timetable in place for compliance.
1.3.1.	<p><i>Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the Curriculum (10)</i></p> <ul style="list-style-type: none"> • Guest lectures conducted on gender equality, women empowerment human values -satisfactory • Value added courses on cross cutting issues have been conducted
3.3.1.	<p><i>Extension activities are carried out in the neighborhood community, sensitizing students to social issues, for their holistic development, and impact thereof during the last five years (10)</i></p> <ul style="list-style-type: none"> • Activities related to social issues and holistic development are found to be conducted on a regular basis and reports for the same are prepared by NSS • 53 activities have been conducted in 2019-2020 • Pandemic activities by students included mask making, distribution of food, helping in hospitals and running errands for senior citizens
6.1.1	<p><i>The governance of the institution is reflective of and in tune with the vision and mission of the institution (5)</i></p> <ul style="list-style-type: none"> • Rework on documentation of work done based on mission and vision
6.1.2	<p><i>The effective leadership is visible in various institutional practices such as decentralization and participative management.(5)</i></p> <ul style="list-style-type: none"> • Atithya event delegation and authority was reviewed. • Administration and teaching related authority was reviewed and found to be satisfactory
6.2.1	<p><i>The institutional Strategic/ perspective plan is effectively deployed (2)</i></p> <ul style="list-style-type: none"> • Institutional perspective plan from 2016 -2021 has been effectively deployed and is well defined
6.2.2	<p><i>The functioning of the institutional bodies is effective and efficient as visible from policies, administrative setup, appointment and service rules, procedures, etc. (4)</i></p> <ul style="list-style-type: none"> • Service books not updated – non conformity • Checked the records for admissions approval by ARA and found to be complied • Medical and maternal leave record found to be proper • Audited balance sheet for 2019-2020 found to be correct • BSc-HS admission eligibility checked and found to be correct

6.3.1	<i>The institution has effective welfare measures for teaching and nonteaching staff (5)</i>	<ul style="list-style-type: none"> • Welfare measures are as per the government norms- found satisfactory • Insurance of staff done • Best staff cash awards
6.3.5	<i>Institutions Performance Appraisal System for teaching and nonteaching staff (5)</i>	<ul style="list-style-type: none"> • API for 2019-2020 is complete. Action plan for low performance is prepared. Recommend that tabulation of API scores as per the criteria be prepared.
6.4.3	<i>Institutional strategies for mobilization of funds and the optimal utilization of resources (6)</i>	<ul style="list-style-type: none"> • Annual purchase requirement document not made available – non conformity • Budgeted vs actual statement not made available – non conformity • Mobilization of funds for entire teaching process should be visible
6.5.1	<i>Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and processes (10)</i>	<ul style="list-style-type: none"> • Internal and external audits are conducted • Action plan is prepared and implemented • Every audit objectives are visited and reviewed for compliance • 3 FDPs have been conducted in 19-20. Recommended that more FDPs be conducted
6.5.2	<i>The institution reviews its teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals through IQAC set up as per norms and recorded the incremental improvement in various activities (10)</i>	<ul style="list-style-type: none"> • Teaching learning compliances reviewed ion IQAC. • Recommended that IQAC objectives and scope may be defined. • Record for incremental improvement to be prepared – non conformity

EXAMINATION

Sr. No	Observations
2.2.1.	<p><i>The institution assesses the learning levels of the students and organizes special Programmes for advanced learners and slow learners (30)</i></p> <ul style="list-style-type: none"> • List of slow learners and fast learners to be maintained • Training for the fast learners for higher positions being given
2.3.1.	<p><i>Student centric methods, such as experiential learning, participative learning and problem solving methodologies are used for enhancing learning experiences (20)</i></p> <ul style="list-style-type: none"> • Student centric learning is robust • Experiential learning, participative learning samples viewed and found to be satisfactory
2.3.2.	<p><i>Teachers use ICT enabled tools for effective teaching-learning process.(15)</i></p> <ul style="list-style-type: none"> • All classrooms have LCD projectors and internet connections • Smart board available in 1 classroom
2.5.1.	<p><i>Mechanism of internal assessment is transparent and robust in terms of frequency and mode (15)</i></p> <ul style="list-style-type: none"> • Internal Assessment system is well defined • Internal marks are displayed on the notice board for students

2.5.2.	<i>Mechanism to deal with internal examination related grievances is transparent, time- bound and efficient (15)</i>	<ul style="list-style-type: none"> • Register is maintained for grievances and once the issue is resolved it is updated in the logbook and complaint is closed. Evidence visible • The student has access to the answer sheet in case the grievance is about incorrect marks
2.6.1.	<i>Teachers and students are aware of the stated Programme and course outcomes of the Programmes offered by the institution. (15)</i>	<ul style="list-style-type: none"> • Program outcome is displayed on the board in the college • Course outcomes are defined in the syllabus • E content videos developed by faculty have the course specific course outcome in the first slide
2.6.2.	<i>Attainment of Programme outcomes and course outcomes are evaluated by the institution. (15)</i>	<ul style="list-style-type: none"> • Program and course outcome have been mapped to indicate the link between the two for attainment of the outcome • Internal & external evaluation is fair and helps in measuring course outcome • Activities conducted to attain the program outcomes evident • Record for placement and entrepreneurs adequately measures attainment • Environment related subjects are introduced

LIBRARY

Sr. No	Observations
4.1.1.	<p><i>The Institution has adequate infrastructure and physical facilities for teaching- learning. viz., classrooms, laboratories, computing equipment etc. (5)</i></p> <ul style="list-style-type: none"> • The infrastructure is as per the AICTE norms • The student : computer ratio is 6 : 1 • Purchases and maintenance provisions for updating infrastructure is found to be adequate
4.1.2.	<p><i>The Institution has adequate facilities for cultural activities, sports, games (indoor, outdoor), gymnasium, yoga center etc. (5)</i></p> <ul style="list-style-type: none"> • Cultural activities and sports activities being conducted on regular basis. • List of events cultural and sports with attendance not available – non conformity
4.2.1.	<p><i>Library is automated using Integrated Library Management System (ILMS) (4)</i></p> <ul style="list-style-type: none"> • Fully automated with SLIM 21 library automation software • Web OPAC gives remote access to library resources • E books are available for downloading remotely through web OPAC
4.3.1.	<p><i>Institution frequently updates its IT facilities including Wi-Fi (5)</i></p> <ul style="list-style-type: none"> • The Institute has 100 mbps speed • Wi fi facility is available for students in library and Amphitheatre • All classrooms have internet connection
4.4.2.	<p><i>There are established systems and procedures for maintaining and utilizing physical, academic and support facilities - laboratory, library, sports complex, computers, classrooms etc. (10)</i></p> <ul style="list-style-type: none"> • Timetable and density chart is prepared for utilization of classrooms and laboratories • AMC for critical equipment and software is evident • Contract housekeeping services utilized for cleaning of premises • Site Engineer and Estate Manager are appointed for regular maintenance of Infrastructure

TRAINING & PLACEMENT

Sr. No	Observations
5.3.2	<p><i>Institution facilitates students' representation and engagement in various administrative, co-curricular and extracurricular activities (student council/ students representation on various bodies as per established processes and norms) (10)</i></p> <ul style="list-style-type: none"> • Students are a part of various committees. • Appointment letters for students on various committees not made available • Office order to be maintained of all student committees – non conformity • Students council records not made available – non conformity
5.4.1	<p><i>There is a registered Alumni Association that contributes significantly to the development of the institution through financial and/or other support services. (5)</i></p> <ul style="list-style-type: none"> • Dedicated alumni portal is available • Alumni participation in student centric activities is good • Recommended that alumni contribution to Institute must be encouraged (financial)

BEST PRACTICES

Sr. No	Observations
7.1.1	<p><i>Measures initiated by the Institution for the promotion of gender equity during the last five years. (5)</i></p> <ul style="list-style-type: none"> • Class Representative has equal representation of boys and girls • International Women's day as well as international Men's day are celebrated in the college evidence available • Lecture conducted for male students and staff on gender equality • Women empowerment workshops conducted
7.1.3	<p><i>Describe the facilities in the Institution for the management of degradable and non-degradable waste(4)</i></p> <ul style="list-style-type: none"> • Bio degradable waste pits are made for wet garbage • Recyclable solid waste – plastic and metal is collected and given to the head office for disposal to their designated vendors • Institute collects dry garbage and an NGO SWACH is appointed to collect the dry waste
7.1.8	<p><i>Describe the Institutional efforts/initiatives in providing an inclusive environment i.e., tolerance and harmony towards cultural, regional, linguistic, communal socioeconomic and other diversitie(5)</i></p> <ul style="list-style-type: none"> • Regional food festivals are organized as part of co-curricular activities • Traditional day is celebrated in the campus • Marathi bhasha diwas was celebrated • Christmas and Diwali is celebrated • Good mix of students from various states and also other countries • Opportunities for part time jobs are created by placement cell for economically weak students
7.1.9	<p><i>Sensitization of students and employees of the Institution to the constitutional obligations: values, rights, duties and responsibilities of citizens (4)</i></p> <ul style="list-style-type: none"> • Constitution day is celebrated • Voters drive and voters pledge campaign • Traffic awareness • Celebration for republic and independence day • Honoring widow of Pulwama martyr • Donations to Kolhapur flood victims and Kerala relief fund • Grocery distribution for pandemic affected families

7.1.11	<i>Institution celebrates / organizes national and international commemorative days, events and festivals (5)</i>	<ul style="list-style-type: none"> • 13 events organized every year
7.2.1	<i>Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual. (30)</i>	<ul style="list-style-type: none"> • Student centric approach is visible through activities • Rewards and recognition for faculty n students is evident
7.3.1	<i>Portray the performance of the Institution in one area distinctive to its priority and thrust (20)</i>	<ul style="list-style-type: none"> • Quality Assurance in Hospitality Education

NON-CONFORMITIES IDENTIFIED:

To be completed / updated within one week and to be reviewed by the concerned auditor

Academics:

- Course files to be maintained as per the checklist.
- Annual purchase requirement document not made available
- Budgeted vs actual statement not made available
- Record for incremental improvement to be prepared

Administration:

- Service books not updated

Training & Placement:

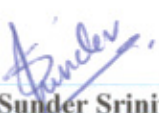
- Office order to be maintained of all student committees
- Students council records not made available


Library:

- List of events cultural and sports with attendance not available

Qualitative Parameters Audit Scores:

Criterion	Key Indicators (KIs)	Affiliated/Constituent Colleges	
		Assigned Marks	Assessed Marks
1. Curricular Aspects	1.1. Curricular Planning and Implementation	15	08
	1.3 Curriculum Enrichment	10	08
2. Teaching- Learning and Evaluation	2.2 Catering to Student Diversity	30	22
	2.3 Teaching-Learning Process	35	29
	2.5 Evaluation Process and Reforms	30	27
	2.6 Student Performance and Learning Outcomes	30	24
3. Research, Innovations and Extension	3.3 Innovation Ecosystem	10	08
4. Infrastructure and Learning Resources	4.1 Physical Facilities	10	06
	4.2 Library as a Learning Resource	04	04
	4.3 IT Infrastructure	05	05
	4.4 Maintenance of Campus Infra	10	08
5. Student Support and Progression	5.3 Student Participation and Activities	10	04
	5.4 Alumni Engagement	05	03
6. Governance, Leadership and Management	6.1 Institutional Vision and Leadership	10	06
	6.2 Strategy Development and Deployment	06	05
	6.3 Faculty Empowerment Strategies	10	06
	6.4 Financial Management and Resource Mobilization	06	00
	6.5 Internal Quality Assurance System	20	14
7. Institutional Values and Best Practices	7.1 Institutional Values and Social Responsibilities	23	20
	7.2 Best Practices	30	22
	7.3 Institutional Distinctiveness	20	15
TOTAL SCORE		329	244


Mr. Sunder Srinivasan
Coordinator, IQAC


Dr. Sonali Jadhav
Chairman, IQAC