



**Zeal Education Society's**

**Zeal Institute of Business Administration and Computer Application and  
Research**

# Academic Process Manual



# ZEAL INSTITUTES

[www.zealeducation.com](http://www.zealeducation.com)  
NARHE | PUNE | INDIA



**AS PER INTERNATIONAL STANDARD ISO  
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**Zeal's vision:**

To empower society with holistic development through quality education.

**Mission:**

To enrich the knowledge and enhance the facilities to help the zeal students to structure their careers to the glorious future and to develop the students as a source within and outside the organization by holistic focus on character building through a range of curricular, co-curricular and extra-curricular activities

**Values:**

- Integrity
- Equity
- Trust
- Accountability
- Collaborations
- Holistic Development
- Guidance

**"At Zeal Institutes, our unwavering commitment is to deliver outstanding education , creating an atmosphere that cultivates learning, professional growth, innovation, and ongoing enhancement of students in alignment with the aspirations of our stakeholders. "**

**Our Policies are:**

1. Focus on the expectations and needs of learners, their parents, employers, and employees
2. Increase credibility of the organization by adhering educational ethics & values
3. Simulation of Excellence and Innovation by equitable and vibrant knowledge
4. Create opportunities to understand and implement technical knowledge in practical applications by industry interactions.
5. Encourage Students to participate in co-curricular, extra-curricular and social activities and promote leadership values for overall development.
6. More personalized learning and effective response to all learners and particularly to learners with special education needs.
7. Protection and Prevention of beneficiary's data.
8. Establish and maintain a safe and healthy environment within Zeal institute.
9. Committed towards providing opportunities of employment and/or higher education for the beneficiaries into the recognized organizations.

ZEAL has been working to ensure that the quality of the Products meets the requirements of the international standard ISO 21001:2018. The implementation of its outcomes in educational organizations has several benefits. These include:

10. The better direction of the Institute activities to achieve its vision, mission and strategic goals;
11. The enhancement of social responsibility by providing inclusive and equitable quality education for all;
12. The Consistent process and evaluation tools to demonstrate and increase effectiveness and efficiency;
13. The large participation of interested parties;
14. The Harmonization of regional, national, open, and other standards within an international framework.



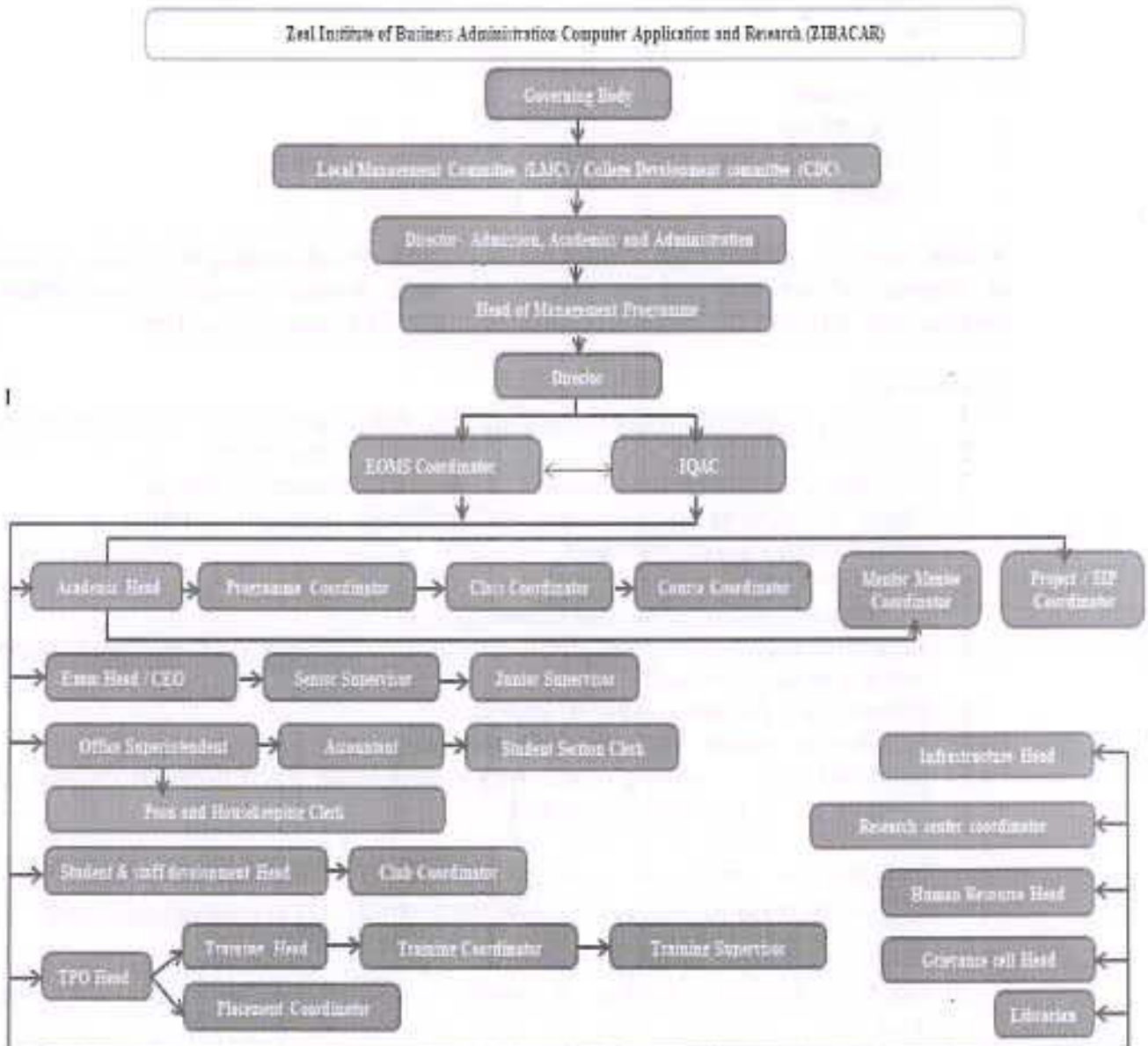


## Scope

Zeal imparts education leading to mentioned courses:

1. AICTE & Non AICTE (Short Term) Approved Courses
2. DVET and DGT Approved Courses
3. Maharashtra State Board (HSC) Education courses
4. MBA and MCA Courses affiliated to Savitribai Phule Pune University.

**Exclusion:** Courses designed by affiliated government bodies shall be abiding to zeal Institutes for implementation purposes.



## Role Director Responsibilities:

1. To take responsibility for leading the institute with vision, creativity and excellence.
2. Coordinate the annual operating and strategic plan



3. To ensure that the quality policy is established and communicated to all stakeholders.
4. To ensure that the quality objectives are established for all sections of the institute.
5. To approve quality and process manuals.
6. To review Quality Management Systems at regular intervals.
7. To take actions/ decisions for the Educational organization management System (EOMS) improvement.
8. To strengthen the academic delivery mechanism to enhance students performance
9. To review and approve purchase requirements.
10. To monitor the functioning of the Institute.
11. Observance and implementation of the act, statutes, ordinances, regulations, rules and other orders issued by the authorities such as GOI, AICTE, UGC, GOM, DTE, MSBTE etc. from time to time.
12. Any other work related to the institute as and when assigned by the competent authority.
13. The institute is responsible to ensure effective implementation of curriculum. MSBTE has decided to establish ICIU in each institute that will help the principal to focus on academic activities in line with the philosophy adopted by MSBTE. The principal of the institute will be the chairman of ICIU where there is no representative of management. In this context the roles of the principal, as Chairman, ICIU are as follows;
14. Establish a separate cell in the Institute to plan, implement and monitor the progress of curriculum implementation.
15. Provide infrastructure facilities to the identified Academic Coordinator such as space, computer and one clerical staff.
16. Conduct meetings of the heads of Department and teacher to ensure smooth functioning of ICIU.
17. Provide guidance to support the Academic co-coordinator. Note: In the cases of unaided institutes where the management representative will be Chairman of ICIU, the Principal will assist the Chairman in functioning of ICIU

#### **Role IQAC Responsibilities:**

1. Development and application of quality benchmarks/parameters for the various academic and administrative activities of the Institute.
2. Preparation and strict implementation of the Academic Calendar.
3. Facilitating the creation of a learner-centric environment conducive for quality education and faculty maturation to adopt the required knowledge and technology for participatory teaching and learning process.
4. Arrangement for feedback responses from students, parents, and other stakeholders on quality-related institutional processes.
5. Dissemination of information on the quality parameters of higher education.
6. Organization of inter and intra institutional workshops, seminars on quality related themes and promotion of





quality circles.

7. Documentation of the various programs / activities of the Institute, leading to quality improvement.
8. Acting as a nodal agency of the Institute for coordinating quality-related activities, including adoption and dissemination of good practices.
9. Interaction with State Quality Assurance Cell (SQAC) in the pre and post accreditation quality assessment, sustenance, and enhancement endeavors.
10. Development and maintenance of institutional database through MIS for the purpose of maintaining / enhancing the institutional quality.
11. Development of the Annual Quality Assurance Report (AQAR) of the Institute based on the quality parameters/assessment criteria developed by the relevant quality assurance body (like NAAC, NBA, AB) in the prescribed format.
12. Bi-annual development of Quality Radars (QRs such as feedback, audits, and other check points) and Ranking of Integral Units of Institute based on the AQAR.

#### **Role Academic Head Responsibilities:**

1. Preparation of Academic Calendar in consultation with IQAC Coordinator, Director and other department Heads.
2. Inspection of Class Coordinator and programme coordinator files on regular basis.
3. Convene departmental staff meeting once in a 15 days on the day allotted and record the minutes of the meeting.
4. Communicate the feedback to the concerned faculty members in the standard format as finalized by Director. Communicate a copy to the Director.
5. Ensure academic discipline in the Institute.
6. Encouraging the innovation and creativity ideas of the students.
7. Encourage students to participate in various Co-curricular and Extracurricular activities like MOOCs, workshops, competitions, certifications etc.
8. Provide professional leadership and management of the subject in order to secure high quality teaching, the effective use of resources and improved standards of learning and achievement for all students.
9. Model and promote best practice in the teaching and learning in the subject
10. Lead on pedagogical initiatives and approaches
11. Keep up to date with changes and initiatives in education
12. Ensure that quality educational programs take place in a safe, positive and healthy learning environment
13. Ensure 100% attendance in the class.

#### **Role Program coordinator Responsibilities:**



1. Preparation of Academic Calendar in consultation with IQAC Coordinator, Director and other department Heads.
2. Preparations of Subject preference form and allocate subject to respective faculty members as per the preferences.
3. Prepare workload and allocate the subjects to the faculty members well in advance before commencement of the semester/year.
4. Preparation of Master time table
5. Collect lesson plans from teaching staff before the commencement of class work and ensure that the information provided is in accordance with the format.
6. Interact with students (Division wise) 15 days once, identify the problems and find solutions in consultation with the Director.
7. Instruct the respective class coordinators to implement the dress code among the students.
8. Inspection of Course files on regular basis.
9. Convene departmental staff meeting once in a week on the day allotted and record the minutes of the meeting.
10. Collect the student feedback about the faculty members subject wise (for all the subjects taught to the students of their branch) and communicate the feedback to the concerned faculty members in the standard format as finalised by Director. Communicate a copy to the Director.
11. Communicate the attendance particulars and internal marks of students to the concerned parents from time to time with the help of class coordinators.
12. Counsel the students who are absent for the assessment tests or irregular to the class.
13. Appoint faculty as mentors and allocate students to the mentors in the beginning of the academic year.
14. Inform the concerned authorities about any important events taking place in the Department from time to time.
15. Arrange special classes if necessary for the benefit of below average students.

**Role Class coordinator Responsibilities:**

Assist in managing schedule, student payroll, rooms and instructional supplies for workshops and other study programs. Develop and manage comprehensive academic support program. Provide guidance to students on academic goals and educational issues. Assist students on course selection, study habits and career selection.

1. **Quality**-Maintain quality and consistency of instruction in multiple section courses.
2. **Advisory** - giving information or advice or a recommendation about what should be done. Training and awareness – teaching and raising awareness of access and privacy responsibilities.
3. **Feedback and Evaluation:** Collect feedback from students regarding events and activities to assess their





effectiveness and identify areas for improvement, ensuring that future initiatives align with student interests and needs.

**4. Communication:** Acting as a liaison between students, teachers, and administration by disseminating information, relaying concerns, and facilitating effective communication among all parties.

**5. Scheduling and Planning:** Organizing class schedules, events, meetings, and activities. This involves coordinating with teachers to plan lessons, exams, and other academic activities.

**6. Record Keeping:** Maintaining accurate records of attendance, grades, and other pertinent information related to students' academic progress.

**7. Support for Teachers:** Assisting teachers by providing resources, materials, and logistical support needed for effective classroom management and teaching.

**8. Student Support:** Offering guidance and support to students, addressing their concerns, and providing assistance in academic or personal matters.

**9. Conflict Resolution:** Resolving conflicts among students or between students and teachers, promoting a positive and harmonious learning environment.

**10. Parental Involvement:** Engaging parents or guardians by keeping them informed about their child's progress, organizing parent-teacher meetings, and addressing parental concerns.

**11. Administrative Tasks:** Assisting in administrative tasks such as coordinating with other departments, managing budgets allocated for class activities, and ensuring compliance with school policies and regulations.

**12. Collaboration:** Collaborating with other class coordinators or school staff to ensure consistency and coordination across different classes or grade levels.

**13. Continuous Improvement:** Identifying areas for improvement in the class structure, curriculum, or student support systems, and working towards enhancing the overall educational experience.

#### **Authorities:**

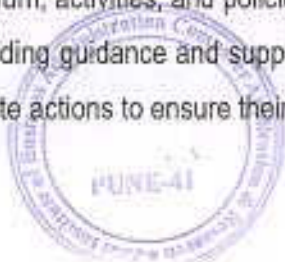
**1. Administrative Oversight:** Supervising and managing class-related administrative tasks such as scheduling, maintaining records, and coordinating activities within the class.

**2. Communication Authority:** Serving as a primary point of contact between students, teachers, parents, and administration, relaying important information and announcements, and facilitating effective communication.

**3. Resource Allocation:** Making decisions regarding the allocation of resources, materials, and facilities necessary for class activities, in alignment with the school's guidelines and budget.

**4. Collaboration and Coordination:** Collaborating with teachers, school administrators, and other class coordinators to ensure alignment in curriculum, activities, and policies across classes or grade levels.

**5. Student Support and Guidance:** Providing guidance and support to students, addressing their academic or personal concerns, and taking appropriate actions to ensure their well-being within the class.





**6. Conflict Resolution:** Handling conflicts or disciplinary issues within the class, in collaboration with teachers and school administration, and implementing measures to maintain a conducive learning environment.

**7. Planning and Implementation:** Participating in the planning and execution of class-related events, activities, and educational programs, ensuring they align with the school's objectives and policies.

**8. Policy Implementation:** Implementing school policies and guidelines within the class setting, ensuring compliance among students and teachers.

**9. Parental Involvement:** Engaging parents or guardians by organizing meetings, providing updates on student progress, and addressing parental concerns related to the class.

### **Role: Course coordinator**

**1. Curriculum Development:** Collaborate with faculty members to design and develop course content and curriculum. Ensure that the curriculum aligns with the overall educational goals and standards of the institution.

**2. Course Planning and Scheduling:** Plan and organize the course schedule, including class timings, assignments, exams, and other relevant activities. Coordinate with other departments or instructors to avoid scheduling conflicts.

**3. Student Support:** Serve as a point of contact for students regarding course-related inquiries. Address student concerns, provide guidance, and facilitate communication between students and faculty.

**4. Faculty Coordination:** Work closely with instructors to ensure they have the necessary resources, materials, and support for effective teaching. Facilitate communication among faculty members and provide assistance with any challenges they may face.

**5. Assessment and Evaluation:** Oversee the development of assessment methods, exams, and grading criteria. Ensure fair and consistent evaluation practices across different sections of the course. Quality Assurance: Monitor the quality of course delivery and actively seek feedback from students and faculty. Implement improvements and adjustments based on feedback and evaluations.

**6. Record Keeping:** Maintain accurate records of student attendance, grades, and other relevant information. Ensure compliance with institutional policies and regulations.

**7. Communication:** Communicate important information related to the course to both faculty and students. Facilitate communication between different stakeholders, such as students, faculty, and administration.

**8. Professional Development:** Stay informed about educational trends, teaching methodologies, and advancements in the field. Encourage and support faculty development opportunities to enhance teaching skills.



**9. Report Generation:** Generate reports on the performance of the course, student outcomes, and any other relevant metrics for administrative purposes.

**10. Advising and Counseling:** Provide academic advice and counseling to students, helping them navigate course requirements and career pathways.

**11. Compliance and Accreditation:** Ensure that the course complies with accreditation standards and regulatory requirements. The course coordinator plays a crucial role in ensuring the smooth functioning of the course, promoting a positive learning environment, and contributing to the overall success of the educational program.

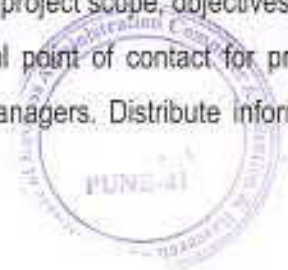
**Role: Mentor Mentee Coordinator Responsibilities:**

1. A Mentor should maintain all records of students in the standard format provided.
2. The Mentor should conduct at least two meetings in every month.
3. The Mentor will monitor academic performance of the students.
4. If student remains absent for continuous three lectures then Mentor will bring it to notice of respective class coordinator & then to Director
5. The Mentor should inform regarding performance and attendance to parents every month.
6. The poor performance of the students should be improved by way of counseling of students along with parents
7. The Mentor should maintain a record of efforts taken for improvement of students.
8. If required the Mentor will call parents on phone and on the basis of record maintained.
9. The Mentor is expected to carry-out genuine counseling about studies.
10. The Mentor should try to solve problems of students.
11. The Mentor will give recommendation regarding the grant of term to Director through class coordinator at the end of semester.

**Role: Project / SIP Coordinator** The role of a project coordinator is to oversee the planning, execution, and completion of projects. This role is crucial in ensuring that projects are delivered on time, within scope, and within budget. The specific responsibilities of a project coordinator may vary depending on the industry and the nature of the project, but here are common roles and responsibilities associated with the position.

**Responsibilities:**

- 1. Project Planning:** Collaborate with project managers to develop detailed project plans, including timelines, milestones, and tasks. Assist in defining project scope, objectives, and deliverables.
- 2. Communication:** Serve as a central point of contact for project-related communication between team members, stakeholders, and project managers. Distribute information and updates to the project team as





needed.

**3. Documentation:** Create and maintain project documentation, including project plans, meeting minutes, and status reports. Ensure that project documentation is organized and accessible to team members

**4. Scheduling and Coordination:** Schedule and coordinate meetings, workshops, and other project-related events. Facilitate communication and collaboration among team members.

**5. Task Tracking:** Monitor and track progress on project tasks and deliverables. Identify and address any issues or delays in the project timeline. **6. Resource Management:** Assist in resource allocation and ensure that team members have the necessary tools and resources to complete their tasks. Coordinate with relevant departments to secure resources as needed.

**7. Risk Management:** Identify potential risks and issues that may impact the project. Work with the project manager to develop strategies for mitigating risks and resolving issues.

**8. Quality Assurance:** Ensure that project deliverables meet quality standards. Collaborate with team members to conduct quality checks and reviews. **Budget Monitoring.**

**9. Assist in monitoring project budgets and expenses.** Report any budgetary concerns to the project manager. **Stakeholder Engagement:**

**10. Engage with stakeholders** to gather requirements, provide updates, and address concerns. Build and maintain positive relationships with project stakeholders.

**11. Training and Onboarding:** Assist in the onboarding of new team members. Provide training and support as needed to ensure team members are familiar with project processes and tools.

**12. Reporting:** Generate regular reports on project status, progress, and key performance indicators. Present project updates to stakeholders and project managers.

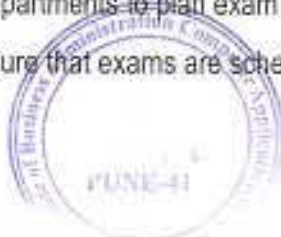
**13. Evaluation and Lessons Learned** Participate in project evaluations to identify areas for improvement. Document lessons learned and contribute to the continuous improvement of project management processes.

**14. Compliance:** Ensure that the project complies with organizational policies, procedures, and regulatory requirements.

**Role: College Examination Officer (CEO)** A College Exam Officer plays a crucial role in the administration and management of academic assessments within a college or university. The role of a College Exam Officer is essential in ensuring the smooth and fair administration of exams, contributing to the overall effectiveness of the educational process within an institution. Effective communication, attention to detail, and the ability to handle logistical challenges are crucial aspects of this role. CEO role includes the following:

#### **1. Exam Planning and Scheduling:**

- Collaborating with academic departments to plan exam schedules.
- Coordinating with faculty to ensure that exams are scheduled in a way that minimizes conflicts and



accommodates the needs of students.

## **2. Exam Logistics:**

- Organizing exam venues and ensuring they are equipped with the necessary resources.
- Overseeing the distribution and collection of exam materials.
- Coordinating with support staff for tasks such as invigilation and room setup.

## **3. Exam Security:**

- Implementing and enforcing exam security measures to prevent cheating or academic dishonesty.
- Safeguarding the integrity of the examination process.

## **4. Accommodations and Special Needs:**

- Managing accommodations for students with special needs or disabilities.
- Ensuring that exam venues and procedures are accessible and inclusive.

## **5. Communication:**

- Serving as a point of contact for students and faculty regarding exam-related queries.
- Communicating exam schedules, guidelines, and other relevant information to all stakeholders.

## **6. Technology and Systems:**

- Utilizing and managing examination management systems and technology for scheduling, grading, and reporting.
- Troubleshooting technical issues related to exams.

## **7. Results and Grading:**

- Coordinating the timely and accurate release of exam results.
- Collaborating with faculty and academic departments to address grading issues or concerns.

## **8. Policy Adherence:**

- Ensuring that exam processes adhere to institutional policies and regulations.
- Keeping abreast of any changes in exam-related policies and communicating these changes to relevant parties.

## **9. Records and Documentation:**

- Maintaining accurate records of exams, results, and any related documentation
- Compiling statistical data related to exams for institutional analysis.

## **10. Problem Resolution:**

- Addressing and resolving issues or disputes related to exams in a fair and transparent manner.
- Collaborating with other administrative offices to solve complex problems.





## **CEO Responsibilities:**

Common responsibilities typically include:

### **1. Exam Scheduling:**

- Planning and coordinating exam schedules in collaboration with academic departments.
- Ensuring that exam schedules are communicated to students and faculty in a timely manner.

### **2. Venue Arrangements:**

- Organizing and arranging suitable exam venues.
- Coordinating the logistics of exam rooms, seating arrangements, and any necessary accommodations.

### **3. Exam Materials Management:**

- Overseeing the distribution and collection of exam papers and materials.
- Ensuring the security and confidentiality of exam papers before, during, and after the examination period.

### **4. Invigilation:**

- Coordinating and scheduling exam invigilators (supervisors).
- Monitoring exam sessions to maintain a secure and fair testing environment.

### **5. Special Accommodations**

- Managing accommodations for students with special needs or disabilities during exams.
- Collaborating with relevant departments to provide necessary support.

### **6. Policy Compliance:**

- Ensuring that exam processes adhere to institutional policies and regulations.
- Staying informed about changes in examination policies and communicating these changes to relevant stakeholders.

### **7. Communication:**

- Serving as a point of contact for students, faculty, and staff regarding exam-related inquiries.
- Disseminating information about exam procedures, rules, and guidelines.

### **8. Technology Integration:**

- Utilizing examination management systems and technology for scheduling, grading, and result dissemination.
- Troubleshooting and resolving technical issues related to exams.

### **9. Result Processing:**

- Coordinating the timely and accurate release of exam results.



- Collaborating with faculty and academic departments to address grading issues or concerns.

#### 10. Records and Documentation:

- Maintaining accurate records of exam-related data, including schedules, attendance, and results.
- Preparing reports and documentation for institutional use and accreditation purposes.

#### 11. Quality Assurance:

- Authority to implement and monitor quality assurance measures to ensure the integrity and fairness of the examination process.
- Decision-making authority related to post-exam reviews and evaluations for continuous improvement.

#### 12. Problem Resolution:

- Authority to address and resolve issues or disputes related to exams.
- The ability to collaborate with other administrative offices to resolve complex problems.

#### Role: Senior Supervisor

**1. Exam Planning:** Collaborate with exam coordinators and other stakeholders to plan and organize the logistics of examinations. Ensure that exam venues are set up appropriately, including seating arrangements and necessary equipment.

**2. Staff Coordination:** Supervise and coordinate the work of exam invigilators and other exam-related staff. Provide training and guidance to exam invigilators on exam procedures and protocols.

**3. Security Measures:** Implement and enforce security measures to prevent cheating and maintain the integrity of the examination process. Conduct thorough checks to ensure that no unauthorized materials are brought into the examination venue.

**4. Candidate Management:** Oversee the check-in and seating of candidates before exams. Monitor candidates during exams to ensure compliance with exam rules and regulations.

**5. Emergency Response:** Be prepared to handle emergencies or disruptions during exams, such as medical emergencies, technical issues, or security breaches. Follow established protocols for addressing unexpected situations.





**6. Distribution and Collection of Exam Materials:** Ensure the secure distribution of exam papers and materials to candidates. Oversee the collection of completed exam papers and materials at the end of the Examination.

**7. Adherence to Exam Regulations:** Ensure that all exam procedures and regulations are followed by both staff and candidates. Address any violations of exam rules promptly and appropriately.

**8. Record Keeping:** Maintain accurate records related to exam administration, including attendance, incidents, and irregularities.

**9. Communication:** Communicate important information to both exam staff and candidates. Serve as a point of contact for inquiries or concerns related to the examination process.

**10. Quality Assurance:** Implement quality control measures to ensure the accuracy and fairness of the examination process. Collaborate with relevant parties to conduct post-exam reviews and evaluations.

**11. Training and Development:** Provide ongoing training and development opportunities for exam invigilators and staff. Stay informed about changes in exam procedures, policies, and regulations.

**12. Compliance:** Ensure that the examination process complies with relevant laws, regulations, and institutional policies.

**13. Post-Exam Procedures:** Oversee the secure storage and handling of exam materials after the completion of exams. Coordinate the delivery of exam papers to relevant departments for grading.

**14. Reporting:** Prepare and submit reports on exam administration, incidents, and any necessary recommendations for improvement. The Senior Exam Supervisor plays a pivotal role in maintaining the credibility and fairness of the examination process. Attention to detail, organizational skills, and the ability to handle unexpected situations are critical for success in this role.

### **Role: Junior Supervisor**

Common roles include:

#### **1. Assistance in Setup:**



- Helping with the setup of the examination venue before students arrive.
- Arranging seating, distributing materials, and ensuring that the environment is conducive to an exam setting.

## **2. Student Check-In:**

- Assisting with the check-in process as students enter the examination venue.
- Verifying the identity of students and ensuring that they have the necessary materials.

## **3. Announcements and Instructions:**

- Assisting in making announcements and providing instructions to students before and during the exam.
- Ensuring that students are aware of the rules and guidelines for the examination.

## **4. Monitoring Exam Conditions:**

- Patrolling the examination room to monitor students during the exam.
- Ensuring that students are following exam rules and maintaining a quiet and focused environment.

## **5. Handling Issues:**

- Addressing minor issues or concerns raised by students during the exam.
- Reporting any irregularities or violations to the main supervisor or relevant authorities.

## **6. Distribution and Collection of Materials:**

- Assisting with the distribution of exam papers and other materials.
- Collecting completed exam papers and materials at the end of the exam.

## **7. Timekeeping:**

- Assisting in keeping track of time during the exam.
- Providing periodic reminders to students about the time remaining for the exam.

## **8. Assisting Students with Special Needs:**

- Providing assistance to students with special needs or accommodations, as directed by the main supervisor.
- Ensuring that students with specific requirements are supported appropriately.

## **9. Reporting to Main Supervisor:**

- Communicating any issues, concerns, or incidents to the main examination supervisor.
- Collaborating closely with the main supervisor to address challenges that may arise during the exam.

## **10. Maintaining Exam Security:**

- Assisting in maintaining the security and integrity of the examination process.





- Reporting any suspected cases of cheating or academic dishonesty to the main supervisor.

#### **11. Emergency Procedures:**

- Being familiar with and following emergency procedures, such as evacuation plans, in case of unexpected events.

#### **12. Post-Exam Duties:**

- Assisting in the collection and organization of exam materials after the completion of the exam.
- Collaborating with the main supervisor to ensure that all exam-related tasks are completed.

### **Responsibilities: Junior Supervisor**

Common responsibilities typically include:

#### **1. Assisting with Setup:**

- Helping set up the examination venue before the start of the exam.
- Arranging seating, ensuring desks are in order, and preparing any necessary materials.

#### **2. Student Check-In:**

- Assisting with the check-in process as students enter the examination venue.
- Verifying student identities and ensuring they have the necessary materials.

#### **3. Announcements and Instructions:**

- Assisting in making important announcements and providing instructions to students before and during the exam.
- Ensuring that students are aware of and adhere to the rules and guidelines.

#### **4. Monitoring Exam Conditions:**

- Patrolling the examination room to monitor students during the exam.
- Ensuring a quiet and focused environment, and addressing any disruptions.

#### **5. Handling Issues:**

- Addressing minor issues or concerns raised by students during the exam.
- Reporting any irregularities or violations to the main supervisor or relevant authorities.

#### **6. Distribution and Collection of Materials:**

- Assisting in the distribution of exam papers and other materials.
- Collecting completed exam papers and materials at the end of the exam.

#### **7. Timekeeping:**

- Assisting in keeping track of time during the exam.



- Providing periodic reminders to students about the time remaining for the exam.

#### 8. **Assisting Students with Special Needs:**

- Providing assistance to students with special needs or accommodations, following guidelines from the main supervisor.
- Ensuring that students with specific requirements are supported appropriately.

#### 9. **Reporting to Main Supervisor:**

- Communicating any issues, concerns, or incidents to the main examination supervisor.
- Collaborating closely with the main supervisor to address challenges that may arise during the exam.

#### 10. **Maintaining Exam Security:**

- Assisting in maintaining the security and integrity of the examination process.
- Reporting any suspected cases of cheating or academic dishonesty to the main supervisor.

#### 11. **Emergency Procedures:**

- Being familiar with and following emergency procedures, such as evacuation plans, in case of unexpected events.
- Assisting in maintaining a calm and organized environment during emergencies.

#### 12. **Post-Exam Duties:**

- Assisting in the collection and organization of exam materials after the completion of the exam.
- Collaborating with the main supervisor to ensure that all post-exam procedures are followed.

Authorities: Junior Supervisor

Common authorities include:

#### 1. **Assistance in Setup:**

- Authority to assist in the setup of the examination venue, including arranging seating and preparing materials under the guidance of the main supervisor.

#### 2. **Student Check-In:**





- Authority to assist with the check-in process, verifying student identities, and ensuring they have the necessary materials as per established procedures.

**3. Announcements and Instructions:**

- Authority to assist in making announcements and providing instructions to students before and during the exam under the guidance of the main supervisor.

**4. Monitoring Exam Conditions:**

- Authority to patrol the examination room to monitor students during the exam and address minor issues, reporting significant matters to the main supervisor.

**5. Handling Issues:**

- Authority to address minor issues or concerns raised by students during the exam within the guidelines provided by the main supervisor.

**6. Distribution and Collection of Materials:**

- Authority to assist in the distribution and collection of exam papers and other materials under the guidance of the main supervisor.

**7. Timekeeping:**

- Authority to assist in keeping track of time during the exam and providing periodic reminders to students about the time remaining, following established protocols.

**8. Assisting Students with Special Needs:**

- Authority to provide assistance to students with special needs or accommodations, following guidelines and instructions from the main supervisor.

**9. Reporting to Main Supervisor:**

- Authority to report any issues, concerns, or incidents to the main examination supervisor promptly.

**10. Maintaining Exam Security:**

- Authority to assist in maintaining the security and integrity of the examination process, including reporting any suspected cases of cheating or academic dishonesty to the main supervisor.

**11. Emergency Procedures:**

- Authority to follow emergency procedures, such as evacuation plans, and assist in maintaining a calm and organized environment during emergencies.

**12. Post-Exam Duties:**



- Authority to assist in the collection and organization of exam materials after the completion of the exam under the guidance of the main supervisor.

Role: Office Superintendent:

Common roles include:

**1. Administrative Management:**

- Overseeing the day-to-day administrative operations of the office.
- Managing office resources efficiently, including supplies and equipment.

**2. Record-Keeping and Documentation:**

- Maintaining and organizing records, files, and documentation related to students, staff, and administrative matters.
- Ensuring compliance with record-keeping policies and data protection regulations.

**3. Correspondence and Communication:**

- Handling incoming and outgoing correspondence, emails, and phone calls.
- Facilitating communication between various departments, staff, and external stakeholders.

**4. Student Services Support:**

- Assisting in student enrollment and registration processes.
- Managing student records and providing support for inquiries related to academic matters.

**5. Staff Coordination:**

- Coordinating with different departments and staff members to ensure effective communication and collaboration.
- Assisting in staff recruitment, onboarding, and maintaining personnel records.

**6. Event Coordination:**

- Assisting in the planning and coordination of events, meetings, and conferences held within the educational institution.
- Managing logistical details such as room reservations and equipment setup.

**7. Financial Administration:**

- Assisting in financial administration tasks, including budget management, expense tracking, and processing invoices.
- Collaborating with the finance department to ensure accurate financial records.

**8. Facility Management:**





- Overseeing the maintenance and cleanliness of office spaces.
- Coordinating repairs and improvements as needed.

#### 9. Compliance and Regulations:

- Ensuring compliance with institutional policies, regulations, and relevant legal requirements.
- Staying informed about changes in regulations that may impact administrative processes.

#### 10. Data Security:

- Implementing and maintaining measures to ensure the security and confidentiality of sensitive data.
- Adhering to data protection policies and regulations.

#### 11. Supervision of Support Staff:

- Supervising and providing guidance to clerical and support staff within the office.
- Conducting performance evaluations and facilitating professional development.

#### 12. Technology and Software Management:

- Overseeing the use of technology and software for administrative tasks.
- Collaborating with the IT department to address technical issues and implement updates.

#### 13. Problem Resolution:

- Addressing and resolving day-to-day issues and challenges within the office.
- Collaborating with other administrative offices to resolve complex problems.

#### 14. Policy Implementation:

- Implementing institutional policies and procedures within the office.
- Communicating policy changes to staff and ensuring adherence.

#### 15. Quality Assurance:

- Monitoring and implementing quality assurance measures in administrative processes.
- Identifying areas for improvement and implementing efficiency enhancements.

### Responsibilities of Office Superintendent

Common responsibilities associated with this role:

#### 1. Administrative Oversight:

- Manage and oversee the day-to-day administrative operations of the office.



- Ensure efficient workflow and coordination among office staff.
2. **Record-Keeping:**
    - Maintain accurate and organized records related to students, staff, finances, and other administrative matters.
    - Implement and enforce record-keeping policies.
  3. **Correspondence and Communication:**
    - Handle incoming and outgoing correspondence, emails, and phone calls.
    - Facilitate communication between various departments and stakeholders.
  4. **Student Services Support:**
    - Assist in student enrolments, registration, and related administrative processes.
    - Manage student records and provide support for inquiries.
  5. **Staff Coordination:**
    - Coordinate with different departments and staff members to ensure effective communication and collaboration.
    - Assist in staff recruitment, onboarding, and personnel management.
  6. **Event Coordination:**
    - Assist in the planning and coordination of events, meetings, and conferences within the educational institution.
    - Manage logistical details, such as room reservations and equipment setup.
  7. **Financial Administration:**
    - Assist in financial administration tasks, including budget management, expense tracking, and processing invoices.
    - Collaborate with the finance department to maintain accurate financial records.
  8. **Facility Management:**
    - Oversee the maintenance and cleanliness of office spaces.
    - Coordinate repairs and improvements as needed.
  9. **Compliance and Regulations:**
    - Ensure compliance with institutional policies, regulations, and relevant legal requirements.
    - Stay informed about changes in regulations that may impact administrative processes.





#### 10. Data Security:

- Implement and maintain measures to ensure the security and confidentiality of sensitive data.
- Adhere to data protection policies and regulations.

#### 11. Supervision of Support Staff:

- Supervise and provide guidance to clerical and support staff within the office.
- Conduct performance evaluations and facilitate professional development.

#### 12. Technology and Software Management:

- Oversee the use of technology and software for administrative tasks.
- Collaborate with the IT department to address technical issues and implement updates.

#### 13. Problem Resolution:

- Address and resolve day-to-day issues and challenges within the office.
- Collaborate with other administrative offices to resolve complex problems.

#### 14. Policy Implementation:

- Implement institutional policies and procedures within the office.
- Communicate policy changes to staff and ensure adherence.

#### 15. Quality Assurance:

- Monitor and implement quality assurance measures in administrative processes.
- Identify areas for improvement and implement efficiency enhancements.

#### 16. Training and Development:

- Provide training and guidance to office staff on administrative procedures and institutional policies.
- Support continuous professional development for office personnel.

#### 17. Collaboration with Other Departments:

- Collaborate with academic departments, finance, human resources, and other units to ensure cohesive administrative support.

Authorities of Office Superintendent:

Common authorities typically include:



**1. Administrative Decision-Making:**

- Authority to make administrative decisions related to the day-to-day operations of the office.
- Decision-making regarding workflow, resource allocation, and office procedures.

**2. Record-Keeping and Documentation:**

- Authority to manage and oversee record-keeping processes, ensuring accuracy and compliance with policies.
- Decision-making authority on document retention and disposal.

**3. Correspondence and Communication:**

- Authority to manage incoming and outgoing correspondence, emails, and phone calls.
- Decision-making regarding communication protocols and prioritization of messages.

**4. Student Services Support:**

- Authority to make decisions related to student enrolments, registration, and administrative support services.
- Decision-making on student record management and service delivery.

**5. Staff Coordination:**

- Authority to coordinate with different departments and staff members.
- Decision-making related to staff communication, coordination, and personnel management.

**6. Event Coordination:**

- Authority to coordinate and make decisions related to the planning of events, meetings, and conferences.
- Decision-making on logistical details and event coordination.

**7. Financial Administration:**

- Authority to participate in budget planning and financial administration tasks.
- Decision-making on budget allocation and financial record-keeping.

**8. Facility Management:**

- Authority to oversee the maintenance and cleanliness of office spaces.
- Decision-making regarding facility repairs, improvements, and resource allocation.

**9. Compliance and Regulations:**

- Authority to ensure compliance with institutional policies, regulations, and legal requirements.





- Decision-making on policy implementation and adherence.

#### **10. Data Security:**

- Authority to implement and enforce measures for the security and confidentiality of sensitive data.
- Decision-making on data protection policies and procedures.

#### **11. Supervision of Support Staff:**

- Authority to supervise and provide guidance to clerical and support staff.
- Decision-making on staff assignments, evaluations, and professional development.

#### **12. Technology and Software Management:**

- Authority to oversee the use of technology and software for administrative tasks.
- Decision-making on technology-related issues and updates.

#### **13. Problem Resolution:**

- Authority to address and resolve day-to-day issues and challenges within the office.
- Decision-making on problem resolution strategies and collaboration with other departments.

#### **14. Policy Implementation:**

- Authority to implement institutional policies and procedures within the office.
- Decision-making on policy communication and adherence.

#### **15. Quality Assurance:**

- Authority to monitor and implement quality assurance measures in administrative processes.
- Decision-making on process improvements and efficiency enhancements.

#### **16. Training and Development:**

- Authority to provide training and guidance to office staff.
- Decision-making on training programs and continuous professional development.

#### **17. Collaboration with Other Departments:**

- Authority to collaborate with academic departments, finance, human resources, and other units.
- Decision-making on interdepartmental coordination and communication.

Role: Accountant

The role of an accountant is vital in managing an organization's financial records, ensuring compliance with regulations, and providing accurate financial information for decision-making. Here are common roles and responsibilities associated with the position of an accountant.



### 1. Financial Record Keeping:

Maintain accurate and up-to-date financial records, including ledgers, journals, and financial statements. Record all financial transactions in a systematic and organized manner.

### 2. Bookkeeping:

Process day-to-day financial transactions, such as accounts payable, accounts receivable, and payroll. Classify and code financial transactions appropriately.

### 3. Financial Reporting:

Prepare and generate financial reports, including balance sheets, income statements, and cash flow statements. Present financial reports to management, stakeholders, or regulatory authorities as required.

### 4. Budgeting and Forecasting:

Assist in the preparation of budgets and financial forecasts.

Monitor actual financial performance against budgeted figures and provide variance analysis.

### 5. Tax Compliance:

Ensure compliance with tax regulations by preparing and filing accurate and timely tax returns.

Stay informed about changes in tax laws and regulations that may impact the organization.

### 6. Audit Support:

Assist in the preparation and coordination of internal and external audits. Provide auditors with the necessary financial documentation and explanations.

### 7. Financial Analysis:

Analyse financial data to identify trends, opportunities, and areas for improvement. Provide insights and recommendations based on financial analysis.

### 8. Cost Management:

Monitor and control costs to ensure efficiency and cost-effectiveness. Analyze cost structures and recommend cost-saving measures.

### 9. Cash Management:

Manage and monitor cash flow to ensure adequate liquidity.

Forecast cash needs and coordinate with other departments to meet financial obligations.

### 10. Account Reconciliation:

Reconcile bank statements, accounts payable, and accounts receivable to ensure accuracy.

Investigate and resolve any discrepancies in a timely manner.





### 11. Compliance and Regulations:

Stay abreast of financial regulations and compliance requirements.

Ensure that the organization's financial practices adhere to relevant accounting standards.

#### Financial Software:

12. Utilize accounting software and other financial tools to streamline processes and maintain accurate records.

Stay updated on the latest features and technologies in financial software.

### 13. Payroll Administration:

Process payroll accurately and on time.

Ensure compliance with payroll tax regulations and reporting requirements.

### 14. Financial Planning and Strategy:

Contribute to the development of financial strategies and policies. Provide financial insights to support strategic decision-making.

### 15. Communication:

Communicate financial information clearly to non-financial stakeholders. Collaborate with other departments to gather relevant financial information.

### 16. Professional Development:

Stay informed about developments in accounting principles and practices.

Pursue professional certifications and training opportunities to enhance skills and knowledge.

### 17. Risk Management:

Identify financial risks and recommend strategies for mitigating them. Collaborate with management to implement effective risk management practices.

#### Role : Student Section Clerk

The role of a Student Section Clerk involves administrative tasks related to student records, enrolment, and academic processes. Here are common roles and responsibilities associated with the position:

#### 1. Student Records Management:

Maintain accurate and up-to-date student records, including personal information, academic achievements, and other relevant details. Ensure confidentiality and security of student records.



## 2. Enrolment Assistance:

Assist students with the enrolment process, providing information on courses, registration procedures, and prerequisites. Process student enrolment forms and verify eligibility for enrolment.

## 3. Course Scheduling:

Collaborate with academic departments to coordinate course schedules and class assignments. Ensure that the class timetable is well-organized and communicated to students.

## 4. Transcript Processing:

Process requests for transcripts and academic records. Verify student information before releasing transcripts and ensure compliance with data protection regulations.

## 5. Graduation Support:

Assist in organizing graduation ceremonies and related activities. Verify completion of graduation requirements and coordinate the issuance of diplomas or certificates.

## 6. Student Communication:

Serve as a point of contact for students regarding academic matters, policies, and procedures. Respond to inquiries via phone, email, or in-person related to student records and academic information.

## 7. Withdrawal and Transfer Processing:

Process student withdrawals and transfers, updating records accordingly. Ensure that proper documentation is obtained and stored for students leaving the institution.

## 8. Fee Collection:

Collect student fees and payments for various services. Maintain accurate records of financial transactions related to student accounts.

## 9. Grade Entry and Verification:

Assist in the entry of grades into the student information system. Verify and cross-check grades to ensure accuracy before finalizing academic records.

## 10. Classroom Assignments:

Coordinate classroom assignments and seating arrangements. Address issues related to class conflicts or seating concerns.





### 11. Data Reporting:

Generate and compile reports related to student enrolments, attendance, and academic performance. Provide data and statistics for institutional reporting purposes.

### 12. Orientation Support:

Assist in organizing student orientation programs. Provide information to new students about campus facilities, resources, and academic expectations.

### 13. Record Retention:

Ensure compliance with record retention policies and procedures. Safeguard and organize archived student records.

### 14. Collaboration with Faculty and Departments:

Work closely with academic departments and faculty to address student-related issues. Provide support for faculty members regarding student records and administrative processes.

### 15. Regulatory Compliance:

Stay informed about relevant educational regulations, policies, and procedures. Ensure that student records and processes comply with institutional and regulatory requirements.

The Student Section Clerk plays a critical role in the efficient functioning of student administrative services, contributing to a positive and organized academic environment.

Role : Peon and Housekeeping Clerk Peon:

A peon, often referred to as an office assistant or office attendant, typically has a range of responsibilities that contribute to the smooth functioning of an office or workplace. The role may include:

#### 1. Office Maintenance:

Arrange and maintain office furniture and equipment. Ensure a clean and organized workspace.

#### 2. Courier and Mail Handling:

Receive and distribute incoming mail and packages. Assist in the preparation and dispatch of outgoing mail.

#### 3. Document Filing:

Help with filing and organizing documents. Retrieve files and documents as required.

#### 4. Errand Running:

Run various errands such as purchasing office supplies, banking tasks, or delivering documents. Assist in general tasks to support different departments.



#### 5. Assisting Staff:

Provide support to other staff members with tasks. Help in routine office activities as needed.

#### 6. Messenger Duties:

Deliver messages within the organization. Assist in interdepartmental communication.

#### 7. Security Responsibilities:

Monitor and ensure the security of office premises. Collaborate with security personnel to maintain a safe working environment.

#### 8. Housekeeping Clerk:

A housekeeping clerk is responsible for maintaining cleanliness and orderliness within a facility. The specific duties may vary depending on the organization, but common responsibilities include:

#### 9. Cleaning and Maintenance:

Perform routine cleaning tasks such as sweeping, mopping, dusting, and vacuuming. Ensure cleanliness in common areas, offices, and restrooms.

#### 10. Waste Management:

Dispose of waste and recyclable materials in accordance with environmental guidelines. Empty trash bins regularly.

#### 11. Stocking and Inventory:

Maintain an inventory of cleaning supplies and equipment. Request restocking of cleaning materials as needed.

#### 12. Room Setup:

Set up rooms for events, meetings, or conferences. Arrange furniture and equipment according to requirements.

#### 13. Reporting Issues:

Report any maintenance issues, equipment malfunctions or safety hazards. Communicate repair and maintenance needs to the appropriate personnel.

#### 14. Collaboration with Other Departments:

Coordinate with other departments to address specific cleaning and maintenance needs. Respond to special requests for cleaning services.

#### 15. Adherence to Safety Standards:

Follow safety protocols and guidelines when using cleaning chemicals and equipment. Wear appropriate personal protective equipment.





16. **Customer Service:** Provide assistance and support to staff and visitors regarding cleaning-related matters. Address any concerns or requests promptly.

**Role: Student and Staff Development Head**

**Responsibilities:** The responsibilities of a Student Staff Activity Body (SSAB) in educational institutes focus on enhancing the overall student experience and fostering a positive campus environment. Here are ten points outlining the responsibilities of a Student Staff Activity Body:

- 1. Event Planning:** Organize and coordinate various events, including cultural programs, workshops, seminars, and recreational activities to engage and entertain students.
- 2. Student Engagement:** Foster a sense of community by developing initiatives that encourage student participation in extracurricular activities and social events.
- 3. Leadership Development:** Facilitate programs that promote leadership skills, teamwork, and personal development among students through workshops, training sessions, or mentorship programs.
- 4. Club and Organization Support:** Assist and collaborate with student clubs and organizations by providing resources, guidance, and support to ensure their success.
- 5. Communication and Outreach:** Establish effective communication channels to keep students informed about upcoming events, important announcements, and opportunities for involvement.
- 6. Advocacy:** Serve as a voice for students, advocating for their needs and concerns within the institute, and working towards solutions that enhance the overall student experience.
- 7. Student Welfare:** Address and support student welfare issues by collaborating with relevant campus departments to ensure a safe, inclusive, and supportive environment for all students.
- 8. Cultural Diversity and Inclusion:** Promote cultural diversity and inclusion by organizing events that celebrate different cultures, traditions, and perspectives within the student body.
- 9. Volunteer and Service Programs:** Develop and promote volunteer and service programs to encourage students to give back to the community and develop a sense of social responsibility.
- 10. Feedback and Evaluation:** Collect feedback from students regarding events and activities to assess their effectiveness and identify areas for improvement, ensuring that future initiatives align with student interests and needs.

**Authorities:**

**1. Leadership and Coordination:**

- Provide leadership and coordination for student activities within the institute.
- Oversee the planning and execution of various events and programs.

**2. Student Engagement:**

- Foster student engagement and participation in extracurricular activities.
- Create a vibrant campus community through diverse programs.

**3. Event Planning and Execution:**



-Plan, organize, and execute events, including cultural festivals, sports meets, and academic competitions.

-Ensure smooth logistics and coordination during events.

#### **4. Resource Management:**

-Manage financial resources allocated for student activities.

-Allocate funds wisely to support a variety of student initiatives.

#### **5. Communication:**

-Serve as a bridge between students and the administrative authorities.

-Facilitate effective communication to keep students informed about upcoming activities and opportunities.

#### **6. Policy Adherence:**

-Ensure that all student activities align with the institute's policies and guidelines.

-Uphold standards of conduct and safety during events and programs.

#### **7. Student Representation:**

-Act as a representative body, advocating for student interests and concerns.

-Collaborate with faculty and administration to address student needs.

#### **8. Skill Development:**

-Facilitate opportunities for skill development and learning outside the classroom.

-Encourage students to develop leadership, teamwork, and organizational skills.

#### **9. Inclusivity and Diversity:**

-Promote an inclusive environment that welcomes students from diverse backgrounds.

-Support and organize activities that celebrate cultural diversity and inclusivity.

#### **10. Feedback Mechanism:**

-Establish a feedback mechanism to gather input from students regarding their preferences and experiences.

- Use feedback to continually improve and tailor future activities to student interests.

#### **Role: Club Coordinator**

The role of a Club Coordinator involves overseeing the activities and operations of a club or organization within an educational institution, community, or workplace. The specific roles, responsibilities, and authorities of a Club Coordinator may vary depending on the nature of the club and the organization.

Here is a general overview:

#### **Responsibilities:**

##### **1. Club Planning and Organization:**

Develop and plan club activities, events, and programs in alignment with the club's mission and





goals. Coordinate with club members and advisors to ensure effective planning.

2. Membership Management:

Facilitate the recruitment and retention of club members. Maintain accurate records of club membership.

3. Meeting Coordination:

Organize and facilitate regular club meetings. Set agendas, schedule meeting times, and ensure effective communication within the club.

4. Communication:

Serve as the primary point of contact between the club and external parties. Communicate club updates, events, and information to members and stakeholders.

5. Budget Management:

Develop and manage the club budget, including fundraising and allocation of funds for events and activities. Ensure financial transparency and adherence to budgetary constraints.

6. Event Planning and Execution:

Plan, coordinate, and execute club events, workshops, and activities.

Ensure all logistical aspects are well-organized, including venues, equipment, and materials.

7. Collaboration with Stakeholders:

Collaborate with other clubs, organizations, and relevant stakeholders.

Foster positive relationships with sponsors, faculty advisors, and external partners.

8. Leadership Development:

Facilitate leadership development opportunities for club members. Encourage active participation and involvement in club initiatives.

9. Policy Adherence:

Ensure the club's activities adhere to organizational policies, guidelines, and regulations. Seek necessary approvals for events and initiatives.

10. Conflict Resolution:

Address and resolve conflicts within the club. Mediate disputes and foster a positive and inclusive club culture.

11. Promotion and Publicity:

Develop strategies to promote the club and its activities. Utilize various channels for publicity, including social media, posters, and newsletters.

12. Evaluation and Reporting:

Evaluate the success of club activities and events. Prepare reports on club achievements, challenges, and future plans.





**Decision-Making:**

Make decisions related to club activities, events, and budgetary allocations. Collaborate with the club executive team to ensure collective decision-making.

**Resource Allocation:**

Allocate resources, including funds and materials, for club initiatives. Seek approval for major resource allocations.

**Event Approval:**

Seek approval for club events from relevant authorities, such as the student affairs office or organizational leadership.

**Policy Implementation:**

Implement and enforce organizational policies within the club. Ensure club members are aware of and adhere to these policies.

**Representation:**

Represent the club in meetings, forums, and discussions. Advocate for the club's interests and needs within the organization.

**Leadership Authority:**

Provide leadership and guidance to club members. Delegate responsibilities to club officers and members.

**Collaboration and Partnerships:**

Negotiate and establish partnerships with external organizations. Engage in collaborations with other clubs or groups.

The Club Coordinator plays a crucial role in fostering a vibrant and engaging club environment, ensuring that members have opportunities for personal and professional development while contributing positively to the overall community or organization.

Role: Training and Placement Head Responsibilities:

**1. Industry Interaction:**

Establish and maintain strong ties with industry representatives, recruiters, and professionals to understand current industry trends, skill requirements, and job opportunities.

**2. Placement Drives:**

Organize and conduct placement drives, job fairs, and recruitment events to connect students with potential employers, fostering opportunities for internships, full-time employment, and project collaborations.



### **3. Internship Coordination:**

Facilitate and coordinate internships for students by collaborating with companies, ensuring students gain practical exposure to industry practices during their academic tenure.

### **4. Conduct Skill Development Programs:**

Develop and implement skill enhancement programs, workshops, and training sessions to equip students with the technical, soft, and professional skills demanded by the industry.

### **5. Resume Building and Interview Preparation:**

Provide guidance on resume writing, interview techniques, and overall professional etiquette to prepare students for the recruitment process.

### **6. Alumni Relations:**

Foster connections with alumni who can serve as valuable resources for mentorship, networking, and sharing insights into industry expectations and experiences.

### **7. Corporate Tie-ups:**

Establish partnerships and collaborations with corporate entities for campus visits, guest lectures, and collaborative projects, enhancing the industry exposure for students.

### **8. Career Counseling:**

Offer career counseling services to help students make informed decisions about their career paths, including guidance on further education, specialization, and industry-specific opportunities.

### **9. Placement Database Maintenance:**

Maintain an updated database of student profiles, skills, and placement records to streamline the placement process and provide accurate information to potential recruiters.

### **10. Feedback Mechanism:**

Collect feedback from recruiters and students to assess the effectiveness of placement programs, identify areas for improvement, and ensure the continuous enhancement of the placement process.

The Training and Placement Cell plays a pivotal role in shaping the professional future of students, contributing to the overall success and reputation of the educational institute.

Authorities:

#### **Authorities of the Training and Placement Cell in the Department**

##### **1. Leadership and Coordination:**

- Provide strategic leadership and coordination for training and placement activities within the department.

- Oversee the planning and execution of various programs aimed at enhancing students' employability and industry readiness.

##### **2. Student Engagement:**

- Foster active student engagement by developing initiatives that encourage participation in



training sessions, workshops, and industry-related events.

- Create a dynamic and inclusive environment that promotes collaboration and networking among students.

### **3. Event Planning and Execution:**

- Plan, organize, and execute placement-related events, including job fairs, recruitment drives, and skill development workshops.
- Ensure seamless logistics and coordination to enhance the overall effectiveness of placement events.

### **4. Resource Management:**

- Manage financial resources allocated for training and placement activities.
- Allocate funds judiciously to support various initiatives such as guest lectures, mock interviews, and professional development programs.

### **5. Communication:**

- Serve as a communication bridge between students and prospective employers.
- Facilitate effective communication to keep students informed about upcoming placement opportunities, internships, and industry trends.

### **6. Policy Adherence:**

- Ensure that all training and placement activities align with the department's policies and guidelines.
- Uphold standards of professional conduct, ethics, and safety during placement-related events and programs.

### **7. Student Representation:**

- Act as a representative body, advocating for students' career development interests.
- Collaborate with faculty and administration to address and resolve concerns related to training, placement, and professional growth.

### **8. Skill Development:**

- Facilitate opportunities for skill development beyond the regular curriculum.
- Encourage students to participate in training programs that enhance their technical, soft, and professional skills.

### **9. Inclusivity and Diversity:**

- Promote an inclusive environment that welcomes students from diverse academic backgrounds.
- Support and organize activities that celebrate cultural diversity and inclusivity within the context of career development.





## 10. Feedback Mechanism:

- Establish a robust feedback mechanism to gather input from students regarding their placement experiences, training programs, and career preferences.
- Utilize feedback to continuously improve and tailor future training and placement initiatives to better meet student interests and industry demands.

### Role: Training Head

Identify training needs within the organization through assessments, surveys, and discussions with stakeholders. Analyse performance gaps and determine areas where training can address organizational goals.

#### 1. Training Program Design:

Develop and design training programs that align with organizational objectives. Create curriculum, training materials, and resources for different levels and departments.

#### 2. Strategic Planning:

Develop a strategic training plan in alignment with the organization's overall business strategy. Ensure that training initiatives contribute to organizational growth and development.

#### 3. Budgeting and Resource Allocation:

Develop and manage the training budget, ensuring efficient use of resources. Allocate funds for training materials, trainers, and technology as needed.

#### 4. Vendor Management:

Evaluate and select external training vendors or consultants when necessary. Negotiate contracts and manage relationships with external training partners.

#### 5. Staff Development:

Oversee the development of internal trainers and training staff. Provide guidance on best practices in training delivery.

#### 6. Program Delivery:

Coordinate and oversee the delivery of training programs. Ensure that training sessions are engaging, effective, and aligned with learning objectives.

#### 7. Technology Integration:

Explore and implement technology solutions for training delivery, such as Learning Management Systems (LMS) or e-learning platforms. Stay updated on advancements in training technologies.

#### Evaluation and Feedback:

Establish mechanisms for evaluating the effectiveness of training programs.

Collect feedback from participants and stakeholders to continuously improve training initiatives.

8. Monitoring and Reporting:

Monitor key performance indicators related to training effectiveness. Generate regular reports for leadership on the impact of training programs.

9. Compliance and Standards:

Ensure that training programs comply with industry standards, regulatory requirements, and internal policies. Stay informed about changes in regulations that may impact training content.

10. Career Development Programs:

Develop career development pathways for employees through training and skills enhancement. Align training programs with career progression within the organization. Authorities:

11. Decision-Making:

Make decisions related to the design, delivery, and evaluation of training programs. Have the authority to modify training plans based on organizational needs.

12. Resource Allocation:

Allocate resources, including budget and personnel, for various training initiatives. Approve expenditures related to training programs.

13. Vendor Selection:

Select and contract with external training vendors or consultants. Negotiate terms and conditions for training services.

14. Technology Investments:

Make decisions on technology investments for training purposes. Choose and implement Learning Management Systems or other training platforms.

15. Policy Development:

Develop and implement policies related to training and development. Establish guidelines for the evaluation and continuous improvement of training programs.

16. Leadership and Team Management:

Provide leadership and direction to the training team. Make decisions related to hiring, training, and performance management of training staff.

17. Strategic Planning Authority:

Contribute to the development of the organization's overall strategic plan. Align training strategies with the broader organizational goals. The Training Head plays a key role in enhancing the skills, knowledge, and



capabilities of the workforce, contributing to the overall success and growth of the organization.

#### Role: Placement coordinator

The role of a Placement Coordinator in an educational institution or a professional training organization is crucial in facilitating the placement and employment of students or trainees. The position involves a range of responsibilities to ensure successful placement outcomes for individuals. Here are the typical roles, responsibilities, and authorities associated with the role of a Placement Coordinator:

#### Responsibilities:

##### 1. Employer Engagement:

Build and maintain relationships with potential employers and industry partners. Identify job opportunities and internships suitable for students.

##### 2. Student Counselling:

Provide career counselling to students, helping them understand their career goals and aspirations. Assist students in preparing for interviews and developing job-search strategies.

##### 3. Resume and Portfolio Review:

Review and provide feedback on students' resumes, cover letters, and portfolios. Advise on how to showcase relevant skills and experiences.

##### 4. Placement Coordination:

Coordinate and facilitate the placement process for students. Match students with suitable job opportunities or internships.

##### 5. Networking Events:

Organize and participate in networking events, career fairs, and industry-specific forums. Create opportunities for students to connect with potential employers.

##### 6. Employability Skills Workshops:

Conduct workshops to enhance students' employability skills, including communication, teamwork, and problem-solving.

Provide guidance on professional etiquette and workplace behavior.

##### 7. Internship Programs:

Develop and manage internship programs in collaboration with employers. Ensure that internships align with the educational objectives of the institution.

##### 8. Placement Metrics and Reporting:





Track and report placement metrics, including placement rates, types of placements, and employer satisfaction. Use data to assess the effectiveness of placement strategies.

#### 9. Alumni Engagement:

Engage with alumni to create networking opportunities and mentorship programs. Leverage alumni connections for potential job placements.

#### 10. Career Development Resources:

Maintain and update career development resources, including job listings, industry insights, and employer profiles. Provide information on various career paths and industries.

#### 11. Collaboration with Faculty:

Collaborate with academic departments to understand industry trends and align curriculum with industry needs. Seek input from faculty on student performance and readiness for placement.

#### 12. Follow-Up with Employers and Students:

Conduct follow-up with both employers and placed students to gather feedback. Address any issues or concerns related to placements.

#### 13. Placement Decisions:

Make decisions on student placements based on individual skills, qualifications, and career goals. Consider feedback from both students and employers.

#### 14. Event Planning and Execution:

Plan and execute career fairs, networking events, and other placement-related activities. Make decisions regarding the format and structure of these events.

#### 15. Data and Reporting Authority:

Have authority over the collection and reporting of placement-related data. Use data to inform decision-making and continuous improvement efforts.

#### 16. Internship Program Design:

Design internship programs, including eligibility criteria and program structure.

Make decisions on the types of organizations suitable for hosting interns.

#### 17. Communication with Stakeholders:

Communicate with students, faculty, employers, and alumni on placement-related matters. Address concerns and provide updates as needed.



The Placement Coordinator plays a pivotal role in connecting students with valuable opportunities in the workforce, contributing to their professional development and the overall success of the educational institution. Strong communication skills, industry knowledge, and effective collaboration are essential for success in this role.

#### **ROLES: TRAINING SUPERVISORS RESPONSIBILITIES:**

**The roles and responsibilities of a training supervisor are as follows:**

- 1. Monitor training programs:** Ensure that the training programs run smoothly and according to schedule.
- 2. Call absent students:** Follow up with students who miss training sessions to ensure 100% attendance.
- 3. Regular feedback from students:** Collect feedback from students on the quality of training and trainers to identify areas for improvement.
- 4. Maintain 100% attendance:** Ensure that all students attend every training session and maintain records of attendance.
- 5. Ensure infrastructure and faculties:** Ensure that the necessary infrastructure and faculties are available to deliver effective training sessions.
- 6. Respect schedule:** Do not disturb the schedule of training batches without prior permission from higher authorities.
- 7. Ensure training quality:** Ensure that the quality of training meets the standards set by the institute.
- 8. Placement sessions:** Monitor and support placement sessions for students.
- 9. Student performance monitoring:** Monitor student performance through the Learning Management System.
- 10. Assignment submissions:** Ensure that students submit their assignments on time and maintain records of the same.
- 11. Reporting:** Convey the status of student attendance and assignment submissions to the Head Management Program, Dean Training and Placement, and other relevant parties.

Role: Infrastructure Head

This role is crucial for ensuring that the infrastructure supports the efficient functioning of the organization. Here are the typical roles and responsibilities associated with the position:



## Responsibilities:

### 1. Facilities Management:

Oversee the management and maintenance of physical facilities, including office spaces, production areas, and other operational areas. Develop and implement policies and procedures related to facilities management.

### 2. Space Planning and Allocation:

Plan and allocate office spaces based on the organization's needs. Ensure efficient utilization of space to accommodate current and future requirements.

### 3. Maintenance and Repairs:

Develop and implement a preventive maintenance program for all facilities. Coordinate repairs and maintenance activities, ensuring minimal disruption to operations.

### 4. Security and Safety:

Implement security measures to safeguard facilities and assets. Ensure compliance with safety regulations and standards. Develop emergency response plans and conduct drills.

### 5. Utilities Management:

Manage utilities such as electricity, water, heating, and cooling systems. Optimize energy usage to reduce costs and environmental impact.

### 6. Vendor Management:

Collaborate with external vendors and contractors for maintenance, repairs, and construction projects. Negotiate contracts and oversee service-level agreements.

### 7. Capital Expenditure Planning:

Develop and manage budgets for infrastructure-related projects. Plan and prioritize capital expenditures for facility improvements.

### 8. Waste Management:

Implement waste disposal and recycling programs. Ensure compliance with environmental regulations.

### 9. Equipment Management:

Oversee the maintenance and tracking of equipment and assets. Implement asset management systems to optimize equipment usage.

### 10. Collaboration with Departments:

Collaborate with various departments to understand their infrastructure needs. Provide support





for special projects and events requiring facility resources.

**11. Technology Infrastructure:**

Coordinate the management of technology infrastructure, including servers, networks, and communication systems. Work with IT teams to ensure seamless technology integration within the facilities.

**12. Space Design and Renovation:**

Plan and coordinate the design and renovation of spaces to meet changing organizational needs. Ensure compliance with building codes and regulations.

**13. Accessibility Compliance:**

Ensure that facilities are accessible and comply with accessibility standards. Address accessibility concerns and make necessary modifications.

**14. Documentation and Record Keeping:**

Maintain accurate records related to facilities, including maintenance logs, contracts, and blueprints. Provide reports on facilities management activities as needed.

**15. Environmental Sustainability:**

Implement sustainable practices to reduce the organization's environmental footprint. Explore and recommend green technologies and initiatives.

**Authorities:**

**Budget Authority:**

Have authority over the budget for facilities management, including operational expenses and capital projects.

**Decision-Making:**

Make decisions related to facilities maintenance, repairs, and improvements. Prioritize and approve expenditures based on organizational priorities.

**Vendor and Contractor Selection:**

Select and engage external vendors and contractors for facilities-related services. Negotiate terms and conditions for service contracts.

**Emergency Response Authority:**

Have authority over emergency response procedures and decisions. Activate emergency protocols and make decisions to ensure the safety of occupants.

**Technology Infrastructure Decision-Making:**

Make decisions related to technology infrastructure within the facilities. Collaborate with IT teams to ensure alignment with organizational goals.

**Space Allocation and Design:**

Make decisions regarding the allocation and design of office and operational spaces. Approve design plans and layouts.



**Security Measures:**

Have authority over security measures and protocols. Implement changes to security systems and procedures as needed.

Strong leadership, strategic planning, and operational management skills are essential for success in this role.

**Research Center****Role of Research Center Coordinator**

Common roles include:

**1. Strategic Planning:**

- Collaborating with institutional leadership to develop a strategic vision for research activities aligned with the organization's mission and goals.

**2. Project Management:**

- Coordinating research projects, overseeing timelines, budgets, and ensuring that projects align with the organization's strategic priorities.

**3. Faculty and Staff Support:**

- Assisting faculty and staff in identifying research opportunities, developing research proposals, and securing funding.
- Providing guidance on research methodologies, literature reviews, and ethical considerations.

**4. Grant Acquisition:**

- Identifying potential funding opportunities and assisting faculty in preparing and submitting grant proposals.

**5. Ethics and Compliance:**

- Ensuring that research activities comply with ethical guidelines and institutional policies.
- Coordinating the Institutional Review Board (IRB) process for human subjects research.

**6. Budget Management:**

- Participating in budgetary planning for research activities and managing financial resources allocated to research projects.

**7. Communication and Outreach:**

- Communicating the importance of research within the organization.
- Facilitating internal and external communication about research initiatives, achievements, and opportunities.

**8. Collaboration and Networking:**

- Fostering collaborations and partnerships with other educational institutions, industry partners, and research organizations.
- Building and maintaining relationships with researchers, faculty, and professionals.



## 9. Research Support Services:

- Providing support services for researchers, including assistance with literature reviews, data analysis, and research methodologies.
- Offering training programs and workshops to enhance the research skills of faculty and staff.

## 10. Data Management:

- Overseeing the organization, storage, and security of research data generated within the organization.
- Ensuring compliance with data management best practices.

## 11. Publications and Dissemination:

- Assisting researchers in the preparation of manuscripts, presentations, and other forms of dissemination.
- Facilitating the publication and dissemination of research findings.

## 12. Technology and Infrastructure:

- Coordinating the use of technology and infrastructure necessary for research activities.
- Ensuring that researchers have access to relevant tools and equipment.

## 13. Reporting and Evaluation:

- Participating in the preparation of reports on research activities, outcomes, and impact.
- Contributing to the evaluation of research projects and the overall effectiveness of research initiatives.

## 14. Problem Resolution:

- Addressing challenges and issues that may arise within the research center.
- Collaborating with other administrative offices to resolve complex problems.

## 15. Educational Impact:

- Ensuring that research activities contribute to the improvement of educational practices and outcomes.
- Facilitating the integration of research findings into educational programs and policies.

Role: Research Center Coordinator

### Responsibilities of Research Center Coordinator Common

responsibilities include:

#### 1. Strategic Planning:

- Collaborating with institutional leaders to develop a strategic plan for research activities that aligns with the organization's mission and objectives.





**2. Project Coordination:**

- Coordinating and overseeing research projects, ensuring they are aligned with the organization's priorities and strategic goals.
- Monitoring project timelines, milestones, and deliverables.

**3. Faculty and Staff Support:**

- Assisting faculty and staff in identifying research opportunities and preparing research proposals.
- Providing guidance on research methodologies, literature reviews, and ethical considerations.

**4. Grant Management:**

- Identifying funding opportunities and assisting faculty in preparing and submitting grant proposals.
- Managing awarded grants, ensuring compliance with funding agency requirements.

**5. Ethics and Compliance:**

- Ensuring that research activities adhere to ethical standards and comply with institutional policies.
- Facilitating the Institutional Review Board (IRB) process for human subjects research.

**6. Budget Oversight:**

- Participating in budget planning for research activities and managing financial resources allocated to research projects.
- Monitoring expenditures and ensuring compliance with financial policies.

**7. Communication and Outreach:**

- Communicating the importance of research within the organization and to external stakeholders.
- Facilitating internal and external communication about research initiatives, achievements, and opportunities.

**8. Collaboration and Networking:**

- Fostering collaborations and partnerships with other educational institutions, industry partners, and research organizations.
- Building and maintaining relationships with researchers, faculty, and professionals.

**9. Research Support Services:**

- Providing support services for researchers, including assistance with literature reviews, data analysis, and research methodologies.



- Offering training programs and workshops to enhance the research skills of faculty and staff.

#### **10. Data Management:**

- Overseeing the organization, storage, and security of research data generated within the organization.
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- Coordinating the use of technology and infrastructure necessary for research activities.
- Ensuring that researchers have access to relevant tools and equipment.

#### **13. Reporting and Evaluation:**

- Preparing reports on research activities, outcomes, and impact for institutional leaders and external stakeholders.
- Participating in the evaluation of research projects and the overall effectiveness of research initiatives.

#### **14. Problem Resolution:**

- Addressing challenges and issues that may arise within the research center.
- Collaborating with other administrative offices to resolve complex problems.

#### **15. Educational Impact:**

- Ensuring that research activities contribute to the improvement of educational practices and outcomes.
- Facilitating the integration of research findings into educational programs and policies.

Authorities: Research Center Coordinator

Common areas of authority typically include:

#### **1. Strategic Planning:**

- Authority to contribute to the development of a strategic plan for research activities that aligns with the organization's mission and objectives.



**2. Project Coordination:**

- Authority to oversee and coordinate research projects, ensuring alignment with the organization's priorities and strategic goals.
- Decision-making authority related to project timelines, milestones, and deliverables.

**3. Faculty and Staff Support:**

- Authority to assist faculty and staff in identifying research opportunities and preparing research proposals.
- Decision-making authority in providing guidance on research methodologies, literature reviews, and ethical considerations.

**4. Grant Management:**

- Authority to identify funding opportunities and assist faculty in preparing and submitting grant proposals.
- Decision-making authority in managing awarded grants, ensuring compliance with funding agency requirements.

**5. Ethics and Compliance:**

- Authority to ensure that research activities adhere to ethical standards and comply with institutional policies.
- Decision-making authority in facilitating the Institutional Review Board (IRB) process for human subjects research.

**6. Budget Oversight:**

- Authority to participate in budget planning for research activities.
- Decision-making authority in managing financial resources allocated to research projects and monitoring expenditures.

**7. Communication and Outreach:**

- Authority to communicate the importance of research within the organization and to external stakeholders.
- Decision-making authority in facilitating internal and external communication about research initiatives, achievements, and opportunities.

**8. Collaboration and Networking:**

- Authority to foster collaborations and partnerships with other educational institutions, industry partners, and research organizations.
- Decision-making authority in building and maintaining relationships with researchers, faculty,





and professionals.

#### 9. **Research Support Services:**

- Authority to provide support services for researchers, including assistance with literature reviews, data analysis, and research methodologies.
- Decision-making authority in offering training programs and workshops to enhance the research skills of faculty and staff.

#### 10. **Data Management:**

- Authority to oversee the organization, storage, and security of research data generated within the organization.
- Decision-making authority in ensuring compliance with data management best practices.

#### 11. **Publications and Dissemination:**

- Authority to assist researchers in the preparation of manuscripts, presentations, and other forms of dissemination.
- Decision-making authority in facilitating the publication and dissemination of research findings.

#### 12. **Technology and Infrastructure:**

- Authority to coordinate the use of technology and infrastructure necessary for research activities.
- Decision-making authority in ensuring that researchers have access to relevant tools and equipment.

#### 13. **Reporting and Evaluation:**

- Authority to prepare reports on research activities, outcomes, and impact for institutional leaders and external stakeholders.
- Decision-making authority in participating in the evaluation of research projects and the overall effectiveness of research initiatives.

#### 14. **Problem Resolution:**

- Authority to address challenges and issues that may arise within the research center.



- Decision-making authority in collaborating with other administrative offices to resolve complex problems.

### 15. Educational Impact:

- Authority to ensure that research activities contribute to the improvement of educational practices and outcomes.
- Decision-making authority in facilitating the integration of research findings into educational programs and policies.

### Role: Human Resources Head

The role of a Human Resources (HR) Head is pivotal in managing and overseeing the human capital of an organization. This role involves a diverse set of responsibilities related to employee management, talent acquisition, organizational development, and compliance. Here are the typical roles, responsibilities, and authorities associated with the position:

#### Responsibilities:

- **Strategic HR Planning:**

Develop and align HR strategies with the organization's overall strategic goals. Create and implement workforce planning to meet current and future needs.

#### Talent Acquisition:

- Oversee the recruitment and hiring processes.

Develop and implement effective sourcing strategies to attract top talent.

- **Employee Relations:**

Manage employee relations, including conflict resolution, grievance handling, and disciplinary actions. Foster a positive work environment and employee engagement.

- **Training and Development:**

Design and implement training and development programs to enhance employee skills.

Identify and address skill gaps through targeted training initiatives.

- **Performance Management:**

Implement performance management systems, including goal setting, performance appraisals, and feedback mechanisms. Monitor and evaluate employee performance against set objectives.

- **Compensation and Benefits:**



Develop and administer competitive compensation and benefits programs. Ensure compliance with labor laws and industry standards.

- **HR Policies and Compliance:**

Develop, update, and enforce HR policies and procedures. Ensure compliance with labor laws, regulations, and industry standards.

- **Organizational Culture:**

Foster and promote a positive organizational culture. Implement initiatives that align with the organization's values and mission.

- **Diversity and Inclusion:**

Promote diversity and inclusion initiatives within the workplace. Implement strategies to create an inclusive and equitable environment.

- **Employee Wellness:**

Implement wellness programs and initiatives to support employee well-being. Address workplace stress and promote a healthy work-life balance.

- **Succession Planning:**

Develop and implement succession planning strategies to identify and groom future leaders. Ensure a pipeline of talent for key positions.

- **HR Analytics:**

Use HR analytics to gather and analyze data for informed decision-making. Monitor key HR metrics related to recruitment, retention, and employee satisfaction.

- **Labor Relations:**

Manage relationships with unions or employee representative bodies. Negotiate and administer collective bargaining agreements.

- **Conflict Resolution:**

Mediate conflicts and disputes among employees. Provide guidance and support in resolving workplace issues.

- **Legal Compliance:**

Stay informed about changes in employment laws and regulations. Ensure the organization's HR practices align with legal requirements.





- **Authorities:**

**Decision-Making Authority:**

Make decisions related to HR policies, programs, and practices. Address significant HR-related matters independently.

**Budget Authority:**

Have authority over the HR budget, including allocations for recruitment, training, and employee benefits.

**Employee Discipline:**

Make decisions related to disciplinary actions, including warnings, suspensions, or terminations.

Ensure consistency and fairness in disciplinary procedures.

**Talent Management:**

Have authority over talent management strategies, including promotions, transfers, and career development plans.

**Compensation Approvals:**

Approve compensation structures, salary adjustments, and bonus programs. Ensure pay equity and fairness.

**Strategic Planning Authority:**

Contribute to the development of the organization's overall strategic plan. Influence and shape organizational strategies through HR initiatives.

**Negotiation Authority:**

Have authority to negotiate employment contracts, benefits packages, and other HR-related agreements. Represent the organization in labour negotiations.

**Policy Implementation:**

Implement and enforce HR policies and procedures. Ensure consistent adherence to ethical and legal standards.

**Technology Adoption:**

Make decisions regarding the adoption and implementation of HR technology and software. Invest in tools that enhance HR processes and efficiency. The HR Head plays a critical role in shaping the organizational culture, fostering employee engagement, and ensuring that HR practices align with the organization's goals and values. Effective communication, strategic thinking, and a deep understanding of human capital dynamics are essential for success in this role.



### Role: Grievance Cell Head

The role of a Grievance Cell Head, also known as a Grievance Officer or Ombudsman, involves managing and resolving conflicts or grievances within an organization. This role is essential in ensuring a fair and transparent process for addressing employee concerns and promoting a positive work environment. Here are the typical roles, responsibilities, and authorities associated with the position:

#### Responsibilities:

- **Establishing and Managing the Grievance Process:**

Develop and implement a formal grievance resolution process. Ensure that the process is well-communicated to all employees.

- **Receiving and Documenting Grievances:**

Serve as the primary point of contact for employees filing grievances. Document details of each grievance, including the nature of the complaint and relevant parties.

- **Confidentiality and Impartiality:**

Ensure confidentiality in handling grievances to protect the privacy of involved parties. Maintain impartiality throughout the grievance resolution process.

- **Investigation and Analysis:**

Investigate grievances thoroughly by gathering relevant information and documentation. Analyze the facts and circumstances to determine the validity of the complaint.

- **Mediation and Conflict Resolution:**

Facilitate mediation between conflicting parties to reach a mutually acceptable resolution. Provide guidance and support to employees involved in conflicts.

- **Communication and Reporting:**

Communicate with involved parties to keep them informed about the grievance process. Prepare regular reports on the status and outcomes of grievance resolutions.

- **Policy Adherence:**

Ensure that the grievance resolution process adheres to organizational policies and relevant labour laws. Stay updated on changes in regulations that may impact grievance handling.

- **Training and Awareness:**

Conduct training sessions to educate employees about the grievance resolution process. Promote awareness of available support mechanisms.



- **Feedback Collection:**

Collect feedback from employees involved in the grievance process. Use feedback to identify areas for improvement and enhance the resolution process.

- **Collaboration with HR and Legal Departments:**

Collaborate with the HR department to address systemic issues leading to grievances. Seek legal advice when necessary, especially in cases involving legal implications.

- **Conflict Prevention:**

Implement measures to prevent conflicts and grievances through proactive strategies. Identify trends in grievances and recommend preventive actions.

- **Advocacy for Fair Practices:**

Advocate for fair and just practices within the organization. Promote a culture of transparency, equity, and open communication.

**Authorities:**

**Decision-Making Authority:**

Make decisions related to the resolution of grievances. Determine appropriate actions or sanctions based on the findings of investigations.

**Process Oversight:**

Have authority over the grievance resolution process. Implement changes and improvements to the process as needed.

**Recommendations for Policy Changes:**

Recommend changes to organizational policies and procedures based on trends identified in grievance resolution. Advocate for policies that promote a positive work environment.

**Confidentiality Enforcement:**

Enforce confidentiality requirements related to grievance handling. Ensure that information related to grievances is only shared with those directly involved in the resolution process.

**Access to Records:**

Have access to all records and documents related to grievances. Use this access to conduct thorough and unbiased investigations.

**Collaboration with Senior Management:**

Collaborate with senior management to address overarching issues contributing to grievances. Make recommendations to senior management for systemic improvements.





### **Recommendation for Mediation or Resolution Techniques:**

Recommend the use of mediation or alternative dispute resolution techniques when appropriate.

Guide the organization in adopting best practices for conflict resolution.

### **Training and Awareness Initiatives:**

Have authority over the design and implementation of training programs on grievance resolution.

Promote awareness initiatives to ensure that employees are informed about available resources. The

Grievance Cell Head plays a critical role in maintaining a healthy and harmonious work environment by

addressing and resolving conflicts in a fair and impartial manner. Strong interpersonal skills, empathy,

and a commitment to fairness are essential for success in this role.

### **Role: Library & Librarian Responsibilities:**

- 1) Librarian is responsible for providing support to academic & teaching learning.
- 2) Develop library policies, procedures & library collection to meet need of the curriculum.
- 3) Library management and maintains.
- 4) Prepare and execute the annual budget of the library.
- 5) Make plan for book acquisition of the library and select books, magazines for order.
- 6) To preparing a purchase orders for books, journals, stationary, furniture & equipment's.
- 7) Librarian is responsible for all the professional job related to selection, acquisition, classification, cataloguing and maintenance of the library documents.
- 8) Accessioning and classification of books, Journals & CD's. and book processing like Stamping, Due Date Sleep, Book Pocket pasting, Book cards and barcode printing and pasting
- 9) Shelving of books as per classification.
- 10) Daily Issue – Return of books (circulation)
- 11) Use and manage Library software and its applications
- 12) To provide instructions and orientation to new members about the use of the Library.
- 13) To provide library services such as CAS, SDI, Reference to meet the needs of library members and also for creating reading habit
- 14) Librarian act as a secretary of the library committee and responsible in preparing the agenda for the committee meeting by giving facts of each item, to issue the library committee meeting notice and to keep the minutes of the library committee meeting.
- 15) Prepare reports for AICTE, LIC, SSS and other comities as per the requirement.



- 16) To Update and prepare Library information on web site.
- 17) Providing book bank scheme for SC & ST students
- 18) Annual stock verification.

**Authorities:**

- 1) **Academic Leadership:** Librarian is responsible for providing support to academic & teaching learning. Library is the heart of academics.
- 2) **Library Improvement:** Librarian is responsible for setting goals for Library improvement and developing strategies to achieve those goals.
- 3) **Enrollment:** Librarian have authority to enroll new members & providing I Cards to library members.
- 4) **Policy Implementation:** Librarian implement Library Policies to develop library policies, procedures & library collection to meet need of the curriculum.
- 5) **Budget Management:** Prepare and execute the annual budget of the library
- 6) **Collection Development:** Librarian develop collection development policy and take decisions related to purchasing books periodicals and magazines
- 7) **Library Operations:** Librarian has authority to see day-to-day operations of the Library such as daily issue-return of books, shelving of books. Library decorum i.e. all library functions.
- 8) **Library Reports** Prepare reports for AICTE, LIC, SSS and other comities as per the requirement
- 9) **Student Discipline:** Librarian have authority to see library members (students) discipline.
- 10) **Safety and Security:** Librarian have authority to see library safety and security measures. This includes implementing emergency procedures, ensuring a safe learning environment, and responding to security threats.
- 11) **Public Relations:** Librarian will, interact with the media, community members, and other stakeholders.

