Criterion VI

Governance, Leadership and Management

RCMAS
RAJAGIRI COLLEGE OF MANAGEMENT & APPLIED SCIENCES

RAJAGIRI COLLEGE OF MANAGEMENT AND APPLIED SCIENCES

RAJAGIRI VALLEY P.O, KAKKANAD, KERALA 682039

An ISO 9001 : 2015 Certified Institution

Affiliated to Mahatma Gandhi University, Kottayam and Approved by AICTE

6.2 **Strategic Development and Deployment**

6.2.1

Manual of Office Procedure

Manual of Office Procedure

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1. Record-Keeping

Academic Records

Student Enrollment Records: Maintain comprehensive records of student enrollment, including personal information, admission dates, class assignments, and any changes over time.

Attendance Records: Keep daily attendance logs for both students and staff, noting reasons for absences and any follow-up actions.

Academic Performance Records: Document grades, report cards, standardized test scores, and other performance assessments.

Disciplinary Records: Maintain detailed records of any disciplinary actions taken against students or staff, including documentation of incidents, investigations, and outcomes.

Graduation and Transfer Records: Retain records of students who graduate or transfer, including final transcripts, transfer certificates, and related documentation.

Administrative Records

Personnel Records: Maintain detailed files on each employee, including employment contracts, evaluations, professional development records, and disciplinary actions.

Financial Records: Keep accurate budget reports, expense reports, receipts, invoices, and other financial documentation.

Meeting Minutes: Document all meetings, including board meetings, staff meetings, and parent-teacher association meetings, with detailed minutes.

Policy Documents: Store copies of all institutional policies, procedures, handbooks, and any revisions thereof.

2. Modus Operandi

Communication Protocols

Internal Communication: Utilize emails, internal memos, and notice boards for staff communication. Schedule regular staff meetings to ensure consistent communication. External Communication: Use emails,

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newsletters, and official letters to communicate with parents, students, and external stakeholders.

Emergency Communication: Establish a robust protocol for emergency communications, including updated contact lists and predefined messages.

Data Management

Digital Records: Employ a secure, cloud-based system for storing digital records, ensuring regular backups and restricted access to sensitive information.

Physical Records: Store physical records securely and in an organized manner with a clear indexing system. Conduct regular audits to ensure records are complete and accurate.

3. Functioning Guidelines

Administrative Office

Office Hours: Clearly define office hours for staff, students, and parents. Display this information prominently.

Visitor Management: Implement procedures for managing and documenting visitors, including sign-in protocols and issuing visitor badges.

Document Handling: Establish procedures for receiving, filing, and dispatching documents, maintaining a log for incoming and outgoing correspondence.

Student Services

Counselling Services: Maintain confidential records of student counselling sessions and ensure privacy.

Health Services: Have procedures in place for handling medical emergencies. Extracurricular Activities: Document student participation in extracurricular activities, including sports, National Service Scheme and any other clubs.

4. Procedures

Admission Process

Application Submission: Provide clear guidelines for the submission of

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admission applications, including deadlines and required documents.

Selection Criteria: Ensure transparent criteria for student selection.

Enrollment Confirmation: Detail procedures for confirming enrollment, including payment of fees and submission of additional documentation.

Academic Management

Curriculum Planning: Develop detailed plans for curriculum delivery, including timelines and resource allocation.

Examination Management: Outline procedures for setting, administering, and grading exams. Establish clear protocols for handling exam papers and results. Student Assessment: Conduct regular assessments and provide detailed feedback to students and parents.

Staff Management

Hiring Process: Establish procedures for recruiting and onboarding new staff, including interviews and background checks.

Professional Development: Implement continuous professional development plans for staff, including workshops and training sessions.

Performance Evaluation: Conduct regular performance reviews and feedback sessions.

Financial Management

Budgeting: Follow annual budgeting procedures involving input from various departments.

Expense Management: Establish clear guidelines for expense approvals and reimbursements.

Financial Reporting: Prepare regular financial reports for review by the administration and governing board.

5. Statutory Requirements

Data Protection and Privacy

Compliance: Adhere to local and national data protection regulations.

Consent: Obtain consent for the collection and use of personal data where required. Stakeholder Rights: Inform stakeholders about their rights regarding their personal information.

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Reporting Obligations

Regulatory Reports: Submit required reports to regulatory bodies (e.g., enrollment statistics to educational authorities) accurately and on time.

Transparency: Ensure accuracy and timeliness in reporting to maintain compliance.

Accessibility and Transparency

Record Access: Provide access to records upon request in accordance with freedom of information laws.

Transparency: Maintain transparency in record-keeping practices to build trust with stakeholders.

6. Implementation Steps

Assessment

Audit: Conduct an audit of current record-keeping practices to identify areas for improvement.

Policy Development

Draft Policies: Develop comprehensive policies and procedures based on statutory requirements and best practices.

Training

Staff Training: Conduct training sessions for staff on new record-keeping policies and procedures.
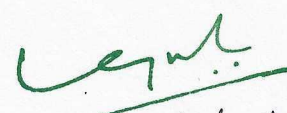
Implementation

Rollout: Gradually implement the new system, ensuring all staff are familiar with their roles and responsibilities.

Monitoring and Evaluation

Review: Regularly review the system's effectiveness, gather feedback and make adjustments as necessary.

Dr. Laly Mathew

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