



OPERATIONAL MANUAL

FOSTER DEVELOPMENT
SCHOOL OF MANAGEMENT

Plot No:1, N-S-1, E-Sector, CIDCO, Shivaji Nagar, Garkheda Parisar,
Aurangabad-431001 (M.S.)



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FOSTER DEVELOPMENT SCHOOL OF MANAGEMENT AT A GLANCE

Vision:

To create a center of academic excellence in the field of Management with the purpose of fulfilling the industry requirements through holistic development of the future performers, who are also good human beings, and possess the right knowledge, skill sets & attitude towards their work and life.

Mission:

Our two- pronged strategy emphasizes:

- Top class education at every level and
- A commitment to corporate engagement

To inculcate the ethical, social and moral values in all our stakeholders, this is base of human social order.

FDSM believe in creating value through continuous efforts to build up future managers.

The purpose of the brand was to create, develop and provide business managers to provide solutions to complex business situations.(Entrepreneurial Development cell) To develop leadership qualities and an ability to work in a team, by encouraging the students to participate in various activities.

We have been a consistent performer in the area of placements despite the challenges. We could rise in the area of placements due to the vision of our Institute which is to make our students employable in the industry through Excellence in Education.

Objectives

- To train students to excel in professional and personal life.
- To upgrade the managerial skills and competencies of working executives.
- To be value-based and ethical in all aspects of life.

Policy

We at FDSM are committed to nurture, empower and enhance skills of future business leaders by providing value based quality education



Key Highlights

- a) Well defined vision and mission statements that support a well formulated action plan.
- b) Definite organizational structure and perspective planning for effective human resource development.
- c) Decentralization of responsibilities by forming various committees for smooth and effective administration..
- d) Continuous individual Mentoring for all Four Semesters
- e) Effective audit mechanism by internal and external auditors.
- f) Good governance, responsible administration with accountability, responsive staff, least bureaucracy and commitment to welfare and growth of all stakeholders.
- g) Consistent and Good Placement record
- h) Daily Global Business News Updates
- i) Students development by organizing Industry interface events
- j) Successful passing record in University papers
- k) Student centric functioning of the Institute and activities.
- l) World Class Infrastructure

The best brand can be defined as the one which creates value. At FDSM we believe in creating value through continuous efforts to build up future managers. The efforts started in 2010 when our President Mr. Dwarkbahu Pathrikar and Secretary Mr. Bhausaheb Rajale created an educational brand FDSM Institute of Management Studies.

The purpose of the brand was to create, develop and provide business managers to provide solutions to complex business situations (**Entrepreneurial Development Cell**). To develop leadership qualities and an ability to work in a team, by encouraging the students to participate in various activities.

The brand image progressively achieved greater heights with the contribution of intellectual capital. With the 360 degree development happening, the placements also gathered momentum. We have been a consistent performer in the area of placements despite the challenges. We could rise in the 3 area of placements due to the vision of our Executive President which is to make our students employable in the industry through Excellence in Education.



PREFACE

Chapter 1: Admissions

This chapter introduces the process of admission to the MBA course at FDSM.

Chapter 2: Teaching

This chapter sheds light on the teaching and learning process of the Institute.

Chapter 3: Examination

This chapter discusses the evaluation and examination process of the Institute.

Chapter 4: Placements

This chapter discusses the major processes, documents and activities involved in the Career management Cell of the College.

Chapter 5: Library

This chapter summarizes the rules and regulations of using the Library facility in the Institute.

Chapter 6: HR Manual

This chapter introduces the code and conduct to be followed at the Institute by the teaching and non-teaching staff.

Chapter 7: Research Guidelines

This chapter introduces the research guidelines to the faculty members and students.

Chapter 8: Internal Quality Assurance Cell

This chapter discusses the Quality Policy and Internal Quality Audit System.



Chapter 1

Admissions

Admissions

This chapter introduces the process of admission to the MBA course at FDSM.

1.1 COURSES OFFERED

MBA, approved by AICTE, affiliated to Dr.B.A.M.U

1.2 NUMBER OF SEATS SANCTIONED WITH THE YEAR OF APPROVAL

60 since 2010.

1.3 ADMISSION PROCEDURE

1.3.1 MBA

- a) As per the DTE process Directorate of Technical Education, Mumbai, Maharashtra State
- b) Number of seats allotted to different Test Qualified candidates CAT, MAT, XAT, JMET, ATMA, CET, JEE (State conducted tests / University tests)-As per the rules set by DTE in MHA_MBA/MMS-CET Brochure.
- c) The policy of refund of the fee, in case of withdrawal, should be clearly notified-Same as per DTE, (Govt of Maharashtra) norms.

1.4 DOCUMENTS REQUIRED FOR ADMISSION

Candidate's selected for admission will be required to submit the following document :

1.4.1 For Candidates Graduated from Dr.Babasaheb Ambedkar Marathwada University

1. Seat Allotment order/(Computer printout of allotment by DTE)
2. CET Final Score Card
3. S.S.C. & H.S.C. Mark sheet
4. Final year Degree Mark sheet
5. Gap Certificate (If applicable)
6. Caste Certificate



7. Non-Creamy layer Certificate (validity current year)
8. Cast validity
9. Domicile Certificate
10. Certificate in Performa A/B/C/D/E/F (if applicable)
11. Transfer Certificate
11. Fee

1.4.2 For Candidates Graduated from other than Dr.Babasaheb Ambedkar Marathwada University.

1. Allotment order/(Computer printout of allotment by DTE)
2. CET final Score Card
3. Gap Certificate
4. Caste Certificate (if candidate belongs to Reserve Category, within Maharashtra State only)
5. Non-Creamy layer Certificate.
6. Cast validity
7. Domicile Certificate (if applicable)
8. Certificate in Performa A/B/C/D/E/F (if applicable)
9. Degree Certificate / Passing Certificate
10. S.S.C. & H.S.C. Mark Sheet
11. Mark sheet of Graduation (All Years / Semesters)
12. Provisional Statement of Eligibility issued by Mumbai University.
13. Migration Certificate
14. Duly filled in Enrollment form (Enrollment form will be supplied by the office at time of admission)
15. Fee

Note: Candidates failing to submit, the above mentioned documents,(applicable to each candidate) in Original, along with 2 (Four) Certified Xerox Copies)

1.5 ELIGIBILITY CRITERIA

Eligibility criteria would be as per the directions laid down by the Government of Maharashtra and the University of **Dr. Babasaheb Ambedkar Marathwada University** Authorities from time to time. Candidates who are graduates of the University of



Dr. Babasaheb Ambedkar Marathwada University will be required to produce a transference certificate from the constituent college of the University last attended by them. Candidates who are graduates of the Universities will be required to produce at least a provisional statement of eligibility issued by the Registrar University of **Dr. Babasaheb Ambedkar Marathwada University** declaring them eligible for admission to the course. The candidates would be advised by the office about the fees payable for the eligibility Certificate / migration certificate.

1.5.1 Eligibility for MBA

Candidate should appear for CAT, MAT, CET, ATMA, XAT etc, as per the rules set by Directorate of Technical Education, DTE Mumbai Maharashtra.

Graduate with 50% (open category)

Graduate with 45 % (reserve category)



Chapter 2

Teaching

This chapter sheds light on the teaching and learning process of the Institute.

2.1 SESSION PLAN

A session Plan is a breakup of the full syllabus of the Course. It includes the planned date as per the calendar, list of books referred and teaching aids to be used while delivering the lecture. It gives you a rough outline of how the course will be covered in a justified way during the semester. It helps as an aid to remember, recall and guide students for the upcoming lectures.

A successful session plan addresses and integrates three key components:

1. Objectives for student learning
2. Teaching/learning activities
3. Strategies to check student understanding

2.2 THE THREE STAGES OF SESSION PLANNING

2.2.1 Outlining stage

Creating an overview of the curriculum, desirable outcomes, learning objectives and Structuring the timeline for the plan. Gathering data and teaching/course materials.

2.2.2 Decision stage

Decision stage is where you create your plan, and decide on what and how you are going to execute your plan. Workflow of step by step implementation, delivery methods, assessment techniques, backup options, etc. comes under this section.

2.2.3 Mapping stage

Map the things which you have decided on with the things you want to achieve. See if they align correctly. If not, try to rethink your decision.

2.3 TECHNIQUES AND METHODS USED TO CREATE A SESSION PLAN

2.3.1 Create an outline of the curriculum you want to cover

Create a list of topics to be covered in a timeframe.

2.3.2 Create a list of desired outcomes

Desired outcomes and objective are the targets. So creating a list of desired outcomes and objectives help the faculties align with the objectives of university/board. While deciding the outcomes, ensure the faculties keep these questions in their mind:



What is the topic of session?

What do I want students to learn after the end of the session?

What do I want them to understand and be able to do at the end of session?

What do I want them to take away from this particular session?

2.3.3 Make another outline of the time — year/semester

The estimated time frame given to the faculty helps them plan better. The effectiveness of the plan depends on intelligently distributing the curriculum across the year/semester.

2.3.4 Break curriculum down into small manageable pieces

This improves productivity and keeps them from procrastinating further helping them to maintain a improved control over the curriculum.

2.3.5 Take time to decide which topic takes what time

Analyze the importance of each module and decide how much time you want to spend on each topic. Also, decide which parts can be skipped or omitted if you are short of time. And conversely, which topics you can elaborate on if things moved faster than expected. You can have better authority over time if you know how much time you need beforehand.

2.3.6 Spread them across the timeline

Spread the curriculum across the timeline accordingly. This one is totally your call and you shall decide how much you are going to cover within a given period of time. You could also collaborate with other faculties to have better inputs and fresh perspectives.

2.3.7 Gather teaching materials and supporting data

Besides the usual teaching materials, planning gives you time to gather enough data and resources to support your teaching. You could make use of books and documents from outside the curriculum and new technologies to assist your instruction.

2.3.8 Decide on how you are going to share course materials with students

The interactions you have with your students are really important. You could save a lot of time and optimize the efficiency by implementing ICT enabled education to share course materials and other important documents. You can use email, Google drive and personalized Blogs to share the course material with the students.

2.3.9 Decide how you are going to assess students, exams, assignments, projects, tasks etc.

Deciding the evaluation mechanisms and evaluations in advance can be of big help. The way you assess will have an impact on the teaching, and it gives you valuable insights on the course progress. But in order to be prepared and capable of effectively mapping your outcomes to the curriculum, you



might need to focus on the evaluation techniques even before you begin the semester. You can use new modern ways to assess the students and discuss the same with your Head of the Department.

2.4 HOW TO ASSESS YOUR PLAN?

Nobody gets it right for the first time, so have techniques and measurement metrics to assess your plan. Here are some of the proven techniques and metrics to keep in close watch if you want to know the effectiveness of your plan.

Student results

The results of your student give you a genuine feedback on how well your plan works, and how effective it is. You could reflect on it and resort to making improvements and improvisations in your plan.

See whether it provides any insights

Your plan should ultimately provide some insights to you. It should help you realize your time management skills, teaching skills, and valid information about the curriculum.

Contributions into the teaching learning process

The plan should also contribute to the curriculum and the teaching-learning process. It should help all the stakeholders keep a better track of the course and help them take more informed decision at the right time. Having a well-worked plan could seriously improve how you and your students perceive the curriculum. It gets things organized and accessible.

Check for productivity

Check, if your course plan helps you increase your productivity. The lesson plan can help you tackle problems more effectively. It keeps you informed which saves time and energy. Thus, your plan could tap into your productivity potential which you didn't even know existed. You will be better equipped to complete tasks and evaluate outcomes faster.

How this plan helps the students

While planning, take time to assess how it helps your students. A good lesson plan should contribute to the results and productivity of your students too. A plan will benefit your students and keep them on track. Discussing the whereabouts of the plan with your students will give them a clear picture of what to achieve and expect. This could have a positive impact in the classroom and the desired outcomes.

Gathering feedback

Along the way till the end of the semester, you must gather feedback from the stakeholders and also the measurable metrics. Continuous evaluation and gathering feedback is one of the most important aspects



of Outcome Based Education (OBE). Feedback is the easiest way to know if your plan is working or not. Your plan should be considered flawed if it does not give the scope for feedbacks.



Chapter 3

Examination

This chapter discusses the evaluation and examination process of the Institute.

We do follow the assessment procedure as per the norms of the Dr. BAMU University. We conduct two mid exams of 80 marks each and take the average of both the exams. External examination for the remaining 80 is conducted by the Dr. BAMU University.

In addition to the mid examinations we do conduct assignments & class tests as a part of continuous internal evaluation. The assignments and class tests differ for both the quick learners and slow learners.

Exceptionally sometimes we conduct the mid exams for the absentees in case if one is a meritorious student or participating in National and state level sports or if someone is very sick basing on medical grounds so that their percentage is not hampered.

Comprehensive individual assignments are practiced and students need to present the assignment before submission. Seminars, technical paper presentation and mini-projects are introduced in the curriculum to make the environment activity based. To refine the critical thinking among students, various group discussions, debates, seminars, workshops etc., are organized in which students explore new ideas and thus enhances their performance levels. Till today no special approach is followed for measurement of impact of the above Improved student understanding in domain knowledge and over all development practices.

However the effect is seen as follows of students.

- Reduced backlogs and detention.
- Improved results and pass percentage.
- Improved placements.
- Improved quality of projects.

Strategies adopted for student improvement: Remedial classes are organized to clarify doubts, re-explaining of critical topics for improving performance. Poor performance due to frequent absenteeism is dealt by sending SMS to the parents of such students. Appropriate counseling with additional teaching, eventually helps students to attend classes regularly. All the staff members maintain good relation with students and deal with their problems in a gentle manner



2.5.3 Mechanism to deal with examination related grievances is transparent, time-bound and efficient Response:

Examination related grievances are handled by the student mentor to make it time bound & transparent. Mid exam answer scripts are distributed to the students as regard to total checking and for clarifications if any. The marks awarded for the mid exams which constitute the internal assessment component are displayed on the notice board. Concern faculty displays the evaluation report by cross checking the statement of marks as submitted by him.

- 1) Student approaches his mentor for the clarifications related to internal marks, midterm's marks & other if any.
- 2) Student issue related to the above will be perceived by the mentor in a time bound of 6 days.
- 3) Student mentor cross checks the same issue with the Director.
- 4) Issues will be identified & sorted. Recommendations will be forwarded to Director.
- 5) A clear report of the issue will be given to the examination section through Director.
- 6) The entire process is monitored by the Director forwarded to the Dr. BAMU University.



Chapter 4

Placements

This chapter discusses the major processes, documents and activities involved in the Career management Cell of the College.

The career management centre (CMC) focuses on equipping the students with adequate and substantial professional skills. CMC guides students to choose the right career by

Imparting the knowledge, skill and aptitude training to meet the manpower requirements of the industry. This is achieved through various activities throughout the 2 years of academic career of a student. (FDSM)

4.1 VISION

To churn out competent resources well prepared with integrity and professional etiquettes to suit the industry needs.

4.2 MISSION

To train the students on corporate needs and provide the best of the opportunities available

4.3 ROLE OF CMC

The department is primarily responsible for summer and final placement of MBA students of Foster Development School of Management.

- FDSM Foster and maintain strong relationships with faculty, students, and hiring managers.
- Interacting with recruiters for their requirements and recruitment procedures .
- Planning and coordinating for on - campus as well as off-campus selection activities.
- Plan and develop placement brochures Maintain master database of placements and recruiters which is further used for marketing, admission and audit purpose, Coordinate with student committees for placement related activities.
- Guiding students for preparing Resumes , Conducting Mock Group Discussion and Mock Personal Interviews of students, Organize orientation sessions for students on corporate work culture .

All industry Institute Interaction activities to develop knowledge and skills of students , undertake all activities which are incidental to the placement function.



A very efficient placement cell is functioning in the institute. Functions of the T & P Cell are as under:

- To liaise and approach employers (companies) for recruitments from the institute.
- Maintain data banks of companies and students.
- To assist the students to adopt a right career as per their aptitude.
- Aptitude, general awareness & technical classes are conducted by TPO and faculty members for improvement.
- Assist students to take up summer internship in different companies.
- To facilitate placement of students in various organizations by organizing campus and off campus interview.
- To pass information to the students regarding various openings which are available in corporate and/or Govt. organizations.
- To guide the students for preparing the resume and appearing in the interview.

4.5 Pre Placement / Internship Support

The pre-placement support is offered by the career management center. It includes the development of employability skills, support with developing resumes, training and support for interviews and assessment centers (if required), access to employment advice and placement employment opportunities, and support/advice from a placement team with knowledge of the employment market and opportunities. All students will be provided with a briefing and advice prior to going on placement that clearly sets out the expectations, policies and assessment framework for the placement.

4.7 Summer Internship or Campus Placement Process & Guidelines as circulated to the students:

All the students who are applying to companies for summer internship or campus placement and appearing for the selection process through campus are required to note the following guidelines and procedures:

- a) Students having less than 75% average attendance will not be considered for summer internship or campus placement selection process.
 - b) There will be a mix of all sorts of profiles being sent - whether to apply or not, the choice is yours. However, having applied, you cannot withdraw from the process thereafter. If you do so, you will be OUT of the campus summer internship or campus placement process. Exceptions if any will be dealt separately and considered only with the consent and approval of the management.
- a. You are encouraged to apply to most of the job openings that are being sent. It is advisable to grab every job opportunity that has been sent.



c) The deadline given by CMC to register for a particular company has to be strictly followed, post which the CMC shall not accept any further applications. This will help us to revert to the company quickly and hence expedite the process. Therefore, students are advised to check their emails and the notice board outside CMC at regular intervals during the day.

d) Most of the companies do NOT share the job / project profile; they only inform us the job /project specialization. This has been the process for summer internship or campus placement selection in the past as well.

e) For any selection process – ON Campus or OFF Campus, Students are required to carry at least 3 copies of their Resume along with 3 passport size photographs, college ID card and a valid Indian government approved photo identity proof.

f) Every student is eligible for 1 summer internship or campus placement offer through campus. Once a student receives an offer from a company, he / she cannot apply for any further summer internship or campus placement openings sent by the Institute.

a. Once the student has received a summer internship or campus placement offer from any of the companies, he / she –

g) Cannot apply to any company thereafter through campus

h) Cannot continue to participate in the selection process of the companies that he/she would have applied to until then and whose selection processes are pending

i) Rejects any offer made by the company, he / she is not eligible to apply to any of the summer internship or campus placement processes thereafter (Exceptions if any, will be dealt on case to case basis).

j) Timing for selection process is communicated to all concerned students in advance. Therefore,

a. Students failing to report on time for the process will be blacklisted and placed at the bottom of the list

b. Students who fail to report on time for more than 3 companies shall be barred from the campus placement process.

Students are expected to maintain the decorum by behaving in highly professional manner in all their interactions with the company representatives. This refers to attendance, dress code (including the blazer), body language, and verbal as well as non verbal communication and peer interaction. Students shall be barred from the summer internship or campus placement process if found using unsolicited language during the selection process.



c. The ultimate goal for all of us is to get maximum of our students placed in the industry and hence it is essential that we exercise certain controls that will help us to carry out the process effectively. I am sure all of you will appreciate and follow it. We wish you all the best for your bright future.



Chapter 5

Library

This chapter summarizes the rules and regulations of using the Library facility in the Institute.

5.1 MISSION

Library is a reservoir of knowledge and we strive to quench the thirst for knowledge.

5.2 PROFILE

FDSM Library aims to serve the needs of faculty, students and other members of the library. It provides a comprehensive collection of literature predominantly related to management and its allied subjects to meet the present and future information needs of its users. The added facility in the library is the installed bar coding system which atomizes a lot of procedures and facilitates a thorough check on the inflow and outflow of books. The well-furnished library is located on the 1st floor of the building and is spread over 364.05 Sq Mt., with a seating capacity for 60 students. The library has a privilege of using 10 Mbps Internet leased line. Library is proud to provide online access facility to the students and faculty members.

5.3 INFRASTRUCTURE

No. of Journal Racks: 1

No of Newspaper rack: 1

No. of Library Computers: 2

5.4 READING HOURS

The library is open on all weekdays except public holidays. In order to facilitate self-learning among the students, the reading room is kept open as per timings mentioned below. Library Timings : 9.00 am to 6.00 pm (Monday – Friday)

Issue/ Return of Books : 9.00 am to 5.30 pm (Monday – Friday)

5.5 RESOURCES

The library has an extensive collection of books covering all aspects of business and management, and also related areas like economics, behavioral science, information technology, etc. The periodical section is a vital source for academic research and up-to-date business information. Through DELNET databases user can access more than 12000 online journals. Newspapers and Journals both international and national are made available for reference.

Resources No.

Books 3888

CD's 698



Journals(National & International) 2

Magazine (National & International) 2

Online Database –DELNet

Newspapers 3

5.6 MEMBERSHIP AND LOAN PRIVILEGE

5.6.1 Students

Student members of FDSM will be issued a Library card, which will remain in force for the duration of the study year and shall not be transferable. To become a student member.

1. Apply in prescribed form
2. Show original fee receipt
3. Submit two stamp size photograph

5.6.2 Faculty/ Administrative Staff

On appointment as full time faculty or administrative staff, he/she automatically becomes a member of the library. Visiting faculty will be issued Library card on application in prescribed form. The card will remain in force till the period of his/her teaching.

Membership Category Entitlement Loan Period

Full time faculty 15 1 month

Visiting Faculty 5 1 month

Administrative staff 1 7 days

5.7 SERVICES

5.7.1 Issue of books

Books are issued- : Between 9.00 am to 6.00 pm on Monday – Friday

9.00 am to 5.00 pm on Saturday & Sunday.

5.7.1.1 Conditions of Loan

- a) Library card is not transferable.
- b) Charge for duplicate Library card will be Rs. 25/-.
- c) Students should provide their Library card against which books will be issued to them.
- d) The borrower is fully responsible for the books borrowed on the Library Card.



- e) Loss/damage of books or any material must be brought to the notice of the librarian.
The member must arrange to replace the lost material with latest edition available; else he/she must pay the market price for the same.
- f) An amount of Rs. 25/- is collected as overdue charges per day.
- g) Absence and illness are not an acceptable excuse for exemption from paying an overdue charge.
- h) In calculating overdue charge only Institute holidays are left out of the reckoning.
- i) For outstanding overdue books, library sends reminder email to the members but non receipt of reminders is no reason for returning books late.
- j) Two times renewal of book is allowed.
- k) Request of renewal will be considered only if there is no demand for that book.
- l) Books can be recalled in case of an urgent demand for the same from other users. The overdue charge can be increased for the failure to return a book when it is due or recalled.
- m) Books borrowed for reference should be promptly returned on the same day. Failing to do so will result in a fine that is charged at a rate of Rs. 25/- per day.

5.7.2 Computerized Service

One terminal enables to search for the library resources in the Library Management Database.

5.7.3 NEWS Update Service

The library emails the Business News Updates to all the students & faculties on a daily basis to keep them updated.

5.7.4 CAS (Current Awareness Service)

Every month a list of additions of the library collection is displayed on the notice board.

5.7.5 Reprographic Service

The Xerox counter on the same floor of the library caters the needs of the users.

5.7.6 Reference Service

The library provides personalized short-range and long-range reference service for its users.

5.7.7 Library Orientation Program

The Librarian provides Library Orientation Program to all the new students.



5.7.8 Institutional Membership

The library has access to DELNET , Shodhganaga library.

5.8 SUGGESTIONS

Suggestions for purchasing books and improving the library services are welcome.

5.9 CLEARANCE CERTIFICATE

A student will get their mark sheets only on producing No Dues Certificate from library. The no dues certificate is provided after returning the library material, and library card. Any faculty leaving the institute has to surrender the library material.

5.10 RULES AND REGULATIONS

- a) Id card is mandatory.
- b) Library is restricted to students & staff of the FDSM who are in possession of a current valid identification issued by FDSM
- c) Students must observe complete silence in the library.
- d) Use of mobile phones in the library is strictly prohibited. If used they will be confiscated and student will be charged a fine of Rs. 1000/-.
- e) Footwear and bags are not allowed in the library.
- f) Library material should be handled with utmost care. Nobody should write, damage or make any mark on any of the library materials.
- g) On receiving a book, student is expected to examine it for any kind of damage found therein. Such damage should be immediately brought to the notice of Librarian. Failure to do so may entail him/her being held responsible for any damage detected later.
- h) The Librarian reserves the right to recall any book at any time.
- i) Regarding all other matter concerning the library, decision of the Director will be final.



Chapter 6

HR Manual

This Chapter discusses the Code of Conduct

Policies

1. General Guidelines
2. Vision Statement
3. Mission Statement
4. FDSM Values
- 5 FDSM Quality Policy
6. FDSM Health, Safety and Environment Policy
7. FDSM Policy on Fraud and Similar Irregularities
- 8 FDSM General Policy on Laws and Business Conduct
9. FDSM Ethical Business Practice
10. FDSM staff working policy
11. FDSM Work Place Employment Policy
- 12 FDSM Departments & Employee Career Path
13. Employment Terms
14. Work Days, Institute Timings & Attendance System
15. Leave Policy
16. Public Holiday Policy
17. Compensatory Benefit Policy
18. Salary, Increment
19. Employee Facilities and Employee Engagements
20. Discipline, Decorum & Code of Conduct
21. Employee Separation
22. Reimbursement Policy
23. Transfer Policy

GENERAL GUIDELINES

This document shall be called '**Foster Development school of Management, Hr Manual**'.

This **Hr Manual** shall apply to all employees of **Foster Development school of Management**



Foster Development school of Management reserves the right to amend (delete, add or modify) these **Hr Manual** from time to time and such amendment shall be binding on all the employees from its effective date.

This Foster Development school of Management, HR Manual is strictly ‘Private & Confidential’.

VISION STATEMENT

Vision

Foster Development school of Management Studies aims to constantly strive and provide comprehensive technological education in a healthy learning environment, nurturing technocrat leaders for the competitive world.

MISSION STATEMENT

Mission

“To provide the best educational opportunities in the most conducive work culture with highest level of professionalism and dedication to develop Techno-managerial leaders in a progressively enhanced manner.”

VALUES

Core Values:

- Pursuit of Excellence
- Transparency
- Commitment
- Commitment to societal needs
- Creativity
- Integrity

POLICY

At **Foster Development school of Management** enthusiastic technocrats and educationalist are involved in the mission of evolving Quality education System for institute growth and better tomorrow. In our institute, students perceive value of total aspects of satisfaction.

Objective of entire team efforts is to establish name of **Foster Development school of Management** as single source quality supplier .This shall be achieved through,

- Continual improvement in all areas of operations.
- Applying for NAAC
- Development of human resources through training and motivation.



- Adaptability to changing global Education pattern and technical developments.

HEALTH, SAFETY AND ENVIRONMENT POLICY

Protection of health, safety and the prevention of pollution to the environment are primary goals of the institute. The Institute will strive to develop and provide products and services that have no undue environmental impact and are safe in their intended use, efficient in their consumption of energy and natural resources and can be recycled, reused or disposed of safely.

POLICY ON FRAUD AND SIMILAR IRREGULARITIES

Fraud and Similar Irregularities

Institute policy prohibits fraud and establishes procedures to be followed concerning the recognition, reporting and investigation of suspected fraud. Fraud includes, but is not limited to:

- Dishonest or fraudulent act;
- Embezzlement;
- Forgery or alteration of negotiable instruments such as Institute checks and drafts;
- Misappropriation of Institute, employee, customer, partner or supplier assets;

Any fraudulent activity may have occurred is required to report such concern to the HR or Committee of Management.

All fraud investigations will be conducted under the direction of the HR or Committee of Management as per the applicability.

GENERAL POLICY ON LAWS AND BUSINESS CONDUCT

The code of business conduct of the **Foster Development school of Management** consists of the policies relating the ethical and legal to be followed by Institute Directors, Executives, Teaching & Non-Teaching Staff and associated Institute and all the Institute actives. It is the policy of the Institute to comply with all applicable laws whether AICTE & Dr.Babasaheb Ambedkar Marathwada University but supports ethics & humanity too.

It is the personal responsibility of everybody in the Institute to observe the standards of conduct and other requirements of code of business conduct. Whether or not these standards and requirements are imposed by laws, no director, employee, and associated Institute shall reserve to comply with these standards and requirements or acting outside the scope of his or her employment responsibility.

The underlying formal polices themselves have more details than it is contained in this



booklet. It is the responsibility of each director, employee, Executives, Teaching & Non teaching Staff , also associated Institute to familiarizes himself or herself with the details of these policies of the Institute that apply to his or her assign duties.

If Executives, Teaching & Non-teaching staff, and employees has any questions about polices in this booklet, he or she should contact the HR.

ETHICAL BUSINESS PRACTICE

Institute policy requires Directors and all the employees to observe high standards of education and personal ethics while discharging duties, practice honesty and integrity in every aspect of dealing with other Institute, employees, the public, the business community, shareholders, customers, suppliers, competitors and Government authorities and not take unfair advantage through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or other unfair dealing Practices when acting on behalf of the Institute.

• Commercial Bribery

Institute policy prohibits commercial bribes, kickbacks and other similar payoffs and benefits paid to any suppliers or customers. Directors, employees and associate are also prohibited from receiving, directly or indirectly, anything of a significant value (other than salary, wages or other ordinary compensation from the Institute) in connection with a transaction entered into by the Institute. This policy does not prohibit expenditures of reasonable amounts for meals and entertainment of suppliers and customers which are an ordinary and customary business expense, if they are otherwise lawful. Expenditures of this type should be included on expense reports and approved under standard Institute procedures.

• Fraud and Similar Irregularities

Institute policy prohibits fraud and establishes procedures to be followed concerning the recognition, reporting and investigation of suspected fraud.

• Accounting Controls, Procedures and Records

Applicable laws and Institute policy require the Institute to keep books and records that accurately and fairly reflect its transactions and the dispositions of its assets. In addition, the Institute must maintain a system of internal accounting controls that will ensure the reliability and adequacy of its books and records.

Those transactions have proper Management approval, that such transactions are properly accounted for i n the books and records of the Institute, and that the reports and financial statements of the Institute are timely prepared, understandable and fully, fairly and accurately reflect such transactions.

• This Code of Conduct shall apply to all Departments, and every persons working in the



Institute and to other entities acting on behalf of them.

STAFF WORKING POLICY

The Institute, its subsidiaries and affiliates, recognize its responsibility to respect and protect the rights of its employees. As such, the Institute has adopted the following guidelines as part of its goal to respect the fundamental rights of its employees.

The Institute:

- Shall obey and comply with AICTE & Mumbai University norms practices and maintain good working relationships with its employees.
- Shall seek to provide a safe and healthy work environment.
- Shall not engage in nor support the use of corporal punishment, mental or physical Coercion or verbal abuse.
- Prohibits discrimination of employees based upon sex, race, national origin, political beliefs, or religion and maintains a discrimination-free work environment.
- Prohibits, and complies with laws prohibiting acts of sexual harassment or threats in the workplace.
- Shall comply with applicable industry standards relating to work hours and payment of wages.

WORK PLACE EMPLOYMENT POLICY

Equal Employment Opportunity

Institute policy prohibits all unlawful discrimination against any employee or applicant for employment. The Institute is committed to providing equal opportunity to all qualified individuals in its hiring and promotion policies. The Institute will endeavor to create a workforce that is a reflection of the diverse population of the communities in which it operates.

• Harassment

The Institute believes that all employees“ workers, staff should be treated with dignity and respect. It is the policy of the Institute to provide a work environment which is free from harassment. As used in this policy, harassment includes sexual, racial, ethnic, and other forms of harassment, including harassment based upon disability. Some examples, depending on the facts and circumstances

Verbal or Written Harassment

Unwelcome or derogatory comments regarding a person’s race, color, sex, sexual orientation, religion, ancestry, ethnic heritage, mental or physical disability, age or appearance; threats of physical harm; or the distribution of material having such effects, including by electronic mail or display in any Institute work area.



- **Physical Harassment**

Hitting, pushing or other aggressive physical contact or threats to take such action, or inappropriate gestures.

- **Sexual Harassment**

Unwelcome sexual conduct, whether verbal or physical, including sexual advances, demands for sexual favours, or other verbal or physical conduct of a sexual nature, whether or not it was designed or intended to promote an intimate relationship.

It is not considered harassment for supervisors and other members of management to enforce job performance and standards of conduct in a fair and consistent manner.

- Reports of harassment will be investigated promptly and discreetly.
- Any employee, who reports any act of harassment in good faith, including sexual harassment, will not be retaliated against because of such report.

- **Political Activities**

The Institute believes strongly in the democratic process. Its Directors and employees should take an active interest in fostering principles of good governance in the countries and communities in which they do business.

DEPARTMENTS & EMPLOYEE CAREER PATH

Teaching Departments:

Finance

Human Resource

Marketing

Production & Operations

Non-Teaching Departments:

- Human Resource & Administration
- Accounts
- Housekeeping & Maintenance
- Non-Teaching Technical
- Exam Section
- Canteen staffs

EMPLOYMENT TERMS



1. Employee services will be governed by the provisions of the Maharashtra Universities Act, and the Statutes, Ordinances, Regulations and the Rules of the University and as will be amended from time to time by the University and the regulations and rules of the Governing Council of **Foster's Development Trust**.

2. Employee will be on a contractual appointment from the date of joining of the services in this **Foster Development school of Management** till the end of Contract. Appointment is strictly subject to fulfillment of minimum eligibility criteria & the experience required for the said post as per the AICTE & UNIVERSITY OF Dr. Babasaheb Ambedkar Marathwada University. If employee do not fulfill the required qualification during the academic year or during services are not found suitable, employee services can be discontinued without assigning any reason and without any notice.

3. Based on your Performance Appraisal/Confidential Report which is to be submitted by employee at the end of employee tenure and also on basis of the report of HOD & Principal, employee may be recommended for further extension. However, the management reserves the right to offer/reject candidates for continuation. No Gratuity /any kind of arrears/ any other claim except PF shall be considered by management for the said post during after the completion of mentioned tenure or after the discontinuation of services during the mentioned tenure, if any.

4 Employee has to give one month's notice or one month's salary in lieu of the notice, to the institute while resigning the job. It is desirable that one does not leave the job during the teaching session. The chairperson however has discretion to relax this condition.

5. Employee will report to the concerned Head of the Department/Principal and have to shoulder the responsibilities in analyzing etc. of the activities/curriculum/Department and the Institute.

6. Employee services shall be discontinued without any notice or 48 hrs. notice & non-assigning any reason, due to loss of confidence, gross negligence, in-efficiency at work, non-deliverable performance at work or any willful act of misconduct on employee part without any notice and any time during the said tenure and if so in such case employee will be paid the salary only till employee last working day with the organization.

7. Employee appointment is subject to approval from the Dr. B.A.M. University. Employee has to fulfill all the required qualifications & experiences for the said post according to the AICTE & Dr. Babasaheb Ambedkar Marathwada University norms time to time. If the University objects about any point with respect to qualification, NET/SET/ experience, age requirement etc. then in such case the university and FDSM decision will be final and any claim on the said post after or during the service period will not be considered.

Employee on Probation (For UGC By University & Management):



- 1 All New Joiners Employed by FDSM shall be under the 'Probation Period' unless specified otherwise.
- 2 This probation period shall be for at least one Years.
- 3 Foster Development School of Management has all the rights to extend or reduce this period based on the performance of an employee.
- 4 It is mandatory to clear the "Confirmation Appraisal" to become the Regular or Confirmed Employee.
- 5 Clearing Confirmation Appraisal does not give assurance of Increment. Increment shall be as per **Foster Development school of Management** increment cycle, AICTE and University of Aurangabad.

WORK DAYS, INSTITUTE TIMINGS & ATTENDANCE SYSTEM

Scope – All employees of **Foster Development school of Management**

Teaching Staff: Working days are from Monday to Saturday and Sunday will be weekly off

Non-Teaching Staff: Working days are from Monday to Saturday. Sunday is a weekly off.

The work timings of FDSM is as follow:

- For Teaching Staff and Lab Assistant: 10:00 am to 05:00 p.m.
- For Non-Teaching Staff: 10:00am to 05:00p.m.
- Security Department:

Morning Shift: 07.00 am to 03.00 pm

Afternoon shift: 03:00 pm to 11:pm

Night Shift: 11.00 pm to 07.00 am

Sweeper: 08:00 am to 06:00pm

Gardner: 09:00 am to 06:00pm

This includes 7 hours of working, and 30 minutes of lunch. Office timing will be as per rules or as prescribed by the Principal/Head of the Department/Admin Department.

Department specific time as per the institute need may differ which shall be Communicated to the concerned Employees separately.



Lunch Time

Applicability: Employees who are present in the Institute.

For Teaching and Non-Teaching staff: Lunch break is for 30 Minutes

Grace Time, Half day & late coming

Grace Time

Up to 10 minutes grace time is available for employees reaching late to their respective work place after their official in-time.

Late Coming

- Any employee coming after grace time shall be considered as late.
- Three (3) late marks shall attract deduction of a half day's leave.
- Employee must inform his / her Reporting Authority if he / she is coming late.
- Employee must inform his / her Reporting Authority if he / she won't be
- coming to work due to any reason or emergency – immediately he / she is coming to know about his emergency.

Half day

Half day shall be defined as 4 hours of work **excluding** the lunch.

Employees may require to work on weekly off, Holidays and on non-working days as per the decision of Management. In an event employees are required to attend college on Institutional holidays for duties related to your appointment i.e. staff developmental programmes/special lectures, conducting exams, seminars, conferences, sports and games, college day celebrations etc., employee shall attend duties without fail and no extra remuneration will be payable for the same. In such scenario, "Compensatory Benefits" policy shall be applicable.

Attendance System - It is mandatory for all the Employees to mark their attendance daily in 'Attendance Register'. All Employees should mark their attendance daily in the morning in Bio-Metric Attendance system as per given instruction and training.

Employees should mark their attendance in Bio-Metric Attendance system every time going out of Institute for official or personal work and when back to Institute.

Verification and Calculation of Attendance

The attendance shall be verified and calculated based on attendance records present in attendance system. (Bio Metric Attendance system and / or Attendance register as per the applicability)

Important Point:

Any attendance records in the register found tempered (i.e. re-writing with on white Ink, cancelling and re-writing) shall attract that Day's absent. Under no circumstances the same shall be reversed.



Out-Door

Definition: Out-Door means Employee going for official work in the morning.

LEAVE POLICY

Entitlement

All eligible employee of FDSM will be getting 15 Days'

Leave Salary of every Calendar year.

CL = CASUAL LEAVE = 15 DAYS

CL is eligible for all Teaching & Non-teaching staff after one month of the Date of Joining.

Jan – June = 7

July – Dec = 8

Jan – Dec = Total 15.

At the end of the year CL are lapsed and neither carried forward nor encashed for that purpose.

SL = SICK LEAVE = 7 DAYS

For Teaching Staff after one year

For Non-Teaching Staff after one month of the Date of Joining

Jan – Dec = Total 7

At the end of the year SL are lapsed and not carried forward and even not encashed for that purpose. [Compulsory medical certificate required for SL].

PL = PRIVILEGED LEAVE = 30 DAYS

For teaching staff after one Year

In case an employee requires leaves for more than 10 days for any special reason e.g. Study, Marriage, going to Native etc., He /She has to make special leave request to the Management well in advance along with Reporting Authority. He / She also need to submit application and necessary supporting documents as applicable to HR Department.

6.15.3 Maternity Leave

Female employees shall be entitled to a maximum of 90 days of maternity leave in accordance with the provisions of Maternity – Benefits Act, 1961 out of which not more than 6 weeks shall precede the date of her expected delivery. To be entitled the concerned female must have actually worked for a period of not less than 3 Years in the FDSM immediately preceding the date of her expected delivery. Besides, application for maternity leave, the concerned female must submit a medical certificate from a registered medical practitioner, specifying the expected date of delivery at least 30 days before availing of the maternity leave. This leave shall be applicable only one in the total career with FDSM leave application has to be submitted at least one month before proceeding on leave.



An employee on maternity leave who accepts other employment during such leave shall forfeit her right to Maternity Leave and its benefits.

PUBLIC HOLIDAY POLICY

Scope – All employees of FDSM

Public Holidays – National & Festival Holidays mentioned below are declared by FDSM as Public Holidays.

6.16.2 List of Public Holidays

Republic Day

Chhatrapati Shivaji Maharaj Jayanti

Mahashivratri

Holi (Second Day)

Good Friday

Gudi Padwa

Dr. Babasaheb Ambedkar Jayanti

Ram Navmi

Mahavir Jayanti

Buddha Pournima

Ramzan Id (Id-UI-Fitar) (Shawal-1)

Independence Day

Parsi New Year (Shahenshahi)

Ganesh Chaturthi

Bakri Id (Id-UI-Zua)

Dussehra

Moharum

Diwali Amavasya (Laxmi Puja)

Diwali (Balipratipada)

Guru Nanak Jayanti

Id-E-Milad

Maharashtra Din

Mahatma Gandhi Jayanti

Christmas



COMPENSATORY BENEFIT POLICY

Scope – All employees of Foster Development School of Management.

Eligibility: Having worked on non-working day.

Benefits:

Foster development school of management acknowledges the contribution of its employees who have gone all the way and shown the dedication to the work by working on any of the non working day. To value this dedication, Institute offers as a compensatory benefit.

Employee can opt for leave for one day against worked on Non-Working day. This option shall be availed within 90 days of working on non-working day.

Compensatory off application Process:

Within 24 hours of working on a Non-Working Day, Employee needs to send Application for Compensatory benefit as mentioned below...

- Fill in Compensatory Benefit Application form by providing details as mentioned in the form,
- Get the approval from your reporting authority,
- Forward this application for Admin as well as HR for further processing. Employee can get the Compensatory off application form from on Server.

Note:

- The respective reporting authority shall verify and approve this Application and submit to the admin as well as HR for further action.
- Application for Compensatory Off to be made in the 90 days in which he/she worked on Non Working Day to avail benefits under this Policy.
- In case of absence of timely Compensatory off Application, the same shall lapse.

SALARY AND INCREMENT

Salary

Salary will be paid on or after 10th of every month.

It is advisable for employees to have a savings account with Bank as per the communication from HR in this regards so that the salary can be directly transferred to the respective savings account of employees.

Employees will get online payment.

The details of salary and increment shall be kept confidential.

Increment

Foster Development School of Management follows Annual Increment Cycle i.e. once in a



year.

Employees are eligible for the increment along with the annual appraisal subject to his/her performance and Institute's performance.

Ad-hoc increment can happen subject to Management decision.

Tax Deducted at Source (TDS) will be deducted from all the payments with respect to salary, Incentives as per the provision on Income Tax Act.

It is strongly recommended that employee must have the Permanent Account Number (PAN) to avoid any Issues related to Tax compliance.

The Management decision in all these matters shall be final.

EMPLOYEE FACILITIES,EMPLOYEE ENGAGEMENTS AND SAFETY

Scope:

– All eligible employees of Foster development school of management:

Following facilities, benefits and Employee Engagement programs are offered by FDSM

Facilities

- Identity Card
- Uniform to eligible employees

Employee Engagement Programs

- Festival Celebration
- Traditional Day

Safety

- First Aid Box
- Fire Extinguisher
- Hand gloves
- Nose Mask

- DISCIPLINE, DECORUM & CODE OF CONDUCT

Employees must adhere to the following guidelines

- I. FDSM shall issue Identity Cards to all eligible employees.
- II. Wearing Identity card is compulsory in Institute premises, on duty in a manner that it is visible.
- III. Employees must return their Identity card at the time of separation from the Institute.
- IV. It is expected from employees to take proper care of the ID card including its safe preservation.
- V. This Identity card is the property of FDSM and shall be surrendered immediately when demanded by the Management of FDSM.



VI. It is expected that employees do not misuse the Identity card in any manner.

Reporting:

- I. Daily, Weekly and Monthly reporting (telephonic, e-mail, personal) must be done to the Reporting Authority as per Process / Instructions given by the Management.
- II. Weekly Review Meeting: It is mandatory to attend and compulsory to give Weekly Report in written form to your Reporting Authority HOD.
- III. It is compulsory to attend meeting called by the Management as per mentioned schedule.
- IV. Employee must inform the HR in case of change of address, addition in their qualifications, changes in important personal information such as receipt of PAN card, Passport etc. has been changed or issued. If the new address has not been informed to HR, then all the official communication will be at the last address of an employee as per the Institute records.
- V. Employee must handle Institute equipments carefully.
- VI. Employee must switch off computers, Monitors, unwanted lights and electricity operated appliances before leaving Institute Premises or during lectures in Institute, in meeting, lunch etc.
- VII. Employee must remember cell phone is not allowed in the Institute premises, so as not to disturb others.
- VIII Employee must focus on their work while they are on the Institute premises.
- IX. It is expected from employee to complete their day's work before leaving at the end of day.

Employees must refrain (Not to do) from the following

- I. Usage of screen savers and / or backgrounds on Computers, other than standard windows screensavers / backgrounds or background released by the Management.
- II. Speaking in a language not understood by others, while on Institute duty which look of ending to others.
- III. Making / having long personal conversation on telephone / mobile etc. during Office hours.
- IV. Usage of Internet for requirements not pertaining to job during the Office hours.
- V. Smoking, gambling or consuming alcohol or tobacco or pan masala, chewing gum in any form while at work or anywhere on the Institute premises or on official duty.
- VI. Leaving Institute premises for smoking / Tea / chewing tobacco etc. and remaining absent during working hours.
- VII. Usage of Institute property for personal requirement.
- VIII. Accessing personal emails / personal chatting during official work hours.
- IX. Usage of absurd ring tones / SMS tones / caller tune on mobile phones leading to disturbance in the Institute



X. Viewing / storing / collecting / distributing / receiving pornographic material in any of Institute premises on duty in any form and in any storing devices such as Institute provided desktops, Laptops, any kind of Discs, pen drive, mobile phones etc.

XI. Storing personal materials such as personal photos, personal backups, songs, PC Suites of your mobile phone devices, configuring personal email IDs in outlook etc. on any of the Institute's devices.

If the staff feels necessary to upload such personal material on Institute devices, he / she must obtain the approval in writing from the Management.

Code of Conduct

I. Employee must follow processes identified by the Management from time to time so as to improve working of FDSM.

II. Employee shall not commit theft, fraud, misappropriation or dishonesty in connection FDSM business or property.

III. Employee shall not interfere with any other employee's work, disturb him/her or cause annoyance to him/her at work.

IV. Employee shall not disturb the peaceful atmosphere in FDSM by demonstrating, shouting and loud talk or indulge in any act, which is prejudicial to the peaceful working of FDSM.

V. Employee shall not indulge in any quarrel, abusive language, fight or violence or any other disorderly and/or indecent and/or riotous behavior on any of the premises of FDSM.

VI. Employee shall not distribute or forward any E Mails, notice(s), leaflet(s) or material, which is detrimental to the smooth functioning of FDSM

VII. Employee shall not make collection of money for any purpose other than FDSM official purpose without prior written approval from FDSM Management.

VIII. Employee shall not Tamper or Disfigure or Damage any property, records, notice etc. of FDSM by writing or otherwise.

IX. Employee shall not tamper with any record(s) or notice(s) of FDSM notice etc. of FDSM by writing or otherwise.

X. Every employee shall show due consideration, courtesy and attention towards all other employees, customers, suppliers and associates of FDSM notice etc. of FDSM by writing or otherwise.

XI. Employee shall not use Institute address for personal correspondence other than approved by the Management on receipt of appropriate justification and application in writing.



XII. Employee shall not misuse or damage Phone Calls, Cash, Internet, software applications, Telephone, Appliance, Stationeries, Machine, papers, any raw material, Property etc. of FDSM and its customers, Vendors, faculty of other colleges etc.

XIII. Employee must share the knowledge with their colleagues

XIV. Employee shall not perform any of his / her personal activity during the Institute hours / in the Institute premises.

XV. Employee shall not share his / her personal E-mail ID to any employee or ex employee of FDSM Customers and Vendors.

XVI. Employee shall not make unauthorized copy of any software or any copyrighted material.

XVII. Employee shall not criticize or malign FDSM Customers, Employees, Stake holders and Vendors.

XVIII. Employee shall not take undue cash / Advantage from FDSM and its customers, Vendors etc

XIX. Employee must maintain professional relationship with Persons / employee of FDSM and its customers, Vendors etc and its customers, vendors etc.during Institute duty.

XX. Employee shall not encourage the employment Referring Activities among FDSM customers, vendors etc. directly or indirectly,unless acquired necessary approval from the Management of FDSM.

XXI. No Employee take photocopy (Xerox) / scan / Photograph any official documents of FDSM and its customers, Vendors etc. present in Institute premises their respective Institute premises or belonging them without taking necessary approval from the concerned authority in case of need of such document(s).

XXII. Any work assigned to employees strictly need to adhere to time.

XXIII. Documentation

XXIV. It is mandatory to submit various documents such as Address proof, Residential proof, Professional and educational certificates etc. as and when required by the Management or HR.

6.20.12 Dress Code

I. As a member of the FDSM family, each employee is expected to present in a professional appearance at all times. All men are expected to wear Business Casuals i.e. Formal Trousers, Shirt, and Smart Formal Polished Shoes.

II. While the range of ladies' business attire is broader, they must maintain comparable standards i.e. Sari, Salwaar-Kameez, Formal Shirt & Trousers. For Teaching staff: Sari, Salwaar-Kameez ; For Non Teaching staff: Sari, Salwaar-Kameez, Formal Trousers, Shirt



- III. Employee can wear Smart Casual wear including Smart Indian Traditional wear on Saturday.
- IV. Decent pair of shoes and formal pair of socks is a necessity for all employees on all working days.
- V. Male employees are expected to come to the Institute having decent shave on each day.

Communication Protocol

- I. The official language of communication shall be English.
- II. All the E-mail communications shall be done on the official ID of FDSM.
- III. Employee must check their E-mails at least once in a day and reply to necessary mail immediately.
- IV. Employee must communicate with all the colleagues and students with due respect.

Performance Review and Training

Performance Review

All Employee's performance shall be reviewed using Appraisal System. It is mandatory for each employee to exercise Appraisal Systems implemented by FDSM and contribute to the Growth of Institute. FDSM has implemented performance Review System as below.

Annual Appraisal System: The rating of all semester Appraisals shall determine the annual performance ratings of an employee. This Annual Appraisal is also coinciding with Increments as per

Training

- I.** Foster Development School of management believes in constantly upgrading the skills of its employees by providing regular training. To achieve this objective, the Institute has initiated Faculty Development Program Program - (FDP).
- II.** It's very important and compulsory to attend all the training programs as applicable and assigned by the Management.
- III.** Employee must attend the training sessions held by FDSM on the training communication. It is expected that employees undergoing training shall put the learning in practice to sharpen skills for the benefit of both the parties.

Non-disclosure

The Employee shall at all times maintain strict confidentiality and secrecy in respect of all the **Confidential Information** that he/she may acquire or possess in any manner during the course of his/her employment with FDSM and he/she shall not either directly or indirectly use, reveal, copy, duplicate, reproduce, record, distribute, disclose, take photograph in premises of **INSTITUTE** and its **ASSOCIATES** or allow to be divulged or disclosed such **Confidential Information** in whole or in part belonging to **INSTITUTE** and its **ASSOCIATES**, in any form viz. verbal, written, digital, print, electronic, physical etc. to any **THIRD PARTY** save and except for the purpose of his/her



employment with FDSM by and under the instructions and after seeking written approval from authorized person of **INSTITUTE**.

Handling of Institute property

Employee must handle Institute properly with care and prevent from any kind of damages.

Taking care of Visitors

I. Receptionist will contact the concerned person to whom the visitor wants to meet and receptionist will either call the employee at the reception or send the visitor inside the office after getting confirmation from the employee.

II. In case visitor wishes to visit Floor area. Permission from respective Head will be required.

Visitors to department such as Accounts, Finance are not allowed, except in case where accompanied by HOD & above.

Non adherence to HR Policies / Instructions by the Management

The following process shall be followed in case any employee found non adhering to any of the HR Policies or non-following any instruction by the Management or respective reporting authority:

- Personal Meeting with the Reporting Authority
- Despite of Personal Meeting if there is no improvement shown then HR & Management will intervene
- If Employee found, despite of meeting with HR, non adhering to the policies, a warning letter will be issued.
- After two such warning letters any indiscipline may result in termination of the services of that employee.

6.20.19 Gifts Acceptance Policy

Accepting any gifts or such gesture of any value, even promotional and marketing-type gifts from our Students/Suppliers / Vendors / dealer etc. are strictly prohibited.

Personal relationships with Students/suppliers, dealers, and customers must not affect your ability to act in a manner that is best for the Institute. Those relationships must not harm the Institute's reputation by creating the appearance of impropriety.

Accepting gifts or favors from a business contact, such as a supplier or dealer, can make your judgment partial or bias when making decisions for the Institute, or many give the appearance that the supplier or dealer is "buying" favorable treatment.

All employees are expected to act in a manner which promotes our Institute's best interests.



EMPLOYEE SEPARATION

Retirement & Extension

After attaining the age of superannuation, i.e. **60** years, the employee shall retire from the services of FDSM.

The age of superannuation is decided on the basis of the date of birth of the employee as entered in the records of FDSM and proof submitted therewith. No subsequent justification towards the information furnished shall be entertained

Every employee shall retire on the last day of the month in which he / she attains the age of **60** and written intimation of the retirement date shall be sent to the employee at least 1 month in advance.

The final dues of the employee shall be settled as per the normal procedure.

Extension of services of an employee who has reached at the age of Retirement age shall be at the sole discretion of the Management.

Such employees shall be given an appointment letter as fixed term contract for 11 months period, renewable of contract subject to fulfilling the physical, technical and other conditions as may be described in the letter.

Resignation:

Employees can resign from the services of FDSM.

Studies by giving notice applicable as mentioned in the appointment letter of FDSM HR Guidelines/ Manual, which may be revised from time to time.

It is preferred and expected that the Employee must talk with his / her Reporting to authority or with the Management on the reason/concerns before giving formal intimation for resignation.

Final dues shall be settled after 30 days from the last working day after ensuring that the employee has completed with his / her obligations to Foster development school of management.

Employees not giving proper one month notice, hand over or failing to meet any process as laid down in the afore said „Exit Process“ may not be relieved, and settlements due to such employees may be withheld and / or forfeited.

The Management shall have the right to refuse to accept the resignation of any employee when any disciplinary action is contemplated or pending against him/her and / or any task assigned to the concerned employee is incomplete or pending.

Notice Period

The resignation letter must be submitted in writing with sufficient notice of minimum 30 days or as mentioned in the letter of appointment.



Termination / Dismissal

The services of an employee are liable to be terminated in the following cases:

- i. Major misconduct (as per definitions under the AICTE & Mumbai University)
- ii. Unsatisfactory performance (as decided within the performance appraisal & in conjunction with the Management)
- iii. Giving false statements about his / her personal / professional background or suppression of relevant facts during the selection process / at the time of joining.
- iv. Involvement in criminal offence(s).
- v. Violation of the terms Contract and undertaking given at the time of joining / thereafter.
- vi. Non-adherence to any FDSM HR Guidelines.

Termination of services shall not be made unless the concerned employee has been given a reasonable opportunity to explain the facts relevant to the case & the Management decision will be final & binding.

Absconding / Voluntary abandonment of Service

Legal proceedings may be initiated against employees who violate any contractual obligations with FDSM.

In the absence of intimation to FDSM after establishing the facts of abandonment of services, the name of such employee shall be removed from the muster and net dues.

No relieving letter or experience certificate shall be issued in such cases of absconding/abandonment of service.

Death while in Service

All dues shall be settled in favor of the nominees as appearing in the records after ascertaining the identity of the nominees and obtaining an indemnity bond from them. In no circumstances after settlement of dues shall take place without ascertaining the legal heir ship in case of any dispute arises.

REIMBURSEMENT POLICY

(Food, Conveyance, Travel, etc.)

Scope – All employees of Foster Development School of Management

Eligibility: All kind of reimbursements viz. Food, conveyance, Travel etc. shall be applicable and cleared subject to the **prior approval from the Management.**

Note: In case of failure to submit the claim within stipulated time, no claim shall be entertained under any circumstances.

All kind of Food, Conveyance and travel bill shall be reimbursed at actual subject to the



submission of valid bill on time and pre-approval from the Management.

In-Land / Overseas Travel

Any Travel with-in or outside the country shall be governed as mentioned below

The Hotel & Travel Mode - Air Way/Rail Ways shall be booked by the Institute.

On visit, employee should have incurred the travel cost to meet the day to day Expense at the place of Visit, Fill Payment Voucher Application form and reimbursed from Accounts Department.

On return Employee need to submit detailed expense summery along with Valid Bills to Accounts Department, balance cash, claim form if employee has incurred out of pocket expense etc. within 7 days of returning from In-Land / Overseas travel .

TRANSFER POLICY

As mentioned in the letter of appointment, any employee (confirmed, on probation, on contract, trainee) may be transferred to department within FDSM at the mutual consent between the employee and the Management, as and when the need arises or as per Business requirement.

In case of inter department transfer which involves role change, HR will inform the concerned employee and issue a letter to that effect, copy of which will be maintained in the personal file of the concerned employee for record.



Chapter 7

Research Guidelines

This chapter introduces the research guidelines to the faculty members and students.

INTRODUCTION

The main objective of this journal is dissemination of knowledge, encompassing emerging management concepts and to widen professional horizons, in the dynamic socio-cultural, economic, political and technological environment.

GUIDELINES

Submission of articles

1. Research Articles must be of original work and must not have been published previously.
2. The Researcher should state his/her Full Name along with Current Designation, Address, Contact Number and Email-id on the Cover Page. Kindly note that these details should not be mentioned on any other page.
3. The minimum number of words is 3000.
4. Abstract, in paragraph format should not exceed 250 words.
5. References pertaining to Journals, Books, and Internet etc. should be provided at the end of the paper in alphabetical order as per the norms to be followed for stating references.
6. Kindly do not send the same article in more than one journal at a time.

Code of Ethics to Check Malpractices and Plagiarism in Research

Ethics and plagiarism are the significant components in the research and publication. Sometimes it is observed that researchers claim others work as their own, which will degrade the reputation of the individual and/or institution.

- a) A Research Cell has been formed comprising of all PhD holders of the institute to assess the faculty researcher / students who produce their work in the form of Research Publication / Research Article/ Project Report.
- b) Especially the research work of faculty / students in the form of papers / projects must go through the process of plagiarism and has to maintain high academic and production standards. Apart from this the Research Cell takes extra measures to ensure that the work is at par with the



national / international standards.

- c) We use Anti-plagiarism open software such as www.plagiarisma.net ,
www.duplichecker.com and www.smallsetools.com for online plagiarism checking.
- d) A maximum 25% of plagiarism window is allowed for faculty as well as student researchers.
- e) Any violation of the rule and other issue, complaints regarding plagiarism attracts disciplinary action to be imposed by Research Cell within one month from the day of complaint.

THE RESEARCH COMMITTEE

The Research Committee comprises of the Director and members of Research Cell. Plagiarism related to Invalid Source, Duplication, Paraphrasing, Repetitive Research, Misleading Attribution,

Unethical Collaboration calls for disciplinary action by the Research Committee.

COPYRIGHT

Authors can easily submit duly filled and scanned “Copyright Form” of their manuscript. The facts and views in the article will be of the authors and they will be responsible for authenticity, validity and originality etc. The authors should give an undertaking while submitting the paper that the manuscripts submitted to the journal have not been published and have not been simultaneously submitted or published elsewhere and manuscripts are their original work. That if and when the manuscript is accepted for publication, the authors agree to automatic transfer of the copyright to the publisher.



Chapter 8

Internal Quality Assurance Cell

Internal Quality Assurance Cell

This chapter discusses the Quality Policy and Internal Quality Audit System.

INTRODUCTION

This Internal Quality Audit Manual is designed to check the policies, procedures and requirements of the FDSM. The system is structured to comply with the requirements of the International Standards. FDSM audit is a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

An FDSM IQA is to ensure you are actually doing what you say you are doing.

OBJECTIVES OF AUDIT

During an audit the institute:

- Verify that the management system is in compliance with FDSM Manual standard
- Check to ensure that the actions taken to meet the quality objectives of the organization are suitable
- Verify that any problems within the management system have been addressed
- Look for any improvements that can be made to the system
- Internal Quality Audits are usually conducted internally by or own staff .
- Adequacy Audit - Documentation Review
- Compliance Audit - Implementation / Process Adherence Review
- Internal Audit - Conducted by the organization of its own.
- External Audit - Conducted by external agency (Customer / Consultant / Certification Body / Government Regulatory Body)

FINDINGS

During the audit, findings in terms of Non-Compliances or Non-Conformances (NCs), Opportunity for Improvement (OFIs) and Strengths can be reported, as described below:

A. Major Non-Compliance: A Major Non-Compliance indicates absence or deficiency of a required



practice defined in the model, standard.

B. Minor Non-Compliance: A minor non-compliance is the one which indicates some deviation from the practices. It shows that practice is followed but partially.

C. Opportunity for Improvement (OFIs)/Observation: Whereas an OFI, also called as an 'Observation' shows a finding which can be improved upon and does not conform to major or minor non-compliance. It is something that indicates adequate implementation but the organization can use the suggestion for process improvement.

D. Strength: Strength shows the implementation of one or more practice, which is exceptional or on which you can feel proud of.

ROOT CAUSE ANALYSIS FOR NCS

Root Cause Analysis (RCA) should be done for all types of findings irrespective of their types i.e. major or minor. It is important to analyze root causes of major as well as minor NCs. Because if we leave minor NCs un-attended, they can become Major NCs over a period of time and can take more effort and resources to fix them.

INTRODUCTION TO CAPA

A corrective action deals with a Non-Conformity (NC) that has occurred, and a preventive action addresses the potential for non-conformity to occur. When failure does occur, we demand a rigorous process of investigation be initiated to identify why it occurred. Corrective Action Preventive Action (CAPA) is a process which investigates and solves problems, identifies causes, takes corrective action and prevents recurrence of the root causes. The ultimate purpose of CAPA is to assure the problem can never be experienced again.

Corrective Action (CA) is an extension of **Root Cause Analysis (RCA)**. The first goal of CA is to find the root cause, base event or error that preceded the problem. The second goal is to take action directed at the root cause or error.

Preventive Action (PA) is similar to Lessons Learned / Read Across. PA resembles the replication activity of **Design for Six Sigma (DFSS)**.

How to Implement CAPA

There are many ways to apply the two functions of CAPA. The Corrective Action Preventive Action approach is as follows:

Corrective Action Implementation

When a symptom is observed or communicated, a systematic set of activities are initiated. The activities are intended to describe the problem in sufficient detail so that the team can identify



a root cause path. Once a root cause path is selected, a permanent corrective action is identified, verified, implemented and validated. Steps for Corrective Action are detailed below:

1. Symptom is observed or communicated in audit and reported in findings.
2. Problem Statement is discussed.
3. Root cause is verified by turning it on or off at will.
4. Permanent Corrective Actions are determined for root cause and inspection process.
5. Implementation and Validation of the Corrective Action.

Preventive Action

Often the root cause is the system or lack of policies, practices or procedures. Preventive Action (PA) occurs after the physical root cause has been identified and permanent corrective action has been validated. PA recognizes the value of the information and actions taken during the CA function. This information is shared within the organization. The following steps are taken for Preventive Action:

1. Capture the Problem Statement as an Object-Defect for searchable databases.
2. Link root causes to the Problem Statement with the Permanent Corrective Action.
3. Identify other systems, facilities and processes which could benefit from the knowledge captured.
4. Assure Systems Documents are updated.
5. Archive information for future retrieval including supporting information.
6. Publish and close-out team experience.

