

BALSAM ACADEMY

EMPLOYEE HANDBOOK



WELCOME

We firmly believe that education transcends the mere imparting of knowledge; it is a profound journey that involves nurturing the soul and instilling values. Our shared vision is to empower our students to become compassionate, resilient, and responsible global citizens who make a positive impact on the world.

We encourage you to align yourself with this larger purpose: to make a positive impact on the world by empowering our students to become compassionate, resilient, and responsible global citizens. Let us embrace the challenges and opportunities that lie ahead with enthusiasm and a united sense of purpose.

We welcome you all, new or returning, to the new school year as we continue our efforts to increase student learning and ensure our students acquire the necessary knowledge, skills and a robust plan for their future. Our students are preparing to live and work in an increasingly challenging world and our role in their development is critical.

Being informed and involved are the initial steps in making meaningful contributions to the success of our school programs. This handbook serves as your guide, providing insights into the school's expectations, and assuring a safe and secure learning environment for all.

We express our heartfelt gratitude to each one of you for joining our shared commitment to building a better nation through education. Together, let us contribute to the growth and success of our students and inspire positive change in our community and beyond. Thank you for being an integral part of our educational journey at Balsam Academy.

NOTE

We encourage you to get aligned with the information pertained in the links below as it vital for our purpose.

[SCHOOL WEBSITE](#)

[SCHOOL POLICIES](#)

[SCHOOL PROCESSES](#)

Should you need further guidance or any assistance during your time here at Balsam Academy, kindly refer to the link below and contact the respective member(s).

[SCHOOL DIRECTORY](#)

| PAGE | SECTION |
|------|-----------------------------------|
| 3 | Service Rules |
| 5 | School Management Committee |
| 6 | School Core Committee |
| 7 | Levels |
| 8 | About School |
| 9 | Strategic Plan - Sustainable 2033 |
| 10 | Code of Ethics |
| 17 | School Directory |

SERVICE RULES

SHORT TITLE AND DEFINITION

It is expedient to regulate the recruitment and rules of service of all the employees. These rules shall be called as Balsam Academy Service Rules.

These Service Rules shall come into effect to employees from the date of their employment (official joining date) and shall apply to all categories of employees i.e. Teaching and Non-teaching employee (full time as per Balsam Academy domain definition) working in the school.

In the case of persons appointed on honoraria, or on a part-time basis, or on contract, the applicability of these rules shall be subject to such special terms and conditions as may be decided by the Management from time to time.

Service Rules are subject to alteration or revision if found necessary by the Management of the School. These rules shall form the part of the employment terms and conditions of all the employees.

Definition

- Balsam Academy means Unaided Private School run by Balaram Memorial Trust.
- School – means Balsam Academy, a unit of Balaram Memorial Trust.
- Management – means the School Management Committee.
- Trust – means the Management of Balaram Memorial Trust.
- SCC – means School Core Committee.
- Establishment – means the establishment of the Schools run by the Trust.
- Employer – means the Management of Balsam Academy.
- Employee – means any member of teaching or non-teaching employee including Head of School who are on the Muster Roll of the School. It includes employees of Pre-Primary, Primary, Middle and Secondary Sections.
- Teaching Employee – means the trained Teachers who have received the professional certificate such as N.T.T., D.T.Ed, P.P.P.E, ECCE, Montessori, B.Ed., D.Ed., M.Ed., or any other relevant, recognised qualifications and or teaching experience in relevant subjects for respective areas of teaching recognised by University, competent Board, or recognised authorities. It will include teachers teaching from Kindergarten to class X. It will also include Physical Education Trainers, Performing Arts and Visual Arts Teachers, Sport Coaches, Learning Lab and other Lab Instructors, Student Counsellor, Health and Wellness Teacher, Computer Teachers and Teachers associated with Extra Curricular Activities.
- Non-Teaching Employee – means the employees who are not connected directly with teaching.

- Head of School or Head – means the person by whatever name called In-charge of Academy and administrative duties and functions of the School and includes Principal.
- Chairperson – means Trustee/Correspondent or a person by whatever name called who is empowered to take decision and having power to execute the decision taken by the Management.
- Director – means an appointed management representative by whatever name called who is empowered to implement the strategic plans collaboratively with the CORE team and work towards the vision and mission of the school.
- CBSE – means Central Board of Secondary Education
- Enquiry Officer – means an officer appointed by the Management to conduct Domestic enquiry.

APPLICATION OF RULES

It will apply to all the employees i.e. Teaching and Non-Teaching Employees who are on the muster roll of the School. The Management shall make rules providing for minimum qualification for recruitment (including its procedure) duties, pay, allowance, other benefits, post retrenchment, conditions of service of the employees.

Every employee shall be governed by the Code of Ethics prescribed by the Management and any violation of any provision will lead to disciplinary action against such employee in accordance with the provision of these Rules.

SCHOOL MANAGEMENT COMMITTEE (SMC)

The SMC governs, guides and decides policies related to school's philosophy, program and approach. It is an officially constituted body approved by the Board of Trustees. It is formed on the guidelines of the CBSE.

The SMC consists of the following members as specified in the affiliation bye-laws:

- Founder /Managing Trustee
- The School Principal
- Two members nominated by the Board of Trustees
- Two employee representatives from Balsam Academy
- Two employee representatives from other schools
- Two parent representatives from Balsam Academy
- Two educationists nominated by the Board.

FUNCTIONS OF THE SCHOOL MANAGEMENT COMMITTEE

The School Managing Committee shall have the following powers/functions:

- It shall have the power to supervise the activities of the school for its smooth functioning.
- It will work as per the specific directions given by the Board regarding admission policy. However, admissions will be made as per merit without discretion of caste/creed/religion and region.
- It shall consider the welfare of the school staff.
- It shall evolve both short-term and long-term programs for the improvement of the school.
- It shall have the powers for making appointment of teaching and non-teaching staff.
- It shall exercise financial powers beyond those delegated to the Principal within the budgetary provision of the school.
- It shall have the power to take stock of academic programs and progress of the school without jeopardising the academic freedom of Principal.
- It shall guide the Principal to maintain tone and discipline in the school.
- It shall ensure that the norms given in the State Act with respect to educational institutions and by the CBSE regarding terms and conditions of service and other rules governing recognition/affiliation of the school are strictly adhered to.
- It shall ensure that the school gets furniture, science equipment, library books and other teaching aids and the requisite sports material in adequate quantity and on time.
- It shall exercise powers to take disciplinary action against staff.
- It shall have powers to sanction leave to the Head of the Institution including casual leave.
- It shall ensure that no financial irregularity is committed or any irregular procedure regarding admission/examinations is adopted.
- It shall have the power to propose to the Board, the rates of tuition fees and other annual charges and review the budget of the school presented by the Principal for forwarding the same to Board for approval.
- The Managing Committee will meet at least twice in an academic session

SCHOOL CORE COMMITTEE (SCC)

The SCC governs, guides, decides and implements policies recommended or ratified by the SMC and oversees day-to-day running of the school. It is an officially constituted body approved by the Board of Trustees. All sub-committee heads are members of this committee. SCC makes, modifies, and recommends all policies related to school – in terms of micro level operations. This committee supervises the activities of the school for its smooth functioning. It works in accordance with the specific directions given by the Trust regarding all school policy matters. It acts as bridge between the Trust, the SMC and the School. They have a 1-year tenure to participate in all processes governing the school management.

ROLES AND RESPONSIBILITIES OF THE SCHOOL CORE COMMITTEE

- Supervises the activities of the school for its smooth functioning.
- Works in accordance with the specific directions given by the Trust regarding all school policy matters.
- Considers the welfare of employees of the school.
- Evolves both long-term and short-term programs for the improvement of the school.
- Conducts performance appraisals of teaching and non-teaching employees.
- Exercises financial powers delegated by the Chairperson within the budgetary provisions of the school.
- Takes stock of the academic program in progress of the school without jeopardising the academic freedom.
- Guides to maintain Tone and Discipline in the School.
- Ensures that terms and conditions of service and other rules governing recognition/affiliation of the school are strictly adhered to.
- Ensures that the school gets furniture, science equipment, other teaching aids and library books and requisite sports material in adequate quantity and on time.
- Exercises powers to take disciplinary action against employee.
- Empowers the Level Monitors of Pre-Primary, Primary, Middle and Secondary Schools for sanctioning leave to the teaching employees.
- Empowers the Head of Operations for sanctioning leave to the non-teaching employees.
- Ensures that no financial irregularity is committed and any irregular procedure with regards to admission / examination / promotion is adopted.
- Proposes to the Trust various fee structures and other annual charges and reviews the budget of the school presented by the Director for forwarding the same to the Trust for approval.
- Guides and monitors all processes concerning affiliation / recognition.
- Develops and provides code of conduct for students and employees.
- Commits to resolving issues related to school.
- Maintains accounts of the school, school records, service books of teachers, and such other register as may be specified by the Trust /Board.
- Handles official correspondence relating to the school and furnish information required by the Authorities.
- Makes all payments including salaries in time as per the instructions governing such payments.
- Ensures that the fees are realised and appropriately accounted for.
- Makes purchases required for the school in accordance with the policies governing such purchases, monitor update in stock registers and scrutinise the bills and make payments.
- Ensures safety and security of children and staff of the school and give directions for improvement.
- Ensures that the grievances of the employees, if any, are disposed in accordance with the applicable rules.
- Arranges and conducts regular Committee meetings and sends the minutes of the meeting to the Board of Trustees.
- Represents concerns of whole school, when necessary, to the Board of Trustees.

LEVELS

| STAGE | GRADES |
|-------|------------------------|
| 1 | Pre-Primary to Grade 2 |
| 2 | Grade 3 to Grade 5 |
| 3 | Grade 6 to Grade 8 |
| 4 | Grade 9 to Grade 10 |



CODE OF ETHICS

The school management reserves the right to implement measures aimed at enhancing efficiency and productivity, including changes in workflow, work planning, work systems, procedures, automation, and computerisation, as well as eliminating unnecessary tasks. Work assignments and transfers between levels, departments, or branches may be made at the discretion of the management, considering the school's operational needs, without adversely affecting an employee's salary and benefits. In cases where an employee temporarily assumes higher-grade responsibilities, the management may, at its sole discretion, provide a special allowance.

LEAVE TAKING

Employees are expected to adhere to punctuality and fulfil their duties diligently. Habitual late coming, negligence, and unauthorised absence, including absence without leave for more than three consecutive days, will not be tolerated. Employees are required to obtain prior permission for leave, and overstaying sanctioned leave without proper grounds or explanation is unacceptable.

WORKPLACE CONDITIONS

- Habitual breach of any standing order/guidelines/code of conduct or any rule laid or law applicable to the school.
- Habitual breach of any rules or instruction for the maintenance and running of any department, or the maintenance of the cleanliness of any portion of the school.
- Habitual neglect of work, or gross or habitual negligence.
- Refusal to accept a charge-sheet, order or other communication served in accordance with the rules.
- Wilful insubordination or disobedience, whether in combination with another, of any lawful and reasonable order of a superior.
- Wilful slowing down in performance of work, or abatement or instigation thereof.
- Failure to keep up academic progress and up to date knowledge despite the repeated instructions in that behalf.
- Failure to properly complete the teaching of the syllabus determined for the semester /year within the stipulated periods.
- Failure to observe safety instructions notified by the Management or interference with any safety device or equipment installed within the School.
- Wilful damage to work in process or to any property of the school.
- Organising or attending any meeting or association during school hours is not allowed except when required or permitted by the Principal / Directors.

MATTERS WHICH WILL BE STRICTLY DEALT WITH

- All teaching and non-teaching staff including the transport staff shall not take any membership in any political parties, unions, etc.
- Conviction by any court of law in India, of any offence, involving moral turpitude.
- Going on strike or abetting, inciting, instigating or acting in furtherance thereof.
- Taking or giving bribes or any illegal gratification.
- Disclosing to any unauthorised person any information regarding the processes of the school which may come into the possession of the stand during his work.

- Distributing or exhibiting within the premises of the school hand-bills, pamphlets, posters, and such other things or causing to be displayed by means of signs or writing or other visible representation on any matter without previous sanction of the Director/Principal.
- Engaging in trade within the premises of the school.
- Gambling within the premises of the school.
- Theft, fraud or dishonest about the school's business or property or the theft or property of another employee within the premises of the establishment.
- Possession in school premises of weapons, explosives, and other objectionable material.
- Propagating through teaching lessons or otherwise communal or sectarian outlook or instigating or allowing any student to indulge in communal or sectarian activities is strictly not allowed.
- All teaching and non-teaching staff shall follow the guidelines issued to them from time to time by the Principal /Directors. In case the guidelines are not followed, the staff shall be liable for disciplinary action.
- Teaching and Non-Teaching staff shall not part away any information of the school to any outsider, institutions, schools and any other associates, etc.
- Holding meeting inside the premises of the school without the previous permission of the Principal/Directors is not permitted.
- The staff should refrain from any kind of commission dealings with the School Suppliers.
- Commission of any act subversive of discipline or good behaviour on the premises of the school should be avoided.
- Indulging in any form of malpractice connected with school activities or examination.
- Collection without the permission of the Principal/Directors of any money within the premises of the school except as sanctioned by any law of the time being in force.
- Asking for or accepting any contribution with the raising of funds of any kind or making any collection whether in cash or in kind, without the previous sanction of the SCC is not allowed.

EXPECTED BEHAVIOUR

- Staff is expected to maintain a professional appearance that is neither provocative, disrespectful or offensive.
- Helmets are mandatory for Balsam Academy staff riding two wheelers. Failure to comply may result in penalties, including cancellation of benefits and confiscation of the vehicle.
- Refrain from discussing school-related matters or displaying strong reactions in front of children or adults.
- Smoking, tobacco chewing, drugs and consumption of alcohol are strictly prohibited on school premises.
- Maintain modest behaviour when interacting with students, parents, colleagues and others.

Towards Colleagues

- Discriminating behaviour towards colleagues will not be tolerated.
- No discrimination shall be made on the person's marital, social, financial status. There should not be any discrimination of caste/religion/gender
- The staff must refrain from any kind of criticism and gossip about their colleagues within or out of school.
- Comments which hurt a person's sentiments and doubt his/her integrity and sincerity will not be tolerated. It will be dealt with very strictly by the management.
- Do not air out loose comments that can create doubt, panic, rumour or unsettle the institutional process.
- Zero Tolerance for Harassment: Maintain a work environment free of sexual harassment, whether physical, verbal or psychological. This policy also envisages zero tolerance of any other forms of harassment or vindictive behaviour.

- Policy matters regarding service rules and selection for a Level/Subject Head's post is based on a need and the selection procedure is democratic. Respect this process and seek whole picture when in doubt.

Towards Children

- The Staff should own the responsibility for students to ensure the safety and well-being at all times. Homeroom teachers should ensure that a child-friendly environment is created.
- Use of corporal punishment in any form or to any degree will not be accepted under any circumstances, for example: No physical abuse by slapping, pinching, pushing, and pulling will be tolerated.
- The staff should refrain from any kind of discrimination against any student on the grounds of caste, creed language, accent, place of origin, social and cultural background, class, clothes and physical appearance.
- Sharing information about a child with other members of staff has to be done only in professional forum for clinical purposes.
- The POCSO committee should report to the management immediately if they witness any kind of sexual/physical abuse of a child. The staff should also have the full courage to intervene and stop any person who is trying to sexually/physically abuse the child.
- Every child deserves a right to express himself/ herself. If the teacher witnesses some kind of group forming in the class where a child is excluded deliberately by other children, she/he has to intervene and sort out matters and make the child feel emotionally secure.
- No child should be criticised for not being able to cope up with the class-work or any other school related activity.
- The child's personal life and family matters should not be discussed at all by the staff.
- A child should not be teased by any other child/adult.
- The staff shall not enter into any monetary transactions with any student /parent, nor accept any gifts from them, nor shall he/she exploit his influence for personal ends, nor shall he/she conduct his/her personal matters in such a manner that he/she has to incur a debt beyond his/her means to repay.
- Will not sell objects /articles in the school premises to children
- By word or action, no child will be hurt emotionally, mentally and physically.

Towards Parents

- Parents should be treated with dignity and respect in words, actions and body language. Their queries should be answered with patience and understanding by any staff around irrespective of their backgrounds.
- The staff is not allowed to meet any parent during school hours. Give prior appointment and then meet the parents after the children have left for the day. In emergency, can meet with the permission of the management.
- Unless urgent, staff should not attend phone calls made by parents during school hours. Giving personal telephone number to parents should be avoided as far as possible, unless there is an exceptional problem and it should be done with the knowledge of the management.
- Staff should avoid discussing school matters to Parents in a social setting.
- The staff must refrain from any kind of criticism or gossip about the parents. If any such gossip is happening, it should be brought to the notice of the management.
- The staff must bring to the management's notice if there is some kind of unreasonable demand on the parent's part, instead of arguing with the parents.
- Refrain from commenting on colour, name, surname, physical appearance, choices in life, clothes, class, economic status, language, accent, educational background and ability of parent/parents.
- Be specific in giving any word of advice to the parents about the child. The Parent must betaken into confidence before giving the advice.

Balsam Academy STAFF WHO ARE ALSO PARENTS

- Remember that during school hours, you are a teacher not only to your own child but also to several other children. So please treat everyone fairly and equally.
- Be respectful to your child's teacher at all times.
- Respect your colleague's expertise in his/her subject areas.
- If you have some genuine concerns and issues with your child's teacher/teachers please address it to the Principal/Directors. Please do not make a personal attack on the teacher.
- If your child comes to you with a complaint during school hours, please ask him/her to go to his/her class teacher. The class teacher is the appropriate person to deal with any issue during school hours. Don't try to solve it personally as the child will always turn to you, which will be a hindrance in his/her growth and your work.
- Do not ask questions about your child's progress/performance to the teachers in corridors, lunch room, or during class hours. Reserve them for the PTMs and open days.
- Please attend your child's PTMs/Report card days at the time allotted to you.

SUSPENSION

The management may suspend employee pending enquiry in the following cases:

- Any serious misconduct committed by the employee.
- Any criminal case against an employee which is under investigation or under trial.
- An employee who has been detained in custody by competent authority and custody for more than 48 hours.
- Any employee who is absent more than 30 days continuously without prior sanction of leave.

Subsistence allowance

Where an employee is suspended by the management pending investigating or inquiry into complaints or charges of misconduct except in case of under the above- mentioned clause, Management shall pay such employee subsistence allowance as follows:

- At the rate of 50% of the salary (basic pay + D.A.) for the first 90 days of suspension and
- At the rate of 75% of the salary (basic pay + D.A.) for the remaining period of suspension if the delay in completion of proceeding against such employees is directly attributable to the conduct of such employee.

Treatment of the period of suspension

- When an employee under suspension is reinstated, the school may grant the following pay and allowances for the period of suspension:
- If the employee is exonerated and not awarded any of the penalties, he shall be given full pay and allowances which he would have been entitled if he had not been suspended, less the subsistence allowance already paid to him, and If otherwise, such proportion and allowances as the management may prescribe

PENALTIES

Classification

The School Managing Committee may place an employee under disciplinary action for good and sufficient reason including the breach of one or more of the provisions of the Code of Conduct. The following penalties may be imposed upon the employee:

Minor Penalty

- Reprimand/Warning/Censure
- With holding of increment of pay – not exceeding one year
- Recovery from pay or such other amount as may due from him/her for the whole or part of any pecuniary loss caused to the school by negligence or breach of orders
- Suspension up to fifteen days
- Reduction or demotion in lower salary grade

Major Penalty

- Removal from service
- Reduction in salary grade – back to basic pay in salary

Procedure for Imposing Penalty

- If any employee misconducts or violates code of conduct, the concerned employee may be issued show cause notice which will give details of misconduct and concerned employees shall be given seven days' time from the date of Receipt of Show Cause Notice to submit the explanation.
- In case the explanation is not found to be satisfactory and misconduct is not of serious nature then, minor penalty as mentioned above may be imposed issuing the order in writing.
- In case the explanation is not found to be satisfactory and the misconduct is of serious nature which warrants the termination of the employee, then the following procedures shall be followed:
 - Domestic enquiry will be set up.
 - Independent Enquiry Officer shall be appointed by the Management.
 - The name of the Enquiry officer shall be intimated to the concerned employee in writing.
 - Employee will be entitled to appoint his/ her colleague to defend his/ her case. No outsider shall be allowed to represent the employee. He/she will also be entitled to produce witnesses or any other documents, etc.
 - Management will also appoint its representative to represent the case before the Enquiry Officer.
 - During the Enquiry, the concerned employee is entitled to see all the documents provided by the management representatives and can also have a copy of those documents and shall be also entitled to cross examine the witnesses produced by the Management.
 - A copy of the Enquiry report shall be furnished to the concerned employees to submit his comments if any to the Management. The concerned employees will submit his/her comments to the Management within ten days from the date of receipt of the Enquiry Report.
 - Management will examine the Enquiry report after the receipt of the comments from the concerned employees. In case no comments are received within the stipulated period from the concerned employees, the Management will take the decision after examining the enquiry report.
 - Enquiry Officer will give sufficient opportunity to the concerned employee to present his/ her case. In case the concerned employee does not attend the enquiry despite given an opportunity, the Enquiry officer can prepare enquiry report based on available information/documents presented by the Management during course of enquiry.
 - Orders of action will be issued in writing.

SERVICE ORDERS, NOTICES, ETC.

Every order, notice and other process made or issued under the Rules shall be served in person on the employee concerned or communicated to him/her by Registered AD/Courier/post at his last known address with the school. If the employee refuses to accept a communication addressed to him/her, a copy of the same will be put up on the School Notice Board after recording the refusal in the presence of 2 (two) witnesses and the same shall be deemed to be effective service.

Interpretation

The Management may at its discretion, issue orders for the implementation of these Rules, if considered necessary. Any question of doubts in the interpretation of the Rules should be referred to the Correspondent or the Directors for clarification whose decision shall be final and binding on all employees. The provision of these Rules shall apply conjointly and in conjunction with the service agreement/letter of appointment and code of conduct, etc.

AMENDMENTS

The School may amend, modify, delete, or add content on website, policies, processes and code of ethics from time to time and all such amendments, modifications or additions shall take effect from date stated therein and shall be binding all employees.

ADMINISTRATIVE OFFICE: PEOPLE AND RESPONSIBILITIES

| QUERIES | DESIGNATION | MODE | MAIL |
|---|--------------------|-------------------------|--|
| For all appointments, inquiry and complaints | HR Officer | Phone, Email or Walk-in | hr@balsamacademy.org |
| For any admissions related queries | Admission Officer | Phone, Email or Walk-in | admission@balsamacademy.org |
| For all transport related queries | Transport Manager | Phone, Email or Walk-in | transport@balsamacademy.org |
| For all fee related queries | Accountant | Phone, Email or Walk-in | asst_accounts@balsamacademy.org |
| For all non-academic issues including transportation, ID-card, fee- related issues in which no response has been received within 3-5 working days' time. Any other complaints/suggestions/ concerns related to administration at the school with prior appointment only | Head of Operations | Phone or Email | hop@balsamacademy.org |

ACADEMIC ISSUES : WHOM TO GET IN TOUCH WITH?

| QUERIES | CONTACT PERSON | COMMUNICATION MODE |
|--|---|--|
| For child-specific academic or behavioural issue | Home Room Teacher or Single subject teacher as needed | Either telephonic conversation or face- to face meeting with prior appointment through the diary or through the HR |
| For major concerns related to behaviour issue You can also e-mail specific queries/complaints where response has not been received by you within 5 working days | Vice Principal | Phone, Email or Walk-in |

| QUERIES | CONTACT PERSON | COMMUNICATION MODE |
|--|----------------|---|
| For all academic related queries (Pre-primary to Grade 10) and any student specific issue in which response has not been received by you within 3 working days | Level Monitor | Either telephonic conversation or face- to face meeting with prior appointment only |
| For all academic related queries (Grade 9 & 10) and any student specific issue in which response has not been received by you within 3 working days | Principal | Either telephonic conversation or face- to face meeting with prior appointment only |
| For any major school issue You may also e-mail specific queries/complaints where response has not been received by you within 5 working days | Principal | Either telephonic conversation or face- to face meeting with prior appointment only |