

BALSAM ACADEMY - EMPLOYEE HANDBOOK 2019-20

WELCOME

The 2019-20 school year brings great excitement and expectations for all of us at Balsam Academy. We take great pride that the team strives to provide quality education for the learning community.

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 plan for their future. Our students are preparing to live and work in an increasingly complex world and our role in their development is critical.

Being informed and being involved are the first steps in making important contributions to the success of school programs. This handbook will help you better understand the school's goals and expectations in providing a safe and secure learning environment for all.

Thank you for joining our shared commitment to build the nation.

This staff handbook has been developed to provide employees information regarding the services, resources, and policies of Balsam Academy. The more you know about our school's policies and procedures, the greater the opportunity for you to assist in meeting our mission. Any updated local policy or state law or national law, along with any amended rule or regulation, will take precedence over any written information in this handbook.

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OUR VISION

For all students to learn to their full potential.

Balsam Academy seeks to educate and nurture its students and to help them maximize their potential. To attain this goal, the School provides a challenging and rigorous set of academic and extracurricular programs within a caring and supportive environment. Students are encouraged to test and learn about themselves, to develop a concern for others and to grow intellectually, physically, socially and emotionally.

OUR MISSION

Educate every student to be a responsible, productive citizen.

Balsam Academy seeks to foster a capacity in everyone for clear and creative thought. The School encourages students to understand that learning is a lifelong endeavour that is valuable. Balsam Academy seeks a diverse student body and fosters respect for individual and cultural differences. Each student is encouraged to strive for self-esteem and confidence and to be respectful of others. In addition, students learn that they must be responsible for their actions and for the decisions that they make.

OUR CORE VALUES

The Life of the Mind

First and foremost, Balsam Academy is and has always been a school that values The Life of the Mind. The children are introduced to the logic and strategy of chess, to explore nature on a trek in the village, sleep-over in the year, field trips to understand and explore learning. These experiences stimulate our students to be avid learners, eager for the chance to broaden their intellectual horizons.

Mature Behaviour

Mature Behaviour is equally important. Our children, aged three through sixteen, are expected to exhibit age appropriate behaviour, and we make our expectations clear in every class. In Kindergarten, mature behaviour includes learning to work together, to share the space and facilities, and to learn to be friends. In Primary, students and parents are given the "Statement of Core Values," outlining expectations including 'using cooperative strategies to resolve conflict' and 'being honest, kind and mannerly.' In the Middle, students take more responsibility for themselves, work to form a community with their peers, and learn good sportsmanship as they compete on interscholastic teams. In Secondary, mature behaviour includes accepting an Honour Code, taking on significant leadership roles, and making responsible choices.

Mutual Respect

Hand in hand with Mature Behaviour comes Mutual Respect. Balsam Academy does not have a 'typical student,' but welcomes an extremely diverse student population from Ranipet. We value diversity of all kinds, including racial, ethnic and socio-economic background and gender, as well as diversity of ideas and approaches. We incorporate that diversity into our classrooms and onto our play fields. The environment of respect at Balsam Academy makes it a safe place for students to explore with the knowledge that they will be supported through their successes and setbacks.

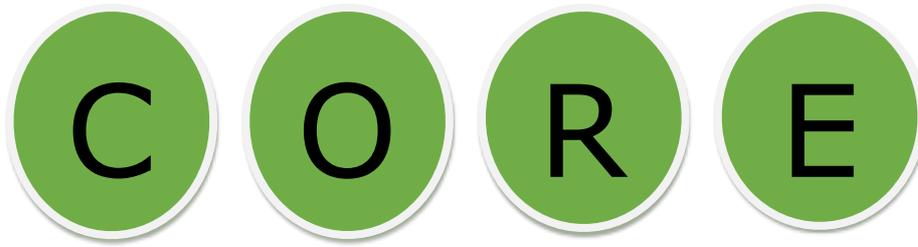
A Secure and Healthy Environment

As important as a Safe intellectual environment is a Secure and Healthy Environment. Our campus provides students with the space and facilities they need to take advantage of the educational opportunities available. The Guidance Program at every Division works with students and families to help them navigate the emotional, social, and physical changes that come with every stage of development. Most importantly, all members of our community work together to create an environment free of harassment, racism, bullying, and other behaviours that could make someone feel unsafe or unvalued.

A Balance between Individual Achievement and a Caring Community

We want each student to be the best she or he can be. We encourage them to take risks, to try new things, and to stretch themselves. We also want all our students to see beyond themselves to appreciate the larger community, and to want to give back. Students participate at every level and they are given the opportunities for both individual and collaborative work, and learn to work together to

achieve common goals.



PRINCIPLES

Foster Community

with students, families, faculty and staff, administration, businesses, and local organizations... through open and honest communication, reflection, and collaboration as evidenced by a safe learning environment where everyone can take risks and grow academically, physically, emotionally and socially.

Provide the Opportunity

for all learners to achieve success and maximize their full potential... through developing skills for problem solving, critical thinking and adaptability to create life-long learners as evidenced by fostering the continued development of and participation in educational, extra-curricular and community programs.

Show Respect

towards self, others, learning and property through celebrating, honouring and valuing diversity, honesty, integrity and trust... as evidenced by embracing individual and cultural differences.

Strive for Excellence

in education through continued development and utilization of innovative, comprehensive, and consistent curriculum throughout the School as evidenced by graduating students who are more than adequately prepared for college and/or careers leading them to become caring, thoughtful, productive citizens who can face the demands of a complex, challenging and ever-changing world.

BOARD OF TRUSTEES

School Board of Trustees are officials who devote many hours setting policy and planning for Balsam Academy. In addition to making decisions during school board meetings, they try to keep lines of communication open with our community and represent the needs of the school before state and national groups affecting education.

CORE TEAM MEETINGS **BOARD MEETINGS**

Board meetings are conducted with the best interests of the school and community in mind. Therefore, the board will function through regular meetings, special meetings, and emergency meetings.

REGULAR MEETINGS

Regular meetings generally are held every month with the Core members. Time and location shall be determined by the presiding officer.

SPECIAL MEETINGS

Special meetings may be called by the Secretary of the Trust or on a request of the Executive Director. A written notice of a special meeting, stating the purpose of the meeting, will be delivered/mailed to each board member not less than 24 hours prior to the time of the meeting.

EMERGENCY MEETINGS

In the event of an emergency, the board may meet immediately and take official action without prior notification.

MEETING CONDUCT AND ORDER OF BUSINESS

All board meetings will be conducted in an orderly manner as listed in the bye-laws or policies. The minutes shall be recorded and preserved.

PRESENTING AT BOARD MEETINGS

If School Heads are scheduled to present to the board, they could contact the Executive Director for assistance. Any written documentation the School Heads intend to provide to the board members may have to be submitted in advance or be mailed to the members.

SCHOOL GOVERNANCE

The Governing Body comprises of School Managing Committee, School Core Committee, School Transport Committee, Parent Teacher Committee, Student Council Body, Student Alumni. The objectives of the Committees are to find pathways for young people seeking entry into workplace, collaboration with organisations which are offering imaginative solutions for young people and which complement the school ethos, seeking imaginative educational ideas for parents, children and school, thereby providing a resource for all new community initiatives.

STRATEGIC PLAN - BELIEVE 2023

**BELIEVE
2023**

**“ONLY THOSE WHO SEE THE
INVISIBLE CAN DO THE IMPOSSIBLE”**

FRANK GAINES

-
- ✓ In a day when excellence is the norm, diversity is our strength, and success is measured by holding each other accountable.
 - ✓ In a day when teachers, leaders, staff, parents, community, and policymakers have high expectations for all our students and align our decisions to collectively support teaching and learning in every classroom.
 - ✓ In a day when students' learning experiences are meaningful and relevant, families and partners are actively engaged, operations are effective and efficient, and all students achieve high levels of success.
 - ✓ In a day that we will see our children graduate from a world-class school system ready to lead, innovate and collaborate in a 21st Century global society that we are inventing.....

TOGETHER

GOAL 1: STUDENT ACHIEVEMENT

GOAL 2: OPERATIONAL EFFECTIVENESS & EFFICIENCY

GOAL 3: FAMILY AND COMMUNITY ENGAGEMENT

GOAL 4: CULTURE

PRIORITY INITIATIVES

- ✓ Develop a world-class curriculum.
- ✓ Innovative School Model.
- ✓ A Collegial Professional Development Model.
- ✓ Expanding and Strengthening Operations and Communication.
- ✓ Eliminating the Achievement Gap.
- ✓ Enhancing Services for Special Education and English Language Learners.
- ✓ Strengthen Middle Level education.
- ✓ Transforming to a Data-Driven Culture.
- ✓ Curriculum Framework Accountability.
- ✓ Develop a system-wide accountability system.

OUR MEASURES

1. Balsam Academy will become an exemplary school on all academic performance measures.
2. Each student will be on a path (beginning in kindergarten) to secondary, continuing education and work.
3. Each student will learn in a modern classroom equipped with the tools necessary to achieve at exemplary levels.
4. We will recruit and retain a committed and highly trained workforce.
5. We will successfully manage the current and future growth of our student population.

Believe 2023 is posted on our website at www.balsamacademy.com in detail.

SCHOOL DAY

RECEPTION

The gates are open at 8.30 a.m for teaching staff and children. Support staff report much earlier. Sports Staff are deployed on a rota to be on playground to supervise from 8.30 a.m. Teachers and other staff members are deployed on a rota to engage the children in the multi utility halls who take the first trip on the school bus. Teachers must be in their classroom by 8.40 a.m to greet their children.

Support staff are deployed on the corridors to ensure the children come into class calmly. It is essential that staff follow the timetable for corridor duty. They must ensure that they are not late for duty and do not leave their allocated role during a duty. If for some reason you cannot do a duty (e.g. course, educational visit) it is your responsibility to organise a substitute.

DISPERSAL

Homeroom teachers and staff assigned for corridor duty must ensure that there is a noiseless, chaos-free exit.

LATE OPENINGS /EARLY CLOSINGS / CANCELLATIONS

During inclement weather or emergency situations, late openings/early closings/cancellations of sessions will be informed via SMS.

OPTIONAL SCHOOL PROGRAM FOR GIFTED LEARNERS

There is an optional school program which runs from 3:30 p.m. to 4:25 p.m. for Grades 1 to 5. Weekend programs are conducted for Grades 6 to 10 as per the program schedule. It is the responsibility of designated members to run the program smoothly and ensure a safe return of children.

RECORDINGS AND MONITORING STAFF ABSENCE

Absence is recorded manually and electronically and all such information is confidential. HR manager collates staff absence details from the information in the Staff attendance register. Staff are provided with a summary of their attendance record on a term basis. The information held is used as basis for comments on staff attendance and fitness for work in staff references.

CLASS ATTENDANCE REGISTERS

Class attendance registers should be completed at the beginning of the morning and afternoon. HRTs should mark attendance manually and forward it to the System Administrator through a support staff.

Mark / - If child is present in the morning.

Mark \ - If child is present in the afternoon.

A – If child is absent without information.

L – If child is on leave and has furnished a leave letter from the parents.

ASSEMBLIES

Assembly is an opportunity for children to explore their talents and for teachers to know the children more. At Balsam, assembly takes place in two types – one is whole school assembly, once a week and class assemblies on other days. Whole school assembly shall showcase house-wise talents based on a given theme. Class assemblies offer opportunity for every child to participate in various activities. Participating in well planned and balanced assemblies, help children to overcome stage-fear and build their confidence. The Houses across levels will be given turns on Saturdays to showcase the talents of students. The HRTs will conduct class assemblies and House advisors will conduct house assemblies to unleash the potential in children.

CELEBRATIONS

Celebrations are unique with the motive of empowering and involving children in understanding the essence of the day. To make it meaningful, special days are marked where the entire school comes together in festive spirit with efforts in bringing the community together. These days are filled with colours and joy that culture, tradition, and ethnicity brings.

BALSAM ENTERPRISE

Balsam Enterprise day is marked to elicit the organizational skills and the vocational abilities that children have learnt in their work education, hobby and STEM classes. Children make products and Balsam Enterprise is the platform setup to make these products available to potential buyers. The proceeds of the sale go to recognized charity organizations. Joy of giving is what children need to learn to become kind and caring individuals. In addition, children learn to manage finances from a very young age, which makes them responsible citizens.

APPOINTMENTS TO MEET PARENTS

Please ensure that all parents who call the school office are given appointments preferably after school hours. You are required to maintain the conference record. Also, refer to the Guidelines for conducting parent conferences.

STAFF MEETINGS

All staff members are required to meet in accordance with the days and dates marked for meetings in the time table and the school calendar without fail. A member may refrain from attending only if absence has been excused.

OFFICIAL COMMUNICATION

1. **E-mail:** Please check your work email once a day to ensure you stay updated.
2. **WhatsApp:** Please be on WhatsApp so you don't miss any official information circulated in case of emergencies.
3. **Weekly staff update:** This is the main form of communication for aspects of school life and activities. This reduces the need to send lots of emails in the week at unexpected times. All staff are expected to read and act on relevant issues in the staff update on the school notice board.
4. **Website:** The school website is a crucial source of information and all staff members are required to be updated of all relevant information shared on the website.
5. **Quarterly Action Plan (QAP):** This is a quarterly outline of all routine events/topical events. All staff needs to ensure they adhere to the deadlines outlined in the QAP and all subject/level heads and level monitors are responsible for ensuring staff do so.

TELEPHONES

Members can make calls from the main office only in case of emergency.

PROTECT CHILDREN AND SELF

It is extremely important that you protect both the children in your care and yourself when it comes to using online devices. Please take note of the following points:

- Never give your personal phone number or personal email address to parents of children you work with. If you need to ring a parent, use a school phone so that there is a record of the call.
- Never interact with a pupil on social media. If a pupil contacts you, do not reply and notify the Principal.
- Keep all school-related conversations focused on school, teaching and learning.
- Make sure that your mobile phone has a password on it. Put it on silent mode and deposit in the main office. It must not be used to take photographs, video or record children without the permission of the Principal.
- Log out of emails and lock classroom doors.
- Be professional on the internet - including Facebook, Twitter and any other social media networks.
- Don't post anything inappropriate, including comments or photos, which might embarrass you or the school.
- Remember, there is potential for anything you post online to be copied and distributed. Bear this in mind every time you post.
- Be aware of your privacy settings. If any incident does occur, notify the Principal as soon as possible.

EMERGENCY DRILL

Emergency drills will be conducted twice every year. Please ensure you play an active role in the emergency rescue team and are familiar with the fire procedures for all the rooms you work in.

FIRST AID

All incidents must be reported to the HR manager who will inform the School nurse to provide the First Aid. Children who are seen by school nurse must be called home immediately, explaining to parents/ caretakers what has happened and how it has been dealt with. It is the responsibility of the HR manager dealing with the incident that the person handing over the child has a clear understanding of the incident.

CLASSROOMS AND DISPLAYS

Classrooms should be kept tidy and clutter free. If you do not have enough storage space please let your Level Head know. Displays need to be updated monthly and reflect the current learning. These displays should be added to as the term progresses and as the children respond to the key questions. Core curriculum areas and Learning Dispositions displays need to be working walls and active display that can be used as teaching tools. Level and Subject heads can provide support with display expectations.

PAYROLL INFORMATION

PAY DATES

Pay dates fall on the 5th of the month, excluding holidays. Payments are credited to nominated accounts through the bank using Electronic Funds Transfer.

CHANGES TO NAME, PHONE, ADDRESS

Please keep the HR informed of any name, telephone or address change. All address or telephone changes must be made in writing or emailed to the HR. For name changes, you will need to bring a copy of the relevant documents issued by the government in the front office along with written notification from you requesting to change your name.

STAFF BENEFITS

- ✓ **Yearlong professional development:** Training sessions are marked on the CPD calendar to inspire teachers with practical strategies to take back to your classroom, hands on approach, subject specific training, etc.
- ✓ **Specialized training** programs are offered to prepare for differentiated instruction, inclusive education and action research.
- ✓ **Leadership opportunities** are provided for teachers who aspire to be positive leaders.
- ✓ **Casual leave** on probation (1 after completing each month); on confirmation (12 days)

- ✓ **Paid leave:** A confirmed staff member is eligible for vacation pay. Those on probation are not eligible for vacation pay. (20 days for teaching staff / 10 for Non-teaching / 7 for admin staff)
- ✓ **Two permissions:** 40 minutes can be availed twice per month.
- ✓ **Tuition Fee subsidy:** (25% if you have 1 child; 12.5 % per child if you have 2 children) is given to the children of the staff member working at Balsam Academy subject to following criteria:

[The Subsidy will not be applicable to members on probation/ Part Time Teacher / Visiting faculty / Contract staff / teacher on long leave.

The Subsidy will be applicable from the date of confirmation of the employee.

All other fees like Bus fee, External assessment/tests fee, Fee collected for Government exams etc. or any other fee collected by the school under any head will be paid by the employee in full.

In case of a child repeating a year in the same class, he/she will not be eligible for fee concession for that period.

- ✓ **Free school transport:** Staff members are eligible to use the school transport from the designated points and this is offered free of cost. This service is not to be claimed as a right because it depends on the capacity of the school bus.
- ✓ **Advances:** Staff members can entitle to Short Term Benefit Advance in times of urgent financial need not exceeding one month's salary and the same to be deducted as decided by the Principal (closure of the advance loan will be before the end of the financial year).
- ✓ **EPF and ESI**
Under the Employment Provident Fund scheme, all members get a lump sum amount including self and employer's contribution with interest on both, on retirement.
Employees covered under the ESI would get social security benefits such as medical, sickness, maternity, temporary and permanent disablement benefit, and dependents' benefit.
- ✓ **Staff Day out:** 1 day trip / sleepover for all staff members annually to combine entertainment, education, team building, and dining into one memorable package.
- ✓ **Medical check** Staff members undergo health check-up once in a year by the doctors of a reputed hospital. Computerized records of the medical history of each member are maintained by the school.
- ✓ **Health refreshments** are served to staff members to provide good nutrition, supporting lifelong healthy eating habits, and helping to prevent costly and potentially-disabling diseases, such as heart disease, cancer, diabetes, high blood pressure, and obesity.
- ✓ **Competition:** Members can register in the competitions organized for staff.
- ✓ **Awards:** Outstanding Leadership award, Outstanding Teacher award, Outstanding Employee award – to recognize excellence and contribution.

LEAVES

CASUAL LEAVE: 12 days of Casual leave is granted annually to all staff members who are working full-time. However, they can claim only one casual leave per month. This leave may not be clubbed with any other leaves. For those on probation, 1 day Casual leave is granted only on completion of each month.

Upon the recommendation of the Principal or designee and in accordance with the Service Rules and Leave Policy, staff may be granted leaves other than casual leave.

BEREAVEMENT LEAVE: Bereavement Leave is granted subject to the condition and the recommendation of the Principal. Leave is considered only for the immediate family member.

FAMILY ILLNESS: The board recognizes that the demands of the workplace and of families need to be balanced to promote family stability and economic security for staff members. School staff members may be granted leave to care for a member of said confirmed staff member's immediate family member. Conditions for the authorized use of remaining casual leave for emergency leaves are to be fairly construed in a manner consistent with service rules and other relevant school

policies. In the event the staff member's casual leave has been exhausted, the leave may be granted without pay.

MATERNITY LEAVE: A confirmed staff member may use accumulated, paid sick leave for the period of actual disability attributable to pregnancy or childbirth. This period of disability shall extend from the date of birth for a period of not more than 9 months, unless an actual period of disability which begins prior to the date of birth or continues beyond 9 months is otherwise verified in writing by the employee's physician. 3 month's salary shall be paid to the employee on return after 9 months' leave.

PATERNITY LEAVE: A confirmed staff member may be granted 3 months' leave for the period and 1 month's salary shall be payable on return of 3 month's leave.

LEAVE SHARING: The School's leave sharing program allows School employees to donate casual leave/annual (vacation) leave days which are eligible for leave sharing to an employee who is suffering from, or household member suffering from, an extraordinary or severe illness, injury, impairment or physical or mental condition. This program is intended to extend benefits to an employee who otherwise would have to take leave without pay or terminate his/her employment with the School. The Principal or the Designee will be the deciding authority.

Refer the Leave Card and the Service Rules for Procedure.

MANDATORY SCHOOL POLICIES

1. NO DISCRIMINATION

Balsam Academy does not discriminate in any programs, activities, or employment opportunities based on sex, race, religion, colour, national origin, age, veteran or status, gender expression or identity, or disability.

2. STAFF SAFETY

The Board recognizes that safety and health standards should be incorporated into all aspects of the operation of the School. Rules for safety and prevention of accidents will be posted in compliance with Board requirements. All hazardous chemicals will be identified and properly labeled. Staff members will be trained in the use of these chemicals specific to their respective jobs. Proper records will be maintained to verify that all the preventive and safety measures are in place. Injuries and accidents will be reported to the School office.

Each floor and work site will have first aid supplies readily accessible and a designated first aid area. Each new employee will receive safety orientation training and must sign a form stating that training has been provided.

Employee safety orientation training is generally provided each year for newly hired and certified staff members. It is important that staff, new and continuing, become informed on safety-related issues and be proactive in safety awareness. For additional information about the school's safety program, contact Facilities Manager.

The board has an obligation to staff, students and citizens to take reasonable steps to assure safety in the workplace and to provide safety and high quality performance for the students that the staff serves.

3. SAFE AND DRUG-FREE SCHOOL

"Workplace" includes any school building or any school premises; any school-owned vehicle or any other school-approved vehicle used to transport students to and from school or school activities; off school property during any school-sponsored activity, event or function, such as a field trip or athletic event, where students are under the jurisdiction of the school where work is performed.

For these purposes, the board declares that the following behaviours will not be tolerated in the workplace:

- Reporting to work under the influence of alcohol, illegal chemical substances or drugs.
- Using, possessing, transmitting alcohol, illegal chemical substances (including anabolic steroids) or drugs in any amount or in any manner on school property at any time. Any staff member convicted of use, possession, or sale of illegal chemical substances or drugs will be subject to disciplinary action, including immediate termination.

- Using school property or the staff member's position within the school to make or traffic alcohol, illegal chemical substances or drugs.
- Possession of firearms on school property is prohibited.

4. NO USE OF TOBACCO AND NICOTINE PRODUCTS ON SCHOOL PROPERTY

The Board recognizes that to protect students from exposure to the addictive substance of nicotine, employees and officers of the school, and all members of the community, have an obligation as role models to refrain from use of tobacco products and delivery devices on school property always. Tobacco products and delivery devices include, but are not limited to cigarettes, cigars, snuff, smoking tobacco, smokeless tobacco, nicotine, electronic smoking/vapour devices and vapour products, non-prescribed inhalers, nicotine delivery devices, or chemicals that are not approved to help people quit using tobacco, devices that produce the same flavour or physical effect of nicotine substances and any other smoking equipment device, material or innovation.

Any use of such products and delivery devices by staff, students, visitors or community members will be prohibited on all school property, including all school buildings, grounds and school-owned vehicles, and within five hundred feet of the school. Possession by, or distribution of tobacco products to minors is prohibited.

5. ANTI-SEXUAL HARASSMENT

Notices advising students, school employees and community members of this policy will be posted in appropriate locations in the workplace as determined by the Principal. Staff and students are subject to discipline for violations of this policy, and the Committee head is responsible for the enforcement of the policy.

This school is committed to a positive and productive working environment free from discrimination, including sexual harassment. This commitment extends to all staff and other persons involved in academic, educational, extracurricular, athletic, and other programs or activities of the school, whether that program or activity is in a school facility, on school transportation, or at a class or school training held elsewhere.

The Principal will develop and implement formal and informal procedures for receiving, investigating and resolving complaints or reports of sexual harassment. The procedures will include reasonable and prompt time lines and delineate staff responsibilities under this policy.

The purpose of this policy is to provide all staff, students, volunteers and community members with information to increase their awareness of their role in protecting children from inappropriate conduct by adults.

OBJECTIVE

- To provide safe and secure working environment for all students.
- To provide forum for all students against any kind of harassment, discrimination or abuse in our school.
- To provide guidelines for action when dealing with such incidents.
- Regard everybody in a lawful and just manner and diversity within the society and do not demean the dignity of the individual.
- It is the responsibility of the school to be proactive and report if students encounter any kind of abuse and harassment.

GUIDELINES

- All students/parents are advised to raise complaints to the committee members against any staff member of Balsam Academy or any student regarding abuse, use of bad language, inappropriate touches or any harassing calls or SMS through written or oral communication.
- This is to ensure and provide safe working environment for the students. No personal complaints or complaints of any other nature, will be entertained by this cell which is not related to protecting the dignity of individuals (staff/students) at the school.
- Any kind of above-mentioned complaints should be forwarded without any hesitation and it will be dealt with keeping the due respect of the person complaining.
- Any such matter will not be disclosed to anyone other than the committee members.

PROCESS

Students who feel that they are being harassed directly or indirectly or have seen any such issue may submit a complaint of the alleged incident to any member of the Committee or anyone whom they

trust by any of these medium immediately during or after the incident has occurred.

- Verbally
- In writing through '**worry box**' placed in the school office.

Parents can also forward their complaint if they feel that their child is being harassed by staff member/student.

Committee members will be receptive and sensitive to the student/parent so that they feel listened to and believed.

The identity of the student/parent will remain confidential and will not be disclosed to anyone other than the committee members and school management.

Any complaint brought forward will be discussed immediately by 2 or more committee members and they may contact the two parties for details or clarifications. The committee will then decide the future course of action and communicate the same to the complainant.

Any action (or a decision to take no action) must be made within 5 working days of receipt of the complaint.

CONSEQUENCES

The consequences to be given to the accused for violation of this policy will depend on the severity of the issue. Consequences can range from:

- Verbal warning
- Salary deduction
- Suspension for a limited period
- Immediate termination of employment
- Police complaint

For any false complaints, severe action will be taken.

The final decision will be that of committee members and the decision should be respected by all.

6. MAINTAINING STAFF/STUDENT BOUNDARIES

The Board expects all staff members to maintain the highest professional, moral and ethical standards in their interaction with students. Staff members are required to maintain an atmosphere conducive to learning, through consistently and applied discipline and established and maintained professional boundaries.

The interactions and relationships between staff members and students should be based upon mutual respect and trust, an understanding of the appropriate boundaries between adults and students in and outside of the educational setting, and consistency with the educational mission of the schools.

Staff members will not intrude on a student's physical and emotional boundaries unless the intrusion is necessary to serve an educational or physical, mental and/or emotional health purpose. An educational purpose is one that relates to the staff member's duties in the school. Additionally, staff members are expected to be sensitive to the appearance of impropriety in their own conduct and the conduct of other staff when interacting with students. Staff members will discuss issues with their building administrator or supervisor whenever they suspect or are unsure whether conduct is inappropriate or constitutes a violation of this policy.

The Board supports the use of technology to communicate for educational purposes. However, staff members are prohibited from inappropriate online socializing or from engaging in any conduct on social networking websites that violates the law, school policies or other generally recognized professional standards. Members whose conduct violates this policy may face discipline and/or termination, consistent with the school's policies, acceptable use agreement and other agreements, as applicable.

The Principal or designee will develop staff protocols for reporting and investigating allegations and develop procedures and training to accompany this policy.

UNACCEPTABLE CONDUCT

Examples of inappropriate boundary invasions by staff members include but are not limited to the following:

- Any type of inappropriate physical contact with a student or any other conduct that might be considered harassment – Prohibition of Harassment, Intimidation and Bullying and Sexual

- Harassment;
- Showing obscene materials to a student;
- Singling out a student or students for personal attention and friendship beyond the professional staff-student relationship;
- Socializing where students are consuming alcohol, drugs or tobacco;
- For non-guidance/counseling staff, encouraging students to confide their personal or family problems and/or relationships. If a student initiates such discussions, staff members are expected to refer the student to appropriate guidance/counseling staff;
- Sending students on personal errands unrelated to any educational purpose;
- Sharing obscene materials or vulgar jokes with students;
- Disclosing personal, sexual, family, employment concerns, or other private matters to one or more students;
- Addressing students or permitting students to address staff members with personalized terms of endearment, pet names, or otherwise in an overly familiar manner;
- Maintaining personal contact with a student outside of school by phone, email, WhatsApp, Messenger or Internet chat rooms, social networking Websites, or letters (beyond homework or other legitimate school work) without including the parent/guardian;
- Exchanging personal gifts, cards or letters with an individual student;
- Socializing or spending time with students (including but not limited to activities such as going out for beverages, meals or movies, shopping, traveling, and recreational activities) outside of school-sponsored events, except as participants in organized community activities; without the written consent of parents.
- Giving a student a ride alone or being alone in a vehicle in a non-emergency; and/or
- Unnecessarily invading a student's privacy (e.g. walking in on the student in the bathroom).

APPEARANCES OF IMPROPRIETY

The following activities are boundary invasions and can create an actual impropriety or the appearance of impropriety. Whenever possible, staff should avoid these situations. If unavoidable these activities should be pre-approved by the Principal. If not pre-approved, the staff person must report the occurrence, to the Principal, as soon as possible.

- Being alone with an individual student out of the view of others;
- Inviting or allowing individual students to visit the staff member's home;
- Visiting a student's home or other locations outside of school for non-educational purposes; and/or
- Social networking with students for non-educational purposes.

REPORTING VIOLATIONS

Students and their parents/guardians are strongly encouraged to notify the Principal (or student welfare officer) if they believe a teacher or other staff member may be engaging in conduct that violates this policy. Staff members are required to promptly notify the Principal (or Staff Welfare Officer) if they become aware of a situation that may constitute a violation of this policy.

DISCIPLINARY ACTION

Staff violations of this policy may result in disciplinary action up to and including dismissal. The violation will also be reported to the state Office of Professional Practices. Violations involving sexual or other abuse will also result in referral to Child Protective Services (as per POCSSO) and/or law enforcement in accordance with Child Abuse, Neglect and Exploitation Prevention.

SOP for MISCONDUCT

Objective of this document is to bring clarity in all stake holders about the standard protocol to follow, if and when there is misconduct.

Misconduct by Balsam Employee

1. Report, in writing, to the HR or Principal. Confidentiality shall be maintained.
2. Standard Disciplinary Action shall be further taken.

Misconduct by Balsam Student

1. On Campus
 - a. Report to the HRT
 - b. HRT shall gather information from all involved and resolve the issue

- c. If HRT is unable to resolve, matter is escalated to Level Head /Monitor; case is documented in the Discipline File of the class (Fill Misconduct Form and file it)
 - d. If Level Head /Monitor is unable to resolve, matter is escalated to the Principal. If need be, parent shall be summoned.
 - e. In all above cases, Standard Disciplinary Action shall be taken.
2. Off Campus
- a. Students sign the Conduct Agreement (See below) before starting on the off-campus trip
 - b. First violation, verbal warning
 - c. Second violation, report to the HRT
 - d. Third violation, sent back to campus and matter is escalated to the Principal.
 - i. In case of distance issues, parents may be summoned to pick their child from the off-campus venue.
 - e. Standard Disciplinary Action shall be taken.

Misconduct by Balsam Parent

- 1. During Generic Gathering
 - a. The Vice Principal or a senior teacher shall escort the parent to office or Principal's room
 - b. Listen to the concern
 - c. Follow Standard Disciplinary Action
- 2. During PTMs
 - a. Listen to the concern
 - b. Gently remind the parent about the time constraint during PTMs
 - c. Request parent to schedule an appointment for another day
 - d. Follow Standard Disciplinary Action
- 3. During Conference with Teacher or Principal
 - a. Present the facts as school has
 - b. Listen to the concern
 - c. State the policy by which the school has to abide by
 - d. Present reasonable alternate options
 - e. Follow Standard Disciplinary Action
- 4. In the office
 - a. Listen to the concern
 - b. Follow Standard Disciplinary Action
- 5. Over the phone / With the bus driver
 - a. Listen to the concern
 - b. Request parent to send an email stating the concern
 - c. Alternatively, inform parent that they could come to office to fill the form
 - d. Politely apologize for the inconvenience
- 6. Through email /letter
 - a. Forward the email /letter to the Grievance Officer /Principal

Standard Disciplinary Action

- 1. Employee
 - a. First violation leads to verbal warning
 - b. Second violation, apology letter and memo shall be given
 - c. After 2 memos, suspend for 1 day
 - d. Repeat violation, suspension for 1 week; severity of situation may lead to expulsion
- 2. Students
 - a. First violation leads to verbal warning
 - b. Second violation, apology letter
 - c. Third violation, talk to parents and suspend for 1 day; parents to sign the Misconduct Form (See below)
 - d. Repeat violation, suspension for 1 week; severity of situation may lead to expulsion
- 3. Parents
 - a. Under no circumstances, pick or continue argument with parents
 - b. State the school policy
 - c. Request parent to fill the Grievance form
 - d. Assure parent that issue will be looked into and office will get back within 72 hours

- e. Forward the forms /emails to Grievance Officer. In the absence of Grievance Officer, forward it to the Principal

CONDUCT AGREEMENT

I, _____ of grade ____ of Balsam Academy, promise to conduct myself with dignity and pride on the off-campus trip. If found violating the School Discipline Code, I understand that I shall be sent back to school or my parents have to arrange for my pick up. I may face disciplinary action by the Principal in accordance with the violation.

Sign:

Date:

MISCONDUCT FORM

_____ of grade ____ of Balsam Academy, was found violating the School Discipline Code on _____ on / off school premises on _____.

The nature of violation:

_____ is subjected to:

- Apology letter and community work of ____ hour/s
- Suspension for ____ day/s
- Other:

Parent Sign:

Student Sign:

Principal Sign:

7. NO TOLERANCE

7.1 MOBILE USAGE

Core objective of teaching and learning is to create an environment free from unnecessary

distractions or disruptions. Therefore, the school strongly discourages the using of mobile phones while school is in session.

Except in urgent or exceptional situations, mobile phone use is not permitted during teaching time, while on duty or when in the presence of students. School staff should not use personal devices for photography in school. Only school cameras or devices are to be used.

- Mobile phones should be switched off or kept on airplane mode and handed over to the HR
- School will not take responsibility for any damage or loss
- In cases of emergency, family may contact school
- In cases of emergency, permission must be taken to retain the mobile
- Staff must contact pupils or parents from a school phone only

Violations

- Results in the confiscation with following consequences:
- First instance: Fine of INR 100. Hand set retained for a day.
- Second instance: Fine of INR 500. Hand set retained for 3 days.
- Third instance: Fine of INR 1000. Hand set retained for a week.

All contributions will be used towards charity activities of Balsam Academy.

7.2 DRESS CODE

School staff serve as role models to students. Utmost care must be taken in the following areas:

- Clean and pressed clothes
- Prints to not include derogatory remarks or slogans of any kind
- Covers the body completely and appropriately
- Comfortable clothing and footwear to suit the job
- Not heavy or noisy accessories that cause distraction

Whilst it is not possible to list every possible clothing option here, it is hoped that staff will support the safer code of professional conduct and will dress in a way that reflects the high esteem.

7.3 DISCLOSURE OF CONFIDENTIAL INFORMATION

It is important that ALL staff know, understand and incorporate information governance best practice into their daily roles. Everybody who works for Balsam Academy has a legal duty to keep all school related information confidential. Breaches of confidentiality may lead to immediate termination after verification.

7.4 SPREADING RUMOURS

Spreading of gossips and rumours about school, management, pupil, parents, or teachers is condemned. Any Balsam staff found guilty may be immediately terminated upon verification.

7.5 SPEAKING ILL ABOUT INDIVIDUALS/ PUTTING DOWN SUBORDINATES

Staff found speaking ill about individuals or putting down subordinates intentionally or holding grudges will either be suspended for or terminated on verification, based on the discretion of the management.

7.6 DISRESPECTING SCHOOL HEADS/MANAGEMENT

Staff found disrespecting School Heads / Management through conduct, oral or written communication will be terminated after verification if found guilty.

7.7 MISUSE/ABUSE OF SCHOOL FACILITY/PROPERTY

If a complaint about misuse/abuse of school facility or property is reported to the school or the school detects suspected misuse/abuse of the school facility/property, then it will result in the following disciplinary action.

- Minor offence - Staff found guilty upon verification will devote 10 hours for community service.
- Major offence - Staff found guilty upon verification will be terminated from service.

7.8 TAKING UP PART TIME JOBS / TUTORING STUDENTS PRIVATELY

Balsam staff are not allowed to conduct any private coaching classes or be employed after school hours without a written consent from the Principal / Management. Violating the policy might lead to immediate termination.

7.9 LANGUAGE VIOLATION

The 'English language only' policy requires that all staff (other than support staff and other language teachers) and students speak English inside the school campus, on the playground and school bus. Student Council will be empowered to enforce language policy across the school including adults. Ensure you accept with grace if found violating.

7.10 ACCEPTABLE USE OF TECHNOLOGY

Balsam Academy supports access by students and staff to a wide range of telecommunications and technologies. It is anticipated that this access will enrich the teaching and learning environment, and it will allow end-users to develop skills necessary to be contributing members in an information society. The telecommunications and technologies provided by the Balsam Academy are for a limited educational purpose. "Acceptable use" is that which supports the educational mission of the school. The use of telecommunications and technologies is a privilege and not a right, and as such, this privilege may be revoked at any time.

8. ENERGY AND RESOURCE CONSERVATION

The following guidelines are set forth to establish standard practices to conserve energy and natural resources while maintaining optimum working conditions and sound financial management.

Resource conservation goals for the school:

- **Reduce the school's demand for energy and water.**
- **Avoid unnecessary utility costs.**
- **Minimize the amount of waste of consumable materials.**
- **Promote conservation principles with all students and School staff.**

It is the joint responsibility of the staff and students to contribute to energy efficiency and avoid unnecessary utility costs to ensure the achievement of energy savings throughout the school. The resource conservation program will provide school staff with training and guidance on the best practices to accomplish conservation goals. The facility manager will be provided with information reflecting the utility consumption for his/her building on a regular basis and reports are to be shared with the building staff.

8.1 FACILITY LIGHTING

- Where possible, we are all encouraged to take full advantage of natural light in classrooms and work areas. Consider leaving artificial lights off when natural illumination is adequate.
- When classrooms, and offices will be unoccupied for 5 minutes or longer, lights should be switched off.
- When training rooms, and multi-purpose rooms will be unoccupied for 10 minutes or longer, lights should be off (or half-off where applicable).
- Lighting in hallways and commons areas should be turned off at the end of the school day or when no longer needed.
- For school activities, events, and facility use beyond school hours, use the amount of lighting necessary in the occupied areas only.
- Security personnel should only turn on lights in the immediate area in which they are working.
- Outside building and parking lot lights should be switched off between 11:10 pm - 5:50 am (or 10 minutes after building is secured and 10 minutes prior to first custodian arrival). Safety lighting (solar lights) will be operated at a necessary minimum.

8.2 PROJECTORS

General Guidelines

- Projectors should be operated in the most economical way possible to provide the indoor climate that is appropriate for a specific activity, meets indoor air quality standards, and protects equipment.
- Every opportunity to decrease projector-operating times should be considered by the ICT facilitator, teachers, Facility Manager and System Administrator. These may include early dismissal, cancelled school, inclement weather days, in-service days, and other cancelled events or activities.

When operable windows are available, air conditioning should not be used if the outside air temperature is cooler than the indoor space temperature.

- Staff members are responsible for closing windows, doors, blinds, drapes, and shades in their individual workspaces at the end of each day.

8.3 ELECTRICAL APPLIANCES / EQUIPMENT

- Individuals are responsible for the electrical appliances in their workspaces.
- All electrical office and classroom appliances should be turned off at the end of the work day, including computers, monitors, printers, copiers, scanners, desk lights and display lights. Exception: main building servers.
- Consider energy efficient (i.e., “Energy Star”) products when appliances are replaced or purchased new.
- All refrigerators and freezers are to be cleaned out and unplugged during summer break. Leave doors propped open to prevent mould.
- Facilities and food service will control the shutdown of all kitchen refrigeration and equipment.

8.4 DOMESTIC WATER USE AND IRRIGATION

- Students and staff are expected to practice water conservation at every opportunity.
- Building plumbing and irrigation equipment leaks are to be reported and repaired by the Infra services Officer as soon as possible.
- Landscaping should use draught-tolerant design and native plants whenever possible. These areas will not be irrigated once established.
- Irrigation months shall be limited to June through December. During non-irrigation months, meters shall be deactivated with the proper utility agency.
- Irrigation timers will be programmed for the most efficient watering schedule for a specified landscape and soil type. School grounds staff will only operate irrigation control systems.
- All outdoor watering should be scheduled to minimize evaporation, prevent disease, and protect irrigation equipment.
- During draught seasons, irrigation will be limited to school playfields and newly planted landscape beds, terrace garden and dress lawns.

8.5 SOLID WASTE AND RECYCLING

- All students and staff should consider Refusing, Reducing, Reusing and Recycling whenever possible to minimize the amount of solid waste generated by school.
- The Facility Manager will monitor the quantity in the garbage and recycling dumpsters.

8.6 NOTIFICATION OF PESTICIDE USE

Upon request, the School will provide notification to staff and parents of the school’s pest control policies, methods and its posting and notification requirements.

Copies of the annual pesticide use record and summary are available with the Facility Manager.

9. ASSESSMENT

OBJECTIVE

To provide feedback on the learning process by gathering and analysing information about student performance.

To ensure that assessment is for learning and not the other way around.

A. Assessment papers:

1. The Subject Teachers will prepare the assessment papers for the classes they handle as per the blue print created by the Subject Heads one month prior to the assessment.
2. The Subject Heads will review the assessment paper based on the blue print.
3. The Level Monitors will review and approve the assessment paper.
4. The Level Monitors will forward the assessment papers to the Exam Committee for printing.

B. Exam Committee and routine:

1. The Exam Committee will comprise of the Principal, Level Monitors and Exam Committee Head (Teacher Member).
2. The Subject teachers will prepare the answer keys for the assessment and submit to the Subject Head.
3. The Exam Committee Head will get the assessment papers and answer keys printed, create timetable, consolidate mark sheets, answer scripts and store them safely.
4. Subject teachers will evaluate the scripts and enter the data using ERP within 7 days of assessment.
5. System administrator will generate digital reports within 3 working days.
6. A day for PTM will be marked as per the school calendar.
7. A reminder for PTM will be sent using ERP 2 days in advance.

C. Refer to PTM Guidelines

10. DISCIPLINE

OBJECTIVE:

To create and install a sense of self-discipline and order within the school where all learners will have the opportunity to grow and develop in structured and positively controlled environment.

Members involved:

1. All Homeroom teachers will be training students for acceptable behaviour in the month of April and June respectively.
2. All P.E teachers will work for school-wide discipline. (walk in corridors, reduce noise levels, come in proper uniforms, hair and nails, conduct in gatherings)

Level One: handled by the Subject teachers

1. Books forgotten at home
2. Books not covered
3. Hair not cut
4. Incomplete assignments
5. Untidy work
6. Talking in class
7. Not bring necessary writing instruments

Level Two: handled by Homeroom teachers

1. Copying of homework
2. Absence without permission
3. Littering in class and on the playground
4. Bullying peer
5. Coming late to school
6. Hair not cut

Level Three: handled by Principal and Vice-Principal

1. Assault
2. Serious damage to property
3. Theft
4. Aggressive behaviour

Please refer merits and demerits mentioned in the student handbook.

11. HOMEWORK

OBJECTIVE

To achieve 100% Learning of Core Concepts (as mentioned in the lesson plan)

SETTING TIME FOR HOMEWORK PER THE CLASS LEVELS:

No Homework for K-G2

GRADE 3 & 4 - 40 MINUTES + CREATIVE HOMEWORK

GRADE 5 TO 8 - 60 MINUTES + CREATIVE HOMEWORK

GRADE 9 & 10 - 90 MINUTES + CREATIVE HOMEWORK

ROUTINE:

1. 40% of time for Math; 30% of time for English; 30% of time for other subjects such as Science, Social Science, Tamil and Hindi - teachers may request a slot and plan.
2. A Homework Schedule are to be put up on the board; Creative homework to be included at the discretion of the teacher; once per week per subject mandatory
3. Homework to be exported on ERP to save paper and time. The homework content in the diary should be very brief; precise directions to be given. **Example: P# | E# | Q#** (P refers to page; E refers to Exercise; Q refers to Question)
4. Any lengthy directions if required must be printed and pasted in the diary.

5. Projects - mandatory 1 per term per subject; with specific learning outcome; rubrics with 5 points rating; time limit of 3-4 weeks; assessment with 5 points rating.

Rubrics for project work:

- 1 for neatness (visual);
- 1 for information collected (content);
- 1 for timely submission;
- 1 for staggered progression (completion process);
- 1 for the plan (to be given to a child who attempted)

Assessment: 5 points (report/verbal/PPT at the discretion of the subject teacher)

APPRECIATION:

1. The teachers will appreciate students' work.
2. The teachers will note down timely submissions and share with parents during the PTM.
3. The teachers will display students' work and include in the newsletter.

12. PHOTOCOPY

OBJECTIVE

To ensure that all staff use school photocopying and printing judiciously and reduce process time.

ROUTINE for material prepared by the faculty:

1. Staff will mail the material to be printed to the Level Monitors for approval along with a request mentioning the number of copies and the date by when he/she needs it.
2. The Level Monitors after checking the content within 24 hours of receipt will forward the master copy to the Head of Logistics along with a Print request slip.
3. The Head of Logistics will make the necessary copies and leave it in the 'Outbox Tray' for staff to collect after 2 working days.

ROUTINE for readily available material:

1. Staff will leave a marked copy in the 'To Print Tray' at the Level Monitor's desk for approval along with a Print request slip mentioning the number of copies and the date by when he/she needs it.
2. The Level Monitor will approve and drop in the 'Inbox Tray' within 24 hours of receipt.
3. The Head of Logistics will make the necessary copies and leave it in the 'Outbox Tray' for staff to collect after 2 working days.

SETTING TIME for Approval:

KINDERGARTEN - Saturday between 2 to 4 pm
GRADE 1 & 2 - Friday between 2 to 4 pm
GRADE 3 & 4 - Thursday between 2 to 4 pm
GRADE 5 & 6 - Wednesday between 2 to 4 pm
GRADE 7 & 8 - Tuesday between 2 to 4 pm
GRADE 9 & 10 - Monday between 2 to 4 pm

ROUTINE for all other Staff:

1. The material to be printed must be mailed to the Level Monitors stating the purpose 3 days in advance.
2. A copy will be marked to the Principal.
3. Any document related to government offices will be taken up on timely basis.

The entire process will not exceed three working days.

13. TEACHING & LEARNING

OBJECTIVE:

To promote high quality learning and attainment; to provide a high-quality learning environment.

PROCEDURE:

Annual Plans:

The annual school calendar, annual teacher calendar, annual curriculum plan will be prepared by the Principal, Level Monitors and Subject Heads and presented to the Management by end of January (preceding academic year)

Lesson Planning & Teaching:

1. Subject teachers will make the lesson plans for every quarter in advance and as indicated in the annual teacher calendar.
2. Teachers will set clear objectives and learning outcomes.
3. Teachers will prepare tools for learning and engage the students for 80% of the class time; they could cover 50% of the chapter (very important) through lecture, 15% through MI based activity, 20% through project and 15% through self-study, video and quiz.
4. The teachers will prepare revision notes for each chapter using graphic organisers (flow charts, Venn diagrams, timelines, fish bone, KWHL, etc.) to enhance the retention in students.
5. Teachers will mark all students' work within 7 days of writing.
6. Teachers will use assessment and evaluation - before, during and after each lesson.
7. Marking and feedback will be done throughout the lesson to effectively support the child and ensure accelerated progress is made.

Homework & Projects: Refer Homework policy

14. Professional Development:

1. Training programs will be conducted in the months of April and May for all teachers which is mandatory.
2. Orientation on school policies will be conducted by the Principal.
3. Whole year training will be conducted by in-house members on the dates specified in the annual school calendar.

Class Observations:

1. A rubric template will be provided by the Principal for them to record their observations.
2. Principal, Level Monitors and Subject Heads will observe the subject teachers as per the observation schedule.

Mentoring:

1. A buddy teacher will be identified for a new teacher.
2. Teachers will mentor students in small groups and individuals.

Stimulating Learning Environment:

1. Teachers will provide working walls in core subject areas.
2. Teachers will update classroom display regularly and provide quality support prompts, methods and guides that the children can access easily.

Resources:

1. Teachers will use resources effectively to support children's learning.
2. Teachers will use technology effectively to support children's learning.

15. LIBRARY**OBJECTIVE**

- Develop reading habits
- Learn to use the printed, video and audio materials for self-learning

ACTIVITIES

- Librarian shall train students in appropriate handling of the books
- Students will have a weekly library period
- Librarian shall create a monthly reading plan for each grade
- Students will be encouraged to read variety of books
- Library will host motivating activities /contests for students and staff to enrich language and develop literary skills. Include board games, crossword contests, spell bee contests, Book Lovers Club, etc.
- Librarian shall maintain the Reading /Lending Register

- Librarian shall maintain Library Access Register and keep it updated, all the time

Lending Books

- Students of grades 1-4 are not allowed to borrow books.
- Students of grades 5-10 can borrow one book at a time, during their library hour.
- Students can keep the book till their next library hour.
- Upon returning the borrowed book, another book will be issued.
- Staff can borrow up to 3 books at a time and retain them for a maximum of 3 weeks.
- Staff can borrow DVDs /CDs to use as learning materials to be used in school
- Reference books shall not be lent

Corrective measures

- Upon failing to return book, a note in the diary is sent to the parent as a reminder. Failing to return book with one reminder, student will be asked to replace the book.
- In case of damaging or losing the book /magazine, librarian must ensure the book is replaced by the student /staff.
- In cases of damaging /destroying board games, DVDs, CDs, etc., concerned student /staff shall replace the resource material.

16. GRIEVANCE

OBJECTIVE

- To assist staff to confidently address the complaints of parents
- To ensure a balance between the rights of all parties involved
- To ensure that parents will have a clear process to follow and that complaints are dealt with promptly and fairly.

Concerns and Complaints covered by the policy:

These policy cover concerns and complaints about:

- Academic
- Beyond Academic
- Administration
- Transport
- General

Matters not covered by this policy and procedures, for which there are existing rights of review or appeal include:

- Student discipline matters involving expulsions;
- Complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action;
- Student critical incident matters;
- Other criminal matters.

The Principal can advise about specific procedures for complaints of these types.

Expectations:

The school expects a person raising a concern or complaint to:

- Do so promptly, as soon as possible after the issue occurs;
- Provide complete and factual information about the concern or complaint, preferably in writing;
- Maintain and respect the privacy and confidentiality of all parties;
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties;
- Act in good faith, and in a calm and courteous manner;
- Show respect and understanding of each other's point of view and value difference, rather than judge and blame;
- Recognize that all parties have rights and responsibilities which must be balanced.

Raising Concerns or Complaints:

In the first instance, a complaint should be made to the school. The complainant should telephone, visit and/or write to:

- The school office about learning issues and incidents that happened in their class or group;
- Mail at grievancecellbalsam@gmail.com
- The Vice Principal, if students from several classes are involved;
- The Principal about issues relating to school policy, school management, staff members or very complex student issues.

Managing parent concerns and complaints information:

When the complaint is easily resolved in a telephone call, a brief note in the school's/principal's/teacher's diary recording the issue and the resolution may be all that is required.

However, with more complex/serious complaints the following details will be recorded in the "GRIEVANCE REDRESSAL FORM" available at the school office.

Addressing concerns or complaints:

- All complaints will be noted and acted on promptly by the staff member who receives the complaint.
- Upon thorough investigation, further discussion and clarification with all parties involved, the Principal, Vice Principal or designee will provide a response to the complainant.

17. PTM GUIDELINES

Objective of the Parent-Teacher Meeting is to discuss the child's progress /performance in school. The meetings are scheduled after every assessment. Also, parents can seek an appointment on the need basis.

Parents are given scheduled slot and duration for the discussion. Teachers have to state facts and seek partnership with parents. Before talking to parents, know the school policy and CBSE board requirements thoroughly.

Teachers need to prepare the following for the meeting:

- Review parent feedback and the action plan for the child from the previous meeting
- Review and update Student Portfolio - Samples of child's work and accomplishments
- Case study of the child – collect information from all teachers who teach the child
- Weekly tests, revision schedule, post assessment review, question banks and study schedule
- Notes on child's class-work, homework, diary upkeep, handwriting, eating habits, hygiene and health
- Child's behavior and attitude
- Learning styles and disabilities of the child
- Strengths and weakness of the child
- Child's interest in beyond academics curriculum
- Enrichment or intervention strategies adopted for the child

The intention of seeking /sharing above information is to help teachers provide relevant and timely support to the child.

Teachers must gather the following information from parents:

- Home environment and child's study habits
- Help given by parents /guardians: Is the child attending any tuition class? If yes, what's the outcome?
- Any major changes in the family that may be leading to sudden behavior changes
- Written feedback /any request from parents

During the Meeting

- Adhere to the time slot allocated, typically 5-7 minutes per parent. Politely brief parent on time restriction. For an extended discussion, request parent to schedule another appointment
- Present the information and data to parents in a crisp manner
- Be positive. Begin and end with positive note on the child
- Present student samples and assessment outcomes
- In case of an under-performing child, state efforts by teachers and frequency of intervention. Seek parental support at home. Listen and clarify parent concerns
- Thank parents for coming and wanting to be partner in child's growth

Absent Parents

For parents who are unable to attend the meeting, schedule appointment in the following week, after school hours.

Post PTM

- Consolidate feedback from parents
- Categorize children who need special support – remedial, gifted, sports or beyond academics
- Provide teacher feedback as HRT
- Prioritize the action items and present an action plan. Submit report to the Level Head

- Communicate the enrichment or intervention efforts to parents through diary note or ERP
- Keep the Level Head and the Principal updated on gifted and under-performing children

NOTE: Under no circumstances, the child will be blamed or accused of anything neither will teacher take the blame. Seek partnership.

18. PARENT to SCHOOL COMMUNICATION

OBJECTIVE:

- To give parents clarity on the systems set in our administrative work including office policy, timings, and responsibilities of people.
- To give clarity on how the communication process works with the school with various stakeholders including teachers, administrative staff, and management.

Office working hours:

The admin office works on all working days. School office remains closed on all Public holidays, Sundays and second Saturdays.

Timings:

Office working hours:

Monday to Friday 8:30 a.m. to 12:00 p.m. & 2:00 p.m. to 3:30 p.m.

Saturday 10:00 am to 12:00 pm

For queries over the telephone: 8:30 am to 3:45 pm (please note that school phones may be answered at other times also, but the school cannot give assurance for the same). Please note that no phone calls will be entertained regarding any belongings left, to discuss your child's progress, whether your child has settled in class or not, whether the food has been eaten or not.

For medical reasons, the message to respective teachers will be passed on.

For school tour and admissions inquiries: Admission enquiries and school tour will be arranged only on Saturday from 10:00 a.m. to 12:00 p.m.

For Emergency situations including delays in transportation, in case an SMS does not reach you in time, you should contact the school number **04172 - 272611 / 12** and emergency number **7397775879/ 7397775874**

19. GUIDELINES FOR SCHOOL TO PARENT COMMUNICATION

The Student Diary

- This is the best way to get in touch with the class teacher.
- Kindly go through the student diary every day for all circulars, notices or homework. As far as possible file the policy / circular / academic paper in the relevant section in the parent's file that has been maintained by you.
- You may put any academic or non-academic query (related to ID-Card, change of address, etc.) in the diary.
- Parents are advised not to send the communication on chits and paper as these can be misplaced easily. Please communicate only through the diary. In case you want to send a confidential note (to anyone in the school), then put the same in a sealed envelope and mark a reference to it in the diary so that it does not get misplaced.
- The school does not take any responsibility of any miscommunication of information if parents don't use the diary.

Phone Call

- Please go through the diary, circulars and ERP notifications regularly before making any inquiries over the phone. Please avoid unnecessary phone calls to the school when information has already been provided to you.
- In case you want to talk to the respective class teacher over a phone call or meet them in person, then a prior appointment should be taken at least 2 days in advance either expressing in writing through the school diary or from the front office.

SMS service

- Check your SMS regularly. We will try and send as much information through circulars in advance as far as possible, but sometimes we may have to send SMS at the last minute, especially related to transportation.

- On a regular basis, only one of the parents (the mother by default, unless changed by request) will be sent an SMS for all information. Only in case of an emergency, both the parents will receive SMS.
- Keep your inbox empty so that the SMS does not bounce back.

Email

- The School encourages parents to use as much email as possible for communication with the administrative department.
- Any general / administrative complaints or queries (mentioned below) can be e-mailed at balsamacademy@gmail.com
- E-mail to teachers may be sent at academicheadbalsam@gmail.com however, this cannot be used for any communication which requires immediate response or action, as teachers have busy schedules. Any point requiring immediate attention must be communicated through the diary only.

Administrative Office: People and Responsibilities

Queries	Designation	Communication Mode	Mail to
For all appointments, inquiry, and complaints	HR Officer	Phone, Email or Walk-in	hrbalsamacademy@gmail.com
For any admission related queries	HR Officer	Phone, Email or Walk-in	hrbalsamacademy@gmail.com
For all transport related queries	Transport Manager	Phone, Email or Walk-in	balsamtransportdept@gmail.com
For all fee related queries	Accountant	Phone, Email or Walk-in	balsamacdept@gmail.com
For all non-academic issues including transportation, infrastructure, I-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	Head of Operations	Phone or Email; meeting with prior appointment only	operationsheadbalsam@gmail.com

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 teachers as per need	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	Either telephonic conversation or face-to-face meeting with prior appointment only through the HR
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Queries	Contact Person	Communication Mode
For all academic related queries (K to Grade 8 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 balsamprincipal@gmail.com

Guidelines:

- Please take the appointment at least 2-3 days in advance at a mutually convenient time to avoid disappointment.
- Appointments will be given at the discretion of the front office based on the availability and the nature of the query or problem.
- You must either give full details of the nature of your query to the person on the phone, or you can fill up a form which will be available at front office.

Behaviour with Staff:

We request you to treat all the school staff including the support staff (bus drivers, conductors, and attendants) with courtesy always. Please note that inappropriate tone or language or behaviour will not be tolerated. Please refer to the Code of Conduct for Parents in the student diary.

SCHOOL MANDATES

Forms to sign up:

- Contract of service
- Employment agreement
- No Corporal Punishment
- Anti-Sexual Harassment Form
- Non-Disclosure Agreement
- Acceptable Use of Technology Contract.
- Acknowledgement Form

Copies to receive: Student diary, Staff manual, Staff Appraisal, Job Descriptions, Portfolio, Timetable

School Policies to be comprehended:

We recommend you prioritize reading the School policies, Service Rules, Staff Appraisal Policy, Publications and Website Guidelines, seeking clarification if you are unclear from the Principal and confirm in writing that you have read them.

All staff members must read and comprehend the school policies listed for parents and students (refer student diary and school website)

DIRECTORY

	SCHOOL WEBSITE	www.balsamacademy.com
	SCHOOL OFFICE	04172-272611/12
S.NO	DESIGNATION	MAIL
1	CORRESPONDENT	thebalarams@gmail.com
2	SCHOOL	balsamacademy@gmail.com
3	PRINCIPAL	balsamprincipal@gmail.com
4	VICE-PRINCIPAL	viceprincipalbalsam@gmail.com
5	SCHOOL MANAGING COMMITTEE	balsamacademysmc@gmail.com
6	SCHOOL CORE COMMITTEE	balsamacademyscc@gmail.com
7	PARENT TEACHER COMMITTEE	balsamacademypct@gmail.com
8	SCHOOL TRANSPORT COMMITTEE	balsamacademystc@gmail.com
9	SCHOOL DISASTER MANAGING COMMITTEE	balsamacademydmc@gmail.com
10	HEAD OF ACADEMICS / LEVEL MONITORS	academicheadbalsam@gmail.com
11	HEAD OF BEYOND ACADEMICS	balsamcoscholastic@gmail.com
12	HEAD OF OPERATIONS	operationsheadbalsam@gmail.com
13	HEAD OF ACCOUNTS	balsamacdept@gmail.com
14	ACCOUNTS ASSISTANT	balsamaccasst@gmail.com
15	HEAD OF TRANSPORT	balsamtransportdept@gmail.com
16	FACILITY MANAGER	balsam.facmgr@gmail.com
17	HUMAN RESOURCE MANAGER	hrbalsamacademy@gmail.com
18	CAREERS	careersbalsamacademy@gmail.com
19	ADMISSIONS OFFICER	admissionbalsam@gmail.com
20	DATA MANAGEMENT	balsamsadm@gmail.com
21	REPAIRS AND MAINTENANCE:	balsaminfraservices@gmail.com

22	LOGISTICS AND PRINTS:	balsamlogistics@gmail.com
23	LEVEL 1	balsam.kindergarten@gmail.com
24	LEVEL 2	balsam.lp1@gmail.com
25	LEVEL 3	balsam.lp2@gmail.com
26	LEVEL 4	balsam.up@gmail.com
27	LEVEL 5	balsam.mid@gmail.com
28	LEVEL 6	balsam.secondary@gmail.com
29	ENGLISH DEPARTMENT	balsamenglishdept@gmail.com
30	TAMIL DEPARTMENT	balsamtamildept@gmail.com
31	MATH DEPARTMENT	balsammathdept@gmail.com
32	SCIENCE DEPARTMENT	balsamsciencedept@gmail.com
33	SOCIAL DEPARTMENT	socialdept.balsam@gmail.com
34	HINDI DEPARTMENT	balsamhindidept@gmail.com
35	ICT DEPARTMENT	balsam.techno@gmail.com
36	DANCE AND MUSIC DEPARTMENT	balsammusicdept@gmail.com
37	ART AND CRAFT DEPARTMENT	balsamartdept@gmail.com
38	LIFE SKILLS AND WORK EDUCATION	balsamacademyLSWE@gmail.com
39	EXAM CELL	balsamacademyexamcell@gmail.com
40	LIBRARY	balsamlibrary@gmail.com
41	E-MAGAZINE COMMITTEE	balsamacademyEMAG@gmail.com
42	ANTI-SEXUAL HARASSMENT	balsamacademyASH@gmail.com
43	DISCIPLINE AND BEHAVIOUR	balsamacademyDB@gmail.com
44	STUDENT WELFARE	balsamstudentwelfare@gmail.com
45	GRIEVANCE CELL	balsamgrievances@gmail.com
46	COMMUNITY OUTREACH	balsamcommunity@gmail.com
47	EVENT COMMITTEE	balsamacadyevent@gmail.com
48	CULTURAL COMMITTEE	balsamacademyCultural@gmail.com
49	OUTBOUND LEARNING	balsamacademyOBL@gmail.com
50	SCB	balsamacademyscb@gmail.com
51	ALPINES- HOUSE	balsamacademyAlpines@gmail.com
52	GRANDS- HOUSE	balsamacademyGrands@gmail.com
53	HIMALAYANS- HOUSE	balsamacademyHimalayans@gmail.com
54	TYLERS-HOUSE	balsamacademyTylers@gmail.com
55	ALUMNI	balsamalumniabba@gmail.com

56	LEARNING LAB	balsamacademyLLab@gmail.com
57	HEALTH AND WELLNESS	balsampedpt@gmail.com
58	FITNESS AND SPORTS	balsamacademysports@gmail.com