

BALSAM EMPLOYEE HANDBOOK

2021-22

WELCOME

The 2021-22 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 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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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, recognized qualifications and or teaching experience in relevant subjects for respective areas of teaching recognized by University, competent Board, or recognized authorities. It will include teachers teaching from Kindergarten to class X. It will also include Physical Education Teachers, Music & Art 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: 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.
- Non - Executive Director - means an appointed management representative by whatever name called who is empowered to implement the strategic plans collaboratively with the school core committee 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.

THE SCHOOL MANAGEMENT COMMITTEE (SMC)

The SMC governs, guides and decides **policies** related to school's philosophy, programme 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 programmes 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 programmes 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

THE 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 activity 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, SMC and the School. They have one year tenure to participate in all processes governing the school management.

ROLES AND RESPONSIBILITIES OF THE SCHOOL CORE COMMITTEE

- Supervises the activity 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 jeopardizing 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 Kinder, Primary, Middle and Secondary Schools for sanctioning leave to the employees both teaching and non-teaching.
- 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 Non - Executive 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 realized and appropriately accounted for.
- Makes purchases required for the school in accordance with the policies governing such purchases, monitor update in stock registers and scrutinize 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 teachers, 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.

Balsam Academy has these levels:

Pre-Primary means LKG and UKG

Primary means the sections from Grades 1 to 5

Middle means the sections from Grades 6 to 8

Secondary means the sections from Grades 9 and 10.

CLASSIFICATION OF EMPLOYEES

- Teaching, Non-Teaching / Administrative, Service
- Full time, part / half time as per requirement or domain they are attached to.
- Visiting / Consultant/ Temporary category who are not on the school muster roll.

Permanent: means an employee whose employment has been confirmed by the School Core Committee and given in writing by the authorized person on behalf of the School Core Committee.

Probationer: means an employee who is employed as probationer to fill up a vacancy but has not been confirmed in writing.

Temporary /Contractual - means an employee who is appointed for a specified period purely on temporary and contractual basis

Part-time: means an employee who is employed on part -time basis.

- Each category has separate salary structure /fees /consolidated payment
- Combination of Pre-primary teaching as main teacher and primary level support teaching role has allowances and salary component.
- Norms are mentioned for deciding the salary structure as per their qualifications.
- Visiting faculty gets either consolidated amount per month or per session fees.

RECRUITMENT POLICY

As prescribed by the CBSE from time to time.

- All appointments of all categories shall be made through a selection committee constituted by the Trust and in accordance with and upon such conditions as the management may decide.
- Recruitment policy has been worked out in detail.
- All the employees including Teaching and Non-teaching Employees will be given Letter of Appointment.
- All appointments except for temporary and part time (as per categories) employees will be on probation for a period of 12 months which may be extended /confirmed at the sole discretion of the management.

Documents Required

- Proof for date of birth, Aadhaar card, Voter ID card, PAN card, ESI or PF details, Bank details, Passport, last salary slip, and fitness certificate.
- Attested Degree / Diploma Certificates.
- Work experience certificates or letters.
- Relieving certificates or letters with proof of last drawn salary.
- Reference letters, if any must be submitted.
- All the Original Certificates will be returned after verifications.
- If the required documents are not submitted within the stipulated time, the employment offer can be terminated without assigning any reason.
- All employees will be subject to take up psychometric test and verified by the police for a background check as per the guidelines of the CBSE considering the safety and security of children.
- In case, the information/documents furnished are not genuine or found to be incorrect, employee may be liable to be terminated without assigning any reason.

Forms to Sign

- Contract of Service
- Employment agreement
- No Corporal Punishment
- Anti-Sexual Harassment Form
- Non-Disclosure Agreement
- Acceptable Use of Technology (We didn't make one)
- Acknowledgement Form

Copies to receive: Student Handbook, Employee Handbook, Job Descriptions, Appraisal Form and Timetable

We recommend you prioritize reading the Service Rules, Employee Handbook, Code of Ethics, Publications and Website, seeking clarification if you are unclear from the Head of Operations /HR Officer 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)

Provisional Appointment

If candidate joins without completing selection procedures (interview, demo lesson etc), or under observation for satisfactory delivery of services and competence, candidate is appointed on provisional basis for first three months. If found satisfactory, employment is regularized after the said period.

For increment and confirmation, date of provisional appointment will be considered.

One week of notice period for resignation /termination is required during provisional appointment.

Contractual Appointment

- Appointment made for the specific period / specific requirement is called as contractual appointment.
- Contractual employee will be liable for TDS and other deductions.
- Contractual employee cannot be confirmed.
- Contract is to be renewed after the tenure is over if found satisfactory and at the discretion of the management.
- Contractual employees are not eligible for the regular employees' benefits and privileges.
- All internal transfers /shift in position /location /timing /profile will be officially communicated if necessary
- Salary /allowance implication will be worked out as per salary/appointment guidelines.

Super Annuated Appointment:

Anyone joining Balsam Academy at an age of 58 or so will be on consulting /visiting role. The individual can work till 60 years of age or further depending on the requirement of the organization and the individual's competence and capabilities. The role & compensation package and privileges depend on individual's competence and organizational requirement.

Scale of Pay and Benefits including Retrenchment Benefits

Scale of pay, allowances, annual increments and benefits including retrenchment benefits of the employees shall be recommended by Accounts controller and ratified by the SMC from time-to-time.

The eligible employees shall be entitled for:

- Employee's Provident Fund Scheme - As per the Employees Provident Fund Act.
- Employee's State Insurance Scheme - As per The Employees State Insurance Act
- All employees receiving salary are liable for taxes (professional / TDS) as per norms.

Probation

All employees hired for full-time position shall be on probation for a period of ONE YEAR from the date of his/her joining the duties. The probation period may be extended by the SMC for another year, if performance is not meeting expectations.

Services of an employee may be terminated during probation period with one month's prior notice. If an employee desires to be relieved during the period of probation, it will be necessary for him/her to give one month's notice in writing or one month's salary unless and otherwise the Managing Committee permits relaxation under special circumstances.

Confirmation

- If the work and conduct of an employee during probation period are found to be satisfactory, he/she will become eligible for confirmation, on the expiry of the probation period, provided he/she fulfils other requisite conditions.
- The employee shall be informed of her or his confirmation in writing within a month before the completion of the probation period.
- On confirmation, the employee is eligible for increment as per norms.
- If the confirmation is withheld due to any reason beyond probation, the employee is not eligible for the increment.

Annual Increment for Confirmed Employees

- The annual increment cycle for confirmed employees is July. If an employee has joined in May / June, his or her increment will be in the next cycle and not immediate July.
- Annual increment will be applicable to the employees confirmed 6 months before the increment cycle.
- The annual increment will be suggested by the SCC based on the performance reports and in compliance with the guidelines given by the CBSE.
- This increment will be given every year in the month of July.
- If a confirmed employee has gone in the unpaid leave category for more than 8 days, then his/her increment will get postponed by one year.
- In the event of economic slowdown due to natural disaster/pandemic, interim measures in the form of cancelling increments/incentives will be taken by the management.

May Salary (for teaching employee)

- In the first year of service, May vacation salary will be released only after completion of 11 months of service.
- Teachers need to attend all relevant and specific events of school where they play an important role and workshops related to their subjects.
- Teachers who are taking work profile and timing based on their own needs will be only on consolidated basis if Balsam Academy needs their services. They are eligible for mainstream appointment only if there is "vacancy". Till then they are not eligible for any benefits.
- In the event of economic slowdown due to natural disaster/pandemic, interim measures in the form of cancelling or deferring salaries will be taken by the management.

Retirement

- Retirement age for all the categories of employees including head of institution will be 58 years.
- The SMC may grant extension if the employee has no mental/physical disabilities and his or her services are beneficial to the institution.
- The School Management shall have the right to retire an employee in case one is found physically or mentally disabled which renders him incapable to carry out his duties. However, such employee will be examined by the Medical Officer appointed by the Management and Management decision will be final and binding after perusal of the recommendation of Medical Officer.
- Age of employee shall be determined based on documentary evidence provided by the concerned employee.

Termination of Employment

- Any Employee may be terminated from the services by the Management on the following grounds:
- Closure of the School
- Performance standards not meeting expectations (based on Appraisals)
- Abolition or Reduction of Post
- Reduction in Manpower
- Physical and Mental disability to carry out the normal duties.
- Closure of course studies
- Fall in number of pupils resulting in reduction of establishment.
- Reduction in number of class divisions due to reduction of number of students and division
- Misappropriation of school funds /accounts /violation of other kind
- If any information or documents furnished are found to be incorrect or not genuine
- Upon proven misconduct or violation of Code of Conduct (based on report of the Enquiry Officer)
- The full and final settlement will be made within 7 days from the date of termination letter after adjusting any amount due from the concerned employee.

Termination of Confirmed Employee

Services of the confirmed employee may be terminated after giving 3 months' notice in writing or an amount equal to 3 months' salary in lieu of notice period. However, if any employee is found violating the service rules or if found negligent or involved in any discipline issue can be terminated without any notice.

Termination of Non-Confirmed Employees

The services of the probationers on or before expiry of probation period or the extended period may be terminated by giving one month's notice period.

Whenever any employee is appointed for a specific period in any category employment will get terminated automatically from the last day of the specified period unless the contract period is extended by the Management in writing. No employee can claim as a matter of right for employment after the expiry of the last working day.

Resignation

- If an employee, at any time after confirmation, intends to resign, he/she shall give 3 months' notice in writing or 3 month's salary including all allowances to the Institution.
- Notice period is applicable only for working months. (1 month for those on probation; 3 months for confirmed staff)
- Vacation cannot be included for all employees
- Leave during notice period will be without pay or the relieving date shall be extended.
- Notice period cannot be extended to suit the candidate's requirement.
- For candidates on probation, May salary will not be given, if resignation comes in April or May / June (immediately after vacation).
- Relieving letter shall be given from office after all formalities are completed.
- When an employee resigns from work, she/ he must attend the Exit Interview, acknowledge the Employee Relieving Order and complete all the formalities before or on the last day of working. The ID Card, Library cards, books, equipment, etc. should be returned to their respective departments. **There should be a 'No**

Due' certificate from each department before leaving the organization.

- Resignation after maternity leave will be accepted after three working months or should pay salary of maternity leave and resignation period salary, in total.
- Employee who does not honour their commitment and leave school on false reasons to join other institutions may have their PF account held for six months, may not get an experience certificate, or may receive a notification or legal notice.

Layoff:

- Management reserves the right to refuse employment to an employee whose name is borne on the muster rolls and who has not been retrenched on account of cash crunch due to natural calamity or any other reasons.
- Lay-off results in immediate unemployment though temporary in nature. It does not put an end to employer-employee relationship, nor does it involve any alteration in the conditions of service.
- 50% or higher amount as decided by the management, of the total Basic pay and Dearness allowance will be paid as compensation.

Employee Re-Joining

- Employee worked at any level for one or more years, re-joins same level, with one year probation.
- Employee worked at any level for one or more years, re-joins with domain change, one or two years for probation specially moving up from Pre-Primary level.
- Management reserves the right to consider exceptional cases.

Filling of Vacancy

- Management reserves the right to decide the manpower requirement and the qualifications of Teaching and Non-Teaching employee and all other categories from time-to-time thereof.
- Management is at discretion to decide whether vacancy is arisen and whether to fill such vacancy. There shall not be automatic replacement on cessation of employment of any employee for whatever reasons.
- The Management may re-organize or distribute the work amongst the remaining employees.
- Appointments of the Level Monitors /Sub-committee members shall be by nominations /fresh appointment by the Management at their sole discretion and not necessarily by promotion.

Transfer

An employee shall be liable to be transferred from one section to another or from one School of the Trust to another, anywhere in India and shall also be liable to be transferred from one job to another similar job provided his emoluments are not adversely affected. The terms and conditions of service as applicable at the place of posting shall automatically become applicable to the employee. The employee shall not be entitled to claim any extra remuneration or any other benefit whatsoever on such transfer.

Private Tuitions

No employee shall undertake private tuitions. However fine arts teachers may impart art education only with prior permission in writing from the Principal /Non - Executive Directors. Sports teachers too can take up special coaching sessions for individual children /groups only with prior permission in writing from the Principal /Non-Executive Directors. Group tuitions in the school shall not be allowed.

LEAVE POLICY

Granted Leave

- Teaching staff are granted 12 CL per year; Admin and Support staff are granted 18 CL per year.
- Summer vacation: 15 days - Teaching members; 7 days - Admin and Support staff other than Security personnel.
- Employees are allowed to avail 1 CL each month and the unused leave will expire at the end of each month.
- Casual Leave cannot be clubbed between holidays. In case of clubbing, holidays will be considered as LOP More than 8 days of continuous LOP shall affect the increment cycle and skipped for the current year.
- Leave availed on Mandatory Working Days - national festivals, Opening and Closing day of extended holidays, events, celebrations, assessment days, PTMs, outbound learning days, and community outreach activities, attracts one-day salary towards Contribution to Charity.
- Un-informed or unapproved leave for exams, vacations, etc. affects the annual increment.

Permission and Late Arrivals

- Employees can avail two 40-minute slots with permission for personal work, per month.
- These could be combined into one 80-minute slot.
- Permission shall be granted only after proper substitution arrangements have been done.
- Teachers are encouraged to use free periods or club the period with lunch break.
- Biometric punch in time is 8:40 am. Punch-in after 8:45 am counts into late arrival.

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.

Maternity Leave

- Confirmed employees can avail this benefit on one occasion only.
- This period of disability shall be from the date of birth for a period of not more than 26 weeks, unless an actual period of disability which begins prior to the date of birth or continues beyond 26 weeks is otherwise verified in writing by the employee's physician. 3 month's salary shall be paid to the employee only after serving three months effectively post rejoining.
- Upon return of the employee, the exact position/title will not be guaranteed.

Paternity Leave

- A confirmed staff member may be granted up to 15 day's leave without pay based on conditions and at the discretion of the Principal.
- Such leave may be applicable only for the first two children.

Leave Approval Procedure

- Staff must collect the Leave Card from HR in the office
- Staff must suggest substitution teachers and prepare substitution materials to get the leave approved by the Level Monitor.
- Deposit the Leave Card, after approval, with the HR.
- Level Monitors, Subject Heads and Coordinators shall get leave approved by Vice Principal. In absence of Vice Principal, seek approval from Principal.
- Vice Principal gets leave approved by Principal and Principal from the Correspondent.
- In the event of schools remaining closed and staff working from home, leave can be availed with a prior approval from the level head, by sending a request mail to the Principal with a CC to HR at least a day before.

APPRAISAL POLICY

- Appraisals will be conducted twice a year (August and February) to evaluate employee performance.
- Principal shall conduct the Appraisal.
- Appraisal parameters are given to every staff at the beginning of each academic year.
- Employees fill in a self-appraisal form. The Subject Heads /Level Monitors /Department Heads fill in the Appraiser Form.
- HR shall provide attendance records to support the appraisal process.
- Every staff will be appraised based on their Job description and appropriate Professional Improvement Plan will be given by the Appraisee
- Confirmation of probationary or termination of confirmed employees is based on the appraisal.
- Management shall appraise Principal.

EMPLOYEE BENEFITS

Tuition Fees

- Confirmed full time employees will get annual tuition fee waiver (25% for one child or 12.5% each for two children), however, there will be no concessions in the cost of other fees applicable.
- Fee privilege is allowed for up to two children only. 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.
- If due to personal choice, any employee takes a special time assignment, fee waiver will not be given.
- Visiting faculty and consultants are not eligible for this privilege.
- Tuition fees once paid, cannot be refunded. Further installments shall have the applicable fee waiver.

Free Transport for the Employee

- Employees may avail school transport only from the designated stops, free of cost. Such service shall be

based on availability of seats. Members using school transport shall engage the students on bus with the school's 'Learning on Wheels' program.

- Children of employees can avail the school bus service only on payment.

Medical Check-up and Insurance

- All new employees will submit a fitness certificate at the time of appointment.
- Confirmed full time employees are required to undergo medical check-up, every year by the Medical Officer appointed by the Management.
- In case any employee is declared medically unfit by Medical Officer appointed by Management and if the Management is convinced that the employee is incapable to discharge his/her duties, the Management can terminate services of such employee by giving him/her one month's notice and paying him/her all dues if any.
- Confirmed full time employees are insured and the premium amount will be paid by the school annually.

Training

- All employees are required to update knowledge and skills every year by attending in-service and out bound programs.
- School offers training to employees at 50% discount. School compensates for the other 50%.
- Trainings may be within or after school hours or on holidays. Employee will be required to travel outside Ranipet, to attend training programs when necessary.

Travel Policy

- If travelling to local places, school van/bus will be arranged. In case no transport can be arranged, rickshaw can be used with prior approval by the Principal.
- If travelling to major cities, travel mode will be management's discretion.
- If a room reservation or travel reservation is cancelled, then the employee pays the cancellation charges as applicable.

Provident Fund Scheme:

- All employees except visiting / contractual /consultancy services will be required to become members of the Provident Fund Scheme as required under the employees' Provident fund as per the guidelines of the State government.
- 12% of the Basic + D.A will be deducted for employee's contribution.
- 12% of the Basic + D.A, for maximum of Rs. 15000, will be added to employee's P.F. account from the Employer or as amended by the government.
- Employees will be given a P.F. Account number to monitor their account.
- Employees covered under the ESI would get social security benefits such as medical, sickness, maternity, temporary and permanent disablement benefit, and dependents' benefit.

Other Privileges

- Staff Day out: 1 day trip / sleepover for all staff members annually to combine entertainment, education, team building, and dining into one memorable package.
- 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.
- Bank letters related to loan application etc. given to employees only after confirmation. (without any liabilities)
- For Fine Arts Faculty: Special concert practice allowance recommended and sanctioned by Core Committee and authorized by Principal.
- Uniforms for service employee compulsory. 3 sets of the uniforms will be provided to them every year.
- Employees are eligible for salary advance (up to one month salary) after completing 1 year of continuous service. The advance should be recovered within one year.
- Work experience letter is given to employees only if worked for a minimum period of one academic year.
- Reference letter from Level Monitors given only if employees honour separation norms and complete all required formalities.

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.

MAINTENANCE OF RECORDS

School shall maintain proper records for all Teaching and Non-Teaching employee. School shall also maintain the Leave Records, etc., of all the employees.

Working Days and Holidays

- Working days and holidays will be as per "Balsam Academy" calendar.
- The working hours/ days will be such as may be specified from time to time by the SCC.
- The working hours may be different for Teaching and Non-teaching employee as may be specified by the committee.
- The working days will not be less than those specified in the rules in force. (minimum 245 days per annum)
- Other employees falling in non-teaching category (administrative employees, librarian, ICT teachers, counselors, housekeeping staff, store manager, lab in-charge, and infra-service employee) will attend school during the vacation as per office timings.
- As and when required, an employee may be assigned any special duty even if it is to be done beyond the working hours in the interest of the school.
- An employee is also required to conduct and organize co-curricular programs and perform duties beyond normal working hours /work profile.
- School Calendar will list the holidays and vacation days.
- Vacations shall vary for teaching and non-teaching employees.
- In the event of lockdown due to natural disaster/pandemic, vacations may be reduced or cancelled. Staff may be required to work extended days or work in shifts or work from home.

All the Employees shall remain present on the opening and closing day and attend other activities such as Sports, Annual Functions, Examination, etc. except under the exceptional circumstances wherein prior permission has to be taken from the Principal.

It is compulsory for all the teaching and non-teaching employees to attend whenever assigned the outside duty, such as Picnic, Campaign, Seminars, Extra Curricular Activities, Competition, Sports, etc. and refusal to attend the same shall amount to misconduct or disobedience of the instruction and shall be liable for disciplinary action.

SCHOOL POLICIES 2020-21

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. The team 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 undervalued.

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.

OUR CORE 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 consists of 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.

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 Non - 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 Non - 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, and 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 is posted on our website www.balsamacademy.org in detail.

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

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

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 is 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.

Staff Attendance

Attendance 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 is provided with a summary of their attendance record on a term basis. The information held is used for comments on staff attendance (appraisal) and fitness for work in staff references.

Class Attendance Registers

Class attendance registers should be marked in the morning and post lunch. 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 class-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.

After School Program

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.

Cultural Events and 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.

The Cultural Committee is responsible for planning, organising and executing the programs with utmost accuracy and care.

Balsam Enterprise

Balsam Enterprise day is marked to elicit the organizational skills and the vocational abilities that children have learnt in their work education 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.

The Work Education faculty along with co-scholastics staff will plan the curriculum, products, and organise the event.

Stem Fair

Stem Fair is conducted as inter-school event on the theme that matters to the future generations. Teams of students from invitee schools participate and present their ideas. Industry experts evaluate the ideas and choose the best one. Science exhibition and Young Innovators contest is organised for students to showcase realistic and working models. Science department spear heads this initiative to kindle the curiosity in students and develop problem solving skills.

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.

The SDMC committee will plan, train, organise and conduct the emergency drill. Workshops on managing natural disasters may be conducted.

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.

Homeroom Teachers must be notified about any major incidents.

Classrooms And Displays

Classrooms should be kept tidy and clutter free. 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 Disposition displays need to be working walls and active display that can be used as teaching tools. Level Monitors and Subject heads shall provide support with display expectations.

Clean Class and Best Class awards are given each month for every floor. Clean Class is assessed by the concerned coordinator and Best Class parameters are marked by every teacher in every class.

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

E-mail: Please check your work email once a day to ensure you stay updated.

WhatsApp: Please be on WhatsApp so you don't miss any official information circulated in case of emergencies.

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.

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.

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 heads and level monitors are

responsible for ensuring staff do so.

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.

MANDATORY SCHOOL POLICIES

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.

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.

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.

NO USE OF TOBACCO AND NICOTINE PRODUCTS IN SCHOOL

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.

ANTI-SEXUAL HARASSMENT

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.

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.

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.

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 be confidential and committee members shall deal with utmost professionalism.

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

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 the Committee or anyone whom they trust verbally or 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 shall be receptive and sensitive to address the situation.

Complaints will be investigated by the committee members and they may contact the involved 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) shall be taken 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 false complaints, severe action will be taken against the complainant. Final decision will be that of committee members and the decision should be respected by all.

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 POC SO) 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

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

Misconduct by Balsam Student

On Campus

- Report to the HRT
- HRT shall gather information from all involved and resolve the issue
- 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)**
- If Level Head /Monitor is unable to resolve, matter is escalated to the Principal. If need be, parent shall be summoned.
- In all above cases, Standard Disciplinary Action shall be taken.

STUDENT MISCONDUCT FORM

Student Name:	Grade:	Date:
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Dear Parent,

This is to inform that your child was in violation of the following for student behaviour:

Academic Cheating	Defiance of Authority	Uniform and hygiene
Fighting	Harassment /bullying	Lying /false accusations
Robbery	Tardiness	Possession of dangerous materials
Vandalism	Incomplete works	Illegal Medications /chemicals
Threats	Classroom misconduct	Possession of electronics

Comments:

Disciplinary Action:

Informal talk between student and teacher	Informal talk between student and Principal
Detention for a day	Alternative learning classroom
Short suspension for _____ days	Long suspension for _____ days

Expulsion	Counseling
Other Action	

Signatures:

Principal	Concerned Teacher
Parent	Student

Off Campus

1. Students sign the Conduct Agreement before starting on the off-campus trip.
2. First violation, verbal warning.
3. Second violation, report to the HRT.
4. Third violation, sent back to campus and matter is escalated to the Principal.
5. In case of distance issues, parents may be summoned to pick their child from the off-campus venue.
6. Standard Disciplinary Action shall be taken.

Misconduct by Balsam Parent

During Generic Gathering

- The Vice Principal or a senior teacher shall escort the parent to office or Principal’s room
- Listen to the concern
- Follow Standard Disciplinary Action

During PTMs

- Listen to the concern
- Gently remind the parent about the time constraint during PTMs
- Request parent to schedule an appointment for another day
- Follow Standard Disciplinary Action

During Conference with Teacher or Principal

- Present the facts as school has
- Listen to the concern
- State the policy by which the school has to abide by
- Present reasonable alternate options
- Follow Standard Disciplinary Action

In the office

- Listen to the concern
- Follow Standard Disciplinary Action

Over the phone / With the bus driver

- Listen to the concern
- Request parent to send an email stating the concern
- Alternatively, inform parent that they could come to office to fill the form
- Politely apologize for the inconvenience

Through email /letter

- Forward the email /letter to the Grievance Officer /Principal

Standard Disciplinary Action

Employee

- First violation leads to verbal warning
- Second violation, apology letter and memo shall be given
- After 2 memos, suspend for 1 day
- Repeat violation, suspension for 1 week; severity of situation may lead to expulsion

Students

- First violation leads to verbal warning
- Second violation, apology letter
- Third violation, talk to parents and suspend for 1 day; parents to sign the Misconduct Form

- Repeat violation, suspension for 1 week; severity of situation may lead to expulsion

Parents

- Under no circumstances, pick or continue argument with parents
- State the school policy
- Request parent to fill the Grievance form
- Assure parent that issue will be looked into and office will get back within 72 hours
- Forward the forms /emails to Grievance Officer. In the absence of Grievance Officer, forward it to the Principal

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

ZERO TOLERANCE

Mobile usage during the regular schooling

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

First instance: Contribution to Charity of Rs. 100.

Second instance: Contribution to Charity of Rs. 500.

Third instance: Contribution to Charity of Rs. 1000. Hand set confiscated.

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

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.

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.

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.

Disrespecting School Heads/Management

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

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.

Part Time Jobs / Tutoring

Balsam staff is 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.

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.

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.

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.

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.

Projectors

- 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.

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.

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.

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.

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.

ASSESSMENTS

Assessments must provide feedback on the learning process by gathering and analysing information about student performance. Ensure that assessment is for learning and not the other way around.

Assessment Papers:

- 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.
- The Subject Heads will review the assessment paper based on the blue print.
- The Level Monitors will review and approve the assessment paper.
- The Level Monitors will forward the assessment papers to the Exam Committee for printing.

Exam Committee and Routine:

- The Exam Committee will comprise of the Principal, Level Monitors and Exam Committee Head (Teacher Member).
- The Subject teachers will prepare the answer keys for the assessment and submit to the Subject Head.
- The Exam Committee Head will get the assessment papers and answer keys printed, create timetable, consolidate mark sheets, answer scripts and store them safely.
- Subject teachers will evaluate the scripts and enter the data using in drive within 7 days of assessment.
- System administrator will generate digital reports within 3 working days.
- A day for PTM will be marked as per the school calendar.
- A reminder for PTM will be sent using ERP 2 days in advance.
- In the event of a natural disaster/pandemic, assessment format/method may change. Exams may conducted online or offline or even be forfeited which will be decided depending on the situation.

PTM GUIDELINES

Parent-Teacher Meetings are planned 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 behaviour 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 behaviour 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. In the event of natural disaster/pandemic, PTMs may be called off and teachers may host online meetings to connect with parents.

In the event of lockdown, the school shall arrange for Virtual PTMs.

DISCIPLINE

School envisions creating and instilling a sense of self-discipline and order within the premises where all learners will have the opportunity to grow and develop in structured and positively controlled environment.

Members involved:

All Homeroom teachers will be training students for acceptable behaviour in the month of April and June respectively.

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)

Stage 1 of Discipline: handled by the Subject teachers

- Books forgotten at home
- Books not covered
- Hair not cut
- Incomplete assignments
- Untidy work
- Talking in class
- Not bring necessary writing instruments

Stage 2 of Discipline: handled by Homeroom teachers

- Copying of homework
- Absence without permission
- Littering in class and on the playground
- Bullying peer
- Coming late to school
- Hair not cut

Stage 3 of Discipline: handled by Principal and Vice-Principal

- Assault
- Serious damage to property
- Theft
- Aggressive behaviour

Please refer merits and demerits mentioned in the student handbook

SCHOOL FEE POLICY

PAYMENT OF FEES:

- Parents shall pay the fees (annually /installment wise) in the advised manner.
- School Fees are paid for twelve months (annually /installment wise) each year.
- School fee should be paid in two equal instalments.
- The transportation fee must be paid in two equal installments, if opted.
- Transportation facility will be withdrawn failing to pay by the due date. Prior information will be provided to parents on the same.
- Additional fine of Rs.50/- per day will be charged failing to pay the fees on time. This will be extended only for 14 days from the due date.

REFUND OF FEES:

- Fees once paid will NOT be refunded under any circumstances.
- In the event of a student discontinuing the studies or wishing to migrate to some other schools, dues shall be collected up to the installments pending.
- The fee structure may change at Management discretion annually. This shall be ratified by the School Management Committee.
- Students joining the school in the 2nd or 3rd term will pay the pro-rated tuition fee along with admission fee.
- There will be no reduction of fees, either in whole or in part, will be made if the student is absent due to illness, leave or suspension.
- Unless there is an agreement for fees concessions at enrolment, the acceptance by parents is mandatory & should follow the same to pay fees in full on or before due date.
- Application for a Fees Concession or Special Arrangement should be given in prior to school authority to assist under Management guidelines.

SCHOOL FEES BILLING PROCEDURE:

- Fee due for each term will be reflected in the fee portal

- These fees are payable by the date stated on the academic calendar.
- Payment must be made online using the payment gateway in the App by Net-banking, Debit cards, Credit cards, UPI payments and e-wallets.
- Parents who do not have access to online payments can collect challan from the front office and deposit fee by cash. Online receipts will be generated and provided.

UNPAID FEES:

Accounts which remain outstanding 14 days after the due date will be dealt with in one or more of the

- following ways:
- Reminder Note will be sent / Issued via diary note, SMS, email.
- Fee reminder call by accountant.
- Letter from the Principal
- Discussion with the Head of Operations
- When fees remain unpaid for a period of 30 days from the due date and no appropriate arrangements have been made to pay the agreed fee, admissions will be cancelled.

NOTE: In the event of an economic slowdown due to natural disaster/pandemic, due dates may be extended at the discretion of the management.

PHOTOCOPY

Ensure all staff use school photocopying and printing judiciously and reduce process time.

ROUTINE for material prepared by the faculty:

- 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.
- 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.
- 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:

- 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.
- The Level Monitor will approve and drop in the 'Inbox Tray' within 24 hours of receipt.
- 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 Grades 1 & 2 - Friday between 2 to 4 pm

Grades 3 & 4 - Thursday between 2 to 4 pm

Grades 5 & 6 - Wednesday between 2 to 4 pm

Grades 7 & 8 - Tuesday between 2 to 4 pm

Grades 9 & 10 - Monday between 2 to 4 pm

ROUTINE for all other Staff:

The material to be printed must be mailed to the Level Monitors stating the purpose 3 days in advance.

A copy will be marked to the Principal.

Any document related to government offices will be taken up on timely basis.

The entire process will not exceed three working days.

TEACHING & LEARNING

To promote high quality learning and attainment and to provide a high-quality learning environment, teachers have to engage in innovative and quality teaching-learning methods.

Annual Plans

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

year).

Upon approval of the Annual Syllabi Plan, teachers will begin working on creating /improving the lesson plans.

Lesson Planning & Teaching:

- Subject teachers will make the lesson plans for every quarter in advance and as indicated in the annual teacher calendar.
- Teachers will set clear objectives and learning outcomes.
- 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.
- 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.
- Teachers will mark all students' work within 7 days of writing.
- Teachers will use assessment and evaluation - before, during and after each lesson.
- Marking and feedback will be done throughout the lesson to effectively support the child and ensure accelerated progress is made.

HOMEWORK POLICY

Home works are interesting and engaging children so they can 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:

- 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.
- Homework Schedules 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
- 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)
- Any lengthy directions if required must be printed and pasted in the diary.
- 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:

The teachers will appreciate students' work.

The teachers will note down timely submissions and share with parents during the PTM.

The teachers will display students' work and include in the newsletter.

NOTE: In the event of a natural disaster/pandemic/climatic conditions, teachers must be prepared to deliver classes online. Appropriate materials have to be prepared to electronically send reading material to students. teaching staff may be required to work from home with set work hours.

PROFESSIONAL DEVELOPMENT

Training programs will be conducted in the months of April and May for all teachers which is mandatory.

Orientation on school policies will be conducted. Attendance is mandatory.

Whole year training will be conducted by in-house members on the dates specified in the annual school calendar.

Class Observations

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

Mentoring

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

Stimulating Learning Environment

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

Resources

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

LIBRARY

Library activities and reading assignments must be designed to develop reading habits. Students must be trained 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.

GRIEVANCE

Grievance cell is formed 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

- 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. 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 fill the form or e-mail to: grievance@balsamacademy.org

The school office shall update about learning issues and incidents that happened in their class or group;

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.

PARENT COMMUNICATION

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

Parent appointments are preferably given after school hours. Maintain the conference record. Update Level Monitor or the Subject Head about the concern of the parents.

Office Working Hours

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

Monday to Friday 10:00 am to 12:00 pm & 1:00 pm to 3:00 pm

Saturday 10:00 am to 12:00 pm

For queries over the telephone: 8:30 am to 4:45 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 child's progress, whether child has settled in class or not, whether the food has been eaten or not.

Any health /medical conditions, a message to respective teachers will be passed on.

School Tour And Admissions Inquiries

Admission enquiries and school tour will be arranged only on Saturday with prior appointment.

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

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 papers.
- Notify 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. In case there is a need 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

Call School Office to book an appointment with teacher or any other concerned person. Direct talking to teachers /parents is highly discouraged.

- 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.

SMS Service

Check 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 email as much as possible for communication with the administrative department.

Any general /administrative complaints or queries can be e-mailed at balsamacademy@gmail.com

E-mail to teachers may be sent at academicshead@balsamacademy.org 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	Mode	Mail to
For all appointments, inquiry, and complaints	HR Officer	Phone, Email or Walk-in	hr@balsamacademy.org

For any admission related queries	Admissions 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; meeting with	hop@balsamacademy.org

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

ACADEMIC ISSUES: WHOM TO GET IN TOUCH WITH?

Queries	Contact Person	Communication Mode
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For all academic related queries (K 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 principal@balsamacademy.org

SCHOOL DIRECTORY

Website: www.balsamacademy.org

Office: 04172-272611/12

#	DESIGNATION	EMAIL
1	Management	managingtrustee@balsamacademy.org
2	School	balsamacademy@gmail.com
3	Principal (Administrative Leader)	principal@balsamacademy.org
	Principal (Instructional Leader)	principal_ins@balsamacademy.org
4	Vice-Principal	viceprincipal@balsamacademy.org
5	School Management Committee	smc@balsamacademy.org
7	Parent Teacher Committee	ptc@balsamacademy.org
8	School Transport Committee	stc@balsamacademy.org
9	School Disaster Managing Committee	sdmc@balsamacademy.org
10	Head Of Academics / Level Monitors	academicshead@balsamacademy.org
11	Head Of Beyond Academics	beyondacademics@balsamacademy.org
12	Head Of Operations	hop@balsamacademy.org
13	Head Of Accounts	accounts@balsamacademy.org
14	Accounts Assisstant	asst_accounts@balsamacademy.org
15	Head Of Transport	transport@balsamacademy.org
16	Facility Manager	facilitymanager@balsamacademy.org

17	Human Resource Manager	hr@balsamacademy.org
18	Careers	careersbalsamacademy@gmail.com
19	Admissions Officer	admission@balsamacademy.org
20	Data Management	datamanager@balsamacademy.org
22	Logistics And Prints	logistics@balsamacademy.org
24	Level 1 (Kinder)	levelk@balsamacademy.org
	Level 1 (G1&G2)	level1@balsamacademy.org
26	Level 2 (G3-5)	level2@balsamacademy.org
27	Level 3 (G6-8)	level3@balsamacademy.org
28	Level 4 (G9&10)	level4@balsamacademy.org
29	English Department	english_hod@balsamacademy.org
30	Tamil Department	tamil_hod@balsamacademy.org
31	Math Department	math_hod@balsamacademy.org
	EVS Department	evs_hod@balsamacademy.org
32	Science Department	science_hod@balsamacademy.org
33	Social Department	social_hod@balsamacademy.org
34	Hindi Department	hindi_hod@balsamacademy.org
35	ICT Department	g6to10_ict@balsamacademy.org
36	Dance And Music Department	performingarts@balsamacademy.org
37	Art And Craft Department	g5to10_visualarts@balsamacademy.org
39	Exam Cell	examcell@balsamacademy.org
40	Library	librarian@balsamacademy.org
41	E-Magazine Committee	emag@balsamacademy.org
42	Anti-Sexual Harassment	ash@balsamacademy.org
43	Discipline And Behaviour	scb@balsamacademy.org
44	Student Welfare	scb@balsamacademy.org
45	Grievance Cell	grievance@balsamacademy.org
46	Community Outreach	communityoutreach@balsamacademy.org
47	Event Committee	eventcommittee@balsamacademy.org
48	Cultural Committee	culturalcommittee@balsamacademy.org
49	Outbound Learning	outboundlearning@balsamacademy.org
50	Student Council Body	scb@balsamacademy.org
51	Alpines- House	alpines@balsamacademy.org
52	Grands- House	grands@balsamacademy.org
53	Himalayans- House	himalayans@balsamacademy.org
54	Tylers-House	tylers@balsamacademy.org
55	Alumni	alumni@balsamacademy.org
56	Health And Wellness	healthandwellness@balsamacademy.org
57	Fitness And Sports	g8to10_pet@balsamacademy.org

CODE OF ETHICS 2020-21

The Management shall have the right to introduce measures to improve efficiency and productivity such as changes in workflow, work planning, work systems, procedures, automation, computerization, cutting down unnecessary and avoidable work as it considers necessary.

The management shall at its sole discretion allot work/duties and transfer employee from one level to another, one department to another, one branch to another according to the exigencies of the School's work, provided his salary and benefits are not adversely affected. If employee is required for the time being, to do work of higher grade than his grade, he may be paid special allowance at the sole discretion of the Management. The need for officiating will be decided by the Management depending on the exigencies of work. The employees shall not refuse jobs entrusted by their superiors.

LEAVE TAKING

- Habitual late coming and negligence of duty will not be permitted
- Habitual absence from duty without previous permission
- Habitual absence without leave, or absence without leave for more than ten consecutive days or overstaying the sanctioned leave without sufficient grounds or proper or satisfactory explanation
- Abstaining from duty for more than 10 days without prior sanction of the leave or staying more than 3 days beyond the sanctioned leave without permission

WORKPLACE CONDITIONS

- Habitual breach of any Standing Order guidelines / code of conduct or any law applicable to the school or any rules made there under
- 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
- Willful insubordination or disobedience, whether in combination with another, of any lawful and reasonable order of a superior
- Willful 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
- Willful damage to work in process or to any property of the school
- Organizing or attending any meeting or association during school hours is not allowed except when required or permitted by the Principal / Non-Executive 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 Non - Executive 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 /Non - Executive Director. 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 /Non-Executive Director 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 /Non - Executive Director 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 be dressed in a presentable manner that is not provocative, disrespectful or offensive.
- Helmets made compulsory for Balsam Academy staff. If staff continues to ride two wheelers without helmet, penalty will be imposed. Cancellation from group medical insurance for confirmed and confiscation of vehicle may be imposed.
- Refrain from talking about any issue or matter regarding school or having strong reactions in front of children or adults.
- Refrain from smoking / tobacco chewing /consumption of alcohol in the School premises.
- Modest behaviour with a student, parent, co-workers or other people

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 staff 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.
- No child should be left out in any school /group activity. 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 be taken 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.

- 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 Management. 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 (1C), 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

Reduction in salary grade - back to basic pay in salary

Removal from service

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 School Management Committee
- 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 Chairperson or 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 Chairman or Management for clarification whose decision shall be final and binding on all employees.

That 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 to these Rules, through Resolutions/ office orders/ circulars from time to time and all such amendments, modifications or additions shall take effect from date stated therein and shall be binding all employees.