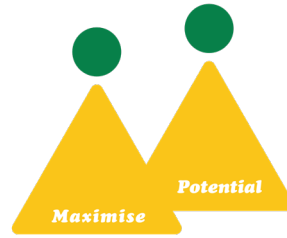


**Balsam**  
**Academy**



# Staff Handbook

2026 - 27



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# Introduction

# WELCOME MESSAGE

Welcome to Balsam Academy!

As educators and staff members, we are collectively responsible for developing a culture of excellence, compassion, and personal growth. This handbook serves as a comprehensive guide to your roles and responsibilities, as well as the values and expectations that define our school. We hope this resource helps you navigate your journey at Balsam Academy and contributes to both your personal and professional growth.

## ABOUT BALSAM ACADEMY

For further information about Balsam Academy, we invite you to visit our official website at [www.balsamacademy.org](http://www.balsamacademy.org) and follow our verified social media channels.

## OUR VISION

Balsam Academy aims to provide a supportive learning environment that enables students to maximise their potential through a comprehensive and holistic education approach.

## OUR MISSION

Balsam Academy is dedicated to creating a supportive learning environment that fosters the holistic growth of each student. We encourage and motivate students to become life-long learners who strive for excellence. We achieve this by instilling essential life skills and values, which equip them to make a positive impact on their communities.



# Induction & Orientation

This program ensures that all new staff members are fully equipped with the information and resources needed to succeed in their roles.

## CHECKLIST FOR DOCUMENTATION

Before you start, please ensure the following documents are submitted:

- Offer Letter Acceptance: Submit the signed offer letter as acceptance of your position.
- Proof of Identity: Submit a copy of your ID (Aadhaar & PAN), bank passbook, and two recent passport-sized photographs.
- Educational and Experience Certificates: Submit the original copies of your educational qualifications and any relevant experience certificates for verification, along with one photocopy.
- Details to open a Salary Account: To facilitate salary payments, provide the necessary details to open an account with our associated bank.
- Signed Copies of Organisational Policies: Read and sign the organisational policies, including confidentiality agreements and the code of conduct.

## ON-BOARDING

Your journey at Balsam Academy begins with an engaging welcome to help you integrate smoothly into our school environment. Here's what to expect:

- Welcome Meeting and Campus Tour: On your first day, you will attend a welcome meeting where you will be introduced to the school's vision, mission, core values and principles. You'll also take a tour of the campus, including key areas like classrooms, staff rooms, and facilities.
- Staff ID and Organisational Email: You will be issued your staff ID card and provided access to your official email account for internal communication.
- IT Setup and Login Credentials: Our IT team will assist you in setting up your computer and providing login credentials for systems such as your email, attendance systems, grading software, and shared drives and interactive panels.
- Introduction to Tools/Software: You will be introduced to the tools and software used at Balsam Academy, including the attendance system, grading software, and any other tools relevant to your role.

## ROLES & RESPONSIBILITIES

- Overview of Job Role and Key Deliverables: You will receive a detailed description of your role, including key deliverables and performance expectations. This ensures you understand your contribution to the overall success of the school.
- Clarity on Reporting Structure and Hierarchy: We will explain the reporting structure, including your reporting officer and any team members you may be leading. Understanding this hierarchy is key to effective collaboration and communication.

# E-RESOURCE KIT DISTRIBUTION

To help you navigate the school's systems, you'll be given access to an E-Resource Kit, which includes the following:

- **Digital Handbook with Policies and Processes for Parents, Students and Educators:** A comprehensive guide covering all school policies and processes, from attendance to classroom expectations, will be available in the Administration Office upon request.
- **Links to Essential Tools/Software and Their Guides:** Access to tools you will use daily, along with plans and manuals to help you get started quickly.
- **School Calendars and Timetables:** A directory of key departments and support staff, so you know whom to reach out to for assistance.
- **Training Videos/Modules for Key Operational Tools:** Training materials to help you become proficient in using our software and operational tools.
- **Contact List for Departments and Support Teams:** A directory of key departments and support staff, so you know who to reach out to for assistance.

# MEET & GREET THE TEAM

As part of your induction, we want to make sure you feel connected to your colleagues and the broader school community:

- **Meet-and-Greet with Department Heads and Colleagues:** You'll have the opportunity to meet with the heads of your department, as well as your immediate colleagues, to get to know them better and understand your role within the team.
- **Role-Specific Expectations and Daily Routines:** During your introduction meetings, we'll go over your daily responsibilities, expectations, and routines. This ensures you are well-prepared for your day-to-day activities.

# BUDDY PROGRAM

To further support your transition, we have implemented a Buddy Program. This provides you with a mentor from your department who will help you settle in and navigate the school culture:

- **Experienced Buddy:** Your buddy will be an experienced staff member who will guide you through your first few weeks, answering questions, and offering practical tips for classroom management, lesson planning, and other school operations.
- **Informal Guidance and Support:** Your buddy will be available for informal guidance on school practices and expectations, as well as general advice on adapting to life at Balsam Academy.
- **Regular Check-ins:** You will have regular check-ins with your buddy, especially during the first month, to ensure you're adjusting well and have the support you need.

# Code of Conduct

As a member of Balsam, it is important that you understand and adhere to the following guidelines. These principles are designed to maintain a respectful, supportive, and professional environment that benefits our students, staff and the entire school community.

## **PROFESSIONALISM**

- **Integrity in All Interactions:** At Balsam Academy, we expect all staff members to demonstrate the highest level of professionalism. This includes being honest, transparent, and reliable in every interaction with students, colleagues, parents and the wider school community.
- **Punctuality and Accountability:** Being on time and dependable is crucial. As a staff member, you are expected to arrive promptly, fulfil your assigned responsibilities and demonstrate accountability in everything you do. This helps maintain a well-functioning school environment.

## **MUTUAL RESPECT**

- **Fostering a Positive Atmosphere:** Treat everyone with kindness and respect—students, colleagues, parents and visitors alike. By fostering a culture of mutual respect, we ensure that all individuals feel valued and supported in their roles.
- **Promoting Inclusivity:** Embrace diversity and support a culture where every individual feels included, heard and appreciated. Mutual respect is key to building a collaborative, productive and positive school environment.

## **ADHERENCE TO ETHICAL PRINCIPLES**

- **Upholding Ethical Practices:** Follow ethical practices in teaching, communication, and decision-making. Always align your actions with the core values of Balsam Academy, ensuring fairness, honesty, and transparency in all dealings.
- **Avoiding Conflicts of Interest:** Ensure that personal interests do not interfere with your professional responsibilities. Remain impartial and objective, and avoid any situations that may present a conflict of interest.

## **CONFIDENTIALITY**

- **Respecting Privacy:** As a member of the Balsam Academy, you are entrusted with sensitive information regarding students and staff. It is your responsibility to protect this privacy and share information only when necessary and with the proper authorities.
- **Handling Sensitive Information:** Share confidential information only with authorised personnel and when required for the well-being of the students or staff. This ensures trust and integrity within the school community.

## **COMMITMENT TO SCHOOL VALUES**

- **Aligning with Balsam’s Mission and Vision:** Ensure that your actions and decisions reflect the mission and vision of Balsam Academy. We aim to create a nurturing environment where students, staff, and the community grow and thrive together.
- **Being a Role Model for Students:** Your behaviour directly influences our students. Demonstrate respect, responsibility and a commitment to excellence in everything you do. Be the role model you want your students to emulate.

# **Roles & Responsibilities**

At Balsam Academy, each staff member plays a pivotal role in creating a successful, thriving school community. Below are the key responsibilities for different staff categories, ensuring clarity and alignment of expectations.

## TEACHING STAFF

- **Deliver the Curriculum Effectively:** As a teacher, your primary responsibility is to deliver the curriculum with passion and clarity, ensuring that students achieve the intended learning outcomes. Stay committed to the school's academic standards.
- **Assess and Support Students:** Regularly assess students' progress and provide timely, constructive feedback. Offer guidance to students who need additional help, creating a positive and supportive learning environment for all.
- **Establish a Positive Learning Environment:** Your classroom should be a space where students feel encouraged and motivated to engage, learn, and grow. Be proactive in managing classroom dynamics and addressing individual student needs.

## NON-TEACHING STAFF

- Support staff play a crucial role in supporting the daily operations of the school. Whether it's handling administrative duties, maintaining school facilities or assisting with logistics, your contributions are essential to the school's success.

## SUBJECT HEADS

- **Ensure Effective Curriculum Delivery:** As a Subject Head, you will oversee the curriculum within your subject area, ensuring alignment with educational standards. Support teachers in delivering high-quality instruction and achieving the desired learning outcomes.
- **Mentor and Support Teachers:** Provide guidance, mentorship and professional development opportunities for subject teachers, helping them to improve teaching strategies and achieve excellence in their practice.
- **Collaboration for Improvement:** Work collaboratively with other Subject Heads and staff to continually improve teaching practices and learning outcomes. Your leadership and initiative will drive positive change within the department.

## LEVEL MONITORS

- **Oversee Academic and Behavioural Development:** Level Monitors play an essential role in guiding the academic and behavioural development of students at their respective grade levels. You will work closely with teachers to ensure students are progressing well.
- **Support Teachers and Students:** You are a key resource for subject teachers, offering support in managing classroom dynamics and addressing both academic and behavioural challenges that students may face.
- **Communicate with Leadership:** As a liaison between grade-level teachers, Subject Heads, and school leadership, you will help facilitate clear communication and ensure that all stakeholders are informed about students' progress and needs.

# ADMINISTRATIVE STAFF

- **Support School Operations:** Administrative staff are responsible for managing essential functions such as scheduling, student records, and event coordination. Your role ensures that the school runs smoothly on a day-to-day basis.
- **Ensure Policy Compliance:** Help maintain adherence to school policies and processes, ensuring that administrative tasks are carried out efficiently and effectively.

# SUPPORT STAFF

- **Maintain Facilities and Services:** Support staff are vital in maintaining the school's physical environment. Your efforts in facility maintenance, transportation, and other essential services ensure that the school is safe and conducive to learning.
- **Contribute to the School's Success:** You help create a positive, productive atmosphere by ensuring that the school's operational needs are met. Your behind-the-scenes contributions are crucial to the overall success of the school.



**Staff  
Expectations**

We believe in maintaining high standards that not only promote academic excellence but also ensure a positive, professional, and collaborative school environment. To support this, the following staff expectations have been outlined to help you thrive in your role and contribute to the overall success of the school community.

## **PUNCTUALITY & ATTENDANCE**

- **Timeliness is Key:** All staff members are expected to arrive on time for their assigned duties each day. Punctuality ensures smooth school operations and sets a good example for students.
- **Leave Procedures:** If you need to take leave, please follow the school's leave processes by notifying your reporting officer and/or the administration in advance. This ensures minimal disruption to operations and helps maintain a steady flow of activities.

## **PROFESSIONAL PRESENTATION**

- **Dress Code:** Staff members are required to maintain a professional appearance by adhering to the school's dress code. This demonstrates respect for the institution and serves as a positive example for students.
- **Role Models:** As role models for students, staff must uphold a neat, polished, and professional appearance at all times, both in the classroom and during other school activities.

## **COMMUNICATION STANDARDS**

- **Clear, Respectful Communication:** Effective communication is vital for a positive school environment. All staff are expected to engage in clear and respectful communication with students, parents, and colleagues.
- **Timely/ Regular Updates** should be provided on:
  1. Students' academic progress and achievements.
  2. Behavioural observations or concerns.
  3. Important school events or activities.
- **Feedback:** Providing timely, constructive feedback ensures transparency and strengthens the partnership between the school and home, fostering student success and growth.

## **COLLABORATION & TEAMWORK**

- **Working Together:** Collaboration is at the heart of Balsam Academy's culture. Staff members are encouraged to work together on projects, initiatives, and everyday tasks to promote a cohesive work environment.
- **Sharing Resources:** Sharing teaching strategies, resources, and best practices among colleagues supports both individual growth and collective success.
- **Mutual Support:** Offering and receiving support among peers helps ensure that both individual and team goals are achieved. Building a community of trust and cooperation is fundamental to our success.



**Professional  
Development**

At Balsam Academy, we are committed to supporting your growth and development as an educator and professional. The following professional development opportunities are available to enhance your skills, knowledge, and career progression.

## **MONTHLY TRAINING & GROWTH OPPORTUNITY**

- **Ongoing Learning:** All staff members are encouraged to participate in at least one professional development workshop or training session each month. These sessions can be:
  1. **In-house Sessions:** Workshops or training conducted by school mentors or external experts to support skill-building and knowledge enhancement.
  2. **External Conferences and Workshops:** Opportunities to attend conferences or workshops hosted by recognised organisations, offering exposure to new ideas and trends in education.

## **ANNUAL SERVICE RECORD**

- **Professional Development Hours:** Staff are expected to accumulate a minimum of 50 hours of professional development annually, as recommended by the Board. These hours will be documented in your service record.
- **Tracking Progress:** Regular documentation of your professional development efforts ensures that growth and achievements are recognised, fostering continuous improvement.

## **TAILORED SUPPORT FOR GROWTH**

- We offer regular workshops and training sessions designed to:
  1. Enhance teaching strategies and classroom management techniques.
  2. Develop subject-specific knowledge and pedagogical expertise.
  3. Address emerging trends and technologies in education.
- **Opportunities for Conferences:** We provide opportunities to attend national and international conferences in your area of expertise, with financial or logistical support from the academy.

## **CAREER ADVANCEMENT PATHWAY**

- To help prepare staff for leadership roles, we offer specialised training programs that focus on:
  1. Effective decision-making
  2. Conflict resolution
  3. Team management
- **Mentorship Programs:** Senior staff members mentor new or aspiring educators, offering guidance, support, and feedback to enhance classroom performance and professional confidence.
- **Promotion Pathways:** We have a clear, merit-based promotion structure that recognises dedication, innovation, and excellence in teaching. This ensures that hard work is acknowledged, and career growth is supported.

# COLLABORATIONS WITH EXTERNAL EXPERTS

- **Innovative Teaching Practices:** Our collaborations with external experts introduce innovative teaching methodologies, ensuring that staff have access to advanced tools and strategies to improve learning outcomes.
- **Specialised Coaching:** Staff will have opportunities for specialised coaching in niche subjects or skills, providing support for continuous professional growth and expertise in specific areas of interest.



# Health & Safety

Your well-being is our priority. We strive to maintain a safe, secure, and supportive environment for both students and staff.

## **COMMITMENT TO A SAFE ENVIRONMENT**

Health and Safety Guidelines: Balsam Academy adheres strictly to health and safety regulations to maintain a secure environment. Regular safety audits and inspections ensure that potential hazards are identified and addressed promptly.

## **EMERGENCY PREPAREDNESS**

- **Familiarity with Procedures:** All staff must be familiar with the school's emergency procedures, including evacuation plans, fire drills, and first-aid protocols. Being prepared ensures that we can respond swiftly and efficiently in case of an emergency.
- **Designated Safety Personnel:** Designated safety officers and first responders are available to handle emergencies. You are encouraged to familiarise yourself with their roles and contact information.

## **PROMOTING STAFF WELL-BEING**

- **Mental and Physical Health:** Balsam Academy provides resources such as counselling services and wellness programs to support staff's mental and physical well-being.
- **Stress-relief Activities:** Periodic wellness workshops, yoga sessions, and other stress-relief activities are organised to help staff maintain a balanced work-life environment.

## **FIRST AID & MEDICAL ASSISTANCE**

- **Medical Support:** The school has a fully equipped infirmary room and trained personnel available to handle injuries or medical emergencies. Staff are encouraged to undergo basic first-aid training, enabling them to assist in emergencies when needed.

## **INCIDENT REPORTING**

- **Reporting Health and Safety Concerns:** Any concerns regarding health or safety should be promptly reported to the designated safety officer or administration. We encourage open communication to ensure that all incidents are addressed.
- **Incident Log Documentation:** All incidents must be documented in the school's incident log for follow-up and resolution. This ensures transparency and the proper handling of issues as they arise.



**Student  
Engagement &  
Discipline**

# MAINTAINING DISCIPLINE & RESPECT

Creating a positive, respectful, and supportive learning environment is fundamental to Balsam Academy's educational philosophy. Teachers play a pivotal role in ensuring that students are engaged, supported, and guided towards achieving their maximum potential.

- **Creating a Positive Learning Environment:** Teachers are responsible for establishing and maintaining a classroom environment that is respectful, positive, and conducive to learning. Discipline should be fair, consistent, and non-punitive, focusing on creating an atmosphere of mutual respect between students and staff.
- **Promoting Open Communication:** Encourage students to express themselves openly and respectfully. Teachers should foster a classroom culture that values communication, ensuring students feel heard and supported.

# BEHAVIOURAL GUIDELINES

- **Code of Conduct:** Teachers should be familiar with and uphold the school's Code of Conduct for students. This includes applying behavioural guidelines consistently and fairly when addressing any form of misconduct.
- **Handling Misconduct:** When addressing student behaviour, staff should follow the prescribed escalation procedures for severe or recurring issues. If needed, Level Monitors or administrative staff should be involved to resolve these matters effectively.

# SUPPORTING STRUGGLING STUDENTS

- **Monitoring Student Progress:** Teachers should actively monitor both the academic and behavioural progress of students. Identifying students who are struggling allows for timely intervention.
- **Intervention and Support:** Teachers are expected to provide necessary support, such as remedial teaching, one-on-one guidance, or participation in intervention programs. Collaboration with parents, counsellors, special educators, and colleagues may be needed to provide the most effective assistance.

# INCLUSIVE & DIFFERENTIATED TEACHING PRACTICES

- **Adapting to Diverse Learning Needs:** Given the varied academic levels within a class, teachers should adapt their teaching strategies to cater to gifted learners, average performers, and at-risk students. Differentiated instruction ensures that every student is appropriately challenged and supported.
- **Ensuring Engagement and Success:** Use diverse teaching techniques and resources to keep students engaged and motivated. Tailor your approach so that each student feels valued and is provided with opportunities to succeed at their own pace.

# PROMOTING ENGAGEMENT & COLLABORATION

- **Encouraging Active Participation:** Teachers should incorporate innovative teaching techniques, group activities, and creative projects to encourage active student participation in the learning process.
- **Building a Collaborative Classroom:** Foster a classroom atmosphere where students collaborate, feel valued, and are motivated to contribute. Building strong relationships within the classroom promotes engagement and enhances the overall learning experience.

## BUILDING CONNECTIONS WITH ALUMNI

- **Make Meaningful Connections:** Maintain a purposeful and long-term relationship with alumni, leverage their expertise, experience, and goodwill for the betterment of the school community.
- **Welcoming Interactions:** Ensure that all interactions with alumni are warm, respectful, and appreciative, encouraging them to remain actively engaged with the school.
- **Event Involvement:** Invite alumni to participate in school events such as:
  1. Guest lectures to share insights from their field of expertise.
  2. Workshops that contribute to students' skill development.
  3. Career counselling sessions to guide students in their professional paths.
- **Special Roles:** Provide opportunities for alumni to mentor current students or support extracurricular activities and community initiatives.
- **Updates and Newsletters:** Regularly update alumni about school achievements, events, and developments through newsletters, emails, or social media platforms.
- **Networking Opportunities:** Actively encourage students to connect with alumni for career guidance, internships, and professional networking.
- **Reunions and Projects:** Actively support and promote alumni reunions, community projects, or other initiatives led by the alumni network.
- **Decision-Making Involvement:** Invite alumni to participate in brainstorming sessions or decision-making processes for school development and community outreach projects.
- **Alumni Database:** Create and maintain an up-to-date alumni database with accurate contact details for efficient communication and coordination.
- **Data Utilisation:** Use the database to track alumni achievements, enabling staff to share their success stories with the school community.



**Communication  
& Collaboration**

## UTILISING COMMUNICATION TOOLS

- **Effective Use of Communication Platforms:** Staff should use email, staff meetings, and designated school communication platforms (such as the intranet and learning management system) to share updates, resources, and feedback. Timely communication ensures that all stakeholders are aligned and informed.
- **Ensuring Transparency:** Information should be shared in a manner that promotes transparency, ensuring that everyone on the team has the same understanding of key issues, student progress, and instructional practices.

## REGULAR TEAM MEETINGS

- **Collaborative Meetings:** Regular team meetings will be scheduled to discuss student progress, teaching strategies, and instructional effectiveness. These meetings provide a platform for staff to collaborate, brainstorm, problem-solve, and refine teaching practices.
- **Reflection and Improvement:** Meetings also provide a time for reflection, allowing staff to analyse the success of their strategies and make necessary adjustments to improve teaching and learning outcomes.

## PARENT COMMUNICATION

- **Clear, Open Communication:** Teachers are expected to maintain clear and open lines of communication with parents regarding their child's academic progress, challenges, and achievements. This builds a strong partnership between school and home.
- **Parent-Teacher Meetings:** Regular parent-teacher meetings should be held to discuss the child's development, academic standing, and behavioural progress. Teachers should use emails or phone calls to address concerns or highlight successes, always maintaining a professional, respectful tone.

## CONSTRUCTIVE FEEDBACK

- **Receiving and Giving Feedback:** Staff members will receive feedback through formal performance evaluations, self-reflection, and peer reviews. Constructive feedback is an essential component of professional development.
- **Focus on Growth:** Feedback should be aimed at supporting staff development, highlighting strengths, and offering guidance for areas of improvement. This helps create a culture of continuous improvement where staff are motivated to refine their practices.
- **Fostering Professional Growth:** A culture of continuous improvement will be encouraged, where staff actively engage with feedback to enhance teaching quality and improve student learning outcomes.



**Events  
& Extra  
Curricular  
Activities**

# STAFF PARTICIPATION & CONTRIBUTION

Staff members are encouraged to actively participate in planning, organisation and the execution of school-wide events and extracurricular activities. Contributions can include:

- Event coordination
- Student mentorship
- Providing resources
- Supporting the overall success of these initiatives

# HOLISTIC EDUCATION THROUGH EVENTS

Events such as cultural festivals, academic challenges, and community projects play a central role in enriching the school experience and aligning with the school's mission to provide a holistic education. These activities foster student development in areas such as:

- Creativity
- Teamwork
- Leadership
- Social responsibility

# MENTORSHIP & STUDENT ENGAGEMENT

- **Staff Engagement:** Staff are expected to mentor students and provide guidance in extracurricular activities, helping students explore their interests and talents beyond the classroom.
- **Encouraging Participation:** Encouraging student participation in extracurricular activities, such as sports, music, drama, clubs, and community service, enhances their overall development and complements their academic learning.



# **Performance & Evaluation**

# REGULAR PERFORMANCE REVIEWS

At Balsam Academy, we are committed to your professional growth. Performance reviews are conducted regularly to:

- Assess achievements.
- Identify areas for improvement.
- Set goals for the upcoming period.

These reviews provide constructive feedback that supports your development as an educator and a team member.

# SELF REFLECTION & GOAL SETTING

We encourage all staff to engage in self-reflection to assess your strengths and identify areas for growth. Each year, you are encouraged to set personal development goals that:

- Align with your professional aspirations.
- Contribute to the mission and vision of the school.

# CONSTRUCTIVE FEEDBACK

Feedback is an essential tool for professional growth. Staff members will receive feedback through:

- Formal performance evaluations.
- Self-reflection.
- Peer reviews.

Feedback should be constructive and aimed at improving skills, effectiveness, and overall contributions to the school.

# RECOGNITION & REWARDS

Outstanding contributions are acknowledged and celebrated at Balsam Academy. Recognition programs and awards will be used to:

- Celebrate achievements in teaching, leadership, and school involvement.
- Motivate staff to continue excelling in their roles.



**Leaves &  
Substitutions**

## **CASUAL LEAVE**

Casual leave is provided for short-term absences due to personal or unforeseen matters. The leave request should be submitted in advance for approval from the relevant authority.

CL shall not be permitted during mandatory working days, including but not limited to special events, Parent-Teacher Meetings (PTMs), and other designated days, even if the employee has not utilised their CL entitlement for the month.

Leave availed without prior approval shall not be considered as Casual Leave (CL) and will be treated as unauthorised absence.

## **SICK LEAVE**

Sick leave should be reported as soon as possible, especially in the case of health-related absences. Extended sick leave may require a medical certificate to ensure proper documentation and transparency.

## **MATERNITY & PATERNITY LEAVE**

In accordance with applicable laws and school policies, maternity and paternity leave will be granted to support staff members during family life events.

## **SPECIAL LEAVE**

Special leave may be granted in cases of emergencies, such as bereavement or personal crises. This leave requires approval from the relevant authority and is meant to accommodate urgent situations while minimising disruption to school operations.

## **LEAVE APPLICATION PROCEDURE**

Staff members must follow the prescribed procedure for applying for any type of leave. This includes:

- Submitting leave requests through the official system.
- Providing necessary documentation, where applicable.

## **GUIDELINES FOR SUBSTITUTION**

Engage Effectively with Students

- Prepare songs, stories, quizzes, or creative tasks that can engage students constructively during your substitution period.
- Tailor your teaching style to the age and interest level of the students, ensuring they feel heard and valued.

Approach with Positivity

- Treat substitution as a valuable opportunity to connect with students, enhance your skills, and demonstrate adaptability.
- Refrain from sulking or shying away from the responsibility. Approach the session with a positive mindset to inspire students.

### Make the Most of the Session

- Teach students something new or meaningful, even if it's outside the regular curriculum. Encourage critical thinking, creativity, or teamwork through engaging activities.
- Communicate with the regular teacher to understand the class's progress, dynamics, and specific needs.

### Reporting and Feedback

- Provide the regular teacher with a brief report summarising the topics covered, student engagement, and any notable issues during the session.
- Offer constructive feedback on student behaviour or progress observed during your time with the class.

### Maintain a Positive Atmosphere

- Use storytelling, discussions, or group activities to make the session engaging and valuable.
- Reinforce the importance of maintaining classroom discipline and mutual respect during your substitution period.



# **Compensation & Benefits**

- 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 salaries are liable for taxes (professional/TDS) as per norms. The basic component of salary is calculated considering the following factors:

- Years of experience in the respective designation in the same organization or in the previous organization
- Last drawn salary in the previous organization
- Demand for the particular designation in the education sector
- Exceptional cases like relocation or additional responsibilities shared
- Annual Confidential Report and the recommendation by the School Heads
- The scale of pay, allowances, annual increments, and benefits, including retrenchment benefits, shall be calculated by the Finance Controller and ratified by the School Management from time to time.
- We provide a detailed explanation of the salary and benefits package to all employees at the time of hiring. We also offer annual increments to confirmed employees based on their performance evaluations, inflation rates, and available resources. The annual increment cycle for confirmed employees is in July. If an employee has joined in May/June, their increment shall be in the next cycle and not immediately in July.
- If a confirmed employee has gone on unpaid leave for more than eight days, their increment shall get postponed by one year. In the event of economic slowdown due to a natural disaster/pandemic, interim measures in the form of cancelling increments/incentives shall be taken by the management.
- For teaching employees, in the first year of service, May vacation salary shall be released only after completing 11 months of service. Teachers who are taking work profiles and timing based on their own needs shall only be on a consolidated basis if school needs their services.

They are eligible for full-time appointment only if there is a “vacancy.” Until then, they are not eligible for any benefits. In the event of an economic slowdown due to a natural disaster/pandemic, interim measures in the form of cancelling or deferring salaries shall be taken by the management.

# PAYROLL INFORMATION

Payments are made on the 5th of every month (excluding holidays) and are credited to salary accounts through the bank using Electronic Funds Transfer.

# INCENTIVES

At Balsam Academy, we believe in rewarding employees who consistently exceed their job expectations. We offer performance-based incentives based on the following criteria:

- Meeting or exceeding individual goals
- Contributing to the school's overall success
- Demonstrating exceptional performance in their job duties

Incentives shall be awarded based on performance Indicators, including but not limited to student outcomes, teacher evaluations, and school performance. Employees shall be evaluated as per the appraisal policy to determine eligibility for incentives. Incentives may include cash bonuses or other rewards as determined by management.

# REWARDS

We recognize outstanding achievements by employees through rewards such as certificates of appreciation, public recognition, or other non-monetary means. We encourage and support professional development opportunities for our employees. We provide opportunities for employees to participate in committees, decision-making processes, and other leadership roles. We maintain a positive work culture that fosters teamwork, communication, and mutual respect. We periodically survey our employees to gather feedback and suggestions for improving our reward policy.

# EMPLOYEE BENEFITS

i) Tuition Fees: Confirmed full-time employees are eligible for an annual tuition fee waiver of 25% for one child or 12.5% each for two children. However, this waiver applies only to tuition fees, and no concessions shall be made for other fees, such as bus fees, external assessment/test fees, government exam fees, or any other fees collected by the school under any head. The fee privilege applies to a maximum of two children only. If a child repeats a year in the same class, they shall not be eligible for fee concessions during that period. If an employee chooses a special time assignment, they shall not be eligible for a fee waiver.

*Visiting faculty and consultants are not eligible for this privilege. Tuition fees, once paid, are non-refundable. Further instalments shall have the applicable fee waiver.*

ii) Free Transport for Employees: Employees can avail themselves of the school transport service free of cost only from the designated stops, based on the availability of seats. The school's "Learning on Wheels" program engages students on the bus, and children of employees can avail the school bus service only on payment.

iii) Medical Check-up and Accident and Medical Insurance: All new employees must submit a fitness certificate at the time of appointment. Confirmed full-time employees must undergo an annual medical check-up by the Medical professional appointed by the management. It is mandatory to

undergo the annual health check-up when the dates are announced, without reminders. If an employee is found to be at risk of any medical condition, they shall be referred to the Health and Wellness Committee. If an employee is declared medically unfit by the Medical professional appointed by the Management, and if the Management is convinced that the employee is incapable of discharging their duties, the Management may terminate the employee's services by giving them one month's notice and paying all their dues, if any.

*Confirmed full-time employees are insured under the accident and medical insurance, and the premium amount shall be paid by the school annually.*

iv) Provident Fund Scheme: All employees, except visiting/contractual/consultancy services, must 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 shall be deducted for the employee's contribution, and 12% of the Basic + D.A, for a maximum of Rs. 15000, shall be added to the employee's P.F. account from the Employer or as amended by the government. Employees shall be given a Universal Account Number (UAN) to monitor their account.

v) Employees State Insurance Scheme: Employees covered under the ESI shall receive social security benefits such as medical, sickness, maternity, temporary and permanent disability benefits, and dependents' benefits. ESI is applicable for all employees whose salary does not exceed Rs.21,000 per month. Employees can get medical help at ESIC dispensaries by showing their Aadhaar card. The employee deduction shall be 0.75%, and the employer contribution shall be 3.25% of monthly salary, as per the ESI Act. Salary includes basic + all other allowances.

vi) Other Employee Benefits:

- Staff Day Out: An annual day trip or sleepover is organized for all staff members, providing a fun and memorable experience that combines entertainment, education, team building, and dining.
- Healthy Refreshments: Healthy refreshments are provided to staff during school events, promoting good nutrition and healthy habits.
- Competitions: Employees are encouraged to participate in various competitions organized for staff members.
- Awards: Outstanding employees are recognized for their contributions through awards such as the Outstanding Leadership, Outstanding Teacher, and Outstanding Employee awards.
- Bank Letters: Employees are provided with bank letters for loan applications after confirmation, without any liabilities.
- Fine Arts Faculty: Special concert practice allowances are recommended and sanctioned by the Core Committee and authorized by the Principal.
- Uniforms: Service employees are required to wear uniforms, and three sets are provided to them every year.
- Salary Advance: After completing one year of continuous service, employees are eligible for a salary advance of up to one month. The advance must be repaid within one year. Staff discontinuing for any reason, shall repay the outstanding loan to get a No Due certificate.
- Work Experience Letter: Employees receive a work experience letter if they have worked for a minimum period of one academic year.
- Reference Letter: Level Monitors provide reference letters only if employees honour separation norms and complete all required formalities.



# **Important Guidelines**

# **CURRICULUM & ASSESSMENT GUIDELINES**

Staff must adhere to clear policies on curriculum delivery, assessments, and grading. These guidelines ensure consistency and quality in teaching and student evaluation.

## **STUDENT GUIDELINES**

A structured approach to student discipline will be maintained, ensuring fairness and consistency in addressing behavioural issues. It is essential to foster a safe and respectful learning environment.

## **GRIEVANCE & COMPLAINT HANDLING**

Any grievances or complaints from staff should be addressed through the appropriate channels. The grievance procedure ensures that all concerns are handled in a timely, confidential, and fair manner.

## **CONFIDENTIALITY**

All staff members are required to adhere to confidentiality policies regarding:

- Student records.
- School operations.
- Sensitive information.



**Staff  
Engagement  
& Community  
Building**

## **REGULAR STAFF MEETINGS & SOCIAL EVENTS**

The school will organise regular meetings and social events to strengthen relationships among staff. These activities promote teamwork, collaboration, and a sense of community.

## **TEAM BUILDING ACTIVITIES**

To foster communication and collaboration, regular team-building activities will be planned. These activities help improve morale and create a cohesive work environment.

## **COMMUNITY OUTREACH & VOLUNTEERING**

Staff are encouraged to volunteer and participate in community outreach projects, including environmental sustainability initiatives. This strengthens the ties between the school and the broader community.

## **SUPPORT NETWORKS FOR STAFF WELL-BEING**

The school offers resources and support networks to promote staff well-being, addressing both mental and physical health needs.



**Technology &  
Digital Tools**

## **USE OF DIGITAL TOOLS**

Staff members are expected to use school-provided digital tools for educational purposes. It is important to adhere to cybersecurity and privacy guidelines to protect sensitive data.

## **ONLINE LEARNING PLATFORMS**

Teachers are encouraged to utilise online platforms for:

- Virtual learning.
- Homework assignments.
- Assessments.

These platforms help create more flexibility in student engagement and learning.

## **SOCIAL MEDIA USE**

Staff must use social media responsibly, ensuring that no personal or confidential information about students or the school is shared online.

## **DATA PROTECTION & CYBERSECURITY**

Staff members are responsible for safeguarding sensitive data and must adhere to the school's cybersecurity protocols to maintain the integrity of school records and privacy.



**Teaching  
Resources &  
Support**

# **ACCESS TO LIBRARIES, LABS & LEARNING MATERIALS**

Staff have access to the school's library, science and computer labs, and a wide variety of teaching materials to enhance teaching effectiveness. Requests for additional resources can be made through department heads.

## **TECHNOLOGY IN CLASSROOMS**

All classrooms are equipped with modern technology, including:

- Smart boards.
- Projectors.
- Internet access.

Teachers are encouraged to use these tools to create interactive and engaging lessons.

## **MATERIAL REQUESTS**

Staff who need additional teaching materials or equipment should submit formal requests to the administration through their department heads. All requests will be reviewed and addressed promptly.



**Complaints  
& Conflict  
Resolution**

## **CONFLICT RESOLUTION**

If conflicts arise within the workplace, staff members are encouraged to seek resolution through open dialogue. If the issue remains unresolved, it can be escalated to the Principal or the grievance committee.

## **FEEDBACK & COMPLAINTS SUBMISSION**

Staff can submit feedback or complaints via designated online forms or during staff meetings. Confidentiality will be maintained, and all concerns will be addressed in a timely manner.

## **REPORTING MISCONDUCT**

Balsam Academy is committed to maintaining an ethical workplace. Staff members are encouraged to report any misconduct or unethical practices without fear of retaliation. The school supports a culture of transparency and accountability.



**Sustainable  
Initiatives**

# **PROMOTION OF SUSTAINABLE PRACTICES**

Balsam Academy is committed to sustainability by:

- Reducing waste.
- Conserving energy.
- Encouraging recycling in all aspects of school life.

# **PARTICIPATION IN ENVIRONMENTAL PROJECTS**

Staff members are encouraged to participate in or lead environmental sustainability initiatives, contributing to the ecological well-being of the local community.

# Termination Of Employment

# RESIGNATION

## 1. Notice Period

Employees wishing to resign are required to provide written notice to the Principal and HR. The notice period is as follows:

- CORE Team: Minimum of 12 months.
- Level Monitors, Subject Heads, and other leadership positions: Minimum of 6 months.
- Teaching, Administrative, and Support Staff: Minimum of 3 months.

Note: This is applicable to confirmed employees not applicable during the probation period.

## 2. Exit Process

Resignation must be submitted formally in writing and acknowledged by the administration. Employees must complete the exit formalities, which include:

- Clearance of dues (library, materials, equipment, etc.).
- Submission of a handover document detailing pending tasks or responsibilities.
- An exit interview conducted by the HR/Principal.

## 3. Non-compliance

Failure to adhere to the notice period may result in forfeiture of benefits or deductions from the final settlement, unless waived under exceptional circumstances.

# SUSPENSION

## 1. Grounds for Suspension

An employee may be suspended due to:

- Alleged misconduct, gross negligence, or non-compliance with school policies.
- Pending investigation of charges such as harassment, misuse of school property, or inappropriate behaviour.

## 2. Procedure

- The suspension will be communicated through a written notice.
- The employee will remain off-duty during the suspension period but may receive partial pay or a subsistence allowance based on the school's discretion.
- A formal investigation will be conducted, ensuring fairness and confidentiality.

## 3. Outcomes

If cleared of wrongdoing, the employee will be reinstated without prejudice. If found guilty, further disciplinary actions, including termination, may follow.

# EXPULSION

## 1. Grounds for Expulsion

An employee may face immediate termination in cases of:

- Severe misconduct such as abuse, fraud, theft, or breach of contract.
- Repeated non-compliance after prior warnings.
- Behaviour that compromises student safety or tarnishes the school's reputation.

## 2. Procedure

- The school will issue a formal termination letter specifying the reasons for expulsion.
- Depending on the severity, expulsion may be immediate without notice or benefits.

## 3. Final Settlement

- Employees will be entitled only to pending salary for the days worked (if applicable).
- Provident Fund (PF), if eligible, will be processed according to statutory guidelines.

# GENERAL GUIDELINES

## 1. Documentation

- All communication regarding resignation, suspension, or expulsion will be documented and retained in the employee's file.

## 2. Appeal Mechanism

- Employees have the right to appeal suspension or expulsion decisions to the grievance committee within 7 working days of receiving the notice.
- The committee's decision will be final and binding.

## 3. Confidentiality

- The school maintains strict confidentiality regarding the circumstances leading to termination.

## 4. Rehire Policy

- Former employees may reapply for a position, subject to the discretion of the administration and the reason for prior termination.

# Annexe Directory

[\(Click here\)](#)