

7.2.1 - Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual.

Best Practice. 1

Title of the Practice–Policy Formulation

Objectives

- To provide a guiding, principled document to the stakeholders for smooth functioning of systems and processes at SVIMS
- To ensure effective governance, consistency, decentralization and participative management without any arbitrariness or ambiguity
- To systematize well-directed processes, reducing duplication of work and increasing productivity, resulting into less resistance, dissatisfaction and uncertainty at all levels.
- To enhance employee participation, guidance and reducing need for training and providing a sense of continuity

Context

Policies at SVIMS act as formal statements and guidelines that facilitate organizational conduct and decision-making processes at various levels, encouraging common understanding of systems and process, assuring consistency and continuity.

A well-functioning IQAC ensures integration of various activities of the Institution, developing a system for conscious and consistent quality initiatives to improve the academic and administrative performance of the Institute.

SVIMS is NAAC accredited and has systems in place for recruitment, admissions, curriculum development, assessments, feedback, certificate courses, etc. These are supported by the policies that define process and procedure for every important action that is undertaken in the mentioned fields serve as a road map for building institutional quality.

The Practice

Policies defining processes and procedures for various activities are drafted collectively by faculty and staff, with the Director's guidance. These act as a beacon for bringing actions to fruition. Every process introduced or followed (Gender, Greenpractices/ environment / admissions/ Research etc.) is supported with a well-structured policy.

The Role of Faculty

The Director attended a 3 months IQAC institution building course. Similarly, faculty have attended different seminars and workshops on NAAC accreditation and were further sensitized about need for writing down policies for different processes. The faculty attend FDPs on writing policies. This led to knowledge creation and the faculty members brought their learnings together to formulate the policies at the Institute. The IQAC brought together faculty, admin staff and wherever needed student representatives, to brainstorm and identify key areas of operation and decided on which policies to frame. This was followed by rigorous researching, with inputs from internal as well as external experts and then testing it with stakeholders for understanding its impact. Once the policy document meets the required criteria, the next step is about communicating it and publishing it and making everyone aware and conversant to avoid deviant processes/procedures/ behavior.

The Role of Administrative Office

Once the policies are formulated, the IQAC and Administrative Office ensure that the policy is implemented within the stipulated time. Any non-adherence or any gap in the implemented policy is reported to the Director for her guidance.

The Students' Body / Council and the Class Representatives further ensure that the norms and policies as laid down by the institute are adhered to by the students. They also coordinate with the faculty to carry out various institutional tasks and activities as stated by the policies.

Evidence of success

At the time of Induction, the new students are made aware of Students' Code of Conduct, the Anti ragging and Sexual Harassment policy, setting the pace for the expected academic and general behaviour.

The Employee Handbook is the foundation for processes related to recruitment and conduct of employees and the organization's expectations of them; which are adhered to by the employees at all levels.

The Institute adopts Sustainability Development Goals in its processes and systems to the best possible extent. Keeping in view of the same, policies on greenpractices, water conservation, and gender sensitization are developed and streamlined through the various activities held at the Institute.

The training and placement with their defined processes and procedures ensure optimum industry academia interaction through various activities, sessions and MOUs to develop the required skills amongst the students, which in turn also helps to increase the institute's visibility.

The academic integrity is maintained as the systems and processes for Continuous Internal assessments, Pedagogy, Evaluation and measurement of Outcome policies are in place and followed at all levels. Seminars, guest sessions, activities are conducted in adherence to the given norms.

Problems encountered and resources required etc

The policies need to be updated regularly incorporating the guidelines of affiliating SPPU as well as other regulating bodies. Access and availability across different databases needed to be addressed.

At Institute's level, understanding basic mechanism of framing policies/SOPs becomes time consuming as there might be the need to overcome resistance of staff to formalize processes, getting support to write down policies in a structured way. Also the environmental factors sometimes act as hindrance in development and implementation of the policies successfully.

With every new employee recruited the process of training in policy implementation has to be completed to induct the person fully into the systems and processes of the Institute.