

SOP for

HR

Standard Operating Procedure (SOP) for Staff Appointment at Technoglobe Franchisee Center: 👤

Pre-Joining Process: 📄

1. Head office will provide leads of staff members to partner center 📊. These leads are sourced through social media campaigns & online job portals 📱. Data may be called either from HO or Partner center as per the understanding 🤝. Non tech staff can be directly appointed by Partner Center & technical staff's final interview is to be taken by HO 📄.
2. _Offer Letter_: 📧 The Partner Center will provide offer letter to the selected candidate within 15 days of his / her joining, mentioning terms of appointment 📄. Sample offer letter if require may be provided by HO to Partner Center 📁.
3. _Documentation_: 📁 The candidate will be required to submit necessary documents, such as educational certificates, identity proof, and experience certificates to the Partner center 📄. Partner Center has to keep those papers safely 🗝️.

Onboarding Process: 🌟

1. **_Orientation_:** 📄 The new staff member will attend an orientation session to familiarize themselves with the institute's policies, procedures, and culture 🌈.
2. **_Introduction to Team_:** 👥 The new staff member will be introduced to their team members and reporting manager / Sr Counselor 🤝.
3. **_Job Responsibilities_:** 📄 The new staff member will be provided with a detailed job description and responsibilities by Partner Center 📊. All above things are to be done by partner center 🤝. Support of HO team will be available if require 📞.

Post-Joining Process: 📈

1. **_Probation Period_:** ⌚ The new staff member will be on a probation period for 15 days, during which their performance will be evaluated 📊. On satisfactory performance the job will be continued 📈. If staff member is terminated in 1st 15 days due to any reason then salary till their last working day has to be given (Excluding reasons of Misbehavior) 📄. Staff has to work for minimum 4 months in organization as he/she got free trainings on higher technologies 📄. On completion of 4 months staff has to give notice period of 15 days in writing to get salary & experience certificate 📄. These conditions are to be discussed at time of joining & need to be mentioned on offer letter 📄.

2. **_Training and Development_:** 📄 The Head Office will provide training and development opportunities to enhance the staff member's skills and knowledge 💡. The senior trainers from HO will train Partner Center's trainers to upgrade their skills to new technologies 📊. Counselors & Callers will also be given intense training about 4C concepts i.e Calling, Counseling, Course Suggestions & Closing 📈.

3. **_Performance Evaluation_:** 📊 Assessment of 4C concept of counselors & Telecaller has to be taken on regular basis by Partner Center & on request of Partner Center, HO may also take these Assessments of counselors & callers 📄. Assessment of Trainers will be done by HO on regular basis 📊.

General Guidelines: 🤝

1. **_Confidentiality_:** 🔒 Staff members are expected to maintain confidentiality of institute-related information 🗨️.

2. **_Professionalism_:** 👤 Staff members are expected to maintain a professional attitude and behavior at all times 🧑‍💼. They are expected to wear Official uniform provided by HO 🧢. They should keep a good environment with students & maintain a reasonable professional distance with students 🤝.

3. **_Communication_:** 📱 Staff members are expected to communicate effectively & respectfully with colleagues, management, and students 💬.

4. Trainers are expected to maintain ratio of 70% conversion of demo classes 📊. Telecaller have to achieve minimum 15% to 20% conversion of FB/Insta Leads to walkins 📈, Telecaller should attain 30% conversion from Just Dial leads to walkins (Not admissions) 📊, Counselors have to ensure minimum 35% conversion from walkins to Admissions 📈. If they are not achieving these figures then Franchise Partner has to take meetings with them & arrange their trainings from HO 📞.

Institute Policies: 📄

1. **_Attendance Policy_:** 🕒 Staff members are expected to adhere to the institute's attendance policy 📊. Only 1 paid leave in a month is allowed besides Sundays & general public holidays 📅. More than 1 leave is strictly not allowed 🚫. However if in any month no leave is taken then 2 leaves can be allowed in next month 📅.

2. **_Code of Conduct_:** 🤝 Staff members are expected to adhere to the institute's code of conduct 📄. Misbehave with seniors & not following instructions of management may result in termination from job 🚫.

3. If staff member drop job before 4 months, then as per terms of offer letter he / she won't get experience certificates & clearance 📄 but final decision on this will be taken by Franchise Partner based on conditions 🤝 .

Salary Recommendations 📄

1. For experience counselor the salary should be 20k to 25k per month 📁 .
2. For Telecallers recommended salary should be 15k to 18k per month 📞 .
3. For Trainers of multiple technologies recommended salary is 30k per month 📊 .
4. For office boy cum promoter recommended salary is 14k to 17k per month 👤 .

Note 📄 : Depending on good business flow & performances incentives can be offered to staff 🎁 . Counselor & Telecaller are offered incentives on Target completion & Trainers can be offered incentives on demo conversion & student updates on other Technologies 📈 . Salary day is 15th of every month as 15 days salary is to be kept as security so that staff doesn't leave job without notice 🕒 . The above points are just Recommendations from Head Office but can be altered/changes by partner center as per requirement 📄 . For any doubt or query related to HR Policy contact Technoglobe HO 📞 .